



Sport Volunteers: Plan

All community sport and recreation volunteer programs benefit from a written design outlining how the program will run, what it will deliver and expectations of both the organisation and volunteers.

A first step is to articulate the value volunteers will bring and their status in your organisation. Then create written policies and procedures to give clarity about rights, responsibility and expectations for volunteers and the sport & recreation organisations they contribute to. Use our additional resources to think how your club may be seen by volunteers new to your organisation.

What is volunteering?

The definition of volunteering is: 'time willingly given for the common good and without financial gain'. The term 'volunteering' covers a wide diversity of activities within community clubs, associations and events. We recommend identifying your rationale for involving volunteers. If you are clear about why you want to engage volunteers, it will be much easier to design your volunteer program with the processes and shared expectations that will make it work.

Volunteer rights and responsibilities

Volunteering practice is not regulated by law like paid employment therefore it is particularly important that the [National Standards for Volunteer Involvement](#) are followed to ensure the best practice for all concerned.

According to these standards, a volunteer has the right to a clearly written position description, be supported and supervised in their role, a safe and healthy workplace, be covered by insurance, be reimbursed for any out-of-pocket expenses they may incur and be advised of all policies and processes that may affect them in their role as volunteer.

In addition to rights, volunteers have responsibilities which best practice suggests includes carrying out their volunteering job as specified in the job description, being accountable for their own actions, asking for support when needed, carrying out the work agreed to, responsibly and ethically and respecting privacy and confidentiality.

Essential Sport Volunteer Policies and Procedures

Sport and recreation clubs, groups and associations can benefit from writing down their policies and procedures, particularly for situations where volunteers are involved. Such documents do not need to be long or cover every aspect of what you do. Rather, for key issues, think about:

- your overall approach to the issue
- who the issue specifically affects
- who is responsible for dealing with it
- what steps should be followed
- using language that is simple and accessible to a broad audience

Which policies and procedures

As each organisation varies in size and complexity, policy and procedure needs will vary. Regardless of size we suggest consideration of policies and procedures in the following areas:

- Recruitment
 - Volunteer application form
 - Position descriptions
 - Selection process
 - Volunteer checks
- Code of Conduct
- Orientation / induction checklist (including health and safety procedures)
- Reimbursement of out-of-pocket expenses
- Volunteer insurance

A risk assessment process can be a helpful tool to assist your organisation, particularly to identify gaps in policies and procedures.

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Volunteer coordination

Embedding volunteer coordination into the structure of your organisation can assist you to manage, recruit and support volunteers. In addition, appointing short term, game day or event volunteer coordinators assists the smooth running of organised activities at any level of sport.

Resources to support volunteers

In addition to the support of Volunteering Victoria, find below a range of resources to help your club support volunteers.

Play By the Rules – making sport inclusive, safe and fair

Club Help – help specific for regionally-based clubs

AAA Play – connecting and including people with disabilities

Guidelines for preventing violence against women

Making information accessible and available in multiple languages

Our community is diverse, encompassing multiple language and accessibility needs. We encourage ensuring your information can be available to people with visual disabilities as well as produced in languages relevant to your community, Club or Association.

The Victorian Government provides online resources to assist you with:

- **Language interpretation or translation**
- **Visual accessibility**

More sport-specific tools about volunteering

Sport & Recreation Volunteering is a big topic with many areas where expertise is required. A range of sport-specific resources have been created to assist you in your strategies and practices around volunteers.

This tool is one of many tools and factsheets available here at Volunteering Victoria's **sport-specific resource section**

We encourage you to check out the full range of tools and use those which may support and apply to your club.

www.volunteeringvictoria.org.au/sport-volunteering