

Volunteering in Rowing Toolkit

July, 2017

# **Volunteering in Rowing Toolkit**

Rowing as a sport depends heavily on the recruitment and retention of quality volunteers that drive the success and enjoyment for all involved.

Attracting and retaining volunteers is not easy, largely because volunteering involves freedom of choice on the part of the volunteer. People who feel empowered, rewarded and appreciated in their volunteer role are more likely to contribute to, and continue in that role. Implementing a comprehensive and successful volunteer program requires time, commitment and personnel, as well as an understanding of why people volunteer.

This document is designed to support Rowing WA and local clubs to deliver a well-managed and designed volunteer program to meet the needs of the state and the clubs vision of success by recognising their contribution. Success in doing so will return many benefits, both to the volunteer and the organisation they work at.

The purpose of having a Volunteer Management Plan is to provide support to each organization involved and ensure sufficient ongoing human resources to support the future growth and development of the sport, including new Boat Race Officials, Club coach’s, regatta management and many other volunteers that are required for rowing.

Rowing WA has adapted templates from the Volunteer WA toolkit to suit volunteer recruitment for Rowing in WA.

**AIM**

The aim of the volunteer management plan is to develop a comprehensive plan for recruiting, selecting, training, managing, recognising and retaining volunteers to ensure the efficient and effective operation of Rowing WA, the local clubs and any rowing events held in WA. It is also vital to provide volunteers with the opportunity to gain experience and a sense of satisfaction while working in their role.

**OBJECTIVES**

* Establish a timeline to adhere to the volunteer program
* Establish appropriate roles for key volunteers to work in that are appropriate to the organisational structure for Rowing WA or the club.
* Establish specific selection criteria for all positions to ensure appropriate appointment and placement of volunteers
* Use effective promotional strategies to recruit appropriate numbers of volunteers to fulfill requirements
* Establish a volunteer database that can be used to find volunteers for a range of tasks
* Provide adequate orientation, training and support for volunteers to ensure good knowledge of positions and their requirements
* Provide support for volunteers to ensure successful training and guidance in positions
* Encourage the cooperation and integration of all volunteers within the organisation ensure a cohesive and supportive environment
* Provide positive and consistent feedback regarding performance of volunteers to maintain effective communication between everyone involved.
* Recognise the significance of volunteers and the work they undertake to ensure they feel adequately compensated for their time sacrificed
* Keep adequate records of hours worked, duties performed and performance appraisals to ensure adequate recognition of volunteers skills and contribution

**Contents**

[**Volunteering in Rowing Toolkit** 1](#_Toc467663863)

[**FIND VOLUNTEERS** 5](#_Toc467663864)

[ASSESS YOUR NEEDS 5](#_Toc467663865)

[SCREENING VOLUNTEERS 6](#_Toc467663866)

[Assessment 6](#_Toc467663867)

[Position Description 6](#_Toc467663868)

[Application Form 6](#_Toc467663869)

[Interview 6](#_Toc467663870)

[References 6](#_Toc467663871)

[Working with Children Checks/Police Checks 6](#_Toc467663872)

[Induction 7](#_Toc467663873)

[Supervision 7](#_Toc467663874)

[Feedback 7](#_Toc467663875)

[RECRUITING FOR DIVERSITY 7](#_Toc467663876)

[Diversity of Volunteers 7](#_Toc467663877)

[RECRUITMENT 8](#_Toc467663878)

[WHERE YOUR CLUB CAN FIND VOLUNTEERS 9](#_Toc467663879)

[TIPS FOR FINDING VOLUNTEERS 9](#_Toc467663880)

[**GET VOLUNTEERS STARTED** 11](#_Toc467663881)

[POLICIES AND PROCEDURES 11](#_Toc467663882)

[POLICIES AND PROCEDURES 11](#_Toc467663883)

[EXTRA INFORMATION 13](#_Toc467663884)

[SAMPLE VOLUNTEER POLICY 14](#_Toc467663885)

[Sample Information Privacy Policy Procedures 14](#_Toc467663886)

[PURPOSE 14](#_Toc467663887)

[SAMPLE POLICY STATEMENTS 14](#_Toc467663888)

[POSITION DESCRIPTIONS 15](#_Toc467663889)

[Employ a Volunteer Coordinator 15](#_Toc467663890)

[SAMPLE PRIVACY POLICY 16](#_Toc467663891)

[Example Club Procedures 17](#_Toc467663892)

[SAMPLE VOLUNTEER APPLICATION FORM 18](#_Toc467663893)

[Induction Processes & Manuals 20](#_Toc467663894)

[Induction Checklist 20](#_Toc467663895)

[INDUCTION MANUAL FOR Committee MEMBER 21](#_Toc467663896)

[Sample Induction Checklist for New Committee Members 22](#_Toc467663897)

[WELCOME LETTER 22](#_Toc467663898)

[CONTACT DETAILS 24](#_Toc467663899)

[Committee Charter Ideas 24](#_Toc467663900)

[Transparency and Responsibilities to Members 25](#_Toc467663901)

[Sample Committee Member Codes of Conduct 26](#_Toc467663902)

[Additional Documents 27](#_Toc467663903)

[VOLUNTEER INDUCTION MANUAL 27](#_Toc467663904)

[Welcome to our Organisation 27](#_Toc467663905)

[Organisation History 29](#_Toc467663906)

[About the Sport 29](#_Toc467663907)

[About our Organisation 29](#_Toc467663908)

[Benefits of Volunteering at our Organisation 29](#_Toc467663909)

[Contact Details: Organisation 30](#_Toc467663910)

[Contact Details: Outside Organisation 31](#_Toc467663911)

[Contact Details: Emergency 32](#_Toc467663912)

[Position Description 32](#_Toc467663913)

[Sample code of conduct 35](#_Toc467663914)

[**Organise your volunteersVOLUNTEER INFORMATION SHEET** 37](#_Toc467663915)

[**Acknowledge your volunteers** 38](#_Toc467663916)

[Recognising Volunteers – Ideas 38](#_Toc467663917)

[Certificate of thanks templates 38](#_Toc467663918)

[**DEVELOP YOUR VOLUNTEERS** 39](#_Toc467663919)

[Sample Volunteer Survey 39](#_Toc467663920)

[Training needs analysis tool 39](#_Toc467663921)

[Performance assessment and feedback tool 41](#_Toc467663922)

[Keep your volunteers safe 43](#_Toc467663923)

[Risk management 43](#_Toc467663924)

[HEALTH AND SAFETY 43](#_Toc467663925)

[Sample Health and Safety Policy 43](#_Toc467663926)

[Sexual harassment 45](#_Toc467663927)

[Sample SEXUAL HARASSMENT Policy 45](#_Toc467663928)

[**Communicate with your volunteers** 49](#_Toc467663929)

[DEALING with conflict 49](#_Toc467663930)

[Social media policy 49](#_Toc467663931)

[**WHEN VOLUNTEERS DEPART** 51](#_Toc467663932)

[**APPENDIX** 56](#_Toc467663933)

[SAMPLE Position Descriptions 56](#_Toc467663934)

[Club President 56](#_Toc467663935)

[Vice president 57](#_Toc467663936)

[Secretary 59](#_Toc467663937)

[Treasurer 61](#_Toc467663938)

[Publicity OFFICER/ Media Contact 64](#_Toc467663939)

[Maintenance Officer 65](#_Toc467663940)

[Safety officer 67](#_Toc467663941)

[Sponsorship Coordinator 69](#_Toc467663942)

[Welcoming Officer 71](#_Toc467663943)

# **FIND VOLUNTEERS**

## ASSESS YOUR NEEDS

|  |  |  |  |
| --- | --- | --- | --- |
| Volunteer Area | No. of Volunteers | When Required | Specific Tasks |
| Club Committee | 10 | once a month committee meeting | Attend induction, prepare club strategic plan, deliver good club governance, promote club in a positive manner, assist with club operations |
| club Coach | 5 | morning and evening 6-8 | recruit, retain and deliver sound education for rowing club participants |
| fundraising | 2 | ongoing | local, state and federal funding opportunities, sponsorship, event hosting |
| ask Clubs to add to this list |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## SCREENING VOLUNTEERS

Screening is one of the most important steps your Club can take to ensure a safe, enjoyable environment to help protect children and young people from physical and sexual harm.

Your Club will benefit from screening potential applicants by:

• creating and maintaining a safe environment at your Club

• identifying skills, experience and qualifications to match the applicant to the task

• providing an opportunity for you to learn more about the applicant’s interest and prospects

Assessment

Identify any risks which may be associated with volunteer appointments.

Position Description

Create meaningful position descriptions for all volunteer positions to provide a clear description of the role and responsibilities to ensure the volunteer is better managed throughout their involvement (sample position descriptions are available in Appendix 1).

Application Form

A standard form for all positions, which collects basic information, e.g. name, address, contact number, referees etc.

Interview

Develop of list of questions so that each interview has a consistent format.

References

Your Application Form should include a section where potential applicants provide referee contact details. Follow up with referees, particularly for positions where your volunteer will be involved in finances. Maintain a record that referees were contacted following the interview process and record those details on the Volunteer Data Sheet.

Working with Children Checks/Police Checks

**A Working with Children (WWC) Check and Police Check are not the same.**

**Working with Children Checks**

Under the Working with Children Act 2005, if you are engaged in child-related work and not exempt, you must have a WWC Check even if you have undergone a Police Check.

The WWC Check is an ongoing assessment by the Department of Justice of a person’s suitability to work with children, examining relevant serious sexual, physical and drug offences in a person’s national criminal history and, where appropriate, their professional history.

The Department of Justice, State Government Victoria Working with Children Check website provides extensive information, including:

* how to apply for a WWC Check
* information about who requires a WWC Check and who is exempt
* how much a WWC Check will cost
* updating requirements

See also the [Department’s Working with Children Check Information Sheet.](https://workingwithchildren.wa.gov.au/)

**Police Checks**

The Police Check does not involve an assessment by a government agency. It is only a list of offences at a point in time. Some organisations need the list to help them assess a person’s suitability for other kinds of work, e.g. an accountant or treasurer, where they would be looking for any fraud offences. Given the police check is only valid at a certain point in time you could ask volunteers to have one every 12 months if appropriate, particularly if they are not eligible for a Working with Children Check.

For more information about applying for a Police Check, visit the [National Police Checks](https://cvcheck.com/national-police-check?gclid=CITgiIftu9ACFUJ0vQodEeMCDA)

Induction

During the induction process, your buddy/mentor/Volunteer Coordinator is responsible for informing the successful applicant of your policies and procedures and ensuring they fully understand what is expected of them in their new role.

Supervision

If required, your buddy/mentor/Volunteer Coordinator should provide regular supervision of volunteers, requesting feedback and conducting reviews based on their position description. It is also important to make sure that the volunteer’s role is still important and relevant.

Feedback

To better understand your volunteers and the work they are doing, your buddy/mentor/Volunteer Coordinator should request feedback, which will enable you to modify the role if necessary and continually improve volunteer performance.

