**Appendices**

**Volunteer Managers Manual and Volunteers Manual**

Developed and supported by

**Volunteering Tasmania and Football Tasmania**



**Acknowledgement**

This project was supported through a grant from the Tasmanian Community Fund Board.



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A note on accessibility of information, forms, policies and procedures

We recommend that certain forms, templates, policies and procedures are accessible for volunteers on your club’s website.

At the top of the various appendices, notes are included on what forms and information we recommend sharing on your club website. We also recommend sharing your club’s Code of Conduct with volunteers, and to have a Frequently Asked Questions section about volunteering on your club’s website. These resources will have to be provided or developed by your club.

Throughout these resources you will see places where you can enter customised text, such as your club name. Wherever you see the shaded text Click or tap here to enter text simply click on the field and enter your desired text. The shading will disappear after you enter your text.

*Tip: User tips are in red italics* and should be deleted before you distribute resources to your volunteer managers and volunteers.

Appendix 1 | Volunteer Role Descriptions

This section contains examples of how volunteer roles can be described and promoted on your club’s website. When listing volunteer roles on the website, we recommend you include Volunteer Position Description for more information as a PDF that potential volunteers can download and read.

Volunteer Role Descriptions

At Click or tap here to enter club name we have a wide range of volunteer roles available and we aim to find the right match between the volunteering role that we need to fill, and the skills and interests of our volunteers.

Communications Coordinator

Support to the Club by making updates to the website, writing items for our newsletter, developing social media content on club activities and upcoming events, and sharing football related news.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Experience with social media platforms, digital communications background, good communication skills. |
|  | Time commitment | * Approximately 2 hours per week through the playing season. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Volunteer Coordinator

The Volunteer Coordinator plays a vital role in supporting the many volunteers that contribute their time, skills, and passion to Click or tap here to enter club name. They are responsible for the human resource planning, recruiting, selection, training, and recognition of Click or tap here to enter club name volunteers. The Volunteer Coordinator liaises regularly with all volunteers and the club committee.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Good interpersonal skills, good communication skills and good organisational skills. You will be coached by Volunteering Tasmania to develop your volunteer management skills. |
|  | Time commitment | * Approximately 2 hours per week through the playing season. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Social Distancing and Hygiene Officer

Due to the COVID-19 health & safety measures that are in place while the football season has slowly started again, we are looking for a volunteer who can assist the Club in ensuring social distancing measures and relevant hygiene procedures are in place at all times during training.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Good organisational and interpersonal skills. Not afraid to pick up a mop and clean the public toilets. COVID-19 social distancing and hygiene training will be provided. |
|  | Time commitment | * Approximately 3 hours per week through the playing season. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Safety Officer – Juniors Drop-off and Pick-up

Due to the COVID-19 safety measure, a maximum of ten players can now gather for a football training session, and parents and caregivers cannot join training sessions as spectators. While juniors are being dropped off and picked up from the gate to the football grounds, we are looking for a Safety Officer to oversee this in the busy car park, to keep the kids safe.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Good interpersonal and observational skills. * Working with Vulnerable People Check is required. |
|  | Time commitment | * Approximately half an hour at the start and half an hour at the end of each training session. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Team Manager

The team manager is usually a parent of one of the players in the team. They are responsible for directing the activities of the players and the team. They also provide support to the coach and other volunteers. They ensure the playing kit is washed by members of the team. They act as the primary point of contact for the parents of the team and maybe asked to support the parents getting to know one another.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Good organisational and communication skills. * A Working with Vulnerable People Check is required. |
|  | Time commitment | * Match day every week for the season, plus a small amount of time between matches. Approximately 3 hours per week. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Junior Coaches

These are usually players from the youth teams (over 13 years old) that coach a junior team. The junior coach works with the team on match day to direct play and organise positions. Their role is to encourage and guide the players in their skill acquisition and in being a good sportsperson.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Must complete a Junior Coaching certificate through Football Tasmania. * A Working with Vulnerable People Check is required if you are over 16 years of age. |
|  | Time commitment | * Match day every week for the season, plus a small amount of time between matches and at training. Approximately 3 hours per week. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Ticket Sales Support

Admission is charged for each NPL home game. There is usually a minimum of two people required in this role. This role involves handling money (cash and EFTPOS) from supporters and counting number of entries.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Comfortable in handling cash. * A Police Check is required. |
|  | Time commitment | * Home game Match day (approximately 10 per season). From about 1 hour prior to kick-off through to half-time. Approximately 2 hours per match. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Canteen Coordinator

This role involves managing all aspects of running the canteen, including rostering and supervising of canteen support volunteers, training others in duties associated with running the canteen, ordering supplies, overseeing food safety and hygiene and responsibility for the handling of cash.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Calm demeanour required in busy periods, comfortable in handling cash, experience with domestic food preparation is useful. Experience leading a small team is desirable. * Food Safety Training is mandatory and can be arranged through the club. |
|  | Time commitment | * The estimated time commitment required as the Canteen Coordinator of Click or tap here to enter club name is Click or tap here to enter approximate hours hours per week. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Canteen and Barbeque Support

This role involves supporting the preparation of food in the canteen and serving food and drinks. This includes working with deep fryers, toasting machines, BBQ grills and a coffee machine. It requires safe food handling, and cash handling.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Calm demeanour required in busy periods, comfortable in handling cash, experience with domestic food preparation is useful. If you have any barista experience it will be put to good use. On the job training is available. * Food Safety Training is desirable and can be arranged through the club. |
|  | Time commitment | * Home game match day (approximately 10 per season). From about 1 hour prior to kick-off through to full-time. Approximately 2-4 hours per match in shifts. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Ground Set-up Support

Provision of support to the Grounds Manager in the set-up of Click or tap here to enter text. as required.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Good organisational skills, some physical strength required. * Knowledge of Work Health and Safety Obligations is desirable but is available through on-job training and through the club. |
|  | Time commitment | * Weekly throughout the season. From about 1 hour prior to the first match to full-time of the last match. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Scoreboard Officer

Keeping the manual Score board at Click or tap here to enter text up to date through the match.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Good observational skills. |
|  | Time commitment | * On home game day from beginning of first match to full-time on last match. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Live Match Updates

Providing commentary/score updates for the crowd over a loudspeaker at home games.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Confidence in speaking to a crowd, good communication skills. |
|  | Time commitment | * On home game day from beginning of first match to full-time on last match. |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Event Volunteers

A range of activities are required during events from concierge, to ticket sales, hosting the visiting team on game day, raffles, programs, etc. Do you have a passion for organising events? We would love someone to support the Club with organising club activities and events.

|  |  |  |
| --- | --- | --- |
|  | Skills and training required | * Experience organising events or assisting at events would be highly regarded. Training and other skills will be dependent on the specific event volunteer roles that come up. |
|  | Time commitment | * Approximately 2-4 hours per season |
|  | Position description | * Download the Position Description here Click or tap here to enter text. |

Specialised Volunteers

We are always looking for skilled volunteers to support the club. Whether that is providing seminars for our players or some training and support for our volunteers and committee members. We are looking for skills in Click or tap here to enter text; e.g. nutrition, exercise, time management, study skills, psychological health, strategy, finances, planning, etc..

