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Developed and supported by

**Volunteering Tasmania and Football Tasmania**

**[Your club name]**

**Volunteer Manual**

Your club logo



**About this manual**

The *Volunteers Manual* is designed to be customised by the club or organisation using it.

* Throughout the manual 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 your manual to your volunteers.

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Welcome to our Club Community!

Thank you so much for having joined Click or tap here to enter club name as a volunteer!

Volunteers are the lifeblood of grassroots football in Tasmania - they are in fact the people who make organised football possible. It is thanks to the dedication of thousands of volunteers who contribute hundreds of hours each year, that community football can operate smoothly.

Whether you volunteer as part of the club committee, you are a team coach or manager, or you help in the canteen, it would be impossible for Tasmania's most-played team sport to continue without volunteers. At Click or tap here to enter club name we are grateful for all the support and time volunteers offer throughout the season on the frontline, and behind the scenes.

We welcome you to our community of volunteers, and we hope you will find a sense of community, connection, and purpose throughout your time volunteering with our club while having heaps of fun along the way!

*Tip: Replace the image below with a fun photo your club members or volunteers.*



Photo by Solstice Photography

About us

*Tip: Insert a short section about your club*. For example:

* How long it has existed?
* How many members or players are there?
* How many volunteers do you have?
* What is the vision, mission, and values of your club, especially with regards to volunteers?

*This should be a short overview to provide the volunteer with a snapshot of the club; not much longer than the welcome message on the previous page.*

Key contacts and volunteer information

If you have any questions about volunteering with Click or tap here to enter club name, please get in touch with us! We are happy to help and answer any questions you may have.

Below are some of the key contacts in our club and how you can get in touch with them. *Tip: Club to complete, as relevant*.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Email | | Mobile | |
| Head Coach | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| Member Protection Officer | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| First Aid Officer | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| Technical Director | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| General Manager | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| Media Liaison | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| Club President | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| Club Secretary | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| Club Treasurer | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |

*Tip: Fill this in manually for each volunteer.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Your supervisor | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |
| Your volunteer buddy | Click or tap here to enter name | | | |
| Email with solid fill |  | Smart Phone with solid fill |  |

The following table tells you where you can find information and documents that are relevant for volunteering with our club.

|  |  |
| --- | --- |
| Information | Website link |
| Club Code of Conduct |  |
| Frequently Asked Questions |  |
| Incident and Accident Report Form |  |
| Volunteer Attendance Register |  |
| Volunteer Policies & Procedures |  |
| Volunteer Reimbursement Claim Form |  |
| Volunteer Roles & Position Descriptions |  |

Volunteering at our club

The term 'volunteering' covers a wide diversity of activities in Australian society. It includes formal volunteering that takes place within organisations in a structured way, and informal volunteering which are acts that take place outside the context of a formal organisation.

While volunteering is not an activity done for financial gain – for example, an income – as a volunteer, you do have the right to receive reimbursement of out-of-pocket expenses. We also like to recognise the incredible importance volunteers play in our Football Club through a range of activities, events and moments of recognition and celebration of our volunteer community throughout the year.

This Volunteer Manual is aligned with the [National Standards for Volunteer Involvement](https://www.volunteeringaustralia.org/resources/national-standards-and-supporting-material/#/)[[1]](#footnote-2) in Australia. These Standards contain benchmarks specifically designed to help organisations attract, manage, recognise and retain volunteers, and manage risk and safety with respect to volunteers.

As one of our valued volunteers, we appreciate feedback from your experience to further develop our volunteer management practices according to these standards.

Volunteering is time willingly given for the common good without financial gain.



Volunteer rights and responsibilities

Volunteering is a two-way relationship. As a volunteer, you can expect to have a number of rights, but there are also specific responsibilities.

You 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 an 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.

You 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 you rability
* 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 induction, support and training

The fact that you are reading this manual means you have agreed on a volunteer role you will fill, and you have been provided with a Position Description (PD) for this role.

We have a wide range of volunteer roles available, and we aim to find the right match between the position that we need to fill, and the skills and interests of our volunteers. To support you in conducting your volunteer role, we aim to provide you with the best support, supervision, training, and development opportunities.

Support and supervision

The Volunteer Coordinator is your key contact during the recruitment and onboarding process as a volunteer, and for any volunteer management related questions that you may have during your time volunteering with Click or tap here to enter club name. You will also be supported by a direct supervisor within the area you choose to volunteer in.

Your supervisor and possible volunteer buddy's contact details are included at the 'Key contacts and volunteer information' section of this manual. During your induction, we will give you an overview of who is in our club, and who you report to in your volunteer role.

