



TACKLING VOLUNTEERS

A Volunteer Recruitment Program for Football

Inside:

- How volunteer resource centres can help you in recruiting and retaining volunteers.
- Useful tools to assist you involving volunteers in your club/league.

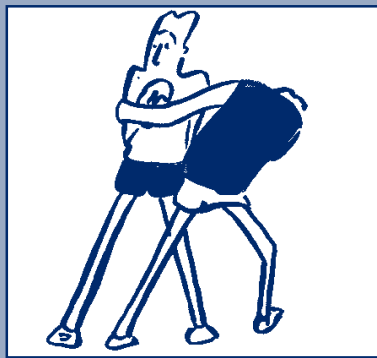


**Produced
by
Football
Victoria**

Tackling Volunteers

Developed by Peter McDougall
Club Development Manager
Football Victoria

This is part of Football Victoria's ongoing commitment
to the development of Community Football.



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ACKNOWLEDGEMENTS

Football Victoria would like to thank the following organisations and individuals
for their assistance in the development of Tackling Volunteers:

- Australian Football League - Kirsten Birch
- Volunteering Australia - Julianne Rose & Roselle Sorrentino
 - Victoria Police - Superintendent William DeBryun
 - Eastern Volunteer Resource Centre - Dianne Thurgood
- Australian Government Department of Family and Community Services
 - Football Victoria - Ray Allsopp, Design and Artwork



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Dear Football Victoria Members,

I have great pleasure in introducing to you Tackling Volunteers, a great new initiative that has been developed to assist all affiliated Leagues and Clubs of Football Victoria to recruit and retain volunteers.

As you all are aware, it is getting more and more difficult each year to recruit volunteers to assist in the running of community football clubs.

The Tackling Volunteers Program provides an opportunity for all leagues and clubs to recruit volunteers by advertising through a wide structure of local services called Volunteer Resource Centres (VRCs).

How your league/club can become involved in this Program is outlined in this manual.

The statewide network of VRCs provides information about what it means to volunteer, and promotes available volunteering positions within their local communities.

The VRCs' work in helping to link volunteers with organisations includes assisting mature-age customers (aged 50-65) and other people receiving income support to connect with volunteering opportunities.

Voluntary work may even be used by these volunteers to meet their Centrelink participation requirements.

Football Victoria has been working together with the AFL, Volunteering Australia, and the Eastern Volunteer Resource Centre to develop this Program, which will assist all clubs across the state.

For clubs within metropolitan Melbourne looking for further details, please contact Peter McDougall, Football Victoria Club Development Manager on 0407 046 328 or via email on peterm@footballvic.com.au

This document will also be available on the Football Victoria website www.footballvic.com.au

All VCFL leagues/clubs looking to find out further information should contact their local VCFL Area Manager.

I encourage all leagues/clubs to become involved in this Program and I look forward to seeing an increasing number of volunteers helping local clubs grow and prosper.

With best wishes,

Ken Gannon
Chief Executive Officer
Football Victoria





**Tackling Volunteers
A Volunteer Recruitment Program for Football**

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INTRODUCTION

Football Victoria recognises that the contribution of volunteers is vital to the success of local football.

The Tackling Volunteers program aims to support local football leagues and clubs in the recruitment and retention of volunteers.

The following pages provide information regarding the program, and detail the steps for your league or club to become involved.

Why Tackling Volunteers?

Tackling Volunteers will enable your club or league to connect with the statewide network of volunteer resource centres.

Volunteer resource centres support people seeking volunteering opportunities by providing information about what it means to be a volunteer, and opportunities in local community organisations.

This often includes an interview or meeting with volunteers to find out about their skills and interests to help link them to suitable volunteer vacancies.

As not-for-profit organisations, football clubs and leagues can register with their local volunteer resource centre and receive the following benefits:

- Advertise volunteer roles on volunteer resource centres' databases
- Have volunteer vacancies listed on GoVolunteer (www.govolunteer.com.au), Australia's first and largest online volunteer recruitment website
- Recruit and retain volunteers who are receiving income support payments and choose to do voluntary work recognised by Centrelink
- Utilise volunteer management resources and training opportunities

Volunteer resource centres are located in metropolitan and regional areas throughout Victoria.

A full listing of volunteer resource centres participating in Tackling Volunteers is available in Appendix 1 on page 11.



HOW TO GET INVOLVED

Is your league or club seeking new ways to attract and recruit volunteers?

Are you looking to increase your ability to retain both new and existing volunteers?