Appendix 2 |   
Volunteer Position Description Templates

This section contains example Volunteer Position Descriptions (PDs) that can be used as templates to develop PDs for relevant roles at your club. When listing volunteer roles on your club’s website, it’s a good idea to include the Volunteer Position Description as a PDF to give interested volunteers further information.

Volunteer Coordinator | Location

Position Description



Do you enjoy interacting with a wide range of people and are you passionate about football? Click or tap here to enter club name is looking for a Volunteer Coordinator (volunteer role) to join the Club and to be the first point of contact for existing and new volunteers. You will be responsible for the human resource planning, recruiting, selection, training, and recognition of Click or tap here to enter club name’s volunteers.

|  | **Volunteer Coordinator** | |
| --- | --- | --- |
|  | **Location** |  |
|  | **Responsible to** | Click or tap here to enter club name Club Committee |
|  | **Time commitment** | The estimated time commitment required as the Volunteer Coordinator of Click or tap here to enter club name is Click or tap here to enter approximate hours hours per week. |
|  | **Statement of responsibility** | The Volunteer Coordinator will be responsible for the human resource planning, recruiting, selection, training, and recognition of Click or tap here to enter club name volunteers. |
|  | **Duties** | * Adhere to the mission, vision, and values of the club * Work collaboratively with other office-bearing volunteers * Monitor the human resource needs for the club both from a general running and a special events perspective * Develop job descriptions for each volunteer role, revising as necessary * Utilise volunteer job descriptions to attract, recruit and recommend volunteers for appointment to roles appropriate for them * Organise the orientation, induction and training of volunteers * Supervise volunteers or ensure another member has been allocated to do so * Organise volunteer rosters and maintain accurate volunteering records * Liaise with the Treasurer to ensure that volunteers are reimbursed for their approved out-of-pocket expenses * Identify and organise appropriate volunteer recognition * Communicate with and submit regular reports to the club committee * Commitment to good practice volunteer management as outlined in the National Standards for Volunteer Involvement |
|  | **Knowledge and skills required** | * Communicates effectively * Good interpersonal skills * Positive and enthusiastic * Well organised * Familiarity with the National Standards for Volunteer Involvement would be an advantage |
|  | **Work Health and Safety** | All volunteers are expected to adhere to the Click or tap here to enter club name Work Health & Safety policy and procedures. |
|  | **Training and supervision provided** | The Volunteer Coordinator will report to Click or tap here to enter title and will be coached and supported by Volunteering Tasmania to develop skills and knowledge in volunteer management, based on the National Standards for Volunteer Involvement. |

|  |  |
| --- | --- |
| **I have read and agree to the above position description.** | |
| **Volunteer Name** |  |
| **Date** |  |

Communication Coordinator | Location

Position Description



Are you passionate about football? Are you a good storyteller? Click or tap here to enter club name is looking for a Communications Coordinator (volunteer role) to join the Club to support the development of a (digital) communications plan to positively promote the Club to the wider community.

|  | **Communication Coordinator** | |
| --- | --- | --- |
|  | **Location** | Location |
|  | **Responsible to** | Click or tap here to enter club name Club Committee |
|  | **Time commitment** | The estimated time commitment required as the Communication Coordinator for Click or tap here to enter club name is Click or tap here to enter text hours per week. The Communication Coordinator is appointed for a Click or tap here to enter length of term term. |
|  | **Statement of responsibility** | The Communication Coordinator is responsible for positively promoting Click or tap here to enter club name and overseeing the implementation of the club’s (digital) communications plan. |
|  | **Duties** | * Adhere to the mission, vision, and values of the club * As part of the club plan, develop the club’s communication plan * Work with the Treasurer and relevant parties to develop a marketing and communications budget * Oversee the implementation of the strategies in the communication plan * Write media releases and prepare newsletters on behalf of the club * Monitor online media, information and social media channels * Make website updates * Submit regular reports to the club committee. * Adhere to all social media and communication policy guidelines. |
|  | Knowledge and skills required | * Effective communication skills * Positive and enthusiastic * Well organised * Marketing and communications expertise, including digital * Experience in dealing with local media would be well regarded. |
|  | Work Health and Safety | All volunteers are expected to adhere to the Click or tap here to enter club name Work Health and Safety policy and procedures. |
|  | Training and supervision provided | The Communication Coordinator will report to Click or tap here to enter title and will be provided with training opportunities suitable to the scope of the volunteer role. |

|  |  |
| --- | --- |
| **I have read and agree to the above position description.** | |
| **Volunteer Name** |  |
| **Date** |  |

Canteen Coordinator | Location

Position Description



Do you enjoy interacting with a wide range of people and like working in a canteen environment? Click or tap here to enter club name is looking for a Canteen Coordinator (volunteer role) to join the Club and to be responsible for managing all aspects of running the canteen, including rostering and supervising of canteen support volunteers, training others, ordering supplies, and much more

