



***VOLUNTEERS***  
***THE BEST THINGS IN LIFE ARE FREE***  
***.....OR ARE THEY?***

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**GCMA National Conference 2011**





# *A Club's Origin*

- Born through vision, passion and commitment
- A need for the local community





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# *A wonderful legacy*







*But sometimes.....*







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*“It’s beautiful soil.....”*







***“Won’t take me long.....”***







***“It doesn’t rain in.....”***



*“It looked like wetting agent...”*



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# *Growing expectations*

- “Dad’s Army”
- Increased workload
- Dwindling numbers





# *Social changes*

- **Work/life balance**
- **Fee for service, not participation**
- **Happy to pay extra to enjoy the experience, and avoid the commitment**
- **Increasing numbers of paid positions**







# *Responsibilities*

- **Legislation**
- **Best practice - Volunteering Australia**
- **UK focussed volunteer resources**

# *Volunteering England*

- **Welcome to the Good Practice Bank!**
- The Good Practice Bank aims to improve information sharing and reduce duplication within the volunteering sector.
- The Good Practice Bank has [Core Themes](#) which deal with general good practice on managing volunteers, and [Specialist Themes](#) which focus on more specific topics.





# *Volunteering England*

- **Volunteer Policies and Agreements**
- This Core Theme of the Good Practice Bank contains a number of resources and links to help you with developing or updating a volunteer policy, handbook or agreement. It is complemented by all the other Core and Specialist Themes which provide more detailed information on specific topics.



# *Volunteering England*

- **Core Themes**

- Volunteer policies and agreements
- Recruitment
- Creating volunteer roles
- Expenses and state benefits
- Induction and training
- Support and supervision
- Reward, recognition and retention
- Health & safety and insurance
- Dealing with problems, complaints and disputes
- Protection and safeguarding
- Equality and diversity
- Legal Issues and volunteering
- Resources for volunteer managers and co-ordinators





# Responsibilities – South Australian Guide

- ▶ A healthy and safe workplace is important to the productivity, effectiveness and sustainability of any organisation. Organisations that employ one or more person also have obligations under Commonwealth and State laws to maintain a safe working environment.
- ▶ **Most federal and state laws do not make explicit reference to volunteers in their legislation; however this does not exempt volunteer-involving organisations from OH&S obligations.** In most instances, volunteers fall under the category of 'other persons' to whom a volunteer-involving organisation owes a duty of care. While an employer's duty of care to 'other persons' is not usually defined as specifically as it is for employees, breaches of this **duty of care** are just as important and treated as seriously as if the person were an paid employee.
- ▶ **Volunteer-involving organisations also have other obligations to ensure the occupational health and safety of volunteers, including common law and laws relating to workers' compensation.**
- ▶ **Relevant Laws**
  - ▶ Occupational health and safety in South Australia is governed principally by the *Occupational Health, Safety and Welfare Act 1986*.
  - ▶ Other relevant legislation include: the *Volunteers Protection Act 2001* and the *Civil Liability Act 1936* the *Workers' Rehabilitation and Compensation Act 1986*.

# *Responsibilities*

## **Factors Which Tend to Make the Involvement Of Volunteers Appropriate:**

- Where the work is for the benefit of voluntary, not-for-profit charitable organisations
- Where the job has not been performed by a paid worker within the last six months
- Where the job will not require more than 20 hours per week
- Where new areas of work are being explored and volunteers may pave the way for the creation of new jobs
- Where there is an agreement within the member organisation about the nature and purpose of the volunteer involvement, including the principle of entitling volunteer staff to the same employment practices and benefits as paid staff
- Where paid staff acknowledge the value of volunteers' contributions and adequate resources are made available to support, supervise and train the volunteers
- Where there is an opportunity for the volunteer to benefit from the work by achieving personal goals
- Where a task can be carried out better by a volunteer than by a paid staff person. This might include one-to-one befriending, advocacy, visiting, etc.
- Where a distinct area of work can be identified for which the volunteer can take responsibility and which complements or extends the work of paid staff



# *Responsibilities*

## **Code of Practice for Volunteers**

To promote excellence in service and maximise the quality of my experience as a volunteer, I will:

- Recognise my own motives for being a volunteer and ensure the organisation is aware of these.
- Seek work opportunities appropriate to my skills, interests and aspirations.
- Be committed to give high quality service.
- Consider opportunities for job training and personal development.
- Carry out all work I agree to do responsibly and ethically.
- Speak out about any concerns that might affect my work relationships or quality of service.
- See myself as a valued team member with the right to contribute to decisions which affect my work.
- Value and support other team members.

