



# VOLUNTEER POLICY

## PURPOSE

Volunteers are an important resource for the Club's activities. Melbourne City Football Club aims to ensure that volunteers are managed, supported and resourced in accordance with the National Standards for involving volunteers in organisations a guided by Volunteering Australia and the Club's Volunteer Code of Conduct.

Formal volunteering is an activity that takes place at Melbourne City Football Club and is undertaken:

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

The Club's 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 and interns ("Volunteers").

## RIGHTS & RESPONSIBILITIES OF 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.
- To be given accurate and truthful information about the organisation.
- To have a role statement and agreed placement 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 undertaking.
- To have personal and confidential information dealt with in accordance with the Information Privacy Act 2000 (Vic) 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 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 placement arrangement
- To treat the organisation, personal and confidential information in accordance with the Privacy Act 2000 (Vic) and the Health Records Act 2001 (2001), 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, where required.
- To attend orientation and other training activities as required.

## **PROCEDURE FOR ENGAGING VOLUNTEERS**

### **1. Role Statement**

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 Melbourne City Football 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 very 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.

### **2. Application Form**

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

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

### **3. 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 and 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.

All volunteers will be required to attend an induction which contains HR, OHS and Safeguarding information.

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 are provided to the Human Resources Department ("HR) before the volunteer is appointed:-

- Completed Volunteer/Intern Placement Form
- Role Statement (if not already detailed on the Volunteer/Intern Placement Form)
- Signed Match Day Attendee Certificate Collection Statement (where applicable)
- Copy of a Working with Children Check
- Confirmation of a police check form (where applicable)

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

#### 4. Working with Children Checks, References and Police Checks

A Working with Children Check will be required for all adult volunteers as well as Safeguarding Training and the completion of Safeguarding Courses, prior to commencement of any placement.

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

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 Working with Children Check where required, he/she shall not be eligible to work in this organisation.

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

## PRINCIPLES

Melbourne City Football 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.

All Volunteers are to abide by the Club's Volunteer/Intern Code of Conduct Policy and undertake their placements with behaviours that do not constitute discrimination, harassment, victimisation or bullying which 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.

### Safeguarding

The Club is committed to ensuring that children and vulnerable adults who participate in its activities have a safe and happy experience. We are committed to providing the highest level of service in all our products and activities. This includes: promoting positive behaviours and attitudes towards children and vulnerable adults; tirelessly protecting their wellbeing; and always acting in their best interests while delivering safe, high-quality activities.

The Club is committed to having a zero-tolerance approach to abuse and poor working practice. We will comply with all applicable laws and standards and not tolerate any form of misconduct from any member of the workforce or participant. We will enforce the disciplinary procedures for

non-compliance with the CFG's Safeguarding Policy, the Club's Safeguarding Policy and the Safeguarding Code of Conduct.

Safeguarding is a shared responsibility across all members of the workforce and extends to other participants in Club activities as well. Everyone that participates in Club activities is responsible for the proactive care and protection of children and vulnerable adults, and reporting any potential or actual concerns regarding any form of harm, abuse or poor working practice.

The Club supports the active participation of all children and vulnerable adults in developing policy and procedure. The Club is committed to listening to their views, respecting their views and involving them when making decisions, where appropriate, especially about matters that will directly affect them and their peers. (including their safety).

All children and vulnerable adults have equal rights to protection from harm and abuse, regardless of their gender, religion, beliefs, disability, sexual orientation or other diverse background. As such, the Club is also committed to the cultural safety of children and vulnerable adults who are Aboriginal, Torres Strait Islander, from culturally diverse backgrounds or living with a disability.

### Insurance Cover

Melbourne City Football Club 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 Accident Compensation Act 1985 (Vic), but have limited benefits under Melbourne City Football Clubs 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 costs for uninsured vehicles or 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 Melbourne City Football Club property and equipment by volunteers whilst working under the care and control of Melbourne City Football 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, Melbourne City Football Club can provide further information on insurance coverage.

### Personal Belongings

It is the volunteer's responsibility to store their personal possessions in a secure manner. Volunteers are advised not to bring large sums of money or valuable or fragile personal items with them when volunteering.