## RECRUITING FOR DIVERSITY

Diversity of Volunteers

**Do you invite a mix of ages, backgrounds, populations, members and non-members into your volunteer group?**

Look at your organisation’s current volunteers in terms of age and specific population groups and ask yourself the following questions:

* Are they representative of the surrounding community?
* Is the group as diverse as it could be?
* Is your Committee representative of your members?
* Are your policies and procedures inclusive and do they allow for diversity?
* Have you looked outside of your organisation for volunteers?

People volunteer for different reasons, and being able to target specific groups and focus on their skills and motivations to volunteer is important in getting them involved with your organisation.

**The different groups from which your Club could attract members/volunteers:**

* **families**
* **baby boomers and retirees**
* **indigenous**
* **culturally and linguistically diverse**
* **youth**
* **people with a disability**
* **unemployed**
* **corporate volunteers**

\* Source SA Government

## RECRUITMENT

Recruitment is not just about attracting enough volunteers to your program; you need the right people and you need them to stay. This starts with careful planning and administration. Volunteers will be sought via the wider sporting community connected via universities, schools or other sports clubs. The importance of a volunteer campaign will commence with general awareness activities. From these activities, the message that volunteers are required can be sent. General awareness activities should be consistently undertaken to ensure that the message is reinforced across all target groups. Key activities can include,

|  |  |
| --- | --- |
| University | * Holding forums in university eating areas to promote volunteering
* Attending club sign on days
* Manning a stand at careers expos or internship promotional days
* Generating publicity through university publications and social media
* Notices and promotions to university residential colleges
* Encouraging the university union and relevant sporting bodies/associations to become involved
 |
| Community | * Being present at local sporting competitions to promote opportunities
* Cross promotion with other local events
* Promoting through local, state and national sporting organisations’ newsletters & websites
* Promoting via social media
* Media campaign in local print and radio
* Promotion via community and volunteer groups
* Registration with volunteer organisations (including advertising) such as GoVolunteer and state volunteering bodies, (Volunteering WA)
 |
| Via AUS | * Volunteers webpage on Rowing WA website with information on positions and registration forms
* RWA facebook page
* Notification to previous volunteers of opportunities available for the current year
 |

[Download Volunteering Victoria – Fact Sheet](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Recruiting-Volunteers-May-2013.pdf)

WHERE YOUR ORGANISATION CAN FIND VOLUNTEERS

[Contact your local Volunteer Resource Centre](https://volunteeringwa.org.au/)

Advertise on:

* [Seek Volunteer](https://volunteer.com.au/)
* [GoVolunteer](https://govolunteer.com.au)
* [Good Company](https://www.goodcompany.com.au)

TIPS FOR FINDING VOLUNTEERS

The following ideas stem from the efforts of a number of Clubs to recruit volunteers and/or expand the volunteer base:

1. Establish a nominated Volunteer Coordinator position(s) as part of your structure. The key roles could be recruiting, providing support, trouble shooting, communication, and recognition of volunteers.
2. Establish Volunteer Coordinators who direct traffic for short-term volunteer roles e.g. specific events like regatta’s or Open Day.
3. Brainstorm the list of jobs that need to be done throughout the season e.g. organising team photos, organising end of season trophies, regatta day set-up and pack-up. Develop a number of smaller volunteer roles to accompany these tasks e.g. regatta reports.
4. For existing roles, prepare a task list and decipher whether the role could be broken down or shared e.g. Secretary role broken down to Correspondence Secretary and Minute Secretary.
5. Develop position descriptions that depict the actual tasks associated with a role.
6. Recruit well ahead and continue to recruit.
7. Be flexible in your approach to roles and how they are structured – if someone says that they would but… see if you can remodel the role to fit e.g. evening meetings don’t suit everyone, meetings during afternoon training may be a solution or providing an option to connect in remotely to meetings.
8. Develop instructions associated with each task which provides the information needed. This can act as a demonstration of what the role includes and can demonstrate how easy a task is.
9. Develop positions with specified maximum terms e.g. turnover of roles on Committee every 3 years so people know they won’t get stuck. You can make a ruling that after 3 years a person needs to take a 12 month break before re-nominating.
10. Rotate committee positions i.e. if a person wants to remain on a Committee after a designated term, they need to nominate for a different role.
11. Conduct open days to celebrate the organisation, its successes and all of your volunteers.
12. Recruit well before your AGM and conduct an AGM that will attract people to it e.g. a guest speaker of interest, social function, activity, game of bowls etc.
13. Make a big deal of your volunteers whenever possible e.g. through your newsletter, website articles, public address announcements.
14. Generate incentives for key volunteers e.g. awards, reduced fees, access to training and / or mentoring.
15. Include on your Registration Form a tick the box list suggesting the roles that a new member or their networks would be prepared to assist with. Follow this up immediately.
16. Provide adequate induction, handover, written instructions for the tasks so that the new volunteer does not feel they’ve been thrown in the deep end.
17. Develop volunteer teams around tasks so that people don’t feel over committed and, if at any stage they are unavailable, there are others who can step in.
18. Look outside the membership base for volunteers e.g. does anyone have a parent, grandparent, or know of anyone who would be willing to take on a role. Advertise volunteer experiences to local TAFEs, universities and /or disability support providers.
19. These are just some starter ideas, remembering that a professional approach to volunteer management where volunteers are well supported and recognised will assist the recruiting efforts.

## Retention

Each year it is recommend that the organisation records the volunteer’s roles and responsibilities that they performed during the rowing season. Each volunteer will be provided a personal development survey to discuss their experience over the past year and to determine their development as a volunteer moving forward.

This volunteer information will be kept until the volunteer states they no longer wish to be in our database. The database should include a function enabling any person to search for applicants who may suit volunteer positions. The Volunteer Coordiantor will be responsible for the upkeep and management of this database.

# **GET VOLUNTEERS STARTED**

## POLICIES AND PROCEDURES

POLICIES AND PROCEDURES

**What is the difference?**

A policy is generally described as a statement of intention that guides consistent actions within the organisation and supports decision-making at all levels e.g. Rowing Australia has a Heat Policy that prohibits racing over a certain temperature. This makes decisions about cancellation straight forward and consistent regardless of who is making the call. The policy does not usually spell out what actions will be undertaken to carry out the intention (that is where the procedures come in) but concentrates on the intention and reasons why. For example:

#### **Example Coaching Policy Statement**

Margaret River Rowing Club will ensure that all coaches have completed and/or have a current recognised Level 1 NCAS Coaching Accreditation prior to the commencement of their coaching role. The course/accreditation fees will be met by the Club. The Committee encourages coaches to extend their coaching accreditation beyond Level 1 and will review applications for financial support on a case by case basis. This policy applies to all Coaches and Assistant Coaches.

**Example Principle Statement (the why)**

This policy recognises the importance of quality coaching in developing and retaining our rowers for on water success. The coaching accreditation attainment will support quality assurance in the provision of coaching for all members.

**Procedures**

* All members intending / willing to coach a crew should lodge an Expression of Interest Form with the Coaching Coordinator 2 weeks prior to coaching a crew.
* Appointments will be made by the Club Captain. Coaches will be informed by email.
* In the case where there is more than one person interested for a crew, the Committee will make the appointment based on coaching credentials and relevant experience.
* All coaches for the coming season will be informed of Coaching Courses on offer and will be required to enroll for a minimum of one course.
* Completed Registration Forms for a course should be given to the Coaching Coordinator no later than 2 weeks prior to the Course Date for payment to be organized.

**Policy Development: Some Considerations**

* Your affiliate may have a range of policies, bylaws that you are expected to follow.
* Your Committee should be aware of these and communicate these to the relevant people.
* Ensure the policy direction is consistent with the rules set out in your Constitution.
* Developing a policy is not a frivolous exercise that can be undertaken at the whim of a few. The process requires consultation and, depending on the impact of a policy decision, may require a voting procedure. See some guiding steps below.
* It is important that the policies and procedures you establish, suit your organisation and reflect realistic practice.
* Policy, procedures and practice are interrelated and need to reflect each other. For example, if you have a policy regarding the wearing of certain safety equipment by juniors, the coaches must abide to this. This may also be supported by an inclusion of the statement in a *Season Start Notice* to players and parents.
* Improving practice can be as simple as reminder notices on the wall e.g. Catering notice that reminds all volunteers about the wearing of gloves, washing hands.
* Volunteer induction and resources also support consistent in practice.
* Policy and procedures must come to “life” to be effective as opposed to becoming a folder that sits on a shelf. They are a statement of intention that must be communicated to everyone in the organisation and should be reviewed annually.

**Some Basic Steps**

**Step 1: Define the Issue, Problem or Improvement**

The process of policy development begins with recognising the need for written policy. The committee is not alone in defining needs. Feedback from members, rowers, parents, local residents etc. may be the driver.

**Step 2: Gather Information**

* Does your affiliate already have a policy or an example from another organisation?
* Ask around the members to get a feel for the reaction to the proposed policy.
* Look at your Constitution to see that the intentions are consistent with your rules.

**Step 3: Discuss and Debate at Committee Level (include input of affected parties)**

**Step 4: Draft Policy**

After consensus on policy content, develop a draft, with consideration for accompanying procedures.

**Step 5: Gather Feedback and Make Revisions**

Distribute draft to members; this may even require a Special General Meeting.

**Step 6: Adopt the Policy / Develop Procedures**

The Constitution will articulate the powers of the committee and the requirements for decision-making to be followed. Once adopted, the procedures should be developed, preferably by the most hands-on to the issue/improvement measure.

**Step 7: Distribute and Communicate**

To ensure that policy becomes practice, it must be communicated in practical terms as broadly as possible.

**Step 8: Oversee and Review**

How well is the policy being implemented? Are there procedural changes or additions needed? Is it being communicated to the people who are most affected by the policy?

EXTRA INFORMATION

[Download *Involving Volunteers – The Principals* from Volunteering Victoria](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Involving-Volunteers-The-Principles-May-2013.pdf)

[Download *Essentials – Policies and Procedures* from Volunteering Victoria](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Essential-Volunteering-Policies-and-Procedures-May-2013.pdf)

[Download *Best Practice for Volunteer Programs* from Volunteering Victoria](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Best-Practice-for-Volunteer-Programs-May-2013.pdf)

[Download the Economic social and Cultural Value of Volunteers infographic from Volunteering WA](https://volunteeringwa.org.au/assets/downloads/economic%2C-social-and-cultural-value-infographic.pdf)

[Download a range of resources from Volunteering WA on Administration and Management, Policies and Recruitment.](http://sport.volunteeringwa.org.au/resources.aspx)

SAMPLE VOLUNTEER POLICY

|  |  |  |
| --- | --- | --- |
| Sample Information Privacy Policy Procedures*This document is provided as a SAMPLE ONLY and does not substitute le.g.al advice.* | Approval Date:  |  |
| Review Date: |  |
| Version No: |  |
| President: | Sign: | Name: |
| Vice-President: | Sign: | Name: |

## PURPOSE

To ensure that volunteers are well catered for and treated with respect, and that volunteer management is in line with le.g.al requirements and Volunteering Australia’s principles.