|  | **Canteen Coordinator** | |
| --- | --- | --- |
|  | Location | Location |
|  | Responsible to | Click or tap here to enter club name Club Committee |
|  | Time commitment | The estimated time commitment required as the Canteen Coordinator of Click or tap here to enter club name is Click or tap here to enter approximate hours hours per week. The Canteen Coordinator is appointed for a Click or tap here to enter length of term term. |
|  | Statement of responsibility | The Canteen Coordinator will be responsible for managing all aspects of running the canteen, as per position duties listed below. |
|  | Duties | * Adhere to the mission, vision, and values of the club/association * Organise the canteen roster and associated duties * Direct and manage volunteers/paid staff * Train others in how to conduct the duties associated with running the canteen during * Order all supplies required for the canteen and ensure their timely delivery * Arrange the cash float on days of operation * Be responsible for the handling and transfer of all takings * Liaise with the Treasurer regarding the payment of accounts * Negotiate the price and quality of goods with a reputable supplier * Ensure the canteen is clean, tidy and operational at all times, and all food hygienically prepared. |
|  | Knowledge and skills required | * Hold a current Food Handlers Certificate or be prepared to acquire one. * Managerial skills * Experience working in a similar environment * Good communication and interpersonal skills * Experience with money handling and budgeting |
|  | Work Health and Safety | All volunteers are expected to adhere to the Click or tap here to enter club name Work Health and Safety policy and procedures. |
|  | Training and supervision provided | The Canteen Coordinator will report to Click or tap here to enter title and will be offered Food Safety training if they don’t already have a qualification in this field. |

|  |  |
| --- | --- |
| **I have read and agree to the above position description.** | |
| **Volunteer Name** |  |
| **Date** |  |

Safety Officer – Juniors Drop-off and Pick-up | Location

Position Description



Do you have good interpersonal skills and enjoy looking after the safety of our youngest club members? Due to the COVID-19 safety measures during football training we are looking for a Safety Officer to oversee the drop-off and pick-up times in the busy car park, to keep the kids safe.

|  | **Safety Officer – Juniors Drop-off and Pick-up** | |
| --- | --- | --- |
|  | Location | Location |
|  | Responsible to | Click or tap here to enter club name Club Committee |
|  | Time commitment | The estimated time commitment required as the Safety Officer – Juniors Drop-off and Pick-up for Click or tap here to enter club name is Click or tap here to enter approximate hours hours per week. The Safety Officer is appointed for a Click or tap here to enter length of term term. |
|  | Statement of responsibility | The Safety Officer is responsible for overseeing the drop-off and pick-up process before and after Click or tap here to enter club name Juniors training and ensuring the Juniors are safe at all times. |
|  | Duties | * Adhere to the mission, vision, and values of the club * Oversee the drop-off and pick-up time and ensure this happens as per COVID-19 social distancing measures * Support the club committee in developing best practice safety processes for the drop-off and pick-up times in the car park * Ensure these processes are always in place and adhered too * Report any safety concerns, issues or near-misses to the club committee. * Adhere to all Work Health & Safety policies and procedures |
|  | Knowledge and skills required | * Good interpersonal skills * Good observational skills * A strong sense of responsibility around safety * Working with Vulnerable People Check is required |
|  | Work Health and Safety | All volunteers are expected to adhere to the Click or tap here to enter club name Work Health and Safety policy and procedures. |
|  | Training and supervision provided | The Safety Officer – Juniors Drop-off and Pick-up will report to Click or tap here to name title of supervisor and will be provided with training opportunities suitable to the scope of the volunteer role. |

|  |  |
| --- | --- |
| **I have read and agree to the above position description.** | |
| **Volunteer Name** |  |
| **Date** |  |

Appendix 3 | General Forms

The forms in this section are referred to in the Volunteer Manual or the Volunteer Managers Manual. We recommend that some of these forms are accessible for volunteers on your club’s website and have indicated this, when relevant, at the top of each form.

Volunteer Application Form

*Tip: Include this form on your club’s website.*

Application Form



|  |
| --- |
| Please complete the form below to apply for a volunteer position with us. All information you provide will be treated as confidential. |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Your contact details** | | | | | | |
| First name |  | | Last name |  | | |
| Preferred name |  | | | | | |
| Gender | Male  Female  Genderqueer/Non-binary  \_\_\_\_\_\_\_\_\_\_\_\_(fill in the blank)  Prefer not to disclose | | | | | |
| Address |  | | | | | |
| Suburb |  | | Postcode |  | | |
| Home phone |  | | Mobile |  | | |
| Email |  | | | | | |
| Preferred method of contact | | | Phone  Email | | | |
| Date of birth |  | | Country of birth | | |  |
| Languages spoken | English  Other: | | | | | |
| Do you have Australian residency, citizenship, or visa status which permits you to volunteer in Australia? | | | | | Yes  No | |
| If yes, please provide details | |  | | | | |
| Do you have a medical condition we should know about? | | | | | Yes  No | |
| If yes, please provide details | |  | | | | |
| Do you have any accessibility requirements that could impact on your ability to undertake certain tasks? | | | | | Yes  No | |
| If yes, please provide details | |  | | | | |
| Do you have a current Working With Vulnerable People card? (Some roles may require you to hold this registration) | | | | | Yes  No | |
| Do you have a certificate of a National Police Check? | | | | | Yes  No | |

| **Emergency contact details** | |
| --- | --- |
| Name |  |
| Phone / Mobile |  |
| Relationship to you |  |

| **Type of volunteer work preferred** | | | |
| --- | --- | --- | --- |
| Please indicate the volunteer role you would like to apply for (as listed on our website) | | | |
|  | Administration |  | Coaching |
|  | Ground maintenance |  | Club committee |
|  | Assisting with games |  | Canteen and BBQ |
|  | Events and activities |  | Other: |
| **Comments** | | | |

| **Availability** | | | |
| --- | --- | --- | --- |
| What days and times are you available to volunteer? | | | |
|  | **AM** | **PM** | **Notes** |
| Monday |  |  |  |
| Tuesday |  |  |  |
| Wednesday |  |  |  |
| Thursday |  |  |  |
| Friday |  |  |  |
| Saturday |  |  |  |
| Sunday |  |  |  |

| **Skills and experience** |
| --- |
| Please highlight the skills, knowledge and experience you bring to this role. |
|  |

|  |  |
| --- | --- |
| **Referee Details** | |
| Please provide details of a person that we can contact in support of your application. | |
| Name |  |
| Position |  |
| Relationship to you |  |
| Phone / Mobile |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Consent to use photographs and video** | | | |
| Please indicate if you are willing to allow your image to be used to promote volunteering for our organisation. | | | |
| I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(print name)  AGREE / DO NOT AGREE (cross out as appropriate) for  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(print organisation name)  to take, use and distribute photographs or video of me to promote volunteering. | | | |
| Signature |  | Date |  |

| **Office use** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Item** | | **N/A** | **Yes** | **No** | **Comments** |
| Date application received | |  |  |  |  |
| Applicant details entered in database | |  |  |  |  |
| Confidentiality statement signed | |  |  |  |  |
| Volunteer Agreement signed | |  |  |  |  |
| Working with Vulnerable People card sighted | |  |  |  | Card #: |
| National Police Check certificate sighted | |  |  |  | Cert #: |
| Induction complete | |  |  |  |  |
| Comments |  | | | | |

