



**Little
Athletics**
Victoria

Volunteer Management Policy

of

**Little Athletics Association of
Victoria Inc**

Version 1.0

Registration Number: A0003260D

RELEASED: September 2022

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SECTION 1 – CONTEXT

1.1 Introduction

- (a) Little Athletics Victoria (LAVic) recognises that volunteers make a significant contribution to the running of our activities at Club, Centre, Region, and State (LAVic) levels.
- (b) Volunteer involvement is a two-way relationship, providing an opportunity for LAVic, and its Clubs, Centres and Regions to have children participate in athletics and for volunteers to make meaningful use of their time and skills, contributing to the positive social and community outcomes that sport provides.
- (c) The intention of Little Athletics Victoria's Volunteer Management Policy is to provide volunteers and our Clubs, Centres, Regions and LAVic with the clear direction and guidance they need to understand the roles, rights, and responsibilities of volunteers and to help mitigate any risks for volunteers and the Little Athletics community.
- (d) This Volunteer Policy references key elements of the Volunteering Australia's National Standards for Volunteer involvement.
 - (i) Leadership & Culture
 - (ii) Getting involved
 - (iii) Volunteer Responsibilities - compliance & Code of Conduct
 - (iv) Volunteer Roles
 - (v) Training and support
 - (vi) Health, Safety & Wellbeing
 - (vii) Grievances and Disputes

1.2 Leadership & Culture

- (a) LAVic understands that effective leadership ensures the aims and values of volunteer involvement are promoted and that processes and systems are in place to provide clear direction and guidance for the work of volunteers.
- (b) The first step in the creation of a volunteering culture is to ensure that everyone involved in Little Athletics understand the operational reliance on volunteers. Without the combined efforts of volunteers, LAVic and its Clubs, Centres and Regions would not be able to operate as they currently do.
- (c) The second step in the establishment of an appropriate culture is to ensure that the Little Athletics community accept that membership brings with it an expectation of contribution and commitment. The expectation is that volunteer efforts are shared across the Little Athletics community and not just carried by the few.

SECTION 2: VOLUNTEER RIGHTS & RESPONSIBILITIES

2.1 Overview

- (a) Upon registering their child(ren), a parent/guardian becomes an Associate Member. The rights and responsibilities of parents/guardians, including the requirement to volunteer, are set out in Regulation 7 'Competitive Members' and Regulation 11 'Associate Members'.
- (b) It is expected that those parents/guardians will undertake voluntary duties at Affiliated Centres and at Association events when requested unless there is a legal reason that prevents them from volunteering.
- (c) Other Associate Members include officials, coaches and other volunteers that undertake activities in aiding Regions and the Association carry out their functions, duties, and powers, including those who are Members of Region Committees of the Association or of other Committees.
- (d) In addition, volunteers at Club and/or Centre level are bound by the Membership requirements, rights, and responsibilities, as determined by their Club and/or Centre.

2.2 Volunteers Rights

- (a) Volunteers need to be aware of their own individual rights. These are protected by the LAVic Member Protection Policy.
- (b) It is important to make these rights clear to all volunteers, particularly when they first start by provision of:
 - (i) An induction to the role.
 - (ii) Support from someone who is experienced and has completed the role before.
 - (iii) A clear description of the tasks required.
 - (iv) Respect from the Club/Centre/Region/LAVic parents, spectators, and other volunteers.
 - (v) Protection from bullying, harassment, and discrimination.
 - (vi) Access to training if needed.
 - (vii) A healthy and safe environment.
 - (viii) Knowledge of who they are accountable to, and clear channels of communication.
 - (ix) The right to say "no" to tasks they are unable to do or are uncomfortable doing.
 - (x) Insurance coverage.