## SAMPLE POLICY STATEMENTS

* <Name of Club> values the role of volunteers as essential to the organisation. Volunteers are respected for their skills and talents.
* <Name of Club> aims to maximise volunteers’ potential by creating opportunities to utilise their talents and abilities and supporting them to develop social connections.
* <Name of Club> will clearly specify the work of volunteers through role descriptions to ensure that roles match volunteers’ skills, interests and capabilities.
* <Name of Club> will provide induction to volunteers and ongoing support as required.
* The duty of care for the volunteer remains with the Committee of Management.
* <Name of Club>will provide a safe and healthy workplace as far as is practical.
* <Name of Club> will reimburse volunteers for any purchases where receipts can be provided. Volunteers will not be reimbursed for general costs e.g. phone, travel unless approved.
* The <Name of Club> Committee of Management will ensure an appropriate level of insurance cover for volunteers.
* Volunteers will be briefed and provided training on the relevant legislative requirements related to their role e.g. Victorian Information Privacy Act, Working with Children Checks.
* All volunteers must adhere to the policies and Code of Conduct and need to understand that failure to do so may result in disciplinary action or dismissal.
* All volunteers will be subject to a Probationary Period of 3 months to ensure that the role is right for them and that they are suitable for the role.
* Volunteers have the right to refuse work which is outside their role description.
* Volunteers have the right to leave their role but should give as much notice as possible. The Club Committee can decide to terminate a volunteer position for just cause e.g. gross breach of the Codes of Conduct. Dismissal in other instances will be a last resort after other attempts or approaches have failed.

The Volunteer Policy applies to all volunteers at the Club, long and short-term as well as the Club Committee of Management.

## POSITION DESCRIPTIONS

[Download Defining Volunteer Roles fact sheet](http://volunteeringvictoria.org.au/wp-content/uploads/2014/11/DesigningVolunteerRole-practical-guide-finalversion-2.pdf) – Volunteering Victoria

Use our VV Position Descriptions for common volunteer roles in sports Clubs (see Appendix).

1. [Club President](#ClubPre)
2. [Vice President](#ViceP)
3. [Secretary/Public Officer](#Secret)
4. [Treasurer](#tres)
5. [Publicity Offer/Media Contact](#publicity)
6. [Sponsorship Officer](#spons)
7. [Maintenance Officer](#maintan)
8. [Safety Officer](#safety)
9. [Welcoming Officer](#welcom)

Employ a Volunteer Coordinator

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Volunteer Coordinator |
| **Reports to:** | Club President |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start Date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

The role of the Volunteer Coordinator is to recruit, support and recognise volunteers throughout the Club.

**Responsibilities**

* Detail a list of the volunteer requirements for the Club in conjunction with the Committee.
* Work with the Committee or selected Sub- to develop or review Volunteer Support resources e.g. Volunteer Handbook, role descriptions.
* Actively recruit volunteers.
* Oversee that the necessary volunteer screening is undertaken.
* Induct new volunteers or support induction by organising relevant people to support newcomers into their roles e.g. tee up an existing coach to support a new coach.
* Act as the “go to” person for volunteers should they have a concern or problem.
* Actively recognise volunteers generally and individually through Club communication.
* Attend Committee meeting when requested or on request.

**Personal Attributes**

All staff and volunteers are expected to demonstrate <Club name>’s values which are:

* <insert>

Other personal attributes required to do this job effectively is a person who:

* is enthusiastic about being a volunteer and who could sell involvement to others
* can develop good relationships
* has a flexible approach to how the volunteer structure could be to accommodate the needs of potential volunteers
* is around the Club regularly
* is a regular email user for ease of communication

**Key Relationships**

* Other Club staff and volunteers

SAMPLE PRIVACY POLICY

*This policy was prepared by Club Help as a sample only and does not substitute le.g.al advice.*

**PURPOSE**

To ensure that all Club Officials who are responsible for handling personal and/or health information do so in a manner that protects every individual’s right to privacy.

**POLICY**

\_\_**Name of Club’s Committee**\_\_\_ is fully committed to protecting everyone’s right to privacy. Club officials in collecting information will comply with all aspects of the Victorian Information Privacy Act 2000 and the Health Records Act 2001.

It is the Committee’s responsibility to ensure that relevant Club officials are familiar with their obligations under the Acts and that the handling of both personal and health information is done so in accordance with the law.

In particular:

\_\_\_\_\_Name of Club\_\_\_\_\_\_ will only collect personal and health information that is required for its activities

Information will only be used for the purpose for which it was collected

If information is required for other purposes other than those for which it was collected, agreement will be sought beforehand

Information will only be accessed by Team Officials and Committee Members

Information will be securely stored

Information will be destroyed if it is no longer needed for any purposes

Example Club Procedures

**Collection and Consent**

On the Club’s Registration Form, clearly define the purpose for collection of information and a consent statement re: distribution of information for signing if consent is given. (This must be signed by a parent if for a minor). This statement could include the likely distribution e.g. the provision of health information to the team’s first aid personnel, sharing contact details amongst team members or their parents for transport pooling for example.

The information collected should only be distributed for the stated purposes – so list all the likely possibilities.

If there is a request for member data for an alternative reason, permission must be sought first. E.g. an equipment supplier wants to send out advertising material to your members.

Your Club can also include in this section a request for consent for the taking and use of photographs in the Club Newsletters / website.

Where consent is not given to distribute information, the member’s details must be stored securely and is best kept in a separate database to avoid error.

**Storage and Access to Information**

Information should be stored centrally (i.e. housed together with a designated person) and is best kept away from the Club facility if possible. The storage should be secure e.g. password protected computer, lockable filing cabinet.

Only those officials stated on the Registration Form should be provided with member information and they should only receive information about the people they need to.

When information is not required for any purpose, it should be destroyed.

**Working With Children/ Police Check Reports**

This information can contain sensitive information and should be handled by a designated and responsible person within the Club. Information provided in these reports is strictly confidential and will only be brought to the attention of the Committee when the report content requires some action.

**COLLECTING INFORMATION ABOUT YOUR VOLUNTEERS**

SAMPLE VOLUNTEER APPLICATION FORM

**Your Contact Details:**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Drivers Licence No \_\_\_\_\_\_\_\_\_\_\_ Vehicle Registration \_\_\_\_\_\_\_\_\_\_\_\_\_

**Prefer** Mobile [ ] Email [ ] Home Phone [ ]

**Emergency Contact Details**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: ­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Mobile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Working with Children (WWC) Check** [ ] Yes [ ] No ­­­­­­­­­­­­­­ [ ] Sighted Card No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*For some roles you may be requested to obtain a WWC Check. It is free for volunteers.

**Ambulance Subscription** Yes [ ] No [ ]

\*In the case of an emergency, an ambulance will be contacted and associated expenses the responsibility of individual staff / volunteers. Everyone is encouraged to have an ambulance subscription.

**Medical Conditions**

Do you have any medical conditions or disability that could impact on your ability to undertake certain tasks? If so, please detail:

­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Note:** All medical and personal information will be treated as confidential.

**Permission to Use Photographs & Video**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, AGREE for ……………. to take, use, & distribute photographs, in order to promote volunteering or the organisation.

**Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**In order to assist us to match volunteers with areas of need/client requirements, please also provide the following details:**

Date of Birth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Country of Birth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Preferred language

**Type of Work Preferred**

Please read the Volunteer Program Brochure for program information that will assist in selecting your preferences, and then tick the appropriate box below.

|  |  |
| --- | --- |
|  | Administration |
|  | Maintenance |
|  | Assisting with programs |
|  | Special Interest Group |
|  | Book Club |
|  | Recreation Activities |
|  |  |
|  |  |

What days and times would you like to volunteer?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | MON | TUES | WEDS | THURS | FRI | SAT | SUN |
| AM |  |  |  |  |  |  |  |
| PM |  |  |  |  |  |  |  |

Please highlight the skills, knowledge and/or experience you bring to this role:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

#### Office Use Only

Date Received: / / Entered into Database

Confidentiality Statement signed Code of Conduct Signed

Orientation complete

Induction complete

## ****Induction Processes & Manuals****

[Download *Orientation for new volunteers* fact sheet from Volunteering Victoria](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Orienation-for-New-Volunteers-May-2013.pdf)

Induction Checklist

This checklist supports new Volunteer Induction / Orientation to be thorough and consistent regardless of who conducts it. NB that volunteers will have different learning needs so that Induction may need to be conducted across a number of initial visits.

**Once a volunteer role has been established**

The nominated volunteer should use this checklist as a guide and record of what the Induction has incorporated.

|  |  |
| --- | --- |
| Volunteer name: |  |
| Induction commenced: |  |
| Induction completed: |  |
| Induction conducted by: |  |
| Signed: |  |

|  |  |  |
| --- | --- | --- |
|  | The new volunteer has been shown around the facility: Introduced to Committee members and other people around the Club | [ ]  |
|  | The new volunteer is shown around the facility | [ ]  |
|  | *The amenities* | [ ]  |
|  | *Where to secure valuables* | [ ]  |
|  | *The tea room (how to access water, tea and coffee)*  | [ ]  |
|  | *Where equipment and supplies are kept* | [ ]  |
|  | *Shown how to access keys* | [ ]  |
|  | *Shown where the telephone is located* | [ ]  |
|  | *Shown where first aid equipment, ice etc are located* | [ ]  |
|  | The volunteer has had the role, purpose and values of the Club explained and has been provided with relevant fixtures, newsletter, details of website | [ ]  |
|  | The volunteer also needs to be shown: |  |
|  | *Specific work space, areas e.g. if working in the canteen* | [ ]  |
|  | *About parking* | [ ]  |
|  | *Where the OH&S Board is located* | [ ]  |
|  | The volunteer running the induction explains the following procedures and provides a Volunteer Handbook with information for further reference. |  |
|  | *Confidentiality, how volunteer privacy is maintained* | [ ]  |
|  | *Grievance procedures* | [ ]  |
|  | *Evacuation procedures* | [ ]  |
|  | *Given a run-down of Club contacts and what various people do* | [ ]  |
|  | The new volunteer has had the Club expectations explained and what they should be able to expect from others in the Club |  |
|  | *Gone through Codes of Conduct* | [ ]  |
|  | *Taken through the Volunteer Handbook* | [ ]  |
|  | Another member or volunteer is assigned as a Mentor or Buddy to show the new volunteer the specific tasks outlined in the Role Description | [ ]  |
|  | The new volunteer has completed a Registration Form and provided emergency contact details. | [ ]  |
|  |  |  |

## INDUCTION MANUAL FOR Committee MEMBER

Include:

* Contact details for all Committee members
* Committee Charter
* Committee Code of Conduct
* Committee Calendar
* Organisation Constitution (copy)
* Organisation By-laws
* Organisation Adopted Policies and/or Procedures
* Strategic Plan & any current Business Plan
* Annual Report
* Current Financial Year Budget
* Committee Minutes (last two meetings)
* Organisational Chart
* Role descriptions for your position and other Committee positions

**Sample Induction Checklist for New Committee Members**

The intention of the checklist is to ensure that new people coming onto the Committee feel supported and are given the information they need to perform their role. If possible, it is also valuable for incoming Committee members to meet with their outgoing equivalents to see how particular tasks have been undertaken in the past.

