



**Australian  
Taekwondo  
QLD**

SPORTS TAEKWONDO QUEENSLAND INC.  
TRADING AS  
AUSTRALIAN TAEKWONDO QUEENSLAND

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## **VOLUNTEER POLICY**

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## DOCUMENT MANAGEMENT

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## CONTENTS

Document Management.....	i
Introduction.....	1
Purpose.....	1
Policy.....	1
Scope.....	1
Responsibilities.....	2
Procedures.....	2
Recruitment.....	2
Induction.....	2
Supervision.....	2
Record Keeping.....	3
Reimbursement.....	3
Volunteer Satisfaction Survey.....	4
SURVEY.....	4
Training.....	4
Supervision.....	5
Recognition.....	6
Feedback.....	6
Overall Satisfaction.....	6

## INTRODUCTION

Australian Taekwondo Queensland (ATQ) relies heavily on the unpaid work of volunteers and highly values their contribution. Volunteers play an integral part in supporting the work of ATQ and enriching the lives of participants and the development of taekwondo in Queensland.

ATQ recognises that volunteers bring differing levels of expertise and life skills and provide a broad knowledge base to the martial art. They come from a range of backgrounds that reflect the diversity within the wider community.

### Purpose

This policy aims to ensure that volunteers working at ATQ are recognised and appreciated; undertake safe, significant and fulfilling work, whilst complying with the Constitution of ATQ and legislative requirements.

### Policy

All volunteers shall be treated with respect and gratitude for their contribution.

Volunteers shall carry out duties assigned by the management of ATQ in accordance with the Constitution, Code of Conduct, Member Protection Policy, Standards of Behaviour Policy and legislative requirements.

This information applies to all volunteers working at sanctioned ATQ events.

### Scope

This policy applies to volunteers working at sanctioned ATQ events.

These include:

- ATQ Hamnadang
- ATQ State Open
- ATQ State Championships
- ATQ State team training including High Performance training
- Australian Taekwondo Kyrougi Referee Course including WTO courses
- Australian Taekwondo Poomsae Referee Course including WTO courses
- Other courses and events offered by ATQ

A volunteer is a suitable individual who has been accepted to willingly engage, share their skills and experiences, without payment (other than reimbursement of approved out-of-pocket expenses). They provide regular or irregular ongoing assistance at any ATQ sanctioned event.

They may be an:

1. Athlete
2. Parent
3. Instructor
4. Student

5. Any adult or child over the age of 14 years.
6. Third party provider volunteer.

## Responsibilities

It is the responsibility of the board of ATQ to appoint a Volunteer Supervisor.

The Volunteer Supervisor (VS) shall be responsible for organising the recruitment, training, and supervision of volunteers. The VS shall report to the board of ATQ as required.

The appointed VS shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The VS shall regularly report to the board on pertinent matters.

## Procedures

### Recruitment

All volunteers are subject to the 'Member Protection' Policy of ATQ.

All volunteers over the age of 18 years should be the holder of a 'Working with Children' Blue Card and will be registered on the 'Blue Card' register of ATQ.

Volunteers are advised that if their relevant history changes after their appointment – for example if they are charged or convicted of an offence relevant to the risk of harm to children – they must immediately notify the VS or ATQ Board.

Volunteers are not restricted to be members of Australian Taekwondo.

All volunteers should have knowledge, skills or attributes relevant for the role at hand.

All volunteers will not be discriminated against, with equal opportunity to participate for all.

All volunteers are given relevant information about their role and expectations.

### Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

The VS will clearly induct all volunteers to a site prior to the events.

The VS will clearly outline to volunteers the necessity to observe and comply with work health and safety requirements.

### Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Volunteer Supervisors (VS) shall:

- Clearly outline the role descriptions of each volunteer to the volunteer
- Give the volunteers the necessary training and or resources to enable them to perform that role effectively without creating risks to themselves or others

- Ensure the volunteer is fully conversant with the 'Member Protection Policy' of ATQ
- Ensure a site induction/orientation process is given to the volunteer including information about work health and safety requirements relevant to their role
- Give ongoing support and feedback to volunteers
- Give recognition and thanks
- Not be used where paid employment should be utilised

### Record Keeping

Volunteer Supervisors (VS) must:

- Keep accurate and up to date records for volunteers
- Make sure any personal information is securely stored and not misused
- Issue each volunteer with a Satisfaction report as per 'Appendix A' and record the results. This will be provided upon request to the board for evaluation of events.

### Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions.

**APPENDIX A**

**VOLUNTEER SATISFACTION SURVEY**

**Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.**

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers.

Remember to:

- Encourage the prompt return of the surveys
- Stress to volunteers their responses to the survey will remain confidential and that their survey can be anonymous if they wish
- Encourage volunteers to answer as many questions as they wish

**SURVEY**

*Following the recent volunteer activity (insert event name) you helped with; we would like you to take a few minutes to fill in as many questions contained in this survey as you can.*

*Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organise as part of our partnership.*

*Thank you for your time.*

Name	
How many times have you volunteered?	
Are you planning to volunteer again in the future?	
Why did you volunteer?	

**TRAINING**

- Was there any training needed for your volunteer role?

\_\_\_\_\_

\_\_\_\_\_

- If so, what sort of training was needed, and how many hours of training did you receive?

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- Was this on-the-job training or a special training session?

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- Was the training you received (Please circle one):  
Excellent/Good/Fair/Poor/Received none

- Did your training prepare you for your volunteer role? (Please circle one):  
Very well/Somewhat/Didn't relate/Received none

- If you have comments you'd like to share, please include them below.

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## SUPERVISION

- Were you provided with a clear outline of what was expected from you?  
YES/NO

- Did your direct supervisor provide adequate support?  
YES/NO

- Did he/she make you feel like a valuable member of the team?  
YES/NO

- Did you feel that the ATQ supported volunteers, at this event?  
YES/NO

- Did you feel that the ATQ got as much from your service as it could have?  
YES/NO

- If you have comments you'd like to share, please include them below.

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## RECOGNITION

- Did you feel that your efforts were/have been recognized and appreciated?  
YES/NO
- Did you receive recognition for your service? If so, what was it?  
\_\_\_\_\_  
\_\_\_\_\_
- Was sufficient recognition received?  
YES/NO
- Were the efforts of volunteers recognised publicly, or in the media? If so, how?  
\_\_\_\_\_  
\_\_\_\_\_

## FEEDBACK

- Were your views on the roles of volunteers for ATQ sought out?  
YES/NO
- Were your views listened to?  
YES/NO

## OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one)  
  
Excellent/Good/Fair/Poor
- Were you treated properly and with respect?  
YES/NO
- Did you enjoy working with other volunteers on the day?  
YES/NO
- What was the highlight of your volunteering stint?  
\_\_\_\_\_  
\_\_\_\_\_

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?

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Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.

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