Volunteer Application Reference Check

Reference Check



|  |
| --- |
| Use this template when calling referees for potential volunteers who have applied for a position within your club. Edit the questions as necessary and add any of your own that you wish to ask. Remember, you must not ask for sensitive information about the applicant |

|  |  |
| --- | --- |
| **Volunteer Details** | |
| Applicant name |  |
| Position applied for |  |
| Date |  |
| Check completed by |  |

Prior to getting in touch with the referee, think about what you will say. Make sure you introduce yourself, the reason why you are calling, and check whether the referee has time to talk or if you need to schedule a different time. Explain the position that the volunteer is applying for so the referee can provide you with relevant information.

|  |  |
| --- | --- |
| **Referee Details** | |
| Name |  |
| Position |  |
| Relationship to you |  |
| Phone / Mobile |  |

| **Questions** |  |
| --- | --- |
| How do you know the applicant? |  |
| Do you think the applicant would perform well in this position? |  |
| What strengths does the applicant have? |  |
| Would you recommend the applicant to us for this position? |  |
| Do you have any other comments about the applicant? |  |
| [Enter any additional questions you may have] |  |
|  |  |
|  |  |

For additional questions, consider asking questions that relate to specific aspects or duties involved with the position. Make sure each question helps you towards making a decision.

Volunteer Rights and Responsibilities

Volunteer Rights



Volunteering is a two-way relationship. Volunteers can expect to have a number of rights but there are certain responsibilities as well. Being aware of these rights and responsibilities contributes to good governance and the overall health, safety, and wellbeing of volunteers within the Club.

The overview below outlines what volunteers can expect from Click or tap here to enter club name, and what Click or tap here to enter club name can expect from its volunteers.

Volunteers have the  
right to

* do worthwhile work and stimulating activities, using any special skills they may have
* choice regarding the activities they take part in – to be able to say no if they are uncomfortable with the task assigned
* be provided with orientation which will help them understand the club and volunteer work they will do
* receive adequate training, support, and supervision to enable them to do their volunteer role effectively
* receive feedback and be recognised for their contribution
* be protected by adequate insurance
* work in a healthy and safe environment, and be provided with uniforms or safety equipment where required
* have authorised out-of-pocket expenses reimbursed, as per the club’s reimbursement policy
* feel welcome, supported, included, and valued
* be treated with respect and in a non-judgmental way.

Volunteers have the  
responsibility to:

* be dependable – notify the club if you are unable to attend
* be responsible – complete tasks as required and outlined in the volunteer position description to the best of your ability
* be willing to undertake relevant orientation, training, support, and supervision
* be respectful, courteous, considerate, non-judgmental and maintain confidentiality
* work in accordance with health and safety regulations
* work in accordance with the club’s mission, policies, procedures, instructions, and rules
* adhere to the club’s values of teamwork, collaboration, respect, diversity, inclusion, and playing by the rules
* say no when you cannot commit to a task
* respect the rights, privacy and dignity of club members, players, families, colleagues and other stakeholders
* undertake a Police Check or Working with Vulnerable People Check for specified volunteer roles (associated costs will be covered by the club).

Volunteer Agreement

*Tip: Modify this template as necessary so to be suitable to your club.*

Volunteer Agreement



As a final step of your Induction, we ask you to agree, sign and date this Volunteer Agreement.

|  |  |
| --- | --- |
| **I,** | [volunteer name] |

* Agree I have been shown my rights and will abide by my responsibilities as a volunteer with Click or tap here to enter club name
* Agree to abide by the Click or tap here to enter club name Code of Conduct and to represent the organisation in a positive way.
* Will not take illegal drugs or consume alcohol, or be under the influence of same, whilst engaged in volunteer activities.
* Give permission for Click or tap here to enter club name to maintain on file, my personal information, relevant to my voluntary duties, which may be accessed by relevant staff members of the organisation in the case of an emergency. I understand this information will not be given to any other person or agency unless I give my specific permission.
* Agree that I will not disclose or discuss any confidential or sensitive information which I may become aware of during the course of volunteering with Click or tap here to enter club name any unauthorised person, volunteer, staff member or other organisation.
* Agree to follow grievance procedures as set out by Click or tap here to enter club name.
* Agree to support a non-discriminatory and harassment-free volunteering environment.
* Agree to treat Club members, staff and volunteers with respect, courtesy and consideration.
* Agree to participate in essential orientation and ongoing training arranged by Click or tap here to enter club name as required.
* Agree to work as part of a team.
* Agree to sign the Attendance Register at each volunteering session.
* Agree to inform the Volunteer Coordinator or my direct Supervisor if I am unable to attend a rostered session.
* Agree to inform the Volunteer Coordinator if I am unable to continue as a volunteer.
* Agree to maintain a current driver’s licence and third party or comprehensive insurance if I am required to use my own vehicle for volunteering purposes.
* Hereby authorise/do not authorise (strike whichever does not apply) the Click or tap here to enter club name to use my image/s or and/or the reproduction of any or all images in any form or composite representation by the Click or tap here to enter club name without further compensation to me. I agree that all images shall remain the property of the Click or tap here to enter club name in all forms and understand that it is my responsibility to remove myself if I do not wish to appear in photographs.

|  |  |
| --- | --- |
| **Volunteer** | |
| Name |  |
| Signature |  |
| Date |  |

|  |  |
| --- | --- |
| **Volunteer Coordinator or Supervisor** | |
| Name |  |
| Signature |  |
| Date |  |

Volunteer Attendance Register

*Tip: Include this form on your club’s website.*

Attendance Register



Please use block letters when completing this register.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Volunteer first and last name** | **Volunteer role** | **Time In** | **Time Out** | **Total Hours** | |
|  |  |  |  |  | |  |
|  |  |  |  |  | |  |
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Volunteer Reimbursement Claim Form