**Note:**

* It is the Secretary’s responsibility to ensure that the induction items have been completed.
* The induction should be undertaken as soon as possible and convenient.

**Make sure:**

|  |  |
| --- | --- |
| The incoming Committee member(s) has been provided with details of the next meeting | **[ ]**  |
| The incoming Committee member(s) has been provided with an induction pack including past minutes and the next agenda. | **[ ]**  |
| The incoming Committee member has been introduced to other COM members. | **[ ]**  |
| The incoming Committee member has met with the Treasurer for an overview of the financials and the budget | **[ ]**  |
| Contact details and a photo of the incoming Committee Member(s) are placed on the noticeboard / website to introduce to members | **[ ]**  |

WELCOME LETTER

<Address 1>

<Address 2> or letterhead

<Name of Organisation>

<Date>

<Name>

<Address 1>

<Address 2>

Dear <Name>

Congratulations on your recent appointment to your position as <insert position> for <insert organisation>. Our Committee is made up of people with diverse skills and we look forward to your contribution and thank you for your time.

Our Committee meets <details> at <location> and it is expected that members will attend or issue an early apology to <name >. Secretary to ensure we have a quorum for decision-making.

The primary role of the Committee is to provide leadership and direction to the organisation, to ensure that the organisation’s financial assets are well managed and that any risk to the organisation, its members or its reputation are mitigated. Our members trust that each Committee Member will act in good faith, always in the interest of the organisation.

Part of your appointment is a proper induction to ensure that you feel comfortable in your role and have the information you require to fulfil it. Please find attached a package of information to provide you with the necessary background and information.

* Contact details for all Committee members
* Committee Charter
* Committee Code of Conduct
* Organisation Constitution
* Organisation By-laws
* Organisation Adopted Policies and/or Procedures
* Strategic Plan & any current Business Plan
* Annual Report
* Current Financial Year Budget
* Committee Minutes (last two meetings)
* Organisational Chart
* Role descriptions for your position and other Committee positions

Please let me know if there is anything else that you feel you need to adequately fulfil your duties as <insert position>. I will catch up with you for a personal chat in a few weeks, but in the interim I trust you enjoy your time on the Committee.

Yours Sincerely

<Name>
President < Organisation>

CONTACT DETAILS

<Organisation Name> Committee Contact Details

**Executive**

|  |  |  |
| --- | --- | --- |
| Bryan Woodford 2009 | Bryan Woodford 2009 | Bryan Woodford 2009 |
| President | Vice President | Treasurer |
| Tel:  | Tel:  | Tel:  |
| Email:  | Email:  | Email:  |
| Mobile:  | Mobile:  | Mobile:  |
| Bryan Woodford 2009 | Bryan Woodford 2009 | Bryan Woodford 2009 |
| Secretary | Junior President | <other>  |
| Tel:  | Tel:  | Tel:  |
| Email:  | Email:  | Email:  |
| Mobile:  | Mobile:  | Mobile:  |

**Key Organisation Contacts**

Junior Coordinator Section Coordinators

Volunteer Coordinator Sponsorship Coordinator

Bar Manager Canteen Manager

Apparel Manager Grounds and Maintenance

*\*Indicates the preferred method of contact*

**Committee Charter Ideas**

**Role and Responsibility**

Committees can easily be drawn into conflict if their authority and purpose is not clear, so it is necessary to define the authority and purpose of each Committee. This works well when it is defined as a Charter. It is recommended that a Committee’s Charter is reviewed each year, tabled and agreed on at the AGM.

For example, any or all of the following responsibility statements could be included in a Committee Charter for a sporting organisation:

Committee Members must all act with integrity, honesty, transparency, and accountability whilst maintaining their fiduciary responsibilities. The Committee’s role is to:

* plan for the future
* undertake succession planning for our committee and other key organisation personnel
* proactively manage our relationship with key funding sources and sponsors
* balance and develop the skills within our committee
* provide leadership for all those in our organization
* ensure the fair and efficient conduct of competitions and / or selection trials
* promote and develop the highest standard of sport possible
* create an environment which gives all members the opportunity to develop to the best of their ability
* submit annual reports, quarterly financial statements and recommend changes in by-laws and rules to a higher governing body for approval
* conduct the business of the organisation through sub-committees and appointed officers as required on such terms and conditions as it believes appropriate.
* seek and manage appropriate sponsorship for the organisation
* be active in the development of players, officials and administrators by setting and maintaining quality standards
* set budgets and be diligent and accountable for the funds
* understand the issues, priorities and needs of our parents, players, volunteers and administrators
* make decisions about what we most need to know, and then employ the best resources to get the knowledge we need
* from time to time in accordance with the constitution, make decisions for the conduct of its own proceedings, the control of its funds and property, and efficient management of its administration
* subject to the relevant certified agreements, the committee may appoint staff as it considers necessary to maintain efficient operation of the committee
* select, support and manage the performance of employees, including providing adequate resources for them to efficiently carry out all necessary duties

Transparency and Responsibilities to Members

Often Committees will adopt statements of their responsibilities, which provide accountability to members.

One example is:

We understand that we are a member-based organisation and that we need to work transparently when enacting our responsibilities. To this end as a Committee, we will:

* Seek input and feedback from our members on what we are doing and how we are doing it, and publish this feedback on our website.
* Develop and publish both a strategic plan and a business plan, and openly report on both.
* Publish a summary of our minutes and our Committee meeting schedule on our website.
* Agree, publish and use both a Committee Charter and a Code of Conduct.

**In addition**

Committee Charters can also spell out some of the more practical expectations and support for the Committee Members including items such as:

* Details of any insurance cover provided to Committee Members
* The delegations that have been established with respect to representing the organisation through the media (who can do this?), expenditure and how much can be withdrawn from organisation funds without Committee approval and by whom, and other ways that individual members may be asked to represent the Committee as a whole
* Meeting attendance expectations

**Sample Committee Member Codes of Conduct**

This document should be reviewed on a regular basis prior to an AGM and should take into account member expectations.

**Purpose**

The purpose of this document is to set out the standards of behaviour expected of Committee Members. In agreeing to be part of the Committee, each member must also agree to adhere to these codes at all times.

**Sample Codes**

Committee Members must:

* be diligent in their role
* attend committee meetings or forward their apology prior to the meeting
* treat all people associated with the organisation, including members, volunteers, partners, external stakeholders, and other committee members with respect
* always consider the welfare of the organisation’s members above on-field success
* attend to their fiduciary responsibility and make decisions based on what is best for the organisation, not for individual interest or gain
* not take advantage of their position on the committee in any way
* declare any conflicts of interest as they arrive and act to ensure that these conflicts do not pose a risk to the organisation
* be open to feedback from members and respond appropriately
* be honest at all times
* act as a positive role model with respect to good sporting behaviour
* refrain from smoking and excessive use of alcohol at the organisation
* adhere to the policies and procedures established by the organisation
* adhere to the legislative requirements of the organisation
* respect the equipment and resources of the organisation and only use these in organisation-related business
* not receive gifts that result in personal financial benefit
* always look for opportunities for improved performance of the organisation operations and committee functions
* always represent the organisation in a professional manner
* not speak to the media about any aspect of the organisation that could damage the organisation or its reputation.

I agree to adhere to the Codes of Conduct as established by the <insert> Committee and members.

|  |  |
| --- | --- |
| Name: |  |
| Date: |  |
| Signature: |  |

**Additional Documents**

* Constitution
* By-Laws
* Main policies and procedure documents
* Position Description – if not produced [www.organisationhelp.org.au/resource-quick-find](http://www.clubhelp.org.au/resource-quick-find) use these samples
* Annual Report
* Strategic Plan
* Last two Meeting Minutes
* Operating Budget
* Organisational Chart

## VOLUNTEER INDUCTION MANUAL

Throughout this Induction Manual template, the orange highlighted areas may provide more information or can be replaced with your relevant Club information.

Welcome to our Organisation

<insert volunteer name>

<insert address>

Dear <insert volunteer name>

Welcome and thank you for taking on the very important role of <insert role title> within our Organisation. The position commences from <insert date of commencement> and has <insert length> tenure. The duties and responsibilities for this position can be found in the Role Description Section of this Volunteer Induction Manual. Please note this is not an offer of employment and does not constitute a contract of employment with the Organisation.

Our Organisation highly values its volunteers. This Volunteer Induction Manual outlines the specifics you need to know about the Organisation and your role.

As a volunteer you are subject to the rules and bylaws of the Organisation. Policies relevant to your role can be found in the Policy Section of this Volunteer Induction Manual. If you would like to find out about the Organisation’s other policies, please contact <insert contact person – i.e. secretary. Include name, position, email and phone number>.

All staff and volunteers within our Organisation have a responsibility to report any suspicion of child abuse they form in the course of their duties. The procedures for this are outlined in the <insert name of policy e.g. Organisations Member Protection/Child Safe Policy>. If you have any questions about this responsibility please contact <insert contact person – i.e. child safe officer. Include name, position, email and phone number>.

I hope that you will enjoy your time spent with the Organisation and I look forward to working together.

Yours sincerely

<insert signature> \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

<insert name and position e.g. President>

Organisation History

<insert information about how long the Organisation has been in existence, highlights, achievements, facilities, grades, competitions, etc.>

About the Sport

<insert information about how the sport operates, history, number of players on a team, competitions, trainings, grades, levels, representative teams, etc.>

About our Organisation

Vision Statement

<insert vision statement here. A vision statement explains what the Organisation aspires to be or achieve in the future. Delete if not applicable>

Mission Statement

<insert mission statement here. A mission statement explains why the Organisation exists (its purpose). Delete if not applicable>.

Goals/Objectives

<insert objectives here. Goals and objectives are measurable statements, which relate to how a specific outcome is to be achieved. Delete if not applicable>.

Values

<insert values here. Values are the ideas or beliefs that are important to the Organisation. Delete if not applicable>.

Benefits of Volunteering at our Organisation

Many of our volunteers have benefited from being a part of the Organisation. Here are some of the benefits you can expect:

<insert benefits such as making new friends, learning new skills or others as determined by your Organisation>.

As a volunteer member of our Organisation you will <include any benefits such as discount off certain businesses, access to the Organisation’s rooms for private functions, free drink every Saturday after the match, clothing or merchandise available to the volunteer>

Contact Details: Organisation

<insert key contact from Organisation. This can include president, vice president, secretary, treasurer, volunteer coordinator, records officer, coaches, child safe officer, junior development coordinator, canteen manager, maintenance officer, head coach, etc.>.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  |  | Name |  |
| Position |  |  | Position |  |
| Contact No. |  |  | Contact No. |  |
| Email |  |  | Email |  |
| Name |  |  | Name |  |
| Position |  |  | Position |  |
| Contact No. |  |  | Contact No. |  |
| Email |  |  | Email |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  |  | Name |  |
| Position |  |  | Position |  |
| Contact No. |  |  | Contact No. |  |
| Email |  |  | Email |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  |  | Name |  |
| Position |  |  | Position |  |
| Contact No. |  |  | Contact No. |  |
| Email |  |  | Email |  |

Contact Details: Outside Organisation

<insert any contacts outside the immediate Organisation that may be useful for the new volunteer to know or contact. These will depend on the position but some examples may include uniform supplier, local media contact, Organisation physio, Organisation doctor, canteen supplier, local council contact, local MP, local school contacts, state association contact, sponsors, training providers relevant to the position, etc.>.

