



# GOLF PROGRAMS AUSTRALIA INCORPORATED (GPAI)

## Volunteer Guidelines V150321

GPAI is grateful for the many volunteers the organisation has been able to attract across the GPAI Creative store and Golf Programs since its establishment in 2014. This said, we would like potential volunteers to understand that while you are giving of your time, there are certain responsibilities as a GPAI volunteer that need to be considered before committing to a highly valued and much needed role within our charity.

### REALISTIC EXPECTATIONS OF A VOLUNTEER ROLE WITH GPAI

#### Be Prepared to Learn

The GPAI Creative store volunteers must be prepared to learn new skills such as receipting, laybys, 'Point of Sale', cash register, ticket writing, Stock display, merchandising, product knowledge, customer service, store setup, answering the phone, online systems and more.

#### Instore Chores

Volunteers are expected to dig in and complete the various instore chores such as ensuring the restroom, kitchen, storeroom, and shop area is kept clean at all times. These chores include sanitising, cleaning the toilet, washing the dishes, cleaning the storefront windows, vacuuming. **See it needs doing, please do it!**

#### Time Commitment

Please be realistic of the time you are offering as management and other volunteers rely heavily on a roster system instore and in other areas such as the golf programs which require a ratio of volunteers to ensure participants are not disappointed or adversely affected. **48 Hours Notice by SMS Required** (unless an emergency of course) so another volunteer make be secured for that time.

#### GPAI Projects

If as a volunteer, you are offered one of the many GPAI projects please ensure you can see the task to the end. All GPAI Creative projects are overseen by Store Manager Michelle Dalton and she will ensure you are briefed on the requirements of each task and a deadline if any.

#### GPAI Materials & Home Projects

GPAI is donated many items such as high-grade upholstery material, vinyls, craft items and tools. If a volunteer is offered to complete a project at home and wishes to do so, all materials are required to be returned at the completion of the specific project. Items may include but are not limited to – textiles, scissors, sewing machine, ribbon, zips, haberdashery, paints etc.

#### DONATIONS Register & LEGIBLE Handwriting

GPAI has a manual 'donations register' and it is a requirement that volunteers have legible handwriting to enable correct details to be recorded and understood. PRINTING is acceptable.

#### Blue Card and Police Check

As a GPAI volunteer you will be required to carry a Blue Card or complete a Police Check as we work predominately in the disabilities sector and with children. GPAI will assist with this process and will provide the necessary forms or online application process.

#### GPAI Instore Trainees

GPAI volunteers will be expected to work collaboratively with the charity's instore trainees that have an intellectual disability. If this is an issue, please reconsider applying for a volunteer role with our charity as we do not like to disappoint.

**I have read and understood the above roles and responsibilities required of a GPAI volunteer**

**PRINT NAME:** \_\_\_\_\_

**SIGNED:** \_\_\_\_\_ **DATE:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_