*Tip: Include this form on your club’s website.*

Reimbursement Form



|  |  |  |  |
| --- | --- | --- | --- |
| **Volunteer Details** | | | |
| **Name** |  | **Date** |  |
| The below statement represents an accurate account of my expenses in carrying out my assigned volunteer duties. Receipts are attached for specific items. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Item/Description** | **Receipt or  Invoice No.** | **$ Amount** |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Total Expenses:** | | | **$** |

|  |  |
| --- | --- |
| **Reimbursement Approval** | |
| **Name of club representative** |  |
| **Signature of club representative** |  |
| **Reimbursement received by volunteer** | **$** |
| **Date reimbursed** |  |
| **Signature of volunteer** |  |

Incident or Accident Report

*Tip: Include this form on your club’s website.*

Incident or Accident



|  |
| --- |
| In case of an incident or accident, please complete as many parts of this form as are applicable to the situation. |

|  |  |
| --- | --- |
| **Contact details** | |
| Initial contact name |  |
| Phone Number |  |
| Name and address of person involved |  |
| Phone number |  |

|  |  |
| --- | --- |
| **Incident details** | |
| Location of incident |  |
| Date of incident |  |
| Description of incident |  |
| Signature of person involved |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Witness contact details** | | | | |
| **1** | Name |  | DOB |  |
|  | Address |  | Phone No. |  |
| **2** | Name |  | DOB |  |
|  | Address |  | Phone No. |  |

|  |  |  |
| --- | --- | --- |
| **Details of any injuries** | | |
| Injury received? | | No  Yes |
| If yes, provide details | | |
|  | | |
| Detail of person injured | | |
| Name | |  | | |
| Address | |  | | |
| Phone number | |  | | |

|  |  |
| --- | --- |
| **Property damage** | |
| Was property damaged? | No  Yes |
| If yes, provide the following details | |
| Type of property damaged | |  | |
| Description of damage | |  | |
| Location of property | |  | |
| Estimated cost of repairs | |  | |
| Details of property owner | |
| Name | |  | |
| Address | |  | |
| Phone number | |  | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Person making report** | | | |
| Name |  | Date |  |
| Signature |  | Phone no. |  |

Volunteer Exit Interview

Exit Interview Form



|  |
| --- |
| Please take time to complete this survey. The information that you provide us will be helpful in evaluating and developing our volunteer involvement. Telling us what we do and don’t do well helps us identify areas of improvement. Your responses will be kept confidential. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Volunteer details** | | | |
| Name |  | | |
| Start date |  | End date |  |
| Supervisor name |  | | |
| Supervisor title |  | | |

| Reason for leaving (tick all that apply) | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | Personal |  | Time commitment |  | Health reasons |
|  | Working conditions |  | Quality of supervision |  | No longer interested |
|  | Difficulty in role |  | Other (please specify) |  |  |
| Comments | | | | | |

| How would you rate the following? | | | | |
| --- | --- | --- | --- | --- |
|  | Poor | Average | Good | Excellent |
| Your volunteering experience |  |  |  |  |
| The quality of your supervision |  |  |  |  |
| The overall level of support you received as a volunteer? |  |  |  |  |
| Comments | | | | |

|  |  |  |
| --- | --- | --- |
| Would you recommend volunteering with Click or tap here to enter club name to your friends or family? | Yes | No |
| Comments | | |

|  |
| --- |
| General feedback |
| 1. What did you like about volunteering with Click or tap here to enter club name? |
|  |
| 1. What did you not like about volunteering with Click or tap here to enter club name? |
|  |
| 1. What could we do to improve the experience of future volunteers?? |
|  |
| 1. Do you feel you had adequate support while volunteering? |
|  |
| 1. Do you have any other comments you would like to make? |
|  |

Appendix 4 | Policies and Procedures

We recommend that policies and procedures that are relevant to volunteers are accessible for volunteers to read on the club website. In the *Volunteer Manual*, there is a section to insert website links and other important information for volunteers.

The templates provided in this section act as a guide for football clubs that engage volunteers. It is the club’s responsibility to seek advice on how to comply with relevant legislation.

Volunteer Reimbursement Policy

Policy



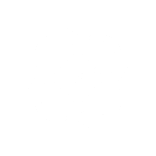
|  |
| --- |
| **Purpose** |
| To define Click or tap here to enter club name policy on the reimbursement of volunteers’ out-of-pocket expenses. |

|  |
| --- |
| **Policy** |
| By volunteering with Click or tap here to enter club name, volunteers make significant contributions in terms of time, expertise, and endeavour. Click or tap here to enter club name does not offer compensation or remuneration to volunteers for these contributions; however, volunteers are able to claim reimbursement for reasonable out-of-pocket expenses. These out-of-pocket expenses could include, but are not limited to:   * Police checks or Working with Vulnerable People checks * Training expenses relevant to the volunteer’s role * Expenses associated with travel and parking * Expenses made when shopping for club supplies, as part of the volunteer’s role.   All claims for reimbursement should be accompanied by receipts.   1. The General Manager will determine which activities associated with voluntary work will be eligible for reimbursement of expenses. 2. A reasonable budget may be allocated each financial year to cover anticipated claims. 3. Volunteers have the right to be informed of their entitlements regarding the reimbursement of legitimate expenses. This will usually occur at induction. 4. Where possible, the Club will endeavour to avoid any volunteers from being out-of-pocket, and pay for training, checks and other items or services, to avoid volunteers having to pay for this. 5. Maximum amounts for reimbursement of expenses incurred in voluntary work will be reviewed annually. 6. All claims for reimbursement, accompanied by receipts, are to be made on the Volunteer Reimbursement Claim Form within one month of the expenses being incurred. 7. The Club will reimburse volunteers within one week upon receipt of the Reimbursement Claim Form.   Some claims may need to be negotiated in advance. Where a volunteer expects to incur considerable expense in undertaking voluntary work, the nature and extent of the expenses should be discussed with the General Manager and agreement reached before proceeding. |

|  |  |  |
| --- | --- | --- |
| Responsibility | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |

Volunteer Reimbursement Procedure

Procedure



|  |
| --- |
| **Planning for volunteering-related costs** |
| Each volunteer role and associated activities will be analysed for risk, including financial costs. All potential financial costs and relevant reimbursement will be communicated to the volunteer and communicated in volunteer inductions |

