KENSINGTON GARDENS BOWLING AND TENNIS CLUB
VOLUNTEER MANAGEMENT POLICY

AMENDMENTS

Date	Summary of Amendment
17th September 2019	Policy created and adopted by Board of Management
21st June 2022	Change from annual to biennial review
21st September 2026	Change to clause 7 to add reference to the KGBTC Complaint Handling Procedures

1. CONTEXT

The Kensington Gardens Bowling and Tennis Club depends almost totally on the efforts of members volunteering their time and skills in contributing to the conduct of all club affairs. The club encourages all members to volunteer their services as they are able as one expression of them belonging to the club community, and in doing so adding value to the club for all to enjoy.

2. RECRUITING

Volunteers may be recruited through general communications from management within the whole club or either section, or by direct personal approach.

In some instances in the regular activity of the sport jobs may be shared equally by simply rostering all those involved without specifically seeking volunteers.

3. VOLUNTEER TASK DESCRIPTIONS

When volunteers are allocated a task it is essential that the task is described fully and accurately.

It is preferable that there is a written task description, as this provides clear direction for the volunteer and clarity of expectation for all concerned, while also assuring continuity in organizational knowledge independent of specific people. Such written task descriptions are to be stored in the Volunteer Folder (see clause 5) and may be prominently displayed on noticeboards or suitable places near where the task is undertaken.

It is, however, understood that volunteer assistance will often happen informally and the task description given verbally at the time.

4. TRAINING

Volunteers must receive appropriate training upon commencing a task. In many cases this will involve little more than a short briefing, but it is essential that training includes:

- clear task directions, including both what is to be done and how it is to be done;
- warning about associated hazards, along with appropriate procedures to manage risks;
- clear statements as to lines of authority, indicating who to approach with any queries, or to report any issues that arise;
- clear direction on procedures to be followed in the event of accidents or near misses to ensure that appropriate first aid is provided and the incident is reported to management.

Especially when there are regulatory requirements or significant work health and safety risks, records of the completion of the required training are to be kept in the Volunteer Folder.

5. VOLUNTEER INFORMATION

A Volunteer Folder will be kept in the club office. This folder will contain:

- current records of tasks and associated volunteers;
- current task descriptions;
- records of formal training as appropriate.

6. ACKNOWLEDGEMENT AND APPRECIATION

The Kensington Gardens Bowling and Tennis Club recognizes that it cannot function without the generosity of volunteers, and is greatly appreciative of members' efforts.

Volunteers should be thanked regularly with specific acknowledgement of their contributions. Such appreciation may be offered verbally at the time, and more formally in club communications at various times. Especially when formal thanks are expressed, it is important that such thanks are given equitably, with careful checks being made to ensure that no volunteer has been neglected.

7. COMPLAINTS

Sometimes there may be a complaint about the work undertaken by a volunteer, or from a volunteer about some concern arising through the task. Especially when there is a complaint about a volunteer it is important that such a complaint is handled very sensitively, given the club's appreciation of the time and effort freely given by the volunteer.

If the matter is minor a quiet word, approached in a non-confrontational manner may resolve the matter quickly. If such resolution is not easily attained, or the complainant would rather have someone else deal with the matter, the complaint should be dealt with in accordance with the KGBTC Complaint Handling Procedures.

8. POLICY REVIEW

This policy will be reviewed biennially to ensure it remains relevant to club operations and reflects both community expectations and legal requirements.

ACCEPTANCE:

Reviewed and adopted with minor amendment by Resolution of the Board of Management

SIGNATURES:

Signed:		Signed:	
	Club Chairman		Club Secretary
Date:	21/09/2026	Date:	21/09/2026