Register with your local volunteer resource centre

To become involved in the Tackling Volunteers Program, and register with the volunteer resource centre network, your club needs to meet the following criteria:

1. Be affiliated with your state football body Football Victoria

Affiliation is achieved via your league.

For example:

- Boronia Football Club is affiliated with the Eastern Football League, which is affiliated with Football Victoria
- Snowy Rovers Football Club is affiliated with the East Gippsland Football League, which is affiliated with the VCFL, which is affiliated with Football Victoria.

If you are unsure of your affiliation status, please contact your league for clarification.

2. Be incorporated, with not-for-profit status

If your club is not incorporated, details regarding incorporation can be obtained from Consumer Affairs Victoria. Phone 1300 558 181 or www.consumer.vic.gov.au

As an incorporated club, so long as you do not provide dividends to your members, your club will be deemed not-for-profit.

3. Hold Public Liability Insurance of not less than \$5 million & Personal Accident Insurance for volunteers

- 3.1** All clubs insured under the AFL Risk Protection Program with Jardine Lloyd Thompson (JLT Sport) are covered for Public Liability and Personal Accident to at least the required level. Volunteers are insured as officials.
- 3.2** If you are unsure of your club's insurance status, contact your league for further information.
- 3.3** All leagues and clubs not insured by Jardine Lloyd Thompson as part of the national scheme must hold separate personal accident insurance for volunteers to be registered with a volunteer resource centre and to receive referrals from the centre of interested volunteers.

4. Have a volunteer coordinator, or other appropriate contact person

It is important to have one person designated to liaise with your local VRC and to manage any volunteers recruited to your club.

A volunteer coordinator position description can be found on page 15.

If you meet the above criteria, contact your local VRC and inform them that you would like to register as an approved community organisation seeking volunteers. You will be asked to complete an Approved Organisation Registration form (see page 17).





ATTRACTING & RETAINING VOLUNTEERS

People volunteer for many different reasons. It may provide the opportunity for them to meet new people, or become more involved in the community. It may be seen as a way of obtaining new work or life skills, and professional or personal references. It may be a way of 'giving back to the community', and achieving work-life balance.

Meeting the needs of diverse volunteers, while also meeting the needs of the organisation, requires flexibility. Volunteers need to feel valued by their organisations and not feel as though they are being recruited to fill a position that no-one else wanted.

This may involve:

- Offering a diverse range of volunteer activities requiring different skills and experience
- Having positions involving differing numbers of hours, or required length of commitment
- Developing positions that are available at different times (weekdays, evenings, weekends)
- Providing training and ongoing support and references

Volunteers also need to be valued as part of the team, with recognition given to their goals and needs, as well as their contributions - and the Tackling Volunteers Program aims to assist with this.

For varying reasons, existing and potential volunteers may at some time receive income support payments from Centrelink. The Voluntary Work Initiative is a program of the Australian Government Department of Family and Community Services that recognises the contribution of existing voluntary work undertaken by income support recipients, and helps connect new volunteers on payments to approved organisations.

Tackling Volunteers, through the volunteer resource centres' connections with the Voluntary Work Initiative (as service delivery agencies), can help these volunteers have their volunteering recognised as a way of meeting their Centrelink participation requirements.

For example:

- Mature-age income support recipients (50-65 years old), who are seeking to volunteer for 32 hours a fortnight on an ongoing basis, may be exempted from other job search and activity test requirements.
- Parents, young people, or job seekers, may be able to contribute one or two days of voluntary work a week to meet their participation requirements.
- Any person on income support payments may choose to volunteer up to 20 hours a week, in conjunction with other activities.

People who volunteer as part of the Voluntary Work Initiative have expectations and skills as varied as those of volunteers in full-time paid work, with their volunteering still undertaken by personal choice, and for a range of motivations. Tackling Volunteers provides a way for people on income support to choose to volunteer with their local club or league, and can support them in this choice by enabling their volunteering to be recognised by Centrelink.





WHAT IS VOLUNTEERING?

Over 4.4 million Australians volunteer their time to supporting their community each year. These volunteers come from diverse backgrounds, and choose to volunteer for a variety of reasons.

Volunteering provides an opportunity for individuals to learn new skills, experience different work environments, contribute to the local community, and build social networks.

Additionally, organisations and the broader community benefit from the time, skills and ideas contributed by their volunteer staff.

1. Definition of volunteering

Formal volunteering is an activity which takes place through not-for-profit organisations or projects, and is undertaken:

- To be of benefit to the community and the volunteer;
- Of the volunteer's own free will and without coercion;
- For no financial payment; and
- In designated volunteer positions only.