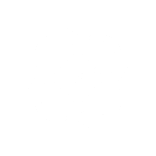
|  |
| --- |
| Approval and Administration |
| Where possible, volunteers must seek approval from the General Manager or supervising staff before incurring costs. The General Manager will advise the volunteer as to the method of purchase and reimbursement and provide a reimbursement claim form.  All claims for reimbursement, accompanied by receipts, or completed claim or travel forms are to be made on the approved Volunteer Reimbursement Claim Form within one month of the expenses being incurred.  The General Manager and Club Treasurer are responsible for all enquiries regarding reimbursement and will seek further clarification as needed from the volunteer and/or supervising staff to inform decisions regarding approval of reimbursements.  Concerns or disputes over reimbursement will be addressed in line with the Volunteer Grievance Policy and Procedure. |

|  |
| --- |
| **Travel** |
| Travel reimbursement for approved volunteer work with Click or tap here to enter club name may be offered to volunteers as part of their duties, for example bus fares or travel to and from home. Limits on weekly travel reimbursement will be covered during induction. |
| **Parking** |
| Reimbursement may be offered for parking fees covered above while working on site, or when the volunteer is off site doing work for Click or tap here to enter club name provided no suitable alternative parking is available. |
| **Service Delivery Resources** |
| Volunteers need prior approval from the Volunteer Coordinator or supervising staff regarding appropriate purchase or reimbursement procedures for items, which may include stationery and associated equipment. |

|  |  |  |
| --- | --- | --- |
| Application | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |

Volunteer Documentation and Records Policy and Procedure

Procedure



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

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

|  |
| --- |
| **Procedure** |
| All volunteers are to be briefed at the earliest opportunity, regarding record-keeping and documentation requirements. At any time, volunteers may seek clarification or advice regarding documentation and recording processes. |

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

Workplace Health and Safety Policy

Policy



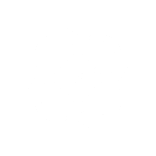
|  |
| --- |
| **Purpose** |
| To ensure a healthy and safe workplace for employees and volunteers of Click or tap here to enter club name. |

| **Policy** |
| --- |
| Workplace health and safety is important in ensuring the sporting environment is both safe and encourages sound health practices. Click or tap here to enter club name is committed to ensuring a healthy and safe workplace for all and will provide, maintain and promote a safe working environment for all its employees, volunteers and visitors.  Click or tap here to enter club name regards compliance with all legislative requirements as the minimum standard and is committed to effective consultation and cooperation with its employees and volunteers to:  Promote and develop measures to ensure that this environment is achieved; and  Provide adequate mechanisms for reviewing the effectiveness of those measures.  In fulfilment of these legal and moral obligations, Click or tap here to enter club name undertakes to make every reasonable effort to ensure continuous improvement in the areas of:   * accident prevention * safer work processes * hazard identification and risk assessment * implementation of methods to control or remove hazards.   All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility as Work Health and Safety is the shared responsibility of all people participating in the workplace. |
| **These responsibilities include but are not limited to:** |
| Club Management |
| * Establishment of WHS management practices in the form of documented WHS procedures in line with this policy. * Review of Click or tap here to enter club name WHS Policy and Procedures no less than every twelve months. * Consultation and cooperation with staff and volunteers, including provision of necessary information, instruction, training and supervision to staff and volunteers. |
| Staff and Volunteers |
| * Take reasonable care for their own health and safety * Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons * Comply and co-operate with reasonable instruction, to policy and procedure relating to health and safety. * Identification and reporting of unsafe practices and conditions. * Share suggestions for improvements in health and safety.   Furthermore, because Click or tap here to enter club name employs volunteer as well as paid staff and works with members of the public, appropriate insurance (including Workers’ Compensation, Public Liability, Professional Indemnity, and Personal Accident for Volunteers) will be held at all times as a matter of course.  This policy will be reviewed 12 months after its adoption or earlier if necessary, in the light of legislative or organisational changes. |

|  |  |  |
| --- | --- | --- |
| Responsibility | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |

Workplace Health and Safety Procedure

Procedure



|  |
| --- |
| **Purpose** |
| To ensure a healthy and safe workplace for employees and volunteers of Click or tap here to enter club name. |

| **Procedure** |
| --- |
| * Health and safety risks will be systematically identified and managed for all activities Click or tap here to enter club name undertake. Prior to an event or project, a safety plan shall be developed. * Club Coaches, Team Managers, Committee Members and Volunteer Coordinators, should be encouraged to attend specific training in health and safety as identified in the role. Safety briefings will be provided to Volunteers prior to the commencement of their activity. * All volunteers should be informed of the safe practices to be utilised when undertaking their designated tasks. * Volunteers are required to comply with all reasonable health and safety instructions and the Code of Conduct. * Volunteers will be expected to use Personal Protective Equipment required for the safe operation of equipment. * Volunteers are required to report verbally and record all Health and Safety Incidents occurring while volunteering for Click or tap here to enter club name. Incidents resulting in medical treatment and other types of incidents shall be immediately notified to Click or tap here to enter title of responsible person, e.g. Club General Manager. |
| **Manual Handling** |
| Volunteers should never risk injury to lift or move an object. If something is too heavy or awkward – and this will vary according to individuals and their physical capacity – volunteers should either ask for assistance or report it to their supervisor as being too heavy or difficult.  Even when a volunteer assesses an object as being within their capabilities, they must observe good manual handling techniques. A handout on correct Manual Handling will be provided to volunteers as part of their induction. All volunteers are urged to read these documents regularly to refresh their understanding of manual handling and recommended limits. |
| **First Aid** |
| The Click or tap here to enter club name encourages staff members and volunteers to hold a current First Aid certificate. There will always be at least two First Aid qualified staff or volunteers on the Club grounds during training, matches and other activities.  First Aid kits are available from Click or tap here to enter location on the club grounds and it is the Safety Officer’s responsibility to regularly check and keep maintained the contents of these kits.  On request Click or tap here to enter title of responsible person will arrange for staff members and/or volunteers to attend an appropriate first aid course. |
| **Emergency Procedures** |
| Emergency procedures for Click or tap here to enter club football grounds location are outlined in the emergency procedures document. A copy of this document can be obtained from Click or tap here to enter location and will be discussed with volunteers as part of their Induction with the Club.  It is imperative that all staff and volunteers are familiar with this document and concerns should be raised immediately with the safety warden. No volunteer is exempt from taking part in organised emergency activities. |
| **Ill-health or injury** |
| When volunteers or staff experience ill-health or an injury, they are required to inform their direct supervisor or the Volunteer Coordinator and will be asked not to come to the Club grounds.  If volunteers become unwell or experience an injury while on shift, they are required to immediately inform their direct supervisor or ask a fellow volunteer to do so on their behalf, so they can receive the support they need. An incident report may need to be completed. |
| **Smoking** |
| Smoking is a health hazard, and the Click or tap here to enter club name premises are therefore smoke-free. Staff or volunteers who choose to smoke may do so only in designated smoking areas that are far enough away from the sporting grounds, change rooms and walkways, that non-smokers do not inhale smoke as they go about their tasks. |
| **Breaks** |
| All staff and volunteers are entitled to and expected to take regular breaks for their health and well-being. As a general guide, staff and volunteers should take one ten-minute rest period during every three hours worked, but in the case of highly repetitive, stressful or strenuous work this may be more frequent. Staff and volunteers should also take a meal break of at least one half-hour every five hours. |
| **Harassment, intimidation, physical and sexual assault, and bullying** |
| As part of Click or tap here to enter club name commitment to providing a safe environment for all that is free from harassment, intimidation, physical and sexual assault, and bullying, all volunteers are treated with courtesy, dignity and sensitivity concerning their rights.   * All volunteers are expected to contribute to a safe environment for all, free from harassment, intimidation, physical and sexual assault, and bullying. * Any volunteer who engages in any of these types of behaviour, will be dismissed from volunteering with our Club. * All volunteers and staff at Click or tap here to enter club name are required to exhibit behaviour towards others that is respectful. Breaches of this requirement should be reported, if not appropriately dealt with by speaking directly to the person in question. * In the case of witnessing an incident of harassment, intimidation, physical and/or sexual assault or bullying, staff or volunteers should offer support to the victim, and report it immediately to the appropriate supervisor and General Manager. An Incident Report will need to be completed. |
| **Incident reporting** |
| Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to the Click or tap here to enter title of responsible person, e.g. Club General Manager to enable immediate action to be taken.  Care should be taken to ensure that, where a professional service is required, no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety.  Should an accident or injury occur it must be immediately reported to the Click or tap here to enter title of person responsible who will ensure that appropriate action is taken. The Click or tap here to enter club name Incident Report Form needs to be completed and filed by Click or tap here to enter title of responsible person along with any accompanying documentation.  If an illness requires medical attention suitable arrangements will be made to provide transport to either a doctor or hospital. Any volunteer who has a medical issue which may require urgent medical treatment should make their Manager aware of the possible action required. |

