



# **Royal Yacht Club of Victoria**

## **Volunteers@Royals**

### **Operational Guidelines 2013 - 2014 Season**

## Volunteer Operational Guidelines

The Royal Yacht Club of Victoria relies on its volunteers to facilitate the smooth operation of the Club through the provision of services including the direction and management of the Club, Committee function and participation and as regular support to the committees, sailing and social activities.

### 1. Our commitment

A mutual obligation exists between RYCV and our volunteers. Volunteers do not replace paid staff but like staff, volunteers expect the Club to provide safe, meaningful work and a well managed Club environment with clearly stated rules.

The Club must ensure that the necessary legal safeguards are in place to protect volunteers whilst carrying out their duties. The Club will listen to volunteers to learn how we can best support them in their work and, we have an obligation to recognise and reward volunteering effort. The Club is committed to applying the Volunteering Australia National Standard.

### 2. Operational guidelines

The RYCV Volunteer Operational Guidelines sets out the protocols for the management of the Volunteer Program.

### 3. Charter of mutual obligation

The mutual obligation charter is the shared commitment to the value of the voluntary endeavour.

| RYCV will  | Volunteers will   |
|--|---|
| Regard volunteers as members of our team and recognize their contribution                                  | Be team players and support the work of the team  |
| Value the time, energy and commitment of volunteers and not make unreasonable demands                      | Be flexible and reasonable and follow through with commitments                                    |
| Treat members, volunteers and each other with respect and courtesy   | Treat other volunteers, members and each other with respect and courtesy                          |
| Be open, honest and fair in our dealings with volunteers   | Be open, honest and fair in their volunteer roles   |
| Make sure volunteers have safe and healthy working conditions and appropriate insurance cover              | Take responsibility for own health and safety and not put at risk the health and safety of others |
| Provide relevant training and coaching to help volunteers with their work                                  | Participate in training or coaching necessary to their voluntary duties                           |
| Provide prompt re-imbusement to volunteers for previously agreed out of pocket expenses                    | Submit claims with receipts promptly for previously agreed out of pocket expenses                 |
| Make sure volunteers are well informed and have the information they need to do their jobs                 | Take responsibility for staying informed  |
| Protect the confidentiality of personal information relating to volunteers                                 | Use information gained in the course of volunteering with sensitivity and discretion              |
| Work with volunteers to promote an environment that enables volunteers to get the most out of volunteering | Let the Club know if they have any concerns when things go wrong                                  |
| Provide well maintained equipment and vessels  | Take good care of equipment and vessels under their control                                       |
| Actively and formally recognise and value the contribution of volunteers                                   | Have fun and enjoy!   |

#### 4. Roles and responsibilities

##### General Committee

- Provides guidance, assistance and strategic direction regarding the aims and objectives of the Volunteer Program
- Actively supports and champions the role of the Volunteer Coordinator and the Volunteer Program
- Is accountable for the overall function of the Volunteer Program
- Rewards and recognizes the effort of volunteers.

##### General Manager

- Reports to the General Committee regarding the Volunteer Program
- Takes the lead with discussions at the General Committee regarding the Volunteer Program
- Provides the Volunteer Coordinator with reports back from the General Committee regarding the Volunteer Program and other information relevant to the operation of the Volunteer Coordinator's role and that of the Volunteer Program
- Coordinates office support and administration in a timely manner to the Volunteer Coordinator
- Keep confidential records of all complaints which escalate to stage two or three.

##### The Office

- Under the guidance of the General Manager, the Office is responsible for the day to day management of the Program
- Establish, manage and update the Volunteers' database and soft copy records and data
- Provide reports and other information to the Volunteer Coordinator
- Establish a Volunteer Program office system for hard copy record keeping of Application and Personal Detail forms, Volunteer Information Packs, Forms and other information
- Issue and receive Volunteer Application Forms and Volunteer Personal Details Forms
- Forward communications from members regarding volunteering to the Volunteer Coordinator
- Organise Volunteer events including end of year recognition celebration, training programs and briefings

##### Committee Chairs

- Liaise with the Volunteer Coordinator within the framework as outlined in these Operational Guidelines
- Liaise with the Volunteer Coordinator regarding specific planning requirements in a timely manner
- Supervise the volunteers who work within and/or support the Chair's Committee, event or activity
- Orientate new volunteers into their Committee, activity or event
- Informally recognise and reward volunteers who go "above and beyond" and/or for long service in a volunteering role
- Treat all volunteers with respect and courtesy irrespective of the immediate pressure or circumstance
- Take responsibility for recruiting volunteers over and above that of the role of the Volunteer Coordinator