# *Responsibilities*

## **Code of Practice for Volunteer Involving Organisations**

To promote excellence in service and maximise the quality of volunteers' experience, this organisation will:

- Empower our volunteers to meet their own and the organisation's needs.
- Offer volunteers work opportunities appropriate to their skills, experience and aspirations.
- Provide volunteers with clear duty statements and orientation to their work and the organisation.
- Offer training and support for volunteers to achieve personal and work goals.
- Implement procedures to safeguard volunteer safety and well being.
- Offer re-imbusement to cover out-of-pocket expenses.
- Recognise volunteers as valued team members with opportunities to participate in relevant organisation decisions.
- Provide mechanisms to acknowledge contributions made by volunteers.



# Retaining Volunteers – Australian Sports Commission

## Volunteer Management

- The role of the volunteer in community sport is crucial. Volunteers are the lifeblood of sporting clubs as they ensure that clubs can operate successfully every season.
- **Recruiting and retaining good volunteers is a significant challenge for many sporting clubs across Australia.** Good Sports acknowledges these challenges by providing a range of program criteria that directly relates to volunteers and the way in which they operate within the club environment.
- The Australian Sports Commission has produced a document relevant to the recruitment and retention of volunteers. This document is a useful resource for clubs that want information and instruction on how to best manage their volunteer base.

['Volunteer Management Program - Retaining Volunteers'](#)- PDF - 214KB

© Australian Sports Commission

# Retaining Volunteers – Sport and Recreation NZ

- SPARC would like to say a huge thanks to the half a million New Zealand who do thousands of tough jobs in sport and recreation every week - just for the love of it. **There are 41,000 people paid to work in sport in New Zealand, but 500,000 people working unpaid.**
- [Volunteers](#) are incredibly important at every level. Without grassroots helpers, sport simply wouldn't happen – and players could never advance to world-class level.



# Retaining Volunteers – Sport and Recreation NZ

## Sample Volunteer Welcome Pack

- **Research has shown that volunteers like more structure.**  
They need to know how things work and what their role is so they can help out properly. You can do this through an orientation programme.
- An orientation programme explains how things work at the club and what their particular role will be. You can include this information in a Welcome Pack.

[View a sample Volunteer Welcome Pack » \(DOC, 29 Kb\)](#)

# *Retaining Volunteers – Sport and Recreation NZ*

## **VOLUNTEER WELCOME PACK CONTENTS PAGE**

A volunteer welcome pack is an important aspect of volunteer management. It gives the volunteer important information about their new role.

Things it might include would be:

- A personal welcoming letter from your Club President or CEO
- A copy of the job description
- A list of members in the club, their roles, responsibilities and phone numbers
- Volunteer code of conduct
- Explanation of the structure and size of the club – as well as it's history
- Dates and times of practices and competitions
- Schedule of club fees and what are they used for
- Details of any fund-raising events
- Information on upcoming training course dates and costs
- Reimbursement information for out-of-pocket expenses



# *Costs - Time*

- **Planning**
  - What will you/can you get them to do?
  - How long will it take?
  - What will they need?
- **Inductions**
  - Understanding of each others responsibilities
  - Location of essential items and amenities
- **Supervision**
- **Unpredictable**
  - Weather!
  - Better offer!!!!



# Costs - Financial

## ► Not just a “cup of tea and a piece of cake!”

## ► Insurance

- The Organisation has a duty to ensure Volunteers are trained and suitably able and qualified to act as a Volunteer in respect of the particular activity for which the Volunteer is Volunteering.
- Therefore, once the Organisation is satisfied that the Volunteer is **suitably able and qualified** to carry out Voluntary duties **certain insurances** need to be put into place, i.e.;
  - Public Liability Insurance (*protecting both the Organisation and the Volunteer from negligence claims*)
  - Volunteer Accident Insurance (*ensuring that the Volunteer has suitable insurance cover for accidental injury as result of the Volunteer duties*)

**Volunteer and Organisations can assist to minimize risk to staff, clients and customers through proper health and safety practices, documented procedures, training and management practices.**

Source: RGIB website



# *Costs - Productivity*

- Limited skill base
- Inefficient
- Opportunity cost
- May be more cost effective to complete with paid staff, or outsource to skilled labour



# *But we still need volunteers*

- **Sporting clubs rely on non paid service to maintain their viability.**





# *How do we manage volunteers?*

- **Realistic expectations**
- **Appropriate jobs**
  - Identify skills
  - Project areas
  - Administration
  - Data collection
  - Filing
  - Research



# How do we manage volunteers?



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- Clearly explain and document roles and responsibilities
- Establishes value

----- CLUB  
POSITION DESCRIPTION

POSITION: Volunteer Gardener

INCUMBENT:

REPORTS TO: Course Superintendent

OVERALL SCOPE: The clubhouse gardens are valued greatly due to the visual impact they provide as a first impression for members and guests to our club.

