

Volunteer Development Plan

November 2014



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1.0 Introduction:

The Volunteer Development Plan was reviewed and updated by a Yachting Victoria subcommittee.

The Volunteer Development plan has been reviewed and updated (November 2014). This Volunteer Development Plan is to assist clubs with the management of volunteers, a core activity and backbone of any club.

The program document was constructed using the Sailability Volunteer strategy as a base document and modified to suit the needs of clubs.

The strategy adopted represents the stages of the volunteer life cycle in a step by step process which are focused and specifically targeted to recruit and retain volunteers in clubs.

The strategy is a resource for Club General Committees to use to achieve the desired results. The resource is recommended for best practice, however it is important to remember that every club and volunteer is different, therefore each stage must be managed to suit the individuals and the environment.

2.0 YV Vision and Mission:

It is important to reiterate the Vision and Mission for Yachting Victoria to ensure any volunteering-related activities help move us toward achieving our vision.

Vision:

“Sailing and boating activities in Victoria enjoy a high level of community awareness and participation.”

Mission:

“Yachting Victoria will engender an environment where sailing activities are inclusive and satisfying for all participants, with high retention, particularly at junior and youth levels, by working collaboratively with member clubs and other key stakeholders”

This plan plays a pivotal role in the achievement of our Vision and Mission as our clubs do not exist without their volunteers and a healthy and vibrant club is based on having a healthy and vibrant volunteer base.

Our research of participation within clubs highlighted that one of the most important participation activities in all clubs is volunteerism. We trust this plan will help clubs improve the functioning of this area which in turn then helps the clubs to be more healthy and vibrant.

3.0 Aims and Objectives:

The Volunteer Development Plan aims to create a larger, well trained, committed and motivated volunteer workforce operating in clubs, in an environment where all are valued and respected.

- To increase the number of active volunteers within clubs.
- To improve the profile of volunteers and volunteering across the state.
- To provide the volunteer workforce with education and opportunities to gain formal training and qualifications (where applicable).
- To accurately maintain a volunteer database to monitor and evaluate the volunteer program
- To attain a better insight into the aims and objectives of each individual volunteer.
- To provide an environment where volunteers are respected, acknowledged and rewarded.
- To provide the best practice communications and data usage in all matters relating to volunteers.

4.0 About Volunteerism:

4.1 General:

Club volunteers are recruited from various backgrounds, with different skills and abilities, and form the lifeblood of any club.

4.2 Volunteer Statistics

- In 2010, 6.1 million people (36%) of the Australian population aged 18 years and over participated in voluntary work, with women (38%) more likely to volunteer than men (34%).
- Young people most commonly volunteered for groups related to sport and recreation.

- Sport and physical recreation organisations were the most common type that people volunteered for (44% for males and 32% for females).
- “The difference I make to the community” and “The sense of purpose it gives me” were the two most frequently mentioned things volunteers valued most about their volunteering experience in the National Survey of Volunteering Issues (*Volunteering Australia, 2011, p9*).

4.3 Volunteer Life Cycle

The Volunteer Life Cycle is a step by step process which can be employed to teach each volunteer along a forward path. Each club will have varying ideas and concepts to develop volunteers, however it is recommended that clubs follow the life cycle to attain the best practice. Not all volunteers are interested in tangible rewards but a forward path should be made available for all.

It is important to remember that every volunteer is different, and to tailor your progression chart to the individual. One size does not fit all.

The life cycle facilitates the appropriate training and education for volunteers to perform their role efficiently and effectively.

This program takes the following steps into consideration in its development.

THE CORE ELEMENTS OF THE LIFE CYCLE

- **STEP 1: Recruitment**
- **STEP 2: Intake**
- **STEP 3: Induction**
- **STEP 4: Commencement**
- **STEP 5: Review**
- **STEP 6: Tangible Reward**
- **STEP 7: Social Event**

5.0 Methodology of the Plan:

The following stages are detailed processes outlined in this plan that should be implemented to achieve the best outcome.