2.3 Volunteer's Responsibility

- (a) Volunteers need to be aware of their responsibilities to LAVic and its Clubs, Centres and Regions. These are set out in Regulation 7 'Competitive Members' and Regulation 11 'Associate Members'.
- (b) Volunteers must ensure they:
 - (i) Have the time to take on the position/task.
 - (ii) Are open and respectful to other people's ideas.
 - (iii) Are willing to learn.
 - (iv) Welcome supervision.
 - (v) Speak up and ask about things they don't understand.
 - (vi) Are dependable and do what they agree to do.
 - (vii) Are a team player and respect the function of other volunteers and treat them fairly.
 - (viii) Provide feedback

2.4 Working With Children Checks

- (a) Associate Members and Club/Centre/Region/LAVic volunteers are required to comply with the child safety provisions set out in the National Child Protection Policy and LAVic Working with Children Check Policy.

2.5 Child Safe Standards

- (a) In recent years more attention has focused on young athletes and their welfare to protect their safety and wellbeing.
- (b) The Victorian Child Safe Standards (the Standards) now apply to all sporting organisations that provide services or facilities to children within Victoria. This is a legal requirement for sporting organisations of all sizes.
- (c) The Standards relate to developing a child safe culture including requirements to have practices, procedures, and policies in place to prevent and respond to allegations of child abuse.
- (d) All organisations working with children must take steps to prevent abuse. They cannot assume that child abuse does not, and cannot, happen within their organisation.
- (e) It is mandatory that all suspected cases of child abuse are reported.
- (f) More information on LAVic's Child Safe policy and child safeguarding can be found at the following links.
 - (i) <https://lavic.com.au/child-safe/>
 - (ii) <https://ccyp.vic.gov.au/resources/child-safe-standards/>

2.6 Code of Conduct & Acceptable Behaviour

- (a) It is expected that all volunteers working with LAVic abide by the Code of Conduct setting out the appropriate levels of acceptable behaviour.
 - (i) <https://lavic.com.au/wp-content/uploads/2020/06/LAVic-Code-of-Conduct-Policy-v1.3X-August-2023.pdf>

(b) Little Athletics Code of Conduct is applicable to:

- (i)** Little Athletes
- (ii)** Coaches
- (iii)** Officials
- (iv)** Administrators
- (v)** Parents
- (vi)** Spectators

2.7 Volunteer Roles

(a) There are numerous regular volunteer roles that are required to be undertaken for Clubs, Centres, Regions and LAVic. Following is a list of the major roles and positions.

(b) Club & Centre Administration

- (i)** President
- (ii)** Vice president
- (iii)** Secretary
- (iv)** Child Safe Officer
- (v)** Member Protection Information Officer
- (vi)** Treasurer
- (vii)** General Committee

(c) Event Roles

- (i)** Timer
- (ii)** Finish line judges
- (iii)** Starter
- (iv)** Marshal
- (v)** Jumps assistant
- (vi)** Throws assistant
- (vii)** Coaches
- (viii)** Canteen attendant
- (ix)** Property & Equipment Steward
- (x)** Competition Director/ Events Organiser
- (xi)** Registrar
- (xii)** Announcer

(xiii) Team Manager

(d) LAVic has a [Centre Officiating Handbook](#) that covers many of the roles and functions of volunteers during events. It is aimed at parents & volunteers who show an interest in assisting Centres to run their weekly Little Athletics competition and training activities. It outlines basic processes and rules of the various events provided at Centres at their weekly competitions.

(e) All volunteers are encouraged to familiarise themselves with, and utilise, this resource.

2.8 Volunteer Support

(a) Volunteer effort will be supported and volunteers will have access to:

(i) Defined points of contact.

(ii) Open and transparent communication channels. Volunteers will have the opportunity to hear about the role, ask questions, discuss problems, raise issues, and make suggestions.

(iii) Information and advice. If there are changes that impact on the role and responsibilities of a volunteer these will be clearly explained.

(iv) A formal orientation and induction process will ensure that volunteers understand their role and responsibilities and have the knowledge to perform their voluntary role as required.

2.9 Training & Orientation

(a) Clubs, Centres, Regions and LAVic are responsible for ensuring that all volunteers are properly inducted and have the necessary information, resources, and knowledge to perform their role.

(b) Orientation and induction also provide a benchmark for volunteer performance so that both the volunteers and Clubs/Centres/Regions/LAVic can agree on expectations and the actions to be taken if there are issues with performance.

Key elements of the induction:

(i) Welcome to the Club/Centre/Region/LAVic;

(ii) Culture and values of the Club/Centre/Region/LAVic;

(iii) Volunteer expectations and responsibilities;

(iv) Safety and compliance requirements: check for WWCC, police check etc.

Key elements of the orientation

(i) Specifics of the role or position;

(ii) Leadership. Who will the volunteer report to and raise issues with;

(iii) Introduction to the features of the venue/facility;

(iv) Training and development requirements;

- (v) Policies and procedures relevant to the position;
- (vi) Equipment required for the position.

(c) LAVic conducts a calendar of formal training courses each year to assist upskill volunteers in key roles, such as coaching, officiating and others. Centres are encouraged to support volunteers to attend these courses throughout the year. Details on the course content and calendar can be found here: <https://lavic.com.au/education/>

2.10 Recognition & Rewards

- (a) Recognising and rewarding volunteers is important to ensure they feel valued and appreciated. The simple act of recognising and acknowledging the voluntary work people put into running Clubs, Centres, Region and LAVic events will do more than almost any other action to motivate, enthuse and retain volunteers.
- (b) Clubs, Centres, Regions and LAVic may consider some of the following:
 - (i) Support development and look for opportunities for volunteers to extend their skills.
 - (ii) Recognise and accommodate personal needs and problems.
 - (iii) Celebrate achievements and milestones.
 - (iv) Recognise volunteers in newsletters or via social media.
 - (v) Provide letters of reference.
 - (vi) Nominate volunteers for service awards to be presented at awards nights or annual general meetings.
 - (vii) Offer personal praise to volunteers. Write letters of thanks.
 - (viii) Provide complimentary tickets to special events and functions.
 - (ix) Farewell people when they move on from the Club, Centre, Region or LAVic.

2.11 Health, Safety & Wellbeing

- (a) Federal and State legislation covering workplace health and safety extends to cover the work undertaken by volunteers.
- (b) There are two elements of workplace safety Clubs, Centres, Regions & LAVic need to understand and act upon. Firstly, there is the responsibility for the safety of the volunteer and, secondly, the safety of those people the volunteer is engaging and working with such as other volunteers, athletes, parents/guardians, and members of the public.
- (c) Legislation related to workplace health and safety (the provision of a safe working environment) is complex and there are definitions about workplaces that do not extend to all volunteer activity. In essence, there is a requirement to:
 - (i) Identify any hazards within the venue/facility.
 - (ii) Assess the risks that may result because of the hazards.

- (iii) Decide on appropriate control measures to prevent and minimise the level of the risks.
 - (iv) Implement those control measures and monitor and review the outcomes.
- (d) When hazards, risks and measures have been identified, the Club, Centre, Region or LAVic may need to provide the following:
- (i) Tools, equipment, and resources that are appropriate to the task, in good working condition and do not put the volunteer at risk.
 - (ii) Training, advice, and support in relation to manual handling and the lifting of heavy objects.
 - (iii) Personal protective equipment and advice on personal hygiene.
 - (iv) Training, advice, and support to ensure designated roles, positions and tasks can be performed safely.
 - (v) Advice and support in relation to other identified areas of risk such as lack of hydration, exposure to the sun, smoking, drug and substance abuse and injury management.

2.12 Heat & Extreme Weather

- (a) While volunteering, an individual may develop signs and symptoms of exertional heat illness. Symptoms may range from: light headedness, dizziness, nausea, obvious fatigue or loss of skill and coordination, unsteadiness, cessation of sweating, confusion, aggressive or irrational behaviour, collapse, or ashen grey pale skin.
- (b) First aid treatment may include:
- (i) Stopping the activity.
 - (ii) Laying the person down in a cool environment.
 - (iii) Cooling the body (remove outer clothing or wet clothes, mist skin with cool water, fan/air conditioner)
 - (iv) Hydration.
 - (v) Seeking first aid assistance or medical advice (If needed call triple zero "000").
 - (vi) Preparing to give CPR if necessary.
- (c) Clubs, Centres, Regions & LAVic will also provide adequate water and sunscreen for volunteers during summer months.
- (d) A copy of LAVic's Extreme Weather Policy can be found at the following link <https://lavic.com.au/about-us/governance/policies/>

2.13 Volunteering Hours & Breaks

- (a) Depending on the types of roles undertaken volunteers can often spend all day (or continual days) working and supporting an event.
- (b) Centres, Regions and LAVic will consider the provision of adequate rest, food, and water for volunteers whereby lengthy periods of work are undertaken.

2.14 Volunteer Insurance

- (a) Little Athletics Australia including all affiliated State Associations, Centres and all registered athletes, officials, accredited coaches, voluntary workers, employees, and members of the Board are covered by the following insurance:
 - (i) **Public Liability** AUD \$30,000,000 in respect of any one occurrence or series of occurrences arising out of the one event during the period of insurance.
 - (ii) **Products Liability** AUD \$30,000,000 in respect of any one occurrence or series of occurrences arising out of the one event and in the annual aggregate during the period of insurance.
 - (iii) **Professional Liability** AUD \$10,000,000 in respect of each Occurrence and in the annual aggregate during the period of insurance.
 - (iv) **Personal accident insurance** AUD \$100,000 capital benefits, loss of income cover, non-Medicare medical expenses cover & injury assistance.

SECTION 3: BULLYING, HARRASSMENT & DISCRIMINATION

3.1 Definitions

- (a) LAVic is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of bullying, discrimination, and harassment. LAVic recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against, or harassed.
- (b) **Abuse** means any type of abuse (including physical, emotional, psychological, sexual, and inappropriate use of power) that has caused, is causing or is likely to cause harm to a person's wellbeing, whether in person or as the result of a publication viewable by any other person by any means.
- (c) **Bullying** means a person or group of people repeatedly and intentionally using words or actions, or the inappropriate use of power, against someone or a group of people to cause distress and risk to their wellbeing.
- (d) **Harassment** means any type of behaviour (including one-off incidents) towards a person that they do not want and that is offensive, abusive, belittling or threatening and is reasonably likely to cause harm to the person who is the subject of the harassment.
- (e) **Victimisation** means subjecting a person, or threatening to subject a person, to any unfair treatment because the person has made, or intends to pursue their right to make, a complaint or lawful disclosure, including under applicable legislation or this Policy, or for supporting another person to take such action.
- (f) **Vilification** means a public act, conduct or behaviour that incites hatred, serious contempt for, or revulsion or severe ridicule of, a person or group of people because of a particular characteristic they hold, as covered by applicable legislation, including their race or religion, or homosexuality, transgender, or HIV/AIDS status.
- (g) Any volunteer who believes they have been treated in a manner contradicting the expected behaviours and standards of this policy is able to register a complaint and have the matter dealt with according to the following process.

3.2 Complaints & Disputes

- (a) There are numerous ways conflicts may arise within a sport environment and Clubs, Centres, Regions and LAVic have in place procedures designed to deal with and resolve conflict situations informally and as soon as they arise. Early intervention and open communication will benefit all parties in the conflict. Every effort will be made to find a resolution that satisfies all parties before escalating the matter to a more formal process.
- (b) When a conflict situation becomes a complaint or disciplinary matter:
 - (i) Clubs & Centres' formal complaint and dispute resolution process is set out in their Constitutions/Model Rules.

- (ii) Regions and LAVic have in place a formal complaint and dispute resolution process, as set out in the LAVic Constitution, the LAVic Complaints Handling & Dispute Resolution Policy, and the LAVic Member Protection Policy.

SECTION 4 – DOCUMENT HISTORY

4.1 VERSION CONTROL

Date	Version #	Action Taken / Updates
September 2022	1.0	New document