<The notes section can be used to record information specific to that contact; for example, the days that they may work, best time to contact, if they are on leave, costs or merchandise supplied>.

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Position |  |
| Phone |  | Mobile |  |
| Email |  |
| Notes |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Position |  |
| Phone |  | Mobile |  |
| Email |  |
| Notes |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Position |  |
| Phone |  | Mobile |  |
| Email |  |
| Notes |  |

Contact Details: Emergency

<insert emergency information contact details e.g. local police, local hospital, etc>.

|  |  |
| --- | --- |
| Organisation |  |
| Name |  |
| Position |  |
| Address |  |
| Contact No. |  |
| Notes |  |

|  |  |
| --- | --- |
| Organisation |  |
| Name |  |
| Position |  |
| Address |  |
| Contact No. |  |
| Notes |  |

|  |  |
| --- | --- |
| Organisation |  |
| Name |  |
| Position |  |
| Address |  |
| Contact No. |  |
| Notes |  |

Position Description

<insert a copy of the role description here. A position description should include:

Position/Title

Description

Qualifications needed/desired

Duties/responsibilities

Skills/knowledge required

Experience required/desired

Requirements of this position regarding mandatory reporting

Approximate number of hours required

Tenure

Location>.

**Procedures for the Position**

<insert procedures related to the position. This is the detail from the position description on how things are done, kept, stored and processed. To help develop this section read through the description and outline how each point is achieved. For example, in the role description the duty of the secretary may be to check the mailbox and respond to letters. This section would detail how often the mail is checked, on what day and where the mailbox is located. Where equipment or keys are kept should also be included>.

**Out of pocket expenses**

<insert procedures on expenses that can be claimed and the process for claiming them>.

**Volunteer Rights & Responsibilities**

<insert information on volunteer rights and responsibilities. If the Organisation does not have a policy, consider the following example taken from Volunteering Australia>.

As a volunteer you have the right:

* to work in a healthy and safe environment (refer to various Occupational Health and Safety Act(s))
* to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
* to be adequately covered by insurance
* to be given accurate and truthful information about the organisation for which you are working
* to be reimbursed for out-of-pocket expenses
* to be given a copy of the Organisation’s Volunteer Policy and any other policy that affects your work
* not to fill a position previously held by a paid worker
* not to do the work of paid staff during industrial disputes
* to have a job description and agreed working hours
* to have access to a grievance procedure
* to be provided with orientation to the Organisation
* to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
* to be provided with sufficient training to do your job

**Absences**

<include information about volunteers notifying their supervisor, as far in advance as possible if they are absent from duty so alternative arrangements can be made>.

**Training and Accreditation**

<insert training information here. This can include the training needed for the position or optional training that is available. Organisations may also want to include on-the-job training information, who, when, where, and how>.

**Budget**

<insert details on any budgets that may be attached to the position. This can include the amount, what it has been allocated to and how much has been spent. Also include processes on how money is spent. For example, approvals need to go to the Committee or obtain a cheque from the treasurer, etc. If there is no budget attached to the position, including the Organisation’s annual budget can provide the volunteer with an idea of where money is spent within the Organisation>.

**Membership Form**

<Insert a membership form. This section may not be needed if they have already signed one>.

**Police Clearance**

<Some positions within an Organisation, especially those that involve working with children, may require coaches to obtain a Criminal History Assessment which includes a Police Check>.

**Policies**

<insert any relevant policies such as a Volunteer Management Policy or policies specific to this position. For coaches this can include child protection policies, blood and infectious disease policy and/or photographing children policy. For a canteen manager it could include a food handling policy>.

**Claiming Expenses**

<insert information on claiming expenses. Although this may be included in the policy section it is probably good practice to have this as a separate section in the induction manual for easy reference. It should include information on how to claim, what can be claimed and a copy of the claim form>.

**Member Protection**

The Member Protection Policy outlines how our Organisation meets its obligations to provide a safe environment for all and to ensure there is responsible behaviour and fair decision-making.

<insert Member Protection Policy. If you do not have one contact your State Sporting Organisation (as you may fall under theirs) or visit Play By The Rules ([www.playbytherules.net.au](http://www.playbytherules.net.au))>.

<If your Organisation has a Child Safe Officer or a Member Protection Information Officer (MPIO) you may like to talk about their role and ensure that their contact details are listed in the Contacts: Organisation Contacts Section>.

**Confidentiality**

<Volunteers should be bound by the same requirements for confidentiality as paid staff. By including this information, you will allay possible fears from paid staff or people working with your Organisation about volunteers being ‘unprofessional>.

**Risk Management**

<insert any risk management procedures or a risk management plan for the position>.

**Record-keeping**

<insert information about the Organisation keeping information on dates of service, positions held, duties performed, evaluation of work and awards received. Include information about personnel records being accorded the same confidentiality as paid staff personnel records>.

**Conflict Management/Grievance**

<insert the Organisation’s conflict management policy or information on conflict management or grievance procedures>.

**Occupational Health & Safety**

<insert any occupational health and safety procedures relevant to the position>.

**Other**

<insert any other information that is relevant to the position>.

Sample code of conduct

**Purpose**

To ensure that all players, members, spectators, officials and volunteers have a very clear understanding of the behavior that is expected from everyone and to make it clearly understood that breaches of these codes will result in disciplinary action.

**COACHES** are required to:

* respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion
* support, encourage and involve all players regardless of their talent level
* never ridicule or yell at players for errors or poor performance
* always consider the wellbeing and safety of participants before performance and results
* encourage participants to value their performances and not just results
* encourage and guide participants to accept responsibility for their own performance and behavior both on and off the field
* maintain respectful and appropriate relationships with all participants
* ensure all activities are appropriate to the age, ability and experience of participants
* promote the positive aspects of the sport (e.g. fair play)
* always respect the official’s decision and support them to carry out their role
* display consistently high standards of good sporting behaviour and appearance
* follow all guidelines laid down by the national governing body and the club
* hold appropriate valid qualifications before commencing to coach
* never condone rule violations, unfair or unduly rough play or the use of prohibited substances
* never smoke or drink alcohol whist in an official capacity
* never use offensive language or behavior
* to act as a role model at all times.

**PLAYERS** are required to:

* respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion
* play by the rules and respect the umpire’s decisions
* display good sporting behavior at all times
* never use offensive language or behavior towards anyone or engage in sledging or bullying of any person
* co-operate with your coach
* adhere to club policies including smoke-free areas and liquor license requirements
* never behave in a manner that would damage the reputation of the club either on or off the field

**VOLUNTEERS** and **SPECTATORS** are required to:

* act as good role models and ambassadors for the club at all times
* always welcome opposition players, spectators, officials etc. to the club
* never use offensive language or behavior
* treat all everyone including the opposition with respect regardless of their gender, ability, cultural background or religion
* display consistently high standards of good sporting behavior including respecting the official’s decisions
* adhere to the smoke-free policies of the club and not to smoke anywhere at the venue during junior events
* not to consume alcohol in any place other than where the club’s license allows
* to consume alcohol responsibly at all times at the club
* adhere to and support the club policies
* be trustworthy

Your Club may wish to ask people to sign off on the Codes e.g. This can be done as part of the Registration process.

I have read and agree to abide by the Codes of Conduct and understand that if I breach any of the Codes, disciplinary action will result.

|  |  |
| --- | --- |
| Name: |  |
| Date: |  |
| Signature: |  |

Parent signature to accompany where the participant is under 18.

|  |  |
| --- | --- |
| Parent’s name: |  |
| Date: |  |
| Signature: |  |

# **Organise your volunteers**VOLUNTEER INFORMATION SHEET

[Download our spreadsheet](http://volunteeringvictoria.org.au/wp-content/uploads/2014/11/Copy-of-Volunteer-Data-Sheet1.xlsx) to record all the required information about your volunteers

**EXPENSE CLAIM FORM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name: |  |  | Date: |  |
|  |
|  |  |  |

|  |
| --- |
| **Reimbursement details** |

|  |  |  |
| --- | --- | --- |
| **DATE INCURRED** | **DETAILS** | **AMOUNT** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **TOTAL**  | **$** |
|  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Claimant’s name: |  |  | Signature: |  |
| Authorised by name: |  |  | Signature: |  |
| Date submitted: |  |

|  |
| --- |
| **Office Use Only** |
| Claim authorised: | [ ]  Yes [ ]  No |
| If no, state reason: |  |
|  |  |
| Authorised by name: |  |  | Signature: |  |
| Date of reimbursement: |  |

# **Acknowledge your volunteers**

## Recognising Volunteers – Ideas

Volunteers need to feel both valued and valuable. The following provides ideas around volunteer recognition strategies.

* Appoint a volunteer coordinator – or multiple volunteer coordinators – whose role, amongst other things, is to support, recognise and praise the efforts of volunteers.
* Acknowledge volunteers at the beginning of their volunteer role. A simple hello and thanks for being here is often sufficient.
* Welcome letters when volunteers are first recruited. Provide a Volunteer Handbook and adequate induction.
* Personal praise to volunteers while they are on the job.
* Use the public address system to acknowledge the various volunteers at a venue.
* Thank you letters, cards on completion of a task.
* Ask the members to thank the volunteers personally, encourage juniors to thank their parents. List active volunteers on the Club noticeboard in a public show of thanks.
* Develop a “years of service” list of volunteers to display on your website. Conduct Club Champions, Club Legends programs to recognise long-term extraordinary volunteer efforts.
* Include volunteers in decision-making e.g. invite them to meetings/planning days. Invite volunteers to make contributions to the newsletter.
* Acknowledge volunteer efforts at the AGM, presentation evenings. Certificates and/or awards for volunteers e.g. Life Membership. Volunteer of the Month Awards, photos of outstanding volunteer contributions.
* Enter outstanding volunteers into community-based recognition awards. Write an article in the Club newsletter about outstanding efforts of volunteerism.
* Reimburse volunteers for their out-of-pocket expenses.
* Consider honorariums/gifts for those who give large amounts of their time. Fund, or part-fund training for volunteers.
* Encourage volunteers to include their volunteering on their CV.
* Name an event after an outstanding volunteer.
* Organise a function for all volunteers throughout the year.
* Offer reductions in fees or entry to events.
* Give volunteers Club merchandise e.g. caps, t-shirts.
* Develop a culture within your Club that truly values its volunteers.
* Recognise your volunteers during National Volunteer Week
* Celebrate International Volunteers Day – December 5

## ****Certificate of thanks templates****

[Colourful fun certificate](http://volunteeringvictoria.org.au/wp-content/uploads/2014/11/CertificateTemplate-Colour-Fun-2.docx)

[Colourful formal certificate](http://volunteeringvictoria.org.au/wp-content/uploads/2014/11/CertificateTemplate-Colour-Formal-1.docx)

[Black and white formal certificate](http://volunteeringvictoria.org.au/wp-content/uploads/2014/11/CertificateTempate_Formal-BW.docx)

[Black and white formal certificate 2](http://volunteeringvictoria.org.au/wp-content/uploads/2014/11/CertificateTempate_Formal-Colour.docx)

[Sample Newsletter Thank you to our volunteers](http://volunteeringvictoria.org.au/wp-content/uploads/2014/11/Sample-Newsletter-Thank-You.docx)

# **DEVELOP YOUR VOLUNTEERS**

## Sample Volunteer Survey

*Developed by Club Help*

Thank you for completing this survey. Please return it to <insert name> or place in the return box located <insert location>.