As a Volunteer Gardener, your role is to assist the Course Maintenance Team in the presentation of the clubhouse gardens so that they add year round beatification to the clubhouse area and provide a suitable back drop for corporate and wedding photos.

Key tasks include, but are not limited to:

- Hand weeding
- Topping up of mulched areas
- Dead heading roses
- Pruning ground covers to edge of path ways
- New planting as directed by the Course Superintendent
- Reporting any observed problems to the Course Superintendent

It is anticipated this role will require 2 hours per week, at a time to be agreed.

-----  
Volunteer Gardener  
Manager

-----  
Course Superintendent

-----  
General

Date .....




# How do we manage volunteers?



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- Undertake inductions, explaining their importance


 <b>GLENELG</b> GOLF CLUB			
<b>VOLUNTEER INDUCTION REGISTER</b>			
<small>The undersigned volunteers have read and understood the listed policies of the Glenelg Golf Club</small>			
<b>NAME</b> (Please print)	<b>CODE OF CONDUCT</b> (Signature)	<b>DRUG AND ALCOHOL</b> (Signature)	<b>ENVIRONMENTAL</b> (Signature)





# How do we manage volunteers?

- Sign in, sign out

 <b>GLENELG</b> GOLF CLUB			
<b>VOLUNTEER SIGN IN/OUT REGISTER</b>			
<small>The undersigned volunteers have read and understood the listed policies of the Glenelg Golf Club</small>			
<b>NAME</b> (Please print)	<b>TIME STARTED</b>	<b>TIME COMPLETED</b>	<b>SAFELY COMPLETED</b> (Signature)

# How do we manage volunteers?



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- Record incidents

		 <b>GLENELG</b> GOLF CLUB				
<b>VOLUNTEER ACCIDENT REPORT REGISTER</b>						
<small>The undersigned volunteers have read and understood the listed policies of the Glenelg Golf Club</small>						
Date	Time	Name of Person Receiving First Aid	Description of Illness or Injury	Cause	Treatment Given	Signature



# *How do we manage volunteers?*



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- ▶ **Supervise well**
  - **Work with, don't watch and check**





# How do we manage volunteers?



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## THE FRIENDS OF THE COURSE ARE BACK!!!

- **Focus on community value of the work**

On Thursday, November 18, the Friends of the Course were gathered again after an extended hiatus. There were some familiar faces and some new ones, but the level of enthusiasm could be felt in the air. After a brief debrief, two groups set off to different sections of the course under the supervision of course staff Bill and Ben (no, not the flowerpot men!) with plants, trowels, stakes and tree guards, as well as sense of anticipation.

The work rate was feverish, and two and half hours later our nine volunteers had planted close to 400 plants, including placing guards around a large number of self sown pines trees.

Over a snag or two and a drink afterwards, there was a great feeling of satisfaction among the group, and they are looking forward to the next challenge.



It was a great morning, highly productive in continuing the landscape improvements around the course, and a great way to meet new people within our great club.

If you would like to be part of the Friends of the Course, feel free to contact the administration office and register your details. The next project day is planned for Thursday, December 16, from 8am – 11am.

We'd love to see you there.



# How do we manage volunteers?



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**GLENELG**  
GOLF CLUB

*Thank you.....*

Wednesday, November 24, 2010.

Dear \_\_\_\_\_

I just wanted to thank you again for volunteering your time as a Friend of the Course to assist us in the ongoing improvement of our golf course. Your contribution last Thursday morning was invaluable, and I hope you had a great time meeting new people and staff members.

I look forward to seeing you again soon.

Sincerely

Daryl Sellar

Consulting Superintendent

Glenelg Golf Club



# *The future.....*

- **Always a role for the volunteer**
- **Need to demonstrate best practice towards our duty of care**
- **Establish a framework that effectively manages the risks associated with utilising volunteers**
- **Seek advice**



# *Are the best things in life free?*

- They are if you can afford them!
- Realise the costs and obligations
- Plan for the future
- Realistic expectations
- Value them
- Can you afford not to have them?





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*Thank you.....*