Melbourne City Football Club does not accept responsibility for any damage to, or loss of, personal items.

### 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.

### Access

All volunteers will need to wear an appropriate lanyard and/or their uniform kit to identify themselves when in the City Football Academy Melbourne at all times.

If, in certain circumstances, volunteer requires an access pass, this will need to be approved on their Volunteer/Intern Placement Form in writing either by their supervisor or the Head of the Department in which they have their placement.

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

### Confidentiality

Volunteers working with Melbourne City Football Club may be given access to confidential information in the performance of their duties. 'Confidential information' includes any information in any form relating to Melbourne City FC and related bodies, 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 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 termination of the volunteer's appointment and Melbourne City Football Club may also pursue monetary damages or other remedies.

### Intellectual Property

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

### Players and Melbourne City Football Club Guests

Volunteers should not approach players or guests during events as outlined 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 and attempts to gain access to players is strictly prohibited.

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

## Media Protocols

Melbourne City Football Club media protocol states that only authorised personnel will provide comment to the media (including on social media). All media inquiries must be directed to the Director of Marketing. 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.

## Induction, Training and Supervision

The volunteer's Supervisor will arrange an induction to Melbourne City Football 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.

## Driving

Volunteers may need to drive their own vehicle whilst performing company business. The vehicle 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 license, have comprehensive insurance and must be in a vehicle which is registered. The Supervisor shall site a current driver's license. It is the Volunteer's responsibility to notify their club Supervisor should the conditions of their license change for any reason.

Prior approval is required from the Supervisor in relation to costs associated with reimbursement with driving a private vehicle for expenses such as road toll charges and mileage.

It is the sole responsibility of the driver to cover any fines incurred in private vehicle for driving offences or parking infringements.

## Drugs and Alcohol

Melbourne City Football Club has a zero tolerance policy on any alcohol and drug use while performing official duties whilst in club uniform. If any volunteer is found under the influence of alcohol or drugs, the individual will have their position terminated immediately.

## Feedback

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.

## Unsatisfactory Performance

In the event a volunteer's work is not up to standard, deviates from the principles and 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 is to be kept of the issues discussed and the agreed strategies to support the volunteer to improve their performance. The volunteer will receive a copy.

- Deliberate or negligent acts that grossly endanger the safety of others, abuse of a member of the public, misconduct in public, public behaviour or making statements which are likely to damage the reputation of the Club, or other similar incidents may result in cessation of the volunteer arrangement immediately.
- In the event that a volunteer believes that their placement has been terminated unfairly, the volunteer can raise a grievance with their supervisor's direct manager.

### 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;

1. Should any matter occur which is of a concern to a volunteer, he/ she shall raise the matter with their supervisor.
2. If the issue is not settled to their satisfaction, the volunteer may raise the matter with the supervisor's direct manager.
3. If the issue is still not settled to their satisfaction, the volunteer may raise the matter with HR.

### 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.

### Termination of Volunteering Arrangement

Termination can occur by either Melbourne City FC 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.

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

At the end of the volunteer's placement, the supervisor must advise Facilities and HR.

### Occupational Health and Safety

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

Volunteers must follow all safe work procedures and seek instruction where required.

Volunteers 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 HR.

## Match-Day Placement Requirements

As directed by Melbourne & Olympic Parks, the stadium operators of the AAMI Park Precinct, all match day attendees are to be fully vaccinated against COVID-19 in order to meet the stadium entry conditions of the 2021/2022 A-League Season.

Accordingly, we require all Volunteers attending the stadium and/or AAMI Park precinct to be fully vaccinated. All Volunteers allocated to these match day or AAMI Park precinct duties, when completing their Volunteer/Intern Placement Form, are required to also complete a Vaccination Collection Statement (Appendix 1) and forward to HR for safekeeping, as well as provide evidence of their Vaccination Status prior to commencement of any placement referred to above. This can be completed by forwarding a copy with the Statement to [privacy@melbournecityfc.com.au](mailto:privacy@melbournecityfc.com.au) or showing a copy or your Vaccination Certificate to your supervisor. You may also be required to show your Vaccination Certificate upon entry to the Stadium or AAMI Park Precinct.