Volunteer Name: (Optional) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What is your role(s) in the Club?

2. What specific tasks does this involve?

3. Do others assist you in completing these tasks? [ ] Yes [ ] No

4. Approximately how many hours a week does this take up?

5. Are you intending to stay in this role next season? [ ] Yes [ ] No

6. Are there any roles or tasks you would be happy to undertake instead?

 Please detail

7. Do you have someone in mind to take over your role that you would be

 happy to ask? [ ] Yes [ ] No

8. Did you enjoy your role? [ ] Yes [ ] No (please detail likes and dislikes below)

9. Do you feel the Club has valued and recognised your contribution well?

 [ ] Yes [ ] No

10. Did you feel well supported? [ ] Yes [ ] No

 Please detail anything that would have made your role more enjoyable:

## Training needs analysis tool

| **Area** | **Position Held** | **Requirements** | **Resources/Training**  | **Description** | **Cost** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| Governance |  |  |  |
|  | Chairman | Manage a Board Meeting | [Institute of Community Directors Australia](http://www.communitydirectors.com.au/icda/courses/) |  |  |
|  | Secretary | Minute Taking |  |  |  |
|  | Treasurer | Financial Administration | [Australian Taxation Office](https://www.ato.gov.au/Non-profit/) |  |  |
|  |  |  |  |  |  |
| Committee Members |  |  |  |
|  |  | Applying for Grants/Submissions |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Coaches |  |  |  |
|  |  | Accreditation | [Australian Sports Commission](http://www.ausport.gov.au/participating/officials/education) |  |  |
|  |  | Community Coaching General Principles | [Australian Sports Commission](http://www.ausport.gov.au/participating/coaches/education/onlinecoach) |  |  |
|  |  |  |  |  |  |
|  |  | Skill Acquisition | [Australian Sports Commission](http://www.ausport.gov.au/participating/officials/videos/intermediate) |  |  |
|  |  |  |  |  |  |
| Officials |  |  |  |
|  |  | Accreditation |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Team Managers |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Volunteer Coordinator/Buddy/Mentor |  |  |  |
|  |  | Managing Volunteers |  |  |  |
|  |  | Conflict Management |  |  |  |
|  |  | Counseling Skills |  |  |  |
|  |  |  |  |  |  |
| Canteen  |  |  |  |
|  |  | Money Management |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| General |  |  |  |
|  |  | Computer Skills |  |  |  |
|  |  | Fire Safety |  |  |  |
|  |  | Fundraising |  |  |  |
|  |  | Sports Administration | [Department of Sport & Recreation NSW](http://www.dsr.nsw.gov.au/training/detail.asp?course=2549) |  |  |
|  |  | Time Management |  |  |  |
|  |  | Working with the media |  |  |  |
|  |  |  |  |  |  |

## Performance assessment and feedback tool

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name: |  |  | Position: |  |
| Period covered: |  |  | Date: |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 | N/A |
| **ATTENDANCE** |
| Punctual to start work |  |  |  |  |  |  |
| Informs supervisor of absence or lateness |  |  |  |  |  |  |
| **SENSE OF RESPONSIBILITY** |
| Listens carefully to instructions |  |  |  |  |  |  |
| Follows instructions fully |  |  |  |  |  |  |
| Willing to assist with various tasks |  |  |  |  |  |  |
| Willing to accept supervision and feedback |  |  |  |  |  |  |
| **INTEREST** |
| Shows interest in his/her role |  |  |  |  |  |  |
| Shows interest in training |  |  |  |  |  |  |
| **RELATING TO OTHERS** |
| Polite and courteous to others |  |  |  |  |  |  |
| **STANDARD OF WORK** |
| Worked to capacity |  |  |  |  |  |  |
| Staff/volunteers satisfied with quality/quantity of work |  |  |  |  |  |  |
| Supervisor satisfied with quality/quantity of work |  |  |  |  |  |  |
| **Comments** |
|  |
| 1 = Poor | 2 = Adequate | 3 = Good | 4 = Very Good | 5 = Excellent | n/a = Not Applicable |
| Volunteer’s signature: |  | Date: |  |
| Manager’s signature: |  | Date: |  |

# Keep your volunteers safe

## Risk management

Boards and managers must do everything they can to ensure the safe and smooth running of an organisation. If you ignore a risk, not only could a mishap occur, but your board and staff could be found to be negligent.

[Download a sample Risk Management plan from VicSport](http://www.clubhelp.org.au/sites/default/files/pdf/Governance/Example%20of%20risk%20management%20plan.pdf)

[Download the Risk Management fact sheet from Volunteering Victoria](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Risk-Management-May-2013.pdf)

## HEALTH AND SAFETY

Health and safety laws are changing to a national set of laws to specifically include volunteers. However, until Victoria adopts the national laws, the Victorian Occupational Health and Safety Act will continue to apply and organisations that work with volunteers need to be aware of their obligations under Victorian law.

[Download the Health and Safety for Volunteers fact sheet from Volunteering Victoria](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Health-Safety-for-Volunteers-May-2013.pdf)

Sample Health and Safety Policy

*This policy was prepared by Club Help as a sample only and does not substitute le.g.al advice.*

|  |  |  |
| --- | --- | --- |
| Sample Health and Safety Policy / Procedures | Approval Date:  |  |
| Review Date: |  |
| Version No: |  |
| **President:** | Sign: | Name |
| **Vice-President:** | Sign: | Name |

PURPOSE

To provide a safe and healthy sporting Club environment for players, spectators, volunteers, coaches and officials. This policy encourages everyone to take a role in accident / incident prevention.

POLICY

\_\_**Name of Club’s Committee**\_\_\_ is committed to keeping all people associated with the Club safe and to manage any accidents and /or incidents in a manner which minimises harm to individuals and the organisation.

EXAMPLE POLICY STATEMENTS

The Club will adhere to all safety-related directives from its parent body and the Committee e.g. heat policies, head injury policies.

Everyone involved with the Club is encouraged to contribute to accident prevention by reporting potential risks or dangers on sighting.

The Club will only use accredited coaches, and Working with Children Checks are compulsory for all volunteers who are likely to have unsupervised contact with minors.

The Club aims to have first aid equipment and adequately trained volunteers available for competition and training.

In the case of an accident occurring where there are no trained personnel present, Club representatives will act on the side of caution and will seek medical assistance, or ambulance support.

Club coaches will ensure that players utilise personal safety equipment and that general playing equipment is well maintained.

Club officials will inspect playing surfaces to determine safety prior to play including the removal of any hazards – temporary or otherwise.

Accidents, incidents and near misses occurring will be documented on an accident register including the actions undertaken by Club personnel. This register will be kept by the Secretary and will be regularly viewed by the Committee to inform risk management strategies required.

The Club promotes fair play in accordance with the rules of the sport and adheres to the Victorian Government’s Code of Conduct for Community Sport 2010.

The Club is a smoke-free organisation and does not permit smoking in or around the Clubhouse facilities, courts or fields, in eye-shot of junior players, or in vehicles used to transport players.

The Club will regulate and promote responsible consumption of alcohol at the Club by ensuring that only Responsible Serving of Alcohol (RSA) trained people operate the bar.

The Club encourages all coaches to adopt a health promotion approach to player welfare including adoption of good warm-up, hydration, SunSmart, and injury management practices.

EXAMPLE PROCEDURES TO SUPPORT MEMBER SAFETY

The Committee reviews policy statements prior to the commencement of the season and amends / develops where necessary.

The Committee communicates policy content to members through newsletters, emails or Registration Forms, at the same time encouraging everyone to take a role in accident prevention.

Collection of emergency contact details from members occurs at registration. Team databases should be provided to a chosen official for each team e.g. Coach, Team Manager.

Development of a record of first aid representatives willing to support the Club and the team with which they are associated.

Check maintenance dates on fire extinguishers and inform relevant authority if required.

Offer Responsible Serving of Alcohol Training to people intending to operate the bar prior to the commencement of the season.

Replenish first aid kits prior to season commencement and replace any items out of date.

Replenish sunscreen supplies and check use by dates.

Determine to whom accidents and incidents should be reported for the season, communicate the procedures and provide reporting forms to team officials.

Safety briefing to be conducted at the commencement of the season for all Committee members, coaches, first aid representatives, team managers etc. Include information on how to report accidents / incidents.

Emergency procedure checklist to be posted around Clubhouse.

Check Coaching Accreditation and Working with Children Check status of all coaches prior to the season commencement.

Maintain the accident register.

## Sexual harassment

On 1 August 2011 Victorian law regarding sexual harassment extended to include volunteers. Organisations have a responsibility under this law to make it clear to their volunteers that sexual harassment is not acceptable.

[Download the Sexual Harassment fact sheet from Volunteering Victoria](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Sexual-Harrassment-May-2013.pdf)

[Read about the changes to mandatory reporting](http://volunteeringvictoria.org.au/new-requirements-mandatory-reporting/)

Sample SEXUAL HARASSMENT Policy

*This policy and procedures document from Volunteering Victoria is intended as a sample only; you should adapt it to the name, titles and circumstances of your organisation.*

In implementing a sexual harassment policy and procedures you must identify the person or people who will be the first point of contact for complaints of sexual harassment for volunteers and paid staff; this might be the manager of volunteer services, program or organisation manager, human resources staff or a member of the board, depending on the size and structure of your group.

This person should have the requisite knowledge, skills and experience to receive complaints. For the purposes of this sample document, this person has been labeled “sexual harassment contact”.

**Statement of policy**

Sexual harassment is unlawful. This organisation does not tolerate sexual harassment in any form. Every volunteer, staff member and supervisor has a responsibility to ensure that sexual harassment does not occur.

Anyone found to have sexually harassed another person will be subject to disciplinary action that may include an apology, counseling, transfer of duties or dismissal.

Reports of sexual harassment will be treated promptly, seriously and confidentially. Complainants have the right to determine how a complaint will be treated. They also have the right to have a supporter or representative, chosen by them, involved in the process and the option to stop the process at any time.

The alle.g.ed harasser also has the right to have a supporter or representative chosen by them present when he/she responds to the alle.g.ations made.

No volunteer or paid staff member will be treated unfairly as a result of making a complaint of sexual harassment. Immediate disciplinary action will be taken against anyone who victimises or retaliates against someone who has made a complaint of sexual harassment.

The organisation will afford natural justice to any person involved in a dispute.

**Definition of sexual harassment**

Sexual harassment includes any unwelcome behaviour of a sexual nature that could be reasonably expected to make someone feel offended, humiliated or intimidated.