2. Principles of volunteering

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental or social needs.
- Volunteering is an activity performed in the not-for-profit sector only.
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.



3. Volunteer rights

Unlike paid staff, volunteers are not covered by awards or workplace agreements. However, volunteers do have rights, some which are enshrined in legislation, and some which could be considered the moral obligations of an organisation involving volunteers. Volunteering Australia promotes the following as the basic rights of a volunteer:

- To work in a healthy and safe environment
- To be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation
- To be adequately covered by insurance
- To be given accurate and truthful information about the organisation for which they are working
- To be reimbursed for out-of-pocket expenses
- To be given a copy of the organisation's volunteer policy and any other policy which would affect their work
- Not to fill a position previously held by a paid worker
- Not to do the work of paid staff during industrial disputes
- To have a job description and agreed working hours
- To have access to a grievance procedure
- To be provided with orientation to the organisation
- To have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1998
- To be provided with sufficient training for the job

4. Model code of practice

Volunteering Australia has developed national standards for volunteer involvement through consultation with volunteer-involving organisations and projects in the not for profit sector. These publications represent and explain the tenets of 'best practice' in the management of volunteers, and deliver on the Principles of Volunteering.

To obtain a copy of the '*National Standard involving volunteers in not for profit organisations*', contact Volunteering Australia (www.volunteeringaustralia.org; Phone: 03 9820 4100).

Additional information about volunteering and volunteer management is available from the AFL Club Management Program, *Volunteer Management for Football Clubs*. This module has been produced by the AFL to provide clubs with the tools describing 'how to' recruit, manage, and retain volunteers.



FREQUENTLY ASKED QUESTIONS

Q. What is a volunteer resource centre?

A. Volunteer resource centres promote and support volunteering in their local communities. The centres are able to assist individuals to find out more about volunteering, and refer them to volunteer opportunities. Similarly, the centres can support not-for-profit organisations in promoting available volunteer roles, and developing their volunteer programs. The centres participating in Tackling Volunteers are funded by Volunteering Australia, through the Australian Government Department of Family and Community Services' Voluntary Work Initiative.

Q. What if there isn't a volunteer resource centre in our local area?

A. You can still participate in the Tackling Volunteers Program, by registering with the volunteer resource centre closest to you, or Volunteering Victoria as the state volunteering centre.

Q. Can our club register with more than one volunteer resource centre?

A. If more than one volunteer resource centre is located near your club or league, you may register with each to receive referrals from interested volunteers from the different centres. However, this will require the organisation registration form to be submitted separately to each of the volunteer resource centres.

Q. Why is it necessary to provide position descriptions for our volunteer vacancies?

A. Providing position descriptions enables accurate information about available roles to be provided to potential volunteers. This helps the volunteers understand the expectations of the role, and make an informed decision about whether it is a position that suits them.

Q. Will the volunteer resource centre 'screen' volunteers to make sure they are suitable?

A. Volunteer resource centres focus on providing information to help volunteers identify local volunteering opportunities and to then make their own choices about volunteering. Volunteers are not 'screened' by the centres, and clubs and leagues are encouraged to utilise their own recruitment policies to appropriately interview and select volunteers.

Q. Will our club or league be inundated with volunteers?

A. It is up to your club or league which volunteer positions you advertise, and for how long. If a position is filled, or no longer available, you can advise your volunteer resource centre to no longer provide referrals for that role. The Tackling Volunteers Program is designed to meet both the needs of your organisation, as well as those of the volunteers.

Q. Our club has volunteers who would like their work to be recognised by Centrelink. How do we enable this?

A. Many income support recipients are required to participate in an activity in order to receive their payments. Whether volunteering is a way of meeting this participation requirement will depend on each individual's circumstances. Volunteers should discuss their options with Centrelink.

As an organisation, you can provide assistance by becoming an 'approved' organisation through a volunteer resource centre, so voluntary work with your club is recognised by Centrelink. Additionally, you can provide a variety of roles that may help volunteers use and develop different skills, and that offer a variety of hours of work. While some volunteers receiving income support may ask you to assist in verifying the hours they have worked, there is no need for clubs to 'police' the hours volunteers are undertaking, or report any change in circumstances to Centrelink.





APPENDIX 1: Volunteer Resource Centre Contact Details

METROPOLITAN

Camberwell

Boroondara Volunteer Resource Centre
405 Camberwell Road
Camberwell VIC 3124
T: 03 9882 5860 F: 03 9804 0060
E: bvrc@boroondara.vic.gov.au

Dandenong

South East Volunteer Resource Centre
186 Foster Street East
Dandenong VIC 3175
T: 03 9791 8366 F: 03 9792 1111
E: dandvol@vicnet.net.au

Epping

Whittlesea Volunteer Resource Centre
Shop 111, Epping Plaza
Cnr Cooper & High Streets
Epping VIC 3076
T: 03 9401 6666 F: 03 9401 6677
E: wvrs@vicnet.net.au

Footscray

Volunteer West
130 Buckley Street
Footscray VIC 3011
T: 03 9687 7661 F: 03 9687 7661
E: volunteer@westernvrc.org.au

Glen Waverley

Monash Volunteer Resource Centre
5 Myrtle Street
Glen Waverley VIC 3150
T: 03 9562 0414 F: 03 9562 0411
E: mvrc@iinet.net.au

Ringwood

Eastern Volunteer Resource Centre
32 Greenwood Avenue
Ringwood East VIC 3134
T: 03 9870 7822 F: 03 9879 4200
E: evrc@netspace.net.au

Watsonia

Volunteers of Banyule
68 Macorna Street
Watsonia North VIC 3087
T: 03 9432 6466 F: 03 9432 6744
E: volunteersofbanyule@netspace.net.au

Volunteering Victoria

Level 7, 388 Bourke Street
Melbourne VIC 3000
T: 03 9642 5266 F: 03 9642 5277
E: info@volunteeringvictoria.com.au

REGIONAL VICTORIA

Ballarat

Ballarat Volunteer Resource Centre
16 Sturt Street Ballarat VIC 3353
T: 03 5331 8654
E: bvrc@visionaustralia.org.au

Bendigo

Bendigo Volunteer Resource Centre
Allan's Walk Bendigo VIC 3552
T: 03 5441 1404 F: 03 5441 1536
E: bgovolunteercentre@ymca.org.au

Geelong

Geelong Volunteer Resource Centre
87c McLarty Place Geelong VIC 3220
T: 03 5221 1377 F: 03 5221 1499
E: info@geelongvolunteer.org.au

Mildura

Mildura Volunteer Resource Centre
c/- Mallee Family Care
122 Ninth Street Mildura VIC 3500
T: 03 5021 4010 F: 03 5022 1065
E: volunteer@ncable.com.au

Morwell

Latrobe Information & Support Centre
20 Tarwin Street Morwell VIC 3840
T: 03 5134 1118 F: 03 5134 1122
E: lisc@vic.australis.com.au

Shepparton

Shepparton Information & Resource Centre
399 Wyndham Street Shepparton VIC 3630
T: 03 5823 3214 F: 03 5823 3299
E: vrc@gvchs.com.au

Wangaratta

The Centre for Continuing Education
Chisholm Street Wangaratta VIC 3677
T: 03 5721 0200 F: 03 5721 9994
E: wangaratta@thecentre.vic.edu.au

Warrnambool

Volunteers@Warrnambool
Archie Graham Centre
126 Timor Street Warrnambool VIC 3280
T: 03 5564 7915 F: 03 5561 5728
E: mwatt@warrnambool.vic.gov.au

Wodonga

Albury Wodonga Volunteer Resource Bureau
1st Floor, TNG Building
Dean Street Albury NSW 2640
T: 02 6021 0990 F: 02 6021 0993
E: volunteercentre@vrb.org.au





APPENDIX 2: Approved Organisation Registration Form

TACKLING VOLUNTEERS

Contact details

Club/League Legal Name: _____

Trading/Other Name(s): _____

(If different from above)

Ground Location: _____

Postal Address: _____

Volunteer Coordinator/Contact Person: _____

Telephone: _____

Facsimile: _____

E-mail: _____

Web: _____

Part 1 - Type of volunteer roles

Please list the type of roles your club is seeking volunteers for and include the time requirements.

Type of Role	Time Requirements
For Example: Groundsperson	Weekends (10am - 6pm)
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____

NB: Please attach brief position descriptions for these roles. The template at Appendix 3 can be used for this.





