



# BULLI FOOTBALL CLUB LTD

ACN 065 418 000

ABN 61 065 418 000

## Volunteer Policy

<b>Version</b>	1.0
<b>Adoption Date:</b>	28/11/2024
<b>Amendment Date:</b>	

We do not ask anyone perform a role or task unless they are qualified and confident to perform the activity safely. The work our volunteers do typically relate to playing field maintenance, and surrounding grass seating areas. Game day support of teams, BBQ and canteen workers, ground entry, match day officials, ground announcer, cleaning, and stock control.

An important part of our safety plan is keeping all required tools and equipment serviced and up to date to allow our volunteers to work safely. Equipment should be serviced as recommended by the supplier and in line with safety guidelines. Equipment should be replaced if broken and no longer repairable. External vendors should be engaged as necessary to support our volunteers in completing their duties.

Our facility is leased from Wollongong City Council which means we must comply with lease conditions compliant to Council asset management systems. This mean all work done on the Council owned building assets must be completed by qualified trades people with all appropriate licences up to date. This covers work like electrical, fire safety systems, plumbing, building maintenance, roofing, and lighting works.

Similar requirements apply to the Childcare business, only approved personnel can perform work within this part of our business. Activities within the Centre are governed by applicable legislation for early childhood learning which includes safety and privacy laws. Specific qualifications and training are needed for this part of the business which generally limits volunteer duties for the Childcare business.

All our members have responsibilities under the WHSE 2011 Act, we are all required to act safely, respect and look after each other and ourselves.

### Resources for our Volunteers:

A lot of the work undertaken by our volunteers is conducted at Balls Paddock football ground. The club will provide wherever possible all the required equipment volunteers need to do their work. The club is responsible to make sure this equipment is in good condition and compliant to all necessary safety standards. This applies to cooking equipment, utensils for game day BBQs, fridges, cleaning products, lawn mowing equipment, ground marking paint, sprinklers and any other piece of kit required for normal activities.

Volunteers are responsible for communicating any damaged equipment and ensuring equipment is used appropriately.

The club has made storage areas available for our volunteers, these areas are maintained by our volunteers. There are no dangerous chemicals kept on site, cleaning materials are purchased in small volume and items like lawn mower fuel and line marking paint is kept in secured storage with controlled access. Appropriate Safety Signs are in place to identify chemical storage.

Any chemicals used on the ground maintenance are supplied by our external vendor who is responsible for maintaining MSDS records for all chemicals used.

Chemicals kept in our Childcare Centre do have a register for material data safety sheets that is maintained and available on site should any safety incident occur. This is part of the legislation for the Childcare operation.

First aid kits and defibrillator are available on site as part of our commitment to safety.

#### Training of Volunteers:

The club will organise and pay for any specific training required for volunteers to complete their volunteer duties.

This will include training like Responsible Service of Alcohol courses, safety training, volunteer match officiating, working with children, and food hygiene courses. If other training is needed to improve our club operations, improve safety and the member experience, we encourage our volunteers to approach a Committee or Board member with their suggestion.

The Club's Board members will review all training requests from our volunteers, and if aligned to our clubs' core activities, the request will be approved.

#### Reimbursement of Incurred Expenses:

Occasionally, volunteers will pay for goods and services related to Club activities they are involved in. If this occurs, volunteers will keep the receipt and present this to the Club's treasurer for reimbursement. This will occur as soon as possible, with cash if a smaller amount, or electronic transaction into the volunteer's bank account. The Club does have trading accounts with our main suppliers and a Bunnings Credit card.

The Club's treasurer manages all supplier accounts and will coordinate payment of invoices for all larger expenses in the club. Volunteers will never be asked to pay for expensive goods or services.

#### Communicating with our Volunteers:

The Club's Board members are committed to supporting our volunteers across all aspects of our operations. A large part of this will be focused on keeping our volunteers informed on club activities. Our members are not necessarily involved in activities each week, some support the club from remote, even overseas, so electronic communications is essential to efficient communications.

The Club uses multiple communication mediums including Facebook and Instagram social media platforms, emailing information to all members that have provided their contact details. We use Apps like WhatsApp and Messenger. We provide information through our match day programs, and direct

communications from Board members during normal operations and through organised members meetings.

It is very important to recognise and acknowledge our Board members are volunteers too, many working fulltime. Board members are very accessible, and we encourage our members to approach them directly if something is important and information is needed quickly.

It is important to note that the Childcare business requires a level of privacy on what information is made available to our members. General information on the operation will be provided at member information meetings, at Board meetings and at the AGM, however, due to privacy laws, no specific information will ever be released on staff members, families enrolled or children attending the Centre. There is no requirement for any volunteer members to have access to any specific private information related to Childcare business.

#### Volunteer Diversity:

Our Club encourages diversity, we want our members to represent the wider community we live in. We do not discriminate based on gender, age, race, religious belief, appearance, physical or mental impairment, or any other issue.

We want diversity in ideas and member opinions. We want to create a culture that welcomes new concepts and allows the club to evolve embracing change that makes us a stronger club.

Our facility is older and leased and does have restrictions related to access for handicapped persons. However, wherever possible the club will attempt to support all members request related to participation and access to Balls Paddock facilities.

#### Volunteer Recognition:

Recognising the work of our volunteers is very important and must continually be considered. This includes longtime volunteers, new volunteers, those members that can offer a small amount of time, those that can do extra. Volunteers that do manual work, those that perform administrative tasks, all activities are critical to keeping our club operational and moving forward. Every role adds value to our club, and everyone's contribution is important.

Thanking and acknowledging our volunteers will include but is not limited to.

- Recognition of our volunteers and their efforts through our communication channels.
- Annual awards recognition.
- Life membership awards.
- Volunteer uniforms and club apparel.
- Subsidizing club activities for volunteers.
- Specific social activities like dinners and complimentary refreshments for our volunteers.
- Supporting charity and community causes important to our volunteers.

#### Dealing with Volunteer Disputes:

Like all businesses, from time-to-time members will have internal disagreements and disputes. At all times our members are expected to abide by our code of conduct and uphold our club values. Should disputes escalate, the club constitution, code of conduct and our Complaints Policy provide guidelines on how

matters will be handled if direct intervention is needed to achieve a resolution. Policies will be applied consistently, roles and responsibilities, and length of service is not an excuse for poor behaviour.

If the complaint involved serious allegations that were potentially illegal, the appropriate authority would be contacted, including the Police.

Should a club volunteer or member be involved in a dispute with Football South Coast or FNSW relating to breaching rules of the game or code of conduct, the individual is responsible for these charges and subject to the governing bodies processes for managing such disputes. Our club will provide support for our member, in terms of our duty of care in such a situation, however, we will not condone inappropriate behaviour.