



## Volunteer Policy & Procedure

### Policy Overview

Volunteers are an important resource for Melbourne City FC Pty Ltd, City In the Community, and other related entities of the City Football Group (“the Club”). The Club aims to ensure that volunteers are managed, supported and resourced in accordance with the National Standards for involving volunteers in organisations developed by ‘Volunteering Australia’.

### Purpose

This Policy’s purpose is to set out the rights and responsibilities of volunteers, the Club’s responsibility to volunteers, and to define volunteering as distinct from paid work.

The National Standards as developed by Volunteering Australia are regarded as best practice standards in volunteer management and are designed to: -

- Ensure that volunteers are protected and not exploited;
- Provide healthy and safe working environments for volunteers;
- Ensure volunteers know what their role is;
- Encourage organisations to develop and maintain a comprehensive ‘program’ for managing volunteers; and
- Help organisations involve and retain volunteers

### Scope

This Policy applies to all volunteers who undertake activities for the Club.

This Policy does not apply to: -

- Placements that students undertake as part of Work Integrated Learning and for course credit (i.e. vocational placements for either secondary education institutions (e.g. SEDA) or tertiary educational institutions (e.g. La Trobe University);
- Students as staff who are undertaking work as part of their paid employment arrangements; or
- Staff undertaking volunteer work at the Club

### Definition of Volunteers

Formal volunteering is an activity that takes place either at the Club or off site representing the Club and are undertaken: -

- To be of benefit to the Club, community and the volunteer;
- Undertaken of the volunteers own free will without coercion;
- For no financial payment;
- With compliance with the relevant legislation including the Fair Work Act (Cth) 2009; and
- In designated volunteer positions only.

### Rights and Responsibilities

#### 1. The Club

The Club is responsible and committed, as far as reasonably practicable, to ensure a safe working environment and that the health, safety and welfare of their volunteers is not put at risk from the work they carry out.

In doing so, the Club is responsible for: -

- I. Ensuring information, training, instruction and supervision will be provided to ensure that all OH&S requirements are met;
- II. identifying the hazards associated with assigned tasks, assess the level of risk or equivalent, and implement relevant risk controls. Based on the task, and level of risk, a Safe Work Procedure (SWP) may need to be developed. All volunteers undertaking the task/s are to be trained in the contents of any SWP if needed;
- III. ensuring that all volunteers have been deemed competent to use items of restricted plant or equipment and are familiar with site specific Risk Management Forms and Safe Work Procedures.
- IV. Inducting all volunteers using the Volunteer OHS Induction Checklist, or equivalent template including information on: -
  - Health, Safety and Wellbeing Policy
  - OH&S procedures;
  - Safeguarding Procedures & Training
  - emergency procedures
  - hazardous substance and/or dangerous goods management processes
  - incident reporting
  - first aid
  - Personal Protective Equipment (PPE)
  - security and access
  - expected behaviour/conduct while on site

## 2. Volunteers

Volunteers assisting in the provision of services have the right: -

- To work in a healthy and safe environment.
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation.
- To be adequately covered by insurance, including vehicle insurance if travelling to and from activities;
- To be given accurate and truthful information about the organisation.
- To be reimbursed for reasonable out-of-pocket expenses as agreed prior to engagement.
- To have a role statement and agreed working hours.
- To have access to a grievance procedure.
- To be provided with an orientation to the organisation and the specific service for which the volunteer is working.
- To have personal and confidential information dealt with in accordance with the *Privacy Act 1988* (Cth) and the *Health Records Act 2001* (Vic), in particular the Information Privacy Principles and the Health Privacy Principles contained in these Acts.
- To be provided with sufficient training to perform their role.

Volunteers assisting in the provision of services have a responsibility to: -

- To respect and adhere to the Club policies and procedures;
- To ensure a safe working environment for other volunteers, paid employees, clients and members of the public.
- To provide truthful and accurate information to employees, other volunteers and community members
- To perform volunteer activities in accordance with the agreed role statement and working arrangement

- To treat the organisation, personal and confidential information in accordance with the *Privacy Act 1988* (Cth) and the *Health Records Act 2001* (Vic), in particular, the Information Privacy Principles and the Health Privacy Principles contained in these Acts.
- To adhere to the relevant club uniform/ clothing requirement as detailed in the role statement.
- To attend orientation and other training activities as required.

## **Guidelines**

### **1. Recruitment & Selection and Duties**

#### **Role/Activities**

The Supervisor of a volunteer position will develop a role statement and roster that clearly outlines the volunteer role, volunteer roster and the expectations of the Club.

