



VOLUNTEER POLICY

POLICY PURPOSE

Volunteers are an important resource for the Club's activities. Melbourne City FC, and its associated entities, ("**Club**") aims to ensure that volunteers are managed, supported and resourced in accordance with the National Standards for involving volunteers in organisations, guided by Volunteering Australia and the Club's Volunteer Code of Conduct.

Volunteering at the Club is undertaken:

- for the benefit of the community and the volunteer
- voluntarily and without coercion
- without financial payment
- only in approved volunteer roles

This Policy and the practice standards at the Club with respect to volunteer-management 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
- help organisations involve and retain volunteers

SCOPE

This Policy applies to all volunteers and interns engaged by the Club (collectively "**Volunteers**").

Volunteers are not employees of the Club and are not entitled to wages or other employee benefits. Nothing in a Volunteer's engagement creates an employment relationship between the Volunteer and the Club.

RIGHTS & RESPONSIBILITIES OF VOLUNTEERS

Volunteers assisting in the provision of services have the right to:

- work in a healthy and safe environment
- be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- be adequately covered by insurance
- be given accurate and truthful information about the organisation
- have a role statement and agreed placement hours
- have access to a grievance procedure
- be provided with an orientation to the organisation and the specific service for which the volunteer is undertaking.
- have personal and confidential information dealt with in accordance with the Information Privacy Act 1988 (Cth)
- be provided with sufficient training to perform their role

Volunteers assisting in the provision of services have a responsibility to:-

- respect and adhere to policies and procedures
- ensure a safe working environment for other volunteers, paid employees, clients and members of the public
- provide truthful and accurate information to employees, other volunteers and community members
- perform volunteer activities in accordance with the agreed role statement and placement arrangement
- treat the organisation, personal and confidential information in accordance with the Privacy Act 1988 (Cth)
- adhere to the relevant club uniform/ clothing requirement as detailed in the role statement, where required
- 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 that clearly outlines the volunteer role and the expectations of the Club ("**Role Statement**").

The Role Statement outlines the Volunteer's duties, responsibilities and expectations. It also confirms that Volunteer roles are unpaid and that the Club does not guarantee any minimum number of volunteering hours.

2. Application and Selection

People expressing an interest in volunteering with the Club will be required to submit their application in accordance with the instructions provided by HR and/or the Supervisor. They will be required to submit a resume outlining their experience and qualifications (completed or ongoing), and references.

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 an 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.

Applicants who do not meet the selection criteria may not be accepted for the role and will be advised of the outcome.

3. Appointment

Once the Supervisor has made a selection for the available role, they will provide the Volunteer with a starter pack, which includes:

- Volunteer Placement Form
- Role Statement
- Volunteer Policy
- Volunteer Code of Conduct

Volunteers will then return a completed copy of the Volunteer Placement Form and a copy of their Volunteer Working With Children Check (and Police Check if required) to the Supervisor. The Supervisor will forward all documentation to HR for verification and filing.

Volunteers may be required to attend Induction training covering HR, OHS and safeguarding requirements.

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

4. Working with Children Checks, References and Police Checks

Before commencing their duties, Volunteers must complete any checks, clearances and training required for their role, which may include a Working with Children Check, Police Check and safeguarding training. The Club will advise Volunteers of the requirements that apply to their role.

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

Where a Police Check identifies a criminal record, the Supervisor will assess the Applicant's suitability for the role, considering the nature of the position and the record disclosed.

If a Volunteer does not consent to a Police Check and/or Working with Children Check where required, they will not be eligible to work for the Club.

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

PRINCIPLES

The Club is committed to creating a culture that promotes dignity, mutual respect, acceptance, co-operation, and productivity among all people.

All Volunteers are to abide by the Club's Volunteer Code of Conduct and to not do anything that may constitute discrimination, harassment, victimisation or bullying. Such behaviours, which will not be tolerated and will lead to corrective action being taken, which may include termination of the Volunteer's appointment.

