

# Bendigo University Athletics Club

[www.bendigouniathclub.org.au](http://www.bendigouniathclub.org.au)

## VOLUNTEER HANDBOOK



# Welcome

Thank you for volunteering at Bendigo University Athletic Club (“BUAC”). Volunteers are very important to us and we want to support you.

This information should help you to get started but if you have questions at any time or if you would like to receive information in a different way please ask.

## About Us

We are a fun, supportive and inclusive athletic club.

We conduct events over the winter season (cross country) at a variety of bushland sites surrounding Bendigo and compete over the summer (track) season as part of the Athletics Bendigo and Athletics Victoria programs.

Events are normally held on a Saturday afternoon

See our website for further details: –

[www.bendigouniathsclub.org.au](http://www.bendigouniathsclub.org.au)

Our main club contacts are as follows:

ROSS DOUGLAS

Club President

0418 322244

DAVID LONSDALE

Club Secretary

0429944009

## Who volunteers?

We have a large number of people who give their time in a broad range of ways in a voluntary capacity. We have opportunities for people to get involved in coaching, winter & summer event days, to be part of the committee etc. There are also tasks that are one-off or that can be done from home if you know anyone who would be happy to help but has time constraints.

Many people volunteer – it is an expectation which helps to keep the costs down for everyone.

Volunteers generally do what they do to assist the club meet its goals but also because they like their involvement:

- . They want to help because they like being around the club
- . They want to learn new skills and meet new people
- . They have skills that the club needs
- . They want something to do with their time
- . They enjoy their own or their children’s participation as a player

We encourage people to help out as much as they can, and encourage an “everyone pitches in culture” .

## Getting Started

You may already be familiar with the club and the surroundings, but if not please talk to a committee member about:

- . The timing system
- . What equipment and supplies are in the trailer
- . First Aid equipment
- . What marshalling roles entail
- . Taken through the Codes of Conduct

NB: If a Working with Children Check or Police Check is needed for your role we will let you know how to obtain this.

## Volunteer Form

Our club volunteers mainly come from our competing members, for whom we have a record of contact details in case of an emergency. If you are not a registered club member but wish to volunteer, you will need to complete a registration form. Please contact our club secretary for further details.

All volunteers at Athletics Victoria ("AV") events need to fill in a Volunteer Registration Form so that AV has a record of your attendance on behalf of BUAC. At each event, an AV official will be able to guide you to the registration area for club volunteers.

## What You Can Expect from Us

At BUAC you can expect to:

- . Be treated with respect and equal to others
- . Receive help and/or training for you to learn and develop skills
- . Be given tasks that match your interests and skills
- . Be provided with safe working conditions
- . Be protected by insurance
- . Be thanked and recognised for volunteering

## What the Club Expects from You

All volunteers are expected to:

- . Treat everyone with respect, be polite and well behaved
- . Follow the rules and procedures – you will be taken through these
- . Ask if there is anything you don't understand
- . Adhere to the Codes of Conduct
- . Work together with other volunteers
- . Be reliable, and let relevant people know if you can't come / will be late
- . Ask for support when needed, talk about any concerns you may have
- . Let us know on your Registration Form if you have any medical conditions we should know about
- . Notify the Secretary of change of address or phone number

## Concerns or Complaints

From time to time, issues and grievances will occur within a club – this is natural and we would like to try to resolve this as soon as possible:

If you have a concern or a complaint, you can:

- . Speak directly to the person around which the complaint is directed;
- . Or speak to the Club President.

It is OK to raise concerns.

### Conduct

Volunteers are expected to follow codes of conduct. Inappropriate behaviour may lead to disciplinary measures from the Committee. Examples are:

- . Bad language / abusive behaviour directed at anyone
- . Breach of trust
- . Neglect of duties and responsibilities
- . Failure to attend or lateness
- . Theft or inappropriate removal of property
- . Physical violence
- . Use of alcohol or illegal drugs while undertaking volunteer duties
- . Committing a criminal offence while undertaking volunteer duties
- . Smoking whilst in your role, in the presence of juniors

### Protecting People's Privacy

From time to time you may need to collect contact details and health related information from members – it is important that this information is stored securely, and NOT distributed unless consent has been given. This information is only to be used for the purpose for which it was collected. For more information, discuss with the President.

### Dress code

Volunteers set the tone for the club and need to dress appropriately for their duties. Comfortable and neat dress is appropriate for most volunteer roles.

### Emergency

Volunteers should familiarize themselves with safety practices and emergency procedures adopted by the club or the facility. At a minimum, there should be access to a phone.

### Loss of personal property

Volunteers should exercise caution to protect their personal property. Purses, wallets or other valuable items should never be left unattended. If an item is lost or stolen, a Committee Member should be notified, but the Committee cannot be held responsible for replacement .

### Non-smoking environment

BUAC/AV events are a smoke-free environment. Smoking is not permitted in any indoor or enclosed areas and at AV events the club requires that you refrain from smoking whilst in your volunteer role/and or in the presence of junior athletes.

### Reimbursement of expenses

The volunteer is responsible for expenses incurred, except where purchases are made on behalf of the Club or Committee or the task has unusual cost level attached. Purchases of this nature should be approved by the Committee prior. Receipts or invoices will be required for reimbursement.

### Safety and liability

If a volunteer is injured during the course of volunteer service the President must be notified and the appropriate accident report forms need to be completed.

**Thank you again for joining our team of volunteers!**