Volunteer Documentation and Records Policy and Procedure

Policy + Procedure



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| **Purpose** |
| To outline the need for accurate documentation and appropriate storage of documents involved in the delivery of services by volunteers. |

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| **Policy** |
| It is the responsibility of the Volunteer Coordinator to ensure that all necessary documentation is completed, including documentation completed by volunteers. The records are to be maintained in good order and condition. Official records must not be damaged, altered or destroyed without the approval of the Volunteer Coordinator and/or the Club General Manager.As part of the induction process all volunteers will be adequately briefed in documentation and record-keeping requirements and processes.Examples of records and documents may include:* volunteer personal records
* project or work-related documents and materials
* minutes from meetings and reviews
* reference materials, resources, and presentations
* volunteer attendance records
* monthly statistics and reports
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| **Procedure** |
| All volunteers are to be briefed at the earliest opportunity, regarding record-keeping and documentation requirements. At any time, volunteers may seek clarification or advice regarding documentation and recording processes. |

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| **Records Management** |
| All organisation records made by any staff member or volunteer during her or his duties are confidential and must not be divulged or released to unauthorised persons without authorisation from the General Manager. All organisation records must always be appropriately protected from unauthorised access, damage, and loss. Where possible, all records storage areas are to be secured with access only provided to authorised personnel. |
| Responsibility |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. |
| Date of review |  |
| Date of next review |  |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |