



North Eastern MetroStars Inc.

ABN: 24 270 676 655

PO Box 268, Campbelltown, South Australia, 5074
TK Shutter Reserve, Fourth Avenue, Klemzig
www.metrostars.com.au



Volunteer Management Policy

1. Introduction

MetroStars Soccer Club Inc ("The Club") relies heavily on the unpaid work of volunteers and highly values their contribution to the community.

2. Purpose

The Volunteer Management Policy provides a framework to ensure best practice management of volunteers involved with MetroStars Soccer Club. The Policy aims to clearly define the relationship between MetroStars and its volunteers by setting out expectations of the Club and outlining the rights and responsibilities of volunteers. It further clarifies the necessity of involving volunteers in the operation of the Club whilst providing direction and structure in the way volunteers are managed.

3. Policy

MetroStars Soccer Club values and encourages the involvement of Volunteers within the Club. It recognises the added value that volunteers bring to the organisation and management of the Club and the benefits their contribution brings. All volunteers shall be treated with respect and with gratitude for their efforts. Volunteers shall carry out duties assigned by the management of the organisation whilst being, as far as possible, protected from harm and shall be relieved of liability for acts performed in the discharge of their volunteer roles.

4. Application of the Policy

Procedures	Policy
Recruitment	<ul style="list-style-type: none">· All volunteers are subject to screening and approval by the Club.· Recruitment of volunteers shall take into account the organisation's commitment to diversity.
Placement and Induction	<ul style="list-style-type: none">· Volunteers will be placed in roles and activities that match their skills, interest, knowledge and experience.· Volunteers can expect their duties to be clearly outlined, including responsibilities, time commitment and working environment.· Volunteers will be provided with an environmental induction and site orientation that outlines the Club's policies and safety requirements.· Any personal protection equipment required to carry out the duties will be provided by the Club.



<p>Training and Retention</p>	<ul style="list-style-type: none"> · Volunteers may be requested to attend training or development programs as determined necessary by the Management Committee or Department Leader. · The volunteer's role and satisfaction level will be reviewed regularly. · The Club has the right to refuse a volunteer's placement.
<p>Supervision</p>	<ul style="list-style-type: none"> · All volunteers will receive appropriate supervision whilst undertaking their duties.
<p>Protection and Insurance</p>	<ul style="list-style-type: none"> · Volunteers are protected from personal liability while carrying out volunteer work for an incorporated community organisation by The Volunteer Protection Act 2001. · Insurance cover shall be provided to volunteers working on club-sanctioned duties who have been identified in the minutes of the MetroStars Management Committee. · Volunteers are insured against permanent injury by the Clubs Insurance cover.
<p>Working with Children Checks (WWCC)</p>	<ul style="list-style-type: none"> · Volunteers must provide a satisfactory WWCC prior to their commencement in the voluntary role where their duties may involve: <ul style="list-style-type: none"> - Contact with children or work in close proximity to children and are not directly supervised; - Manage or supervise volunteers or paid staff that work with children; - Have access to records in relation to children. · This list is not exhaustive and is the responsibility of the Club President or other members of the Management Committee to determine if a volunteer position requires a WWCC.
<p>Finance</p>	<ul style="list-style-type: none"> · All volunteers shall be reimbursed for all approved expenditure and out of pocket expenses incurred as a result of their duties.

5. Rights of Volunteers

The Club acknowledges and fully supports the volunteer's right to:

- a) Be treated fairly and with respect in accordance with the principles of Equal Opportunity.
- b) Be valued as an important member of the team.
- c) A healthy and safe working environment.
- d) Be covered by personal accident and public liability insurance.
- e) Receive ongoing support and direction.
- f) Know who to report to if any problems arise, and to whom they are accountable.
- g) Have complaints and grievances heard fairly.
- h) Be able to decline or withdraw from assigned duties that are not suitable or place excessive demands on the volunteer.
- i) Be able to negotiate.
- j) Be reimbursed for out of pocket expenses.



- k) Be informed and consulted on matters which directly or indirectly affect their work.
- l) Report any potential risks, hazards or dangers to a member of the Management Committee.

6. Responsibilities of Volunteers

The Club determines the following as responsibilities of volunteers:

- a) To become familiar with the Clubs Policies and Procedures.
- b) Respect and maintain confidential information.
- c) Perform duties and tasks determined necessary by the Club whilst asking for support when needed.
- d) Work within a team structure and accept direction and feedback given by authorised staff.
- e) Inform relevant staff if unable to attend a given duty or task, or if running late.
- f) Attend their duties punctually and perform tasks appropriately.
- g) Work in a safe manner and not put others at risk by exercising a Duty of Care in areas of Health and Safety.
- h) Value, support and respect the rights of other volunteers and staff.
- i) Undertake training when requested.

7. Dismissing Volunteers

Volunteers who do not adhere to the policies and procedures of the club or who fail to satisfactorily perform their role are subject to dismissal. No volunteer will be dismissed until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Management Committee.

Possible grounds for dismissal may include, but are not limited to, the following:

- gross misconduct
- being under the influence of alcohol or drugs
- theft (property and/or monetary)
- abuse or mistreatment of members
- failure to abide by club policies and procedures
- failure to satisfactorily perform assigned duties

8. Volunteer Recognition

The Club relies heavily on the continual support from volunteers to ensure its success on and off the field. It is therefore imperative that we recognise the efforts of our volunteers and acknowledge their input which ultimately is the underlying foundation of all community clubs. Simple recognition by way of a smile and a thank you is the easiest and cost-effective way of recognising volunteers. The Club shall also look to formally recognise the efforts of its volunteers through a variety of strategies throughout the year. This may include, but is not limited to, presentations, awards and periodic rewards for outstanding service.

9. Review

The Volunteer Management Policy shall be reviewed in line with the Clubs annual review of all documents. Any changes deemed necessary will be made and a new issue released.



10. Access to the Policy

The Volunteer Management Policy is available on the MetroStars Website. To access the policy, visit <https://www.metrostars.com.au/about-club>

11. Policy Acceptance

AUTHORISED BY:	DATE ACCEPTED:	LAST REVIEWED:	NEXT REVIEW DUE:
Management Committee	20/01/2025	9/02/2026	February 2027