This may include (but is not restricted to):

• an unwelcome sexual advance

• a request for sexual favours

• unwelcome comments about someone's sex life or physical appearance.

• leering and ogling

• sexually offensive comments, stories or jokes

• displaying sexually offensive photos, pinups or calendars, reading matter or objects.

• sexual propositions or continued requests for dates

• physical contact such as touching or fondling, or unnecessary brushing up against someone

• indecent assault or rape (these are criminal offences)

Sexual harassment may occur between one volunteer and another, between volunteers and staff members, or between volunteers and clients, suppliers or visitors. It may occur wherever volunteers and paid staff are interacting with others in the context of their position in the organisation, including field trips, work off-site and social functions.

**Making a complaint**

A volunteer or paid staff member who has been harassed may choose to take their complaint to the Victorian Equal Opportunity and Human Rights Commission.

Contact for the Victorian Equal Opportunity and Human Rights Commission: 1300 292 153.

**Internal complaint**

A volunteer or paid staff member who believes they have been harassed (the complainant) should:

• if comfortable to do so, inform the alleged harasser the behaviour is offensive, unwelcome, against the organisation’s policy and should stop

• make a note of the date, time and location of the incident/s

• if not comfortable, to confront the alleged harasser or, if unwelcome behaviour continues, report to the nominated sexual harassment contact

• if this is inappropriate, speak to another senior member of the organisation, such as a senior manager, the head of the organisation or a member of the board.

The sexual harassment contact will follow the procedures set out below. At any time, the complainant has the right to discontinue this process.

**Complaints process**

When a complaint is received, the sexual harassment contact will:

• obtain and record a full, step-by-step account of the incident/s

• ensure the organisation’s process for handling the complaint is understood

• ascertain the complainant’s preferred outcome, e.g. an apology, the behaviour to cease, a change in working arrangements

• agree on the next step: informal resolution or formal investigation

• keep a confidential record of all details of this discussion and subsequent steps in the process.

**Informal resolution**

Where a complainant has chosen informal resolution, following an informal process the sexual harassment contact will:

• inform the alleged harasser of the complaint and provide an opportunity to respond

• ensure both parties understand their rights and responsibilities under the organisation’s policy

• if possible, mediate an outcome that is satisfactory for the complainant

• ensure that confidentiality is maintained

• follow up to ensure the behaviour does not re-occur.

**Formal investigation**

If a formal investigation is requested by the complainant, or if an informal resolution fails, the sexual harassment contact will escalate the matter to a senior member of the organisation.

That person will:

• afford natural justice to all involved

• interview all directly concerned, separately

• interview witnesses, separately

• keep records of the interviews and investigation

• ensure confidentiality and minimise disclosure

• make a determination as to whether there is sufficient evidence that a reasonable person could conclude, on the balance of probabilities (i.e. it’s more likely than not), that an incident/incidents of sexual harassment as defined by the legislation has occurred

• in such a case, determine appropriate action, which may include a change of duties for the harasser, change to working arrangements or, where the incidents were frequent and/or severe, dismissal

• where it cannot be determined by the required test that an incident/incidents of sexual harassment as defined by the legislation has occurred, still take action to ensure the proper functioning of the workplace; but these actions should not prejudice any party. They will also continue to closely monitor the situation and provide retraining where required.

• check to ensure the action meets the needs of the complainant and organisation.

Outcomes as they affect the complainant will be discussed with the complainant to ensure that needs are met, where appropriate.

**Key resource**

Effectively preventing and responding to sexual harassment: A Code of Practice for Employers by the Australian Human Rights Commission. [www.hreoc.gov.au/sexualharassment/employers\_code/COP2008.pdf](http://www.hreoc.gov.au/sexualharassment/employers_code/COP2008.pdf)

# **Communicate with your volunteers**

## DEALING with conflict

Even in informal, small-scale groups, conflict can arise. A planned approach to handling disputes will lead to better resolutions and reduce the fall-out for your organisation.

[Download the Dealing with Conflict fact sheet from Volunteering Victoria](http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Dealing-with-Conflict-May-2013.pdf)

## Social media policy

*This document is provided as a sample only and does not substitute le.g.al advice. Produced by ClubHelp.*

|  |  |  |
| --- | --- | --- |
| Sample Use of Club Social Media Policy / Procedures | Approval Date:  |  |
| Review Date: |  |
| Version No: |  |
| **President:** | Sign: | Name |
| **Vice-President:** | Sign: | Name |

**PURPOSE**

To ensure that all members and associates of the Club understand the Club rules on the appropriate use of its social media and the consequences of inappropriate use.

**POLICY**

\_\_**Name of Club’s Committee**\_\_\_ is committed to keeping everyone associated with the Club, informed about Club matters and to provide up-to-date details of forthcoming events, competitions, schedule changes etc. To achieve this\_\_\_\_\_\_\_\_\_\_ Club has developed a private Facebook (or other social media platform) page. This page is to be used for the above purpose only and is not a mechanism for members to hold discussions or for members to post comments.

**EXAMPLE POLICY STATEMENTS**

The Club will attempt to keep its Facebook (or other source) current and informative as a service to members

The Club will, from time to time, use the Facebook page to present members with sponsor information and special deals. This will not be offered to sponsors related to the sale of alcohol or junk food outlets.

The Club will nominate a responsible person to manage the private page who will not enter into any discussion using the Club page. Any discussions or postings are to be conducted outside of the Club page.

The nominated person will be required to report any inappropriate use of the Facebook page to the Committee

The nominated administrator will have the right to deny access to any person who is not associated with the Club

The nominated administrator will also have the right to block access to any person who misuses the page

**EXAMPLE DETAILS OF INAPPROPRIATE USE OF TECHNOLOGIES**

Posting comments or images on the Club page – this is an information dissemination site only and any inclusions must be emailed to the nominated administrator

Creating or exchanging messages that are offensive, harassing, obscene or threatening – any misuse of this nature will result in an instant block from the page and Club disciplinary measures. Any breech of this nature is considered serious.

Exchanging any confidential or sensitive information held by the Club relating to individuals, other Clubs, other community stakeholders

Exchanging information in violation of copyright laws including the uploading or downloading of commercial software, games, music or movies

**EXAMPLE COMPLAINTS PROCEDURE**

Any person identified to be using the Club Facebook page inappropriately or for purposes other than that for which it was established will be blocked from the site, reported to the Committee and depending on the severity of the offence, will face disciplinary action. Note that there is zero tolerance for any comments, images etc. which are deemed to be offensive, threatening, obscene, or discriminatory.

Any person who has a concern about the contents of the Club page is required to email the President \_\_\_\_\_\_\_\_\_\_\_\_\_ (contact details)

The Club Committee reserves the right to close down the social media page without notice if members do not adhere to the rules of use

The Club Committee reserves the right to dismiss the nominated administrator if it is considered that this person is not acting in accordance with the rule

# **WHEN VOLUNTEERS DEPART**

EXIT INTERVIEW

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name: |  |  | Date: |  |

|  |
| --- |
| What is your primary reason for leaving? |
|  |
| Did anything trigger your decision to leave? |
|  |
| What was most satisfying about your role? |
|  |
| What was least satisfying about your role? |
|  |
| What would you change about your role? |
|  |
| Did your role turn out to be as you expected? |
|  |
| Did you receive enough training to perform your role effectively? |
|  |
| Did you receive adequate support to perform your role? |
|  |
| Would you recommend volunteering at our Club to your family and friends? |
|  |
| How do you generally feel about our Club, e.g. what did you like most/like least? |
|  |
| Do you have any tips to help us find your replacement? |
|  |
| Is there another volunteer role you would like to perform at our Club? |
|  |
| Did any policies or procedures (or any other obstacles) make your job more difficult? |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Signature: |  |
|  |
| Date: |  |  |  |

# **APPENDIX**

SAMPLE Position Descriptions

Club President

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | President |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

The role of the President is to provide the principle leadership and responsibility for the organisation and the Committee.

**Responsibilities**

* Chair Committee meetings ensuring that they are run efficiently and effectively
* Act as a signatory for the Club in all le.g.al purposes and financial purposes
* Regularly focus the Committee’s attention on matters of Club governance that relate to its own structure, role and relationship to any paid employees
* Periodically consult with Committee members on their role, to see how they are going and help them to optimise their contribution
* Work with the Committee to ensure:
* The necessary skills are represented on the Committee and that a succession plan is in place to help find new Committee members when required
* Goals and relevant strategic and business plans are developed in order to achieve the goals of the Club
* Work with the Executive to manage any paid employees of the Club including recruitment, retention, salary and performance reviews, etc.
* Serve as a spokesperson for the Club when required
* Communicate regularly and systematically with the Presidents of the member Clubs, the league, association and or parent body
* Assist in the development of partnerships with sponsors, funding agencies, local and state government, shared facility users and organisations that are relevant to the goals of the Club

**Personal Attributes**

* be well informed of all organisation activities and able to provide oversight
* be a person who can develop good relationships internally and externally
* be forward thinking and committed to meeting the overall goals of the Club
* have a good working knowledge of the Committee Constitution, rules and duties of office bearers
* be able to work collaboratively with other Committee Members
* be a good listener and attuned to the interests of members and other interest groups
* be a good role model and a positive image for the Club in representing the Committee in other forums (e.g. league delegate meetings)
* be a competent public speaker

**Key Relationships**

* <insert>

Vice president

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Vice President |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

The role of the Vice President is to shadow the President in providing leadership and responsibility for the organisation and the Committee and to step into the President’s roles where needed. It is often considered that the Vice President will succeed the President and that this role is in preparation.

**Responsibilities**

* In the event of the President being unable to fulfill his/her duties, to step into that role
* In the absence of the President, chair Committee meetings, ensuring that they are run efficiently and effectively
* Be an alternate signatory for the Club for le.g.al purposes and financial purposes
* Assist the President in deciding which matters are dealt with by the Executive, the full Committee and delegated to Committees
* Coordinate Club planning to ensure appropriate plans are developed, presented to and reviewed by the Committee, and enacted as required
* Represent the Club at meetings and forums as agreed with by the President
* Other duties as nominated by the President and/or Committee

**Personal Attributes**

* be well informed of all organisation activities and able to provide oversight
* be a person who can develop good relationships internally and externally
* be willing to step in for the President where needed including chairing meetings
* be forward thinking and committed to meeting the overall goals of the Club
* have a good working knowledge of the Committee Constitution, rules and duties of office bearers
* be able to work collaboratively with other Committee Members
* be a good listener and attuned to the interests of members and other interest groups
* be a good role model and a positive image for the Club in representing the Committee in other forums (e.g. league delegate meetings)
* be a competent public speaker
* be able to raise concerns with the President when they arise

**Key Relationships**

<insert>

Secretary

Note that in Victoria the former term of Public Officer will be replaced with the term Secretary. It will be assumed that the current Secretary will assume these roles unless otherwise stated. The Secretary can assume any other office if the rules allow.