APPENDIX 2: Approved Organisation Registration Form (Continued)

Part 2: Not for Profit Status

Is your club/league not for profit? Yes No

Is your club/league incorporated? Yes No

Incorporation No: _____

Please attach certificate of incorporation

Part 3A: Public Liability Insurance (VAFA clubs only)

Does your club/league have \$5 million Public Liability insurance?
Yes No

Insurance Company: _____

Policy No: _____ Expiry Date: _____

Please attach certificate of insurance

Part 3B: Personal Accident (VAFA clubs only)

Does your club/league have Personal Accident insurance for volunteers?
Yes No

Policy No: _____ Expiry Date: _____

Please attach certificate of insurance

Other Details

Is public transport available? Yes No
Please specify by circling: Bus/Light Rail/Train/Tram/Other

Is parking available? Yes No

Is your club accessible for people with disabilities? Yes No





APPENDIX 3: Volunteer Position Description Template

Name Football Club: _____

Job Title: _____

Reports To: _____

Special Skills Required: _____

Duties: _____

Time Required: _____

Induction Details: _____

Other: _____

(Sample volunteer position description template extracted from the AFL Club Management Program's 'Volunteer Management for Football Clubs', p74.)





APPENDIX 4: Volunteer coordinator position description template

Job Title: Volunteer Coordinator

Reports to: Executive Committee

Special Skills Required:

- Conceptual skills
- Managerial skills
- Technical skills
- Effective communication skills

Duties:

- Attract and recruit new volunteers to the club
- Develop clear job descriptions for all required tasks
- Ensure the right person is found for each job
- Identify ways of training volunteers if they do not have the required skills for the role
- Supervise volunteers, or allocate other members to supervise
- Identify methods of recognising volunteers
- Revise volunteer duties as needed
- Communicate and liaise with committee members on a regular basis

Time Required:

Induction Details:

Other:

(Sample volunteer coordinator position description extracted from the AFL Club Management Program's 'Volunteer Management for Football Clubs', p56.)





ACTION CHECKLIST

Have you completed the Approved Organisation Registration Form on page 17?

Please ensure you attach the following documentation with this form:

- Proof of not-for-profit status
(Incorporation Certificate)

- Proof of \$5 million public liability insurance
(VAFA clubs only)

- Proof of personal accident insurance for volunteers
(VAFA clubs only)

If available, please also provide:

- Position descriptions for volunteer vacancies
(Appendix 3) page 14.

- Information summarising the activities/services offered by your club





Approved Organisation Registration Form

TACKLING VOLUNTEERS

Contact details

Club/League Legal Name: _____

Trading/Other Name(s): _____

(If different from above)

Ground Location: _____

Postal Address: _____

Volunteer Coordinator/Contact Person: _____

Telephone: _____

Facsimile: _____

E-mail: _____

Web: _____

Part 1 - Type of volunteer roles

Please list the type of roles your club is seeking volunteers for and include the time requirements.

Type of Role	Time Requirements
For Example: Groundsperson	Weekends (10am - 6pm)
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____

NB: Please attach brief position descriptions for these roles. The template at Appendix 3 can be used for this.

(cont)





Approved Organisation Registration Form (cont)

Part 2: Not for Profit Status

Is your club/league not for profit? Yes No

Is your club/league incorporated? Yes No

Incorporation No: _____

Please attach certificate of incorporation

Part 3A: Public Liability Insurance (VAFA clubs only)

Does your club/league have \$5 million Public Liability insurance? Yes No

Insurance Company: _____

Policy No: _____ Expiry Date: _____

Please attach certificate of insurance

Part 3B: Personal Accident (VAFA clubs only)

Does your club/league have Personal Accident insurance for volunteers? Yes No

Policy No: _____ Expiry Date: _____

Please attach certificate of insurance

Other Details

Is public transport available? Yes No

Is parking available? Yes No

Is your club accessible for people with disabilities? Yes No



CONTACTS

Football Victoria

Football Victoria Ltd ABN 87 052 795 399
Level 3, Great Southern Stand, MCG, Brunton Avenue, Jolimont, Victoria 3002
Correspondence: GPO Box 4337, Melbourne, Victoria 3001
Telephone: (03) 8663 3000 Fax: (03) 9650 4194 Email: execoffice@footballvic.com.au
Website: www.footballvic.com.au

Australian Football League

140 Harbour Esplanade Docklands, Victoria 3008
Correspondence: GPO Box 1449N, Melbourne, Victoria 3001
Telephone: 9643 1999
Website: www.afl.com.au

Volunteering Victoria

Level 7, 388 Bourke Street, Melbourne, Victoria 3000
Telephone: 9642 5266
Website: www.volunteeringvictoria.com.au

Volunteering Australia

Suite 2, Level 3, 11 Queens Road, Melbourne, Victoria 3004
Telephone: 9820 4100
Website: www.volunteeringaustralia.org

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**Produced
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HEALTH THROUGH FOOTBALL