**Volunteer Coordinator**

- The role of the Volunteer Coordinator is to take the lead with the overall development and management of the Volunteer Program with the view to ensuring that Royals has an adequate supply of volunteers who are well trained
- Recruit new volunteers following the Recruitment process outlined in these Operational Guidelines
- Support the Committee Chairs to source appropriate volunteers for Club events and activities, though it is not the sole responsibility of the Volunteer Coordinator to source or enlist volunteers
- Coordinate the Induction Training for new volunteers
- Promote the role of volunteering at the Club and encourage new and current members to volunteer
- Develop and implement an annual Business Plan in line with the Club's schedule of events and sailing activities
- Regular communications through e-News and the Royals Newsletter
- Evaluate event management to ensure volunteers are receiving adequate briefings and/or instructions before and during the event as well as obtain feedback for continuous improvement of future events.

**5. Forms**

Two forms are available from the Office or the Volunteer Coordinator including a Volunteer Application form for new volunteers expressing an interest in becoming a volunteer and the Volunteer Personal Details form for existing volunteers. These forms will be retained by the Office and usual confidentiality and privacy rules apply to all personal information.

**6. Volunteer recruitment**

Volunteers will be RYCV members though, it is acceptable for a Club member's family or associate(s) to volunteer their services. All volunteers will be accepted based on their area of expertise, experience and interests and the Club's requirements. RYCV will adhere to both state and federal legislative requirements in respect to equal employment opportunity principles. An expression of interest in volunteering with the Club shall be made by completing a Volunteer Application form obtained from the Office. The Volunteer Coordinator will meet with the prospective volunteer and:-

- Explain the role of a volunteer at the Club
- Determine the interests, experience and availability of the volunteer
- The Volunteer Coordinator will liaise with the relevant Committee Chair or Flag Officer to secure a role for the new volunteer.

**7. Induction program**

Volunteers will have access to a planned induction program which introduces the volunteer to the work environment and provides training that enables them to successfully perform their tasks. The induction may involve the Flag Officers, experienced volunteers, Office staff and those with whom the new volunteer will be working with.

The induction will include the following:-

- An overview of the RYCV including history, management structure, committee information, office services, membership services and the Club's strategic plan
- An orientation and tour of the Club's facilities
- An overview of the role of a volunteer
- A copy of the Volunteer Charter of Mutual Obligations
- Introduction to Occupational Health & Safety at the Club, safety equipment, boat handling (if relevant), emergency procedures, first aid stations and first aid officers
- Introduction to the new volunteer's Committee Chair

Volunteers have a responsibility to attend the scheduled induction session and to familiarise themselves with the relevant documentation, guidelines and information provided.

## 8. Occupational health and safety

The Occupational Health and Safety Act (2004) states that "for the purpose of this Act, where a person, in connection with a trade or business carried on by the employer, performs work for an employer gratuitously, the person will be taken to be employed by the employer."

An interpretation of these words is that where a person performs work for an employer without payment, in connection with a trade of business, the person is deemed to be employed by the employer and the employer has the same responsibilities towards volunteers as it does to its paid employees.

RYCV has a responsibility to:

- Ensure volunteers are provided with a safe working environment, safe system of work, plant and substances in a safe condition and adequate facilities as prescribed for their welfare
- Provide volunteers with adequate information, instruction, training and supervision as far as is reasonably practicable, to ensure that they are safe from injury and risks to health which includes stress and emotional well-being
- Ensure volunteers are informed of and understand the Club's OH&S policies and procedures
- Ensure volunteers are provided with information and training in the safe use of Club equipment and tools
- Ensure volunteers are provided with access to critical incident debriefing and access to Flag Officers and/or other persons in order to discuss issues relating to emotional welfare and well-being
- Not knowingly place volunteers in situations of risk
- Ensure that volunteers are made aware of their responsibilities through the Volunteer Induction Program
- Volunteers have a responsibility to:
  - Be aware of and follow the Club's OH&S policies and procedures
  - Attend relevant training sessions including regular skills or knowledge updates within the area the volunteer volunteers in
  - Use personal protective equipment eg PFDs
  - Inform the Office or an appropriate Flag Officer of any safety or health hazards identified in the course of undertaking volunteer activities
  - Inform the Office or a Flag Officer of any incident, near miss or issue affecting the volunteer's well-being and complete the relevant documentation as required by legislation and the Clubs OH&S procedures.
- OH&S Forms
- OH&S Accident or Incident Report Form
- Hazard Identification Report Form

## 9. Training and development programs for volunteers

Volunteers benefit from learning in the same way as paid staff. Training programs can facilitate increased skill levels and address a range of learning needs and provide an opportunity to connect more effectively with their volunteering tasks.