|  |  |  |
| --- | --- | --- |
| Responsibility | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |

Alcohol and Drugs Policy

Policy



|  |
| --- |
| **Purpose** |
| To ensure a healthy and safe workplace for employees and volunteers of Click or tap here to enter club name, free from alcohol and drugs abuse. |

| **Policy** |
| --- |
| Click or tap here to enter club name is committed to providing volunteers with a smoke, drug and alcohol-free workplace and similar commitment and cooperation is required from staff members. Whilst working for Click or tap here to enter club name all volunteers and staff are required to refrain from alcohol and drug consumption and must not participate in illegal drug activity. Any volunteer under the influence of drugs or alcohol whilst on duty will not permitted to remain on site.  Consumption of alcohol is allowed within the licensed areas of our Club, where a volunteer or staff member with a Responsible Service of Alcohol license is always present. We expect our volunteers to refrain from alcohol consumption until they are off-duty, and when enjoying a social drink, we expect our Club community to be responsible about alcohol consumption.  The unlawful distribution, dispensation, possession or use of a controlled substance at Click or tap here to enter club name grounds or shared spaces is prohibited. A volunteer who is convicted of a drug or alcohol violation arising out of conduct occurring within the club or associated grounds or facilities must notify Click or tap here to enter title of responsible person of such a conviction immediately.  A volunteer is forbidden to drive a Click or tap here to enter club name vehicle while under the influence of alcohol or any other intoxicant or illegal substance. If failure to comply with this policy results in a volunteer being fined or having their license suspended the Click or tap here to enter title of responsible person, e.g. Club General Manager must be notified immediately. Any volunteer who violates the above policy will be subject to discipline up to and including termination. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responsibility | | | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | | | |
| Date of review |  | | Date of next review |  |
| Reviewed by | Name |  | | |
| Title |  | | |
| Approved by | Name |  | | |
| Title |  | | |

Child Safe Sport Policy

Policy



|  |
| --- |
| **Purpose** |
| All sporting organisations have a duty of care to provide child safe environments, minimise opportunities for child abuse to occur, and protect children from people who are identified as unsuitable to work with children. |

| **Policy** |
| --- |
| At Click or tap here to enter club name we take child safety very seriously. We have embedded child safety into leadership and culture, actively involve children and families in decision making, promote good risk management practices and have many measures in place to safeguard children. We expect all our volunteers to adhere to our Policy on Child Safety at our Club.  Please ensure you area aware of and follow the Football Tasmania guidance and requirements in relation to child safety (including membership protection). |

|  |  |  |
| --- | --- | --- |
| Responsibility | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |

Volunteer Grievance and Dispute Resolution Policy

Policy



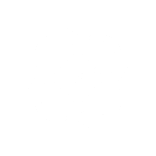
|  |
| --- |
| **Purpose** |
| The purpose of this policy is to detail a process to be followed for resolving issues so that those issues are managed fairly, sensitively and affords natural justice to all parties. |

| **Policy** |
| --- |
| A grievance is a concern or complaint about a matter related to work that is covered under the definition of discrimination, harassment or workplace bullying. An issue can be about any act, behaviour, omission, situation or decision which someone thinks is unfair or unjustified.  As a general principle, the issue should be raised initially by the complainant(s) holding the grievance with the individual or group whom it involves, and, on those occasions when the issue still remains unresolved, to subsequently raise the concern with their direct supervisor or if it involves the supervisor, it should be the next person up the management line. |
| **Principles of Grievance Resolution** |
| * Issues should be treated seriously, sensitively and as close as possible to their source having due regard to procedural fairness, confidentiality and potential for victimisation. * Concerns should be raised as early as possible. * Click or tap here to enter club name aims to protect volunteers from any victimisation or repercussions for reporting issues in good faith. * All parties are required to participate in the conflict resolution process in good faith. |
| **Responsibilities of Grievance Resolution** |
| **General Manager or Club Chair/President if issue involves the General Manager**  Responsible for making the final decision in a grievance resolution process.  **General Manager or delegate**  Grievance resolution is an integral part of their duties. Their responsibilities include:   * identifying, preventing, responding to and redressing problems in the workplace * ensuring volunteers understand the process for grievance resolution * follow-up and monitoring when issues have been resolved * ensuring the parties are not victimised * providing a report of conflicts dealt with to the Club Chair/President.   **Volunteers**  Are to ensure that they attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity. |

|  |  |  |
| --- | --- | --- |
| Responsibility | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |

Volunteer Grievance Procedure

Procedure



|  |
| --- |
| **Purpose** |
| The purpose of this procedure is to detail a process to be followed for resolving issues so that those issues are managed fairly, sensitively and affords natural justice to all parties. |

| **Procedure** |
| --- |
| If a volunteer feels that they have cause for complaint concerning their treatment within the Club they may wish to seek a resolution by using the formal grievance procedure that is available.  Prior to escalating the issue to a more senior level every effort should be made to resolve it in an informal and cooperative manner.  A formal grievance procedure is fully documented. To determine the appropriate steps and actions that will take place it is essential that the volunteer’s wishes are considered. Thoughtful consideration is given to all complaints which are dealt with in a timely manner and confidentially discussed with the individual who raised them.  Whether or not a final decision is found to be for or against a grievance the volunteer is assured that they will not be disadvantaged.  The table below is a recommended course of action should a volunteer have a grievance. At any stage of this process a volunteer can also access outside assistance. |

| **Trigger** | **Action** | **Responsibility** | |
| --- | --- | --- | --- |
| Volunteer is unable to resolve an issue or grievance informally, or would like assistance or support to resolve the issue or grievance. | Volunteer Coordinator to discuss with Club President or Senior Manager on behalf of the aggrieved volunteer.  The content of this discussion is confidential however there will be a record that a discussion has occurred in relation to a grievance. This record should be recorded in the volunteer profile on the Volunteer Database. | Volunteer Coordinator to raise the issue. | |
| Initial discussion results in agreement that the Club President or Senior Manager will seek to resolve the issue. | Club President or Senior Manager to undertake issue resolution, taking into account both the views of the Volunteer Coordinator/ employee/ volunteer and the well-being of the organisation.  Club President or Senior Manager to record a brief description of the action they have or will take. | Club President or Senior Manager | |
| Issue is resolved satisfactorily. | Club President or Senior Manager to note for the record that the grievance has been resolved. | Club President or Senior Manager | |
| Issue is not resolved to the satisfaction of the Volunteer Coordinator. | Volunteer to make a formal, written complaint to the CEO or, if appropriate, the Board of Directors. | Volunteer Coordinator | |
| Formal complaint received. | Determination to be made and advised in writing to the individual within 14 days. | | CEO or Board of Directors or assigned person, as applicable | |
| Formal resolution is not satisfactory to the Volunteer. | If the volunteer is not satisfied with the decision of the CEO or Board of Directors, they may choose to seek outside assistance. | | Volunteer | |

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| Responsibility | | |
| This procedure affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |

Social Media and Communications Policy and Procedure

Policy



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| **Purpose** |
| The use of electronic communication can be a very effective way to share information and club news. It is expected that the communication that occurs should be timely, relevant to club business, and appropriate. This policy aims to ensure that when using the various forms of electronic communication, individuals are aware of their personal obligations and responsibilities. |

| **Policy** |
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| There is potential risk associated with the use of the internet when posting online, sending emails and text messages as the content may be subject to law. Common areas that can be subject to law are racial discrimination, breach of copyright and defamation.  This is a practical guide to enable all parties to benefit from the use of the various methods of electronic communication whilst at the same time protecting those using these tools and minimising the potential risks. |

| The Role of the Club |
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| **Social Media** |
| Social Media refers to any online functions or tools which allow an individual to share and/or communicate information via the internet.   * All postings including written, videos and photographs will include only positive club news and events and be considered as family friendly. * Consent needs to be sought (in writing) when posting an image of a person, or from parents where the individual is under 18 years old. * Any information and or image(s) of a person are to be removed if they request you to do so. * The club will consider all postings on social media, status updates, blogs and tweets as public comment. * Privacy settings on social media platforms to be adjusted to control the amount and type of information that is shared to act as a security precaution. * No personal information will be disclosed about members. * Discriminatory, abusive, offensive or intimidating statements will not be tolerated. Any offending comments will be removed and the individual responsible will be blocked from the site. * No statements are to be made which could potentially bring the club into disrepute. * No statements are to be made that could be considered false, misleading or likely to injure a person’s reputation. |
| **Email and SMS** |
| Emails and SMS may be used to provide information concerning competition, training, club sanctioned social events and any other appropriate club related business.   * An SMS message should be brief and about club matters only * Should more information be required an email can be used * All communication involving children will be directed through their parent or guardian |
| **Club Website** |
| * The club website will include information to be conveyed regarding training competitions, rules and by-laws, policies, volunteer appreciation, the club constitution and social events. * Written consent is necessary to publish a photograph and when this involves children permission from their parent or guardian. * Regular review will occur to improve the website.   In summary, it is important to think before using electronic communication. At any time that you may be unsure as to whether the content that you intend to post or send is appropriate, seek advice or refrain from sharing the content. |
| **Club Expectations** |
| When using electronic communication, it is expected that club members and volunteers will conduct themselves appropriately. This entails the sharing of information with other club members or posting material on public websites. Electronic communication should adhere to the following guidelines:   * Will not be offensive, humiliating, intimidating or bully another individual. * Be restricted to club matters. * Be respectful and ensure the privacy of others. * Will not be in any way be false, misleading or likely to cause injury to the reputation of another individual. |
| **Breach of Policy** |
| It is possible that volunteers and members that are found to send electronic communication or post online comments or content that may be considered as offensive, humiliating, intimidating or a form of harassment as referred to in our code of conduct may face disciplinary action.  An individual may be liable for defamation should they at any time publish information on the internet that would be considered as misleading or false.  A volunteer or member must also be aware that cyber bullying under certain circumstances may be considered as a criminal offence which can be reported to police. |

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| Responsibility | | |
| This policy affects all volunteers; its application lies with Click or tap here to enter title of responsible person, e.g. Club General Manager, the Volunteer Coordinator and supervising senior volunteers. | | |
| Date of review |  | |
| Date of next review |  | |
| Reviewed by | Name |  |
| Title |  |
| Approved by | Name |  |
| Title |  |