- Organization structure
- Recruitment
- Reward & Recognition
- Retention
- Volunteer Training

- Procedures
- Implementation
- Monitor and Evaluation

6.0 Organization Structure:

Each club should develop a clear organization structure this involves:

- Documenting the line of responsibility
- Appointment of a Volunteer coordinator who reports to the General Committee
- Appointment of an Assistant Volunteer coordinator (if appropriate)
- Development of position descriptions for all volunteer roles (see appendix 2)
- Developing a sense that there is a succession plan and the 'load' is shared.

The position descriptions clarify the volunteer's roles, and supports the process of matching the skills and interests of an individual to their preferred role. They are also used to ensure each individual fits within the broader aims, goals and objectives of the club.

For a standard form position description refer to section 14.0

- Club policies and procedures for the various volunteer roles need to be available for reference by club volunteers.

For additional standard forms, refer to section 14.0.

7.0 Volunteer Recruitment

The following section includes a set of planned activities that attract new volunteers from a diverse range of backgrounds. The recruitment plan is a step by step process in which efforts are focused, specific and targeted to ensure a greater opportunity for success.

How do we recruit volunteers?

It's the million dollar question asked by clubs! There are two distinct avenues for volunteer recruitment in clubs.

- **Internal recruitment:**

This is the most common form of recruitment done by clubs and is usually achieved using two methods,

- Advertising requirements around the club and in newsletters etc
- Identifying individuals with skills required and approaching them directly – ‘Tap on the shoulder’
- Club website & Social website/media

- **External recruitment:**

This has been used before by clubs with some significant success, so if you are having issues do not hesitate to give it a try.

Websites that are helpful to clubs looking for volunteers;

- Bayside City Council: http://www.bayside.vic.gov.au/caring_for_bayside/volunteering.htm
- Volunteer Matching Services: <http://www.volunteer.vic.gov.au/directory/volunteer-matching-services>
- Go Volunteer: <http://govolunteer.com.au/find-volunteers>
- Seek Volunteer: <http://volunteer.com.au/>

To ensure that all volunteering opportunities are publicised and promoted to volunteering networks, the following recruitment campaign has been specifically designed to recruit club Volunteers.

Advertising - Marketing

Marketing is all about promoting, publishing and communicating a clear, accurate and attractive message about volunteering opportunities in clubs. It involves using the appropriate networks to attract and increase the volunteer workforce. The volunteer advertisement (See appendix 6) can be used in conjunction with club-specific information to actively promote opportunities through targeted recruitment drives.

Use your Local Media

- Advertise with your local newspaper
- Local radio
- Editorials
- Community notice boards

Visual Marketing

Visual marketing is the front line of marketing; using the primary human sense creates a perception, identity and reality. Use pictures rather than words.

Social Media

Social media presents great marketing opportunities that let you interact, communicate, connect and build a community with others, by sharing and creating content through channels such as Facebook, Twitter and Instagram.

Your club can use social media to:

- Promote your club, events and volunteering opportunities
- Share information such as calls to action, in the moment news and behind scenes.
- Recognise and thank volunteers – Volunteer profiles.
- Share photos and videos
- Ask questions that require a response from volunteers to get them engaged.

Note that social media posts that incorporate images and videos are found to be more engaging, try to include one in at least every post.

What's Next?

So you have followed the steps to recruit volunteers, sold your program and received interested parties and individuals. With a planned induction and selection process with clear objectives and goals, you are more likely to retain numbers.

8.0 Volunteer Induction

8.1 General:

The induction process is the most critical and important step in the volunteer recruitment and management process.

It enables clubs and programs to establish the suitability, sustainability and effective risk management to avoid, minimise and eliminate risks associated with engaging an applicant to perform the volunteer role.

The induction process openly sends a professional message to current and potential volunteers that the club holds its volunteers