Your supervisor will provide you with guidance and 'on-the-job' training, and your volunteer buddy (if different from your supervisor) will be there to help you get settled in your new role and meet other volunteers along the way.

Training opportunities

for your role. At Click or tap here to enter club name, we recognise the importance of training and development opportunities for our volunteers. We endeavour to support you as much as we can in any relevant training you may wish to undertake.

Training opportunities that we can offer to volunteers from time to time include:

* 'Run the line' training
* Team Managers training
* Coaching training
* Barista training
* Food safety training
* Responsible Service of Alcohol certification
* Child safe training
* First Aid & Mental Health First Aid training

If you would like to find out more about any training opportunities that may be of interest to you, please have a chat with your direct supervisor. The club will cover any training expenses.

Volunteer recognition

At Click or tap here to enter club name we highly value our community of volunteers. We want you to feel welcome, included, recognised and appreciated every time you walk on to the club grounds.

We recognise the incredible importance volunteers play in our football club through a range of activities, events and moments of recognition and celebration of our volunteer community throughout the year.

Please keep an eye out for invitations and event announcements on our website, on our club noticeboards and in your email inbox.

*Tip: Replace the image below with a fun photo of your club volunteers.*



Photo by Solstice Photography

Important Things You Need to Know About

Insurance

As a volunteer with Click or tap here to enter club name, you must be registered with Play Football, the registration portal of Football Federation Australia (FFA). This will ensure you fall under the FFA's National Insurance Program, which provides Sports Personal Injury insurance, Public Liability & Professional Indemnity as well as Club Management Liability insurance coverage.

Cover is provided to all registered players, match officials as well as other (volunteer) non-playing officials including but not limited to committee members, team managers, coaches and trainers.

We require all volunteers to be registered fully on our volunteer management system and with Play Football for insurance purposes. We also need you to sign in on our attendance register every time you volunteer for us, so we always know who is on the football grounds, in case an emergency happens, or an evacuation is required.

If you have any questions about our insurance, please do not hesitate to contact our Volunteer Coordinator to answer your questions or visit <https://www.playfootball.com.au/clubs/insurance>.

Attendance Register

Every time you join Click or tap here to enter club name to volunteer for us, we ask you to sign in on our attendance register when you arrive and sign out when you leave. Not only will this help us for work health and safety and insurance purposes, it will also provide us with an opportunity to keep track of how many hours our highly valued volunteers contribute to our club throughout the year.

You can find the Volunteer Attendance Register here: Click or tap here to enter details. This may be an online system or a form volunteers complete upon arrival and departure from the club grounds. .

Reimbursement

At Click or tap here to enter club name we do not want our volunteers to be out of pocket for any expenses you may have that are related to your volunteer work with us. We will always try to cover any expenses directly by the club, but it might happen that you do end up being out of pocket in some instances. Expenses that will be covered include, but are not limited to:

* costs of getting a Police Check or a Working With Vulnerable People Check
* expenses related to cover the costs of training for your volunteer role, as agreed with your supervisor
* Petrol expenses related to Click or tap here to enter volunteer role role, for a maximum of Click or tap here to enter distance in km kilometres from the club
* Click or tap here to enter other expenses your club with cover.

Please note that you need to ask for approval for reimbursement of expenses you are expecting to have from your direct supervisor.

Always make sure you have a copy of a tax invoice or receipt as evidence of your expenses which our accounts department will need.

Weblinks to the Volunteer Reimbursement Claim Form and the Reimbursement Policy are included at the 'Key contacts and volunteer information' section of this manual.

Workplace Conditions and Policies

Workplace Diversity

We acknowledge the positive contribution of a diverse workplace and are committed to developing a culture that supports the principles of workplace diversity. We are committed that no-one is discriminated against on the grounds of age, gender, race, marital status, sexual preference, religion, disability, or any other criteria unrelated to (volunteer) work performance. We expect our volunteers to support our club in the development of a culture that supports workplace diversity where no-one is discriminated against.

Harassment, intimidation, physical and sexual assault, and bullying

We are committed to providing a safe environment that is that is free from harassment, intimidation, physical and sexual assault, and bullying. We treat all volunteers with courtesy, dignity and sensitivity concerning their rights.

We expect all volunteers 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.

Should you be subject to behaviour that you think could be harassment, intimidation, physical or sexual assault or bullying, we ask that you withdraw yourself from the situation as soon as it is safe to do so. Report the incident to your supervisor, the volunteer coordinator or the Member Protection Officer so the club can take appropriate action. An incident report will need to be completed. This can be found on our website (see ‘Key contacts and volunteer information’).