If a Volunteer identifies any concerning or inappropriate behaviours while carrying out their duties, they are encouraged to report it to their Supervisor, HR or Legal.

Insurance Cover

The Club's Public Liability and Personal Accident insurance extends to all Volunteers undertaking tasks for the Club. Volunteers are not entitled to Workers Compensation under the Accident Compensation Act 1985 (Vic) but have limited benefits under the Club's personal accident insurance cover.

Cover under these policies will apply while 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 Club property and equipment by Volunteers whilst working under the care and control of the 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.

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.

The 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, a Volunteer requires an access pass, this will need to be approved in writing by their Supervisor, the Head of the Department in which they have their placement, and the Facilities Manager.

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

Confidentiality and Conflicts of Interest

Volunteers working with the Club may be given access to confidential information in the performance of their duties. 'Confidential information' includes any information in any form relating to the Club, or the Club's clients or associated businesses, which is not in the public domain including commercially sensitive information, personal information, player information, business plans, financial information, passwords/access credentials and information about City Football Group and its partners.

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.

Volunteers must disclose any actual, potential or perceived conflict of interest to their Supervisor and follow any reasonable direction given by the Club to manage it.

Intellectual Property and Security

All intellectual property created or developed by a Volunteer while carrying out their duties for the Club, including any inventions or discoveries, will belong to the Club.

All Volunteers must comply with Club IT/cybersecurity policies, protect passwords and access credentials, not share Club information through unauthorised systems, and immediately report lost devices, compromised accounts or suspected data breaches.

Players and Melbourne City Football Club Guests

Except where explicitly permitted by the Volunteer's Supervisor, photographs, video, social media commentary and attempts to gain access to players or Club guests are strictly prohibited.

Non-adherence to these policy requirements may 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 Head of Marketing & Communications. If this person is not available, an appropriate person will be appointed as a media liaison at the time of the event. Under no circumstances should a Volunteer offer to answer any 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 Club 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. It is the Volunteer's responsibility to notify their Supervisor should the conditions of their license change for any reason.

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

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

Drugs and Alcohol

Volunteers must not perform their duties while under the influence of alcohol or illicit drugs, or otherwise impaired or unfit to safely perform their role. Volunteers must also ensure that any prescription or other medication does not affect their ability to safely carry out their duties.

A breach of this requirement may result in the immediate termination of the Volunteer's appointment.

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.

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, they 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.

Where a Volunteer is not comfortable raising a concern with their Supervisor, or where the concern involves their Supervisor, the Volunteer may raise the matter directly with HR. Safeguarding concerns should be reported in accordance with the Club's Safeguarding Policy.

Absences

If a Volunteer will be absent from scheduled duties, they should inform their Supervisor as soon as reasonably practicable 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

The Club may terminate the volunteering arrangement at any time where reasonably necessary, including for misconduct, safety or safeguarding concerns, breach of policy, operational requirements, unsatisfactory performance or where the role is no longer required.

All Volunteers must return any materials, files (electronic or otherwise), access passes and any other items belonging to the 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.

BREACH OF POLICY

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

RESOURCES

Volunteering Australia (Corporate Volunteering)
Volunteer Code of Conduct
Safeguarding Policy
Privacy Act 1988 (Cth)
Accident Compensation Act 1985 (Vic)

REVIEW & CONTINUOUS IMPROVEMENT

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.

DOCUMENT CONTROL

Author/Reviewed	Version	Date	Summary	To Be Reviewed
Susan Mills / James Paterson / Clare Coman	1.0	November 2019	Creation of policy	December 2021
Susan Mills	2.0	January 2021	Updated legislation and procedure	June 2021
Susan Mills	3.0	November 2021	Updated procedures	September 2022
Susan Mills / James Paterson	4.0	March 2022	Updated vaccination certificate	March 2023
Erin Scott / Jim Maxwell	5.0	August 2026	Updated legislation and procedures	February 2026