All information relating to health records is sensitive information and will be stored and handled by the Club in accordance with the Privacy Act 1988 (Cth) including the Australian Privacy Principles and Health Records Act 2001.

## **BREACH OF POLICY**

It is everyone's responsibility to uphold this Code. Any breach of the Code is likely to lead to termination of placement and in some cases may result in criminal prosecution.

## **RESOURCES**

Melbourne City FC Policies & Procedures  
CFG Policies & Procedures  
Volunteering Australia  
Worksafe Victoria  
Privacy Act 1988 (Cth)  
Australian Privacy Principles  
Health Records Act 2001 (Vic)

## **APPENDICES**

1. Match Day Attendees – Volunteer Certificate Collection Statement.

## **MONITORING & REVIEW**

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

Revision History	Version	Author	Summary	To be reviewed by
November 2019	V1.0	Susan Mills	James Paterson/Clare Coman	1 December 2021
12 January 2021	V2.0	Susan Mills	Updated legislation and procedures	30 June 2021
November 2021	V3	Susan Mills	Updated procedures	September 2022



## APPENDIX 1

### MATCH DAY ATTENDEES (VOLUNTEER) CERTIFICATE COLLECTION STATEMENT

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

#### **Mandatory vaccination for the Club's match day attendees at AAMI Park precinct**

Similar to recent State Government COVID-19 mandatory vaccination directions, Melbourne City FC and City in the Community (collectively "the Club") have been instructed by the Melbourne & Olympic Parks ("M&OP") – the stadium operators of the AAMI Park precinct ("AAMI Park") – that it requires all match day attendees at AAMI Park to be 'fully vaccinated' against COVID-19 in order to meet the stadium entry conditions for this A-Leagues season.

#### **This requirement extends to the Club's volunteers who perform a match day role at AAMI Park.**

In order for you to be authorised by M&OP to be eligible to represent the Club and attend AAMI Park during A-Leagues season 2021/22 to perform match day duties, you will need to provide the Club with proof that you:

- (a) have obtained a first dose and second dose of an approved COVID-19 vaccination, or
- (b) have a valid medical exemption from the vaccine mandate, provided by a medical practitioner.

#### **Please complete the declaration at the bottom of this letter and provide the Club with a copy of your COVID-19 vaccination certificate (available via Medicare) by no later than the end of Wednesday 10<sup>th</sup> November 2021.**

#### How we will treat your health information

Information relating to your health is sensitive information and will be stored and handled by the Club in accordance with the *Privacy Act 1988* (Cth) including in accordance with the Australian Privacy Principles and the Health Records Act 2001 (Vic).

The Club will use this information to comply with its obligations when providing lists of authorised A-Leagues match day representatives to M&OP, and to assist in its operations planning and developing appropriate policies and procedures.

Where reasonably necessary, the Club may also share this information with other organisations involved in the operation of the Australian Professional Leagues, or to the Club's parent company, City Football Group. **Unless required by law, we will not store a copy of your COVID-19 vaccination certificate, nor provide a copy of it to third parties without your consent.** The Club will aim to aggregate and de-identify data where possible, but may disclose information which may identify you where it is reasonably necessary (for instance, your role on a match day in order to assist match day planning).

You have the right to access your personal information, including your health information. If you wish, please contact Head of Human Resources, Sue Mills should you have any queries, otherwise email to [privacy@melbournecityfc.com.au](mailto:privacy@melbournecityfc.com.au).

### **Declaration**

I, (full name) \_\_\_\_\_, (date of birth) \_\_\_\_\_

*(tick and complete below for whichever applies)*

- am **fully vaccinated** and **attach** my COVID-19 vaccination certificate.

Which vaccine did you receive?

AstraZeneca / Pfizer / Moderna

- am **unvaccinated**, but have a medical exemption **attached**.
- am a **Melbourne City FC** representative as a volunteer.
- am a **City In The Community** representative as a volunteer.

***I consent to my COVID-19 vaccination details I provide being collected, recorded and used as outlined above.***

Signed: \_\_\_\_\_

Date: \_\_\_\_\_