Child-safe Sport

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. At Click or tap here to enter club name we take child safety very seriously.

We have embedded child safety into our leadership and culture and actively involve children and families in decision making. We 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, which is available on our website (see ‘Key contacts and volunteer information’). Our Member Protection Officer can discuss any queries or concerns you may have.

Alcohol and Drugs

Whilst working for Click or tap here to enter club name, all volunteers and staff must refrain from taking alcohol or drugs and must not participate in illegal drug activity. Any volunteer under the influence of drugs or alcohol while 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. When enjoying a social drink, we expect our club community to be responsible about alcohol consumption.

Workplace Health and Safety

Workplace Health and Safety is important to ensure a safe sporting environment that encourages sound health practices. Click or tap here to enter club name is committed to a healthy and safe workplace. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility.

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 the title of person responsible so that 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 your supervisor, who will take appropriate action and will escalate things further within the club if needed. The Click or tap here to enter club name Incident Report Form can be found on our website (see ‘Key contacts and volunteer information’) and needs to be completed by Click or tap here to enter title of person responsible along with any accompanying documentation.

If an illness requires medical attention, suitable arrangements will be made to provide transport to a doctor or hospital. Any volunteer who has a medical issue that may require urgent medical treatment should make their supervisor aware of the possible action required.

First Aid

The Click or tap here to enter club name encourages staff members and volunteers to hold a current first aid certificate. On request, Click or tap here to enter title of person responsible will arrange for staff members or volunteers to attend an appropriate first aid course.

Emergency Procedures

Emergency procedures for Click or tap here to enter club grounds location are outlined in the emergency procedures document Click or tap here to enter location of the emergency procedures.

A copy of this document can be obtained on our website or from the Volunteer Coordinator. 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

If you are experiencing ill-health or an injury, we ask you not to come to your volunteering shift and inform your direct Supervisor or the Volunteer Coordinator. If you become unwell or experience an injury while on shift, immediately inform your direct supervisor or ask a fellow volunteer to do so for you, so you can receive the support you need. An incident report may need to be completed.

Media and Social Media

The Click or tap here to enter club name Media Liaison will manage any media enquiries that may come up from time to time. We ask our volunteers not to provide any information or make any comments to the media unless authorised by our club. Refer any questions, enquiries or requests for statements from the media to the Media Liaison.

Social media can be a great way to stay in contact with the club community, and we encourage our volunteers to join us online and follow, like and comment on our social media channels.

When using electronic communication, including social media, we expect club members and volunteers to conduct themselves appropriately when sharing 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
* Is restricted to club matters
* Is respectful and ensures the privacy of others
* Is not in any way false, misleading or likely to cause injury to the reputation of another individual.

Our complete Social Media and Communications Policy is available on our website (see ‘Key contacts and volunteer information’).

Feedback and Grievances

At Click or tap here to enter club name we welcome feedback from our club community, including our volunteers. If you have any feedback you would like to share, you can do this in a range of ways:

* In person, directly to your supervisor
* Via email, via Click or tap here to enter website URL
* Via our feedback and suggestions box at the club which is located Click or tap here to enter location
* On our website via Click or tap here to enter website URL.

We will take your feedback into consideration and will let you know what we are able to do to address your feedback.

If you at any time feel that you have cause for complaint concerning your treatment within our club, you may wish to seek a resolution by using our formal grievance procedure. Prior to escalating the issue to a more senior level, we ask our volunteers and staff that every effort has been made to resolve it in an informal and cooperative manner.

The formal grievances procedure is available on our website under Policies & Procedures (see 'Key contacts and volunteer information' of this manual).

Thank you!

Thank you for signing up to volunteer with Click or tap here to enter club name! We are happy to have you as part of our football community and look forward to working with you.

Throughout the year and the football season, we will invite you to a range of club events and activities to thank you for your support.

Are you on Click or tap here to enter relevant social media channel? Please like, follow, and share us via Click or tap here to enter relevant social media channel! We love sharing stories and photos of our club activities and volunteers, so keep an eye out as you might appear in one of our posts online!

*Tip: Replace the image below with a fun photo of your club volunteers.*



Photo by Solstice Photography

Volunteer Agreement

*Tip: You can edit the content of this template so that it's suitable for your club.*

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

I,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 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 appropriate 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** |  |

1. [National Standards for Volunteer Involvement](https://www.volunteeringaustralia.org/resources/national-standards-and-supporting-material/#/) [↑](#footnote-ref-2)