Three types of training may be necessary:-

- Prior to the volunteering role begins
- Job specific
- In an ongoing capacity

RYCV has a responsibility to ensure that all volunteers have adequate and appropriate training relative to the expected tasks to be undertaken prior to the commencement of duty with the Club as well as update regularly throughout their volunteering experience.

The Club will also record and maintain documentation on all training required and undertaken by each individual volunteer. Periodically, the Club should undertake a training needs analysis with volunteers to identify the training needs of all volunteer positions.

## 10. Confidentiality

Volunteers may have access to private and confidential information and it is important that volunteers (like paid staff) are respectful of the information with which they are dealing and that they are aware of their responsibilities in relation to issues such as confidentiality and other sensitive information.

RYCV has a responsibility to:-

- Protect the confidentiality of personal information relating to volunteers
- Ensure that volunteers understand their requirements and responsibilities in relation to observing the confidentiality of information
- Volunteers have a responsibility to:-
- Use information gained in the course of their volunteer work with sensitivity and discretion
- Observe confidentiality and privacy requirements as outlined in the Privacy Act and the Health Act.

## 11. Reimbursement of out of pocket expenses

Volunteers should not be out of pocket as a result of carrying out legitimate tasks for RYCV. Prior to expenses being incurred the volunteer should obtain a purchase order from the General Manager. Reimbursement should be made as soon as possible and at least within two weeks following receipt of the volunteer submitting appropriate tax invoices/receipts.

## 12. Complaints resolution procedure

RYCV is committed to an environment that is free from intimidating, bullying, discrimination and harassment. RYCV recognises the rights of volunteers to express their concerns about issues in the Club or tasks allocated to them and to raise grievances within the procedures designed to support and protect those involved.

Every effort should be made to resolve any problem early with open communication and in a cooperative manner. Conflict may relate to a person(s) or an issue and may include conflict:-

- Between a volunteer and Club staff member
- Between the volunteers themselves
- Between a volunteer and a Club member
- About the physical “working” environment or equipment
- About the task allocated

Complaints may be received from a:-

- Volunteer
- Member of paid staff
- Club member’s family member or friend
- Member of the general public

Sometimes no more than a difference of opinion occurs and people can agree to differ with no disruption to the smooth functioning of the Club. However some conflict situations call for a resolution otherwise the result will be constant tension or failure to achieve goals.

Achieving agreement and resolution does not mean that one party needs to give away their values and perspective, rather it encourages the inclusion rather than the exclusion of differences with all parties benefiting.

The resolution procedure detailed in the Club’s Constitution and Member Protection Policy.

### 13. Recognition and acknowledgement

Volunteers should be recognized and acknowledged for their contribution, commitment and the valued role they undertake at the Club. Although it is not possible or appropriate to offer any monetary rewards to volunteers, there are other ways that volunteers can be acknowledged and recognised. This should be done on an ongoing and regular basis with a balance between formal and informal recognition strategies.

There are two special dates during the national and international calendar year which are specifically scheduled to recognize and acknowledge volunteers. These date are:-

**National Volunteer Week** –May 13<sup>th</sup> – 19<sup>th</sup> 2013

**International Volunteers Day** – December 5<sup>th</sup> was declared as International Volunteers Day by the United Nations General Assembly in 1985

Some suggestions for formal and informal recognition and acknowledgement are provided below:-

- Say “thank you” for a job well done or send letters or cards of thanks
- Welcome and farewell functions for volunteers
- Be aware of and acknowledge birthdays (especially if the volunteer is volunteering at the Club on the day!)
- Celebrate special anniversaries and milestones (eg 5, 10, 15 years of service)
- Issue certificates of appreciation
- Club Woman or Man of the Year Awards
- Publicly thank volunteers at special times eg during National Volunteers Week, a regatta or other significant event
- Organise a photo board of volunteers in action and display the board in a prominent place
- Acknowledge individuals in newsletters, e-News, the Web or other publication