The role statement confirms the understanding that volunteers are engaged for specific tasks. It ensures that all volunteers are clear about what is expected of them in their role.

If the role is short term, the tasks will be listed in the Volunteer/Intern Placement Form. Longer term placements and roles that are more complex require a more extensive role statement.

#### **Application**

People expressing an interest in volunteering with the Club will be given a copy of this Volunteer Policy and required to complete the Volunteer/Intern Placement Form attached. This will apply to all placements with the Club.

It is the responsibility of the volunteer to advise the supervisor of any change of address, phone number, or other relevant information to ensure the information held by the Club is accurate.

#### **Selection and Appointment**

After submitting the Volunteer/Intern Placement Form, prospective volunteers will be required to meet with the Supervisor of the Department and, depending on the duration and complexity of the volunteer engagement, may be required to attend an interview and a briefing session.

At the time of the interview, volunteers will be given information about the role and any associated conditions required for the placement.

Applicants who do not meet the selection criteria may not be accepted for the role and will be advised of the outcome.

Once selected the supervisor will ensure that the following documents HR before the volunteer is appointed: -

- Volunteer/Intern Placement Form
- Role Statement (if not already detailed on the Volunteer/Intern Placement Form)
- Copy of a Working with Children Check (where applicable)
- Confirmation of a police check form (where applicable)
- If driving a company or personal vehicle for company business, a copy of the volunteer's drivers licence.

The HR department will retain these records, but the Supervisor should give the volunteer a copy of their Volunteer/Intern Placement Form and role statement.

#### **Working with Children Checks, References and Police Checks**

A Working with Children Check (WWCC) will be required for all adult volunteers.

If required, the prospective volunteers' referees may be contacted to confirm the person's identity, skills, attributes and suitability to work with children.

If the Police Check confirms a criminal record, the Supervisor will assess the suitability of this volunteer for the role in question.

If a volunteer does not consent to a Police Check or WWCC where required, he/she shall not be eligible to work in this area of the organisation.

If required, the relevant department will meet the cost of the Police Check.

## **2. Equal Opportunity and Anti-Bullying**

The Club is committed to creating a culture that promotes dignity, mutual respect, acceptance, co-operation and productivity among all people. Prospective volunteers are protected under the *Equal Opportunity Act 2010 (Vic)*.

All volunteers are obligated to abide by the Club's Code of Conduct and Anti-Bullying & Harassment Policy. Behaviour that constitutes discrimination, harassment, victimisation or bullying will not be tolerated and will lead to disciplinary action being taken, which may include termination of the volunteer's appointment.

If a volunteer sees any of this behaviour while carrying out their duties, they are encouraged to report it to their Supervisor or the Safeguarding Manager.

## **3. Insurance Cover**

The Club's Public Liability and Personal Accident insurance extends to all volunteers and work experience students undertaking tasks for the Club. Volunteers are not entitled to Workers Compensation under the Workplace Injury Rehabilitation and Compensation Act 2013 (Vic), but have limited benefits under the Club's personal accident insurance cover.

Cover under these policies will apply whilst a volunteer is engaged in authorised voluntary work on behalf of the Club, including direct travel to and from such voluntary work. This includes cover for personal accident and sickness, and non-Medicare medical expenses incurred.

The Club will not cover any claims for lost personal property including loss from private vehicles.

All care should be taken to ensure that equipment is used correctly and within the guidelines or instructions provided by supervisors. Damage to the Club property and equipment by volunteers whilst working under the care and control of the Club is covered by insurance, however wilful or deliberate damage to property is not covered under the policies. Any damage should be reported immediately to the volunteer's Supervisor or appropriate management.

On request, the Club can provide further information on insurance coverage.

## **4. Reimbursement of Expenses**

A volunteer is entitled to claim for expenses whilst performing the assigned duties. Prior approval must be obtained from the Supervisor for reimbursement of any expense incurred.

The Supervisor will advise volunteers of those expenses that will be reimbursed, and the procedure for claiming such expenses. Appropriate records and/or receipts must be kept and given to the Supervisor as supporting evidence for any claims for reimbursement of expenses. Reimbursement requests not supported by evidence will not be paid.

## **5. Access & Uniform**

The Club requires all Volunteers to have a uniform at events. It not only provides the brand and partnerships, it will give you a professional look, making it easier for members, clients and the public to identify our volunteers.

Upon arrival at events, volunteers will be provided with the appropriate uniform whilst undertaking duties and return to their Supervisor upon completion. They are required to attend events clean and tidy and the relevant protective clothing to perform the required duties on the day.