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Secretary |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

<insert>

**Administrative Roles**

* Maintain Committee and Club records
* Manage Minutes of Committee meetings, including either recording the Minutes or ensuring the Minutes Secretary does so
* Develop meeting agendas in consultation with other Committee members and distribute prior to the meeting
* Be familiar with all current Club documents
* Be responsible for ensuring that accurate and sufficient documentation exists to meet le.g.al requirements
* Enable and authorise people to help with the Committee's business. This includes signing a copy of the final approved Minutes and ensuring that the signed copy is maintained
* Ensure that the records of the Club are maintained as required by law and made available when required by authorised persons. These records may include founding documents, lists of Committee members, Committee meeting Minutes, financial reports, and other official records.
* Ensure that official records are maintained of members of the Club and Committee. He/she ensures that these records are available when required for reports, elections, referenda, other votes, etc.
* Provide an up-to-date copy of the Constitution and bylaws at all meetings
* Ensure that proper notification is given of Committee and Club meetings as specified in the rules
* Manage the general correspondence of the Committee except for such correspondence assigned to others
* Help and lead the Committee in providing systematic communication from the Committee to Club members and other relevant stakeholders
* Provide a summary of Committee Minutes for distribution to all Club members via website and noticeboards
* The Secretary may also be the nominated person to receive and file relevant Police Check records or Working with Children documentation

**The more standard duties include: (previously Public Officer)**

* Notify Consumer Affairs of the Secretary appointment or a change of the Secretary’s details
* Notify Consumer Affairs of a change of the association’s registered address by lodging a Change of Association Details form. No fee is required.
* Within one month after the annual general meeting, lodge an Annual Statement and other required financial documents with the prescribed fee
* Obtain from Treasurer, Annual Income and Expenditure Statement and Assets and Liability Statement
* Apply to Consumer Affairs for approval to alter your rules within 28 days after the alteration was passed by special resolution. An Application for Alteration of Rules or Purpose must be lodged with the prescribed fee.

**More unusual duties that can arise:**

* Apply to the Registrar for approval of a name change within one month after passing a special resolution. An Application for Change of Association Name must be lodged with the prescribed fee.
* Notify the Consumer Affairs of a special resolution in relation to wind up and distribution of the assets of the association.

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) for forms and details of fees etc.

**Personal Attributes**

* be organised
* have computer skills
* be a good communicator
* be able to keep confidential matters confidential

**Key Relationships**

* <insert>

Treasurer

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Treasurer |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

The role of the Treasurer is to be responsible for the financial supervision of the Club to allow the Committee to provide good governance. The Treasurer is responsible to regularly report on the Club‘s financial status to both the Committee and the Club members.

**Responsibilities**

* Provide advice to the Committee in their management of the Club finances
* Administer all financial affairs of the Club
* Lead the annual budget process and ensure an appropriate annual budget is provided to the Committee for approval
* Ensure development and Committee review of financial policies and procedures
* Support any required auditing processes
* Receipt of all incoming monies
* Bank all monies received
* Pay all accounts
* Maintain accurate records of all income and expenditure
* Ensure that all receipts and payments concur with bank deposits and withdrawals
* Monthly financial reports – present at monthly Committee meetings
* Arrange and dispatch invoices for periodical payment
* Issue yearly or ½ yearly membership fee
* Keep accurate record of all membership payments
* Be a signatory on Club account

**Personal Attributes**

* good organisational skills
* has some financial expertise
* ability to maintain accurate records
* dedicated Club person
* honest/trustworthy
* computer skills
* good communication skills

**Essential**

* Receipt Books
* Invoice Book
* Cheque books
* Bank deposit book
* Receipt details slips
* Computer
* Club Stamps
* Calculator
* Prepaid Envelopes
* Accounting Book

**Key Relationships**

<insert>

Publicity OFFICER/ Media Contact

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Public Officer/Media Contact |
| **Reports to:** | The Club President and Committee Members |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

<insert>

**Responsibilities**

* Making contact with media contacts and developing and maintaining media relationships
* Being the communications contact person for Club members and media to gather and present articles
* Presenting regular articles for the Club newsletter and/or website
* Ensuring that weekly media information e.g. results is provided on time and is accurate
* Writing media releases to highlight key activities / stories about the Club
* Liaising with the Committee about media opportunities

**Personal Attributes**

* write well and have some knowhow on presenting media releases and articles
* have computer skills
* be a good communicator and be able to develop positive relationships with media contacts
* be able to liaise with the Committee regarding media relations and news items

**Key Relationships**

* <insert>

Maintenance Officer

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Maintenance Coordinator |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

The role of the Maintenance Coordinator is to keep a priority list of “odd jobs” and repairs required and to recruit members or externals to undertake work as needed. The role is to oversee the work, not necessarily to do it.

**Responsibilities**

* Develop and maintain a prioritised list of facility maintenance tasks needing to be done for display and sign up / recruiting purposes
* Maintain a list of member skills and/or qualifications and areas where they will lend a helping hand
* Recruit and encourage involvement of volunteer assistance to undertake tasks in their own time. Monitor progress and thank on completion
* Purchase or arrange for purchase of minor items to undertake work. Note that expenditure under $50.00 can be made without Committee approval but should be discussed with the Treasurer prior.
* Develop a schedule of regular maintenance items with the Committee e.g. fire extinguisher checks. List all items on an annual calendar and include in the to do list when required.
* To alert the Committee of any major works or repairs required for consideration
* To organise working bees if considered necessary.

**Personal Attributes**

* Good at involving people and recognising people for their support
* Can prioritise and coordinate activities
* Good communication skills
* Sufficient computer skills (or access to) to develop and maintain a spreadsheet of tasks required, completed, by whom and cost

**Essential**

* Access to a computer
* Maintenance spreadsheet
* Annual planner for schedule of regular/annual maintenance tasks

**Accountability**

* The Maintenance Coordinator will liaise closely with and will be accountable to the Committee
* The Maintenance Coordinator will be required to discuss any purchase with the Treasurer
* In the case of expenditure, required exceeding the Treasurer’s delegation the Treasurer will seek Committee approval

Safety officer

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Safety Officer |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

The Safety Officer coordinates the first aid personnel and equipment at the Club and maintains health and safety documentation.

**Responsibilities**

| **Tasks** | **Details** |
| --- | --- |
| Ensure that each team/game has a nominated First Aid representative with Level 2 First Aid. | Take details of first aid representatives and sight certificates of currency. Develop a database with contact details.Roster First Aid Representatives for games where there is no suitable representative assigned to the team. |
| Promote first aid courses. | Seek details of Level 2 First Aid Courses prior to the season and promote to members. |
| Restock first aid supplies and check equipment and cleanliness of the treatment space. | Check that safety equipment is in good condition e.g. stretcher, padding. Ensure that fire extinguishers undergo their regular maintenance check. Check that the treatment area is clean and roster teams to clean this space after each match. Restock first aid kits, including ice packs and check that supplies are in date |
| Keep a track of first aid supplies required through the season. | Keep a book where first aid supplies used are noted. Undertake a regular check. |
| Ensure that ground checks are undertaken at the start of match day. | Remind the team managers of the need to undertake a ground check prior to playing. |
| Report any known hazards to the Committee. | Be active in assessing the overall safety of the facility and ensuring that safety policies and procedures are adhered to including having a suitable evacuation procedure. |
| Record Keeping | Collect medical information at the commencement of the season and provide details to the relevant coach, team manager, first aid representative (note that consent is required). |
| File Relevant Records. | Collect Injury Report Forms and retain for 7 years. |

**Personal Attributes**

* Someone who is around the Club during training and match days
* Organised with computer skills
* A regular email user
* Familiar with the Club’s emergency plans including evacuation
* Familiar with all relevant rules and policies e.g. Health and Safety Policy, Mouth Guard, Blood Rules etc.

**Key Relationships**

* The Safety Officer needs to liaise with the team Coaches, Trainers, First Aid Representatives and reports to the Committee

Sponsorship Coordinator

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Sponsorship Coordinator |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> per week. This time commitment will vary during key times of the year. |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

The Sponsorship Coordinator is the chief organiser of sponsorship arrangements for all sections of the <Club name>. The Sponsorship Coordinator reports regularly to the Committee.

**(If you want them to sit on the COM)** The Sponsorship Coordinator is elected by Club members at the Annual General Meeting (AGM) and is appointed for one calendar year from the date of the AGM to the next AGM.

**Responsibilities**

* Convene a group to assist with key tasks and timelines
* Review the current Sponsorship Package and be familiar with what the Club promises to sponsors
* Prepare a budget, monitor it carefully and report on it regularly
* Seek to raise at least <insert> a year in sponsorship funds for the Club
* Keep a proper record of sponsor details
* Send out a letter / email to current sponsors regarding their commitment for the coming season
* Seek new Club sponsors and meet with potentials to outline what services they would value most
* Organise that signage be produced and erected on signing
* Maintain a Memorandum of Understanding with each Club sponsor
* Make sure sponsor representatives are met when attending functions or match day
* Liaise with the social Committee regarding sponsor invitations and special function calendars
* Give a report at regular meetings and when required
* Liaise with the Club Social Convener to ensure social events support our sponsors and, where appropriate, raise money for the Club
* Liaise with competition coordinators to ensure that sponsors get recognition
* Send out a thank you letter at the completion of the season and a sponsor survey to support planning for the following year.

**Personal Attributes**

* be organised and professional
* be able to delegate and support a working group
* be personable and can present the Club and the virtues of being a sponsor
* be creative in looking at new ways to service and satisfy sponsors

**Key Relationships**

* <insert>

Welcoming Officer

**Position Summary**

|  |  |
| --- | --- |
| **Position:** | Welcoming Officer |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Hours:** | <insert> |
| **Start date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | <insert> |

**About <Club name>**

<insert>

**Purpose**

The role of the Welcoming Officer(s) or equivalent is to make new and potential members, volunteers, and their networks feel welcome at the Club and to support them to learn the ropes and settle in. This will be achieved through induction, introductions, and provision of Club-related information.

The Welcoming Officer(s) will also support all members to feel comfortable to attend social functions by issuing verbal invitations and active encouragement to attend. Welcoming Officer(s) will be called upon to play the “meet and greet” role at Club functions and events to help make people feel comfortable and connected to others.

If a member ceases their involvement with the Club without explanation, a Welcoming Officer will make contact to determine if everything is OK.

**Responsibilities**

* Act as the “meet and greet” attendant at the Club Registration Day and other Club-based events and functions
* Take new members through an induction and ensure that they have the information they need to settle in smoothly
* Provide new members with a Welcome Kit and take them through its contents
* Seek individuals who can continue to support newcomers e.g. peer support role / buddy system
* Ensure new members are included on newsletter and social event distribution lists
* Follow up with members who cease their involvement without explanation to ascertain if there were any issues that should be addressed
* Relay any issues or problems to the Committee as they arise.

**Personal Attributes**

* be affable and friendly in approaching others
* be a person who can develop good relationships internally and externally
* enjoy the Club themselves and be enthusiastic about the Club and its activities
* be very accepting of all people and keen to develop a diverse member base
* be around the Club often so that people connect with the role
* attend social functions, Club activities to undertake the “meet and greet” role
* be a good listener and attuned to the interests of members and other interest groups
* be a good role model and a positive image for the Club be a competent public speaker

**Key Relationships**

* <insert>