



## Volunteer Charter

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This charter sets out what volunteers can expect from Telford Aqua SC, and what in return, Telford Aqua SC expects from our volunteers. This charter aims to provide guidance and good practice for Telford Aqua SC and our volunteers to ensure that quality volunteer opportunities are available and supported. This charter is based on the ASA Charter and is not legally binding, nor does it seek to form a contract with volunteers.

As a volunteer with Telford Aqua SC you can expect to:

- Have a Telford Aqua SC named contact person who will support you and respond to questions and queries you may have
- Receive guidance about what a role entails
- Be recognised and valued for the contribution you make
- Be consulted and made aware of changes that impact upon you
- Be kept up to date with news and good practice
- Receive clear guidance about what is expected from you
- Once registered as a club member or member of the IOS you will be covered by civil and employers' liability insurance, personal accident insurance and legal expenses insurance.
- Have any problems or complaints resolved as quickly as possible
- Be treated with respect and courtesy
- Be supported to access training opportunities that are required in order to fulfil your role
- Abide by the policy on confidentiality and respect all confidential information

In return we ask that you:

- Be a Member of Telford Aqua SC and if appropriate a member of the Institute of Swimming (IOS)
- Be committed to the aims and objectives of Telford Aqua SC
- Observe the policies and procedures of Telford Aqua SC and ASA, especially those relating to Health and Safety, Equality and Child Protection
- Treat other volunteers, staff and members of the public with respect and courtesy
- Show diligence and duty of care at all times
- Abide by the policy on confidentiality and respect all confidential information relating to Telford Aqua SC and its members
- Agree to an outlined role and commitment and keep the named contact person aware if your circumstance changes that will impact upon the role you are fulfilling
- Avoid any word or deed that will bring Telford Aqua SC and its members into disrepute