Volunteers are also provided with an appropriate lanyard to identify themselves when in the City Football Academy Bundoora premises and accreditation when representing the Club at off-site activities.

Volunteers are not allowed to bring visitors into any restricted access area at any site without prior permission from their Supervisor.

## **6. Confidentiality**

Volunteers working with the Club may be given access to confidential information in the performance of their duties. 'Confidential information' includes any information in any form relating to the Club and related entities, clients or businesses, which is not in the public domain.

This information must be protected and used only in the interests of the Club. Volunteers must keep all information in relation to the Club's operations, its employees (including players) and clients confidential.

However, volunteers should report any information adversely affecting the health and safety of clients, employees, members of the public or other people to their Supervisor.

Failure to comply with this policy will result in immediate cessation of the volunteer's appointment and the Club may also pursue monetary damages or other remedies.

## **7. Intellectual Property**

All intellectual property developed by volunteers in the course of their duties with the Club, including discoveries or inventions made in the performance of their duties related in any way to the business of the Club, will remain the property of the Club.

## **8. Players and Melbourne City Football Club Guests**

Volunteers should not approach players or guests during events (unless as outlined by your Supervisor, determined on an event or on a game by game basis). Requesting autographs and photographs during events is strictly prohibited.

Except where explicitly permitted by the volunteer's Supervisor, photographs, video, social media commentary broadcasting your volunteer activities, or and attempts to gain access to players and broadcast on those mediums or platforms is strictly prohibited.

Non-adherence to these policy requirements will result in immediate termination of the volunteer's appointment.

## **9. Internet Media Protocols**

The Club media protocol states that only authorised personnel will provide comment to the media (including on any social media platform). All media inquiries must be directed to the Club's Communications Department. If this person is not available, an appropriate person will be appointed as a media liaison at the time of the event. Under no circumstance should a volunteer offer to answer and questions or comment in any way on behalf of the Club.

Should the Club deem fit, it has right to request the removal of any posted content for any reason, including but not limited to contain that it deems threatening, breach of confidentiality, bullying, obscene, discriminative, harassing, general menace against any staff members, partners, clients or the company or violation of intellectual property rights or privacy laws, or otherwise injurious or illegal or portrays the company in a poor light.

If the volunteer does not act on the request it may result in termination of the volunteer's appointment, and the Club's reserves the right to broadcast a message regarding this authorised content and cessation of the volunteer's appointment.

#### **10. Induction, Training and Supervision**

The volunteer's Supervisor will arrange an induction to the Club and sites where the volunteer will be volunteering, relevant training including training on safe work procedures.

Supervisors will supervise volunteers as they would employees and be available on a day to-day basis whilst they undertake their role and moreover when working with children, which will be in the form of visible contact. role.

#### **11. Driving**

Volunteers may need to drive either their own vehicle or a company vehicle whilst performing tasks for the Club. Any vehicle used by the volunteer for those tasks must be in a roadworthy condition for the duration of the volunteering period and the vehicle must be driven in a safe and competent manner.

Volunteers undertaking driving as part of their duties must possess a current driver's licence, have comprehensive insurance and must be in a vehicle which is registered. The Supervisor shall sight a current driver's licence before authorising the activity. It is the Volunteer's responsibility to notify their club Supervisor should the conditions of their licence change for any reason.

Volunteers must not transport children either in company or alone, in personal vehicles whilst undertaking Club related tasks, including journeys to and from venues.

To obtain reimbursement in relation to costs associated with driving a private vehicle (for expenses such as road toll charges and mileage), prior approval must be obtained from the relevant Supervisor.

It is the sole responsibility of the driver to cover any fines incurred in either a club or private vehicle for driving offences or parking infringements. Volunteers must not transport children in company vehicles while undertaking a club-related tasks, including travel to and from venues.

#### **12. Drugs and Alcohol**

The Club has a zero-tolerance policy on any alcohol or drug use while performing official duties. If any volunteer is found under the influence of alcohol or drugs while volunteering, the individual will have their position with the Club terminated immediately.

#### **13. Occupational Health and Safety**

Volunteers, in the same way as employees, are entitled to work in an environment that is safe. Supervisors are responsible for providing volunteers with the OH&S Policy and Procedures and the applicable to the site where the volunteer is working, other relevant safety policies and safe work procedures where applicable.

Volunteers must follow all safe work procedures and seek instruction where required and must report any incidents to their Supervisor as soon as possible.

Details of all incidents and emergencies involving volunteers will be recorded by the Supervisor and reported to Facilities or Human Resources.

#### **14. Safeguarding**

The Club is committed to the safeguarding of children and vulnerable people and we have zero tolerance for abuse. All employees and volunteers must have successfully completed a WWCC before they are permitted to undertake an activity that involves 'direct contact' with children.

In addition to the Club's policies, volunteers who come into contact with children or vulnerable people must abide by the CFG Safeguarding Code of Conduct.

In some circumstances, reporting abuse is mandatory and you could face criminal charges if you do not report it. In the case of any suspected child abuse, reporting is mandatory in the State of Victoria. If you suspect any misconduct or inappropriate behaviour has occurred or is occurring, contact the Safeguarding Manager without delay at [safeatcity@melbournecityfc.com.au](mailto:safeatcity@melbournecityfc.com.au) or refer to the Policy at [www.melbournecityfc.com.au/safeguarding](http://www.melbournecityfc.com.au/safeguarding).

## **15. Performance Management**

Volunteers are engaged to provide a service, just like an employee, therefore the Club expects they should be held accountable for their performance and actions, both positive and negative to ensure that they are meeting the Club's expectations and requirements. In performing their tasks and, generally representing the Club are expected to act in a manner which is timely, reliable, and respectful.

The performance of all volunteers will be regularly reviewed by their Supervisor on an informal basis. Regular supervision will allow ongoing review of the volunteer's performance, role satisfaction and provide an opportunity for the volunteer to give feedback to the Supervisor.

In the event a volunteer's work is not up to standard, deviates from the principles and the goals of their duties, contravenes these policies or places any person at risk: -

- The volunteer's Supervisor will discuss the issue with the volunteer and establish the appropriate standard of conduct with the volunteer.
- A written record of the meeting will be kept of the issues discussed and the agreed strategies to support the volunteer to improve their performance. The volunteer will receive a copy.
- If the performance or behaviour of the Volunteer has been unsatisfactory or inappropriate, whether systematically or in the context of a sole incident, it is at the absolute discretion of the Club to determine whether the volunteer arrangement will continue.
- In the event a volunteer believes their placement has unfairly ceased, the volunteer can raise a grievance with their Supervisor's direct manager.

## **16. Cessation of Volunteering Arrangement**

Cessation of the volunteering arrangement can occur by either the Club or the volunteer giving one week's notice of their intention, or as otherwise agreed between the volunteer and their Supervisor. In cases of misconduct, the volunteer's appointment may be immediately cancelled by the Club.

All volunteers must return any materials, files (electronic or otherwise), access passes and any other items belonging to the Club prior to leaving.

At the end of the volunteer's placement, the Supervisor must advise Facilities and Human Resources in writing.

## **17. Grievance Procedure**

Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. All grievances shall be handled in a confidential and sensitive manner and where possible, resolved quickly.

The following procedure will apply;

- Should any matter occur which is of a concern to a volunteer, he/ she shall raise the matter with their Supervisor.

- If the issue is not settled to their satisfaction in discussions with their Supervisor, the volunteer may raise the matter with the Supervisor's direct manager.
- If the issue is still not settled to their satisfaction, the volunteer may raise the matter with Human Resources.

### **18. Absences**

If a volunteer will be absent from scheduled duties, they should inform their Supervisor two days prior to the event to ensure that alternative arrangements can be made.

Ongoing changes to a volunteer's availability should be communicated to their Supervisor as soon as possible.

### **19. Reward and Recognition**

The Club will ensure that Volunteer contributions are recorded and recognised and all are invited and involved with Club Volunteer events.

Recognition and rewards will be appreciated throughout the year. They are not a substitute for wages but are intended to express thanks and respect for the work of Volunteers.

The Club will provide all volunteers with a written statement of their participation upon request and volunteer on request and any application for permanent employment will be highly regarded.

## **Compliance**

Any breach of this policy or any other policies underpinning this Policy, will be referred to the Supervisor who has absolute discretion to determine adequate consequences, including, cessation of the volunteer arrangement.

## **References**

- Volunteering Australia
- Safework Australia
- *Occupational Health & Safety Act 2004 (Vic)*
- The Club Policies & Procedure Manual;
- CFG Safeguarding Code of Conduct;
- Melbourne City FC Safeguarding Policy
- *Privacy Act 1988 (Cth)*
- *Health Records Act 2001 (Vic)*
- *Equal Opportunity Act 2010 (Vic)*
- *Workplace Injury Rehabilitation and Compensation Act 2013 (Vic)*,

## **Monitoring & Review**

This Policy will be monitored for its effectiveness and reviewed bi-annually or to reflect changes in legislation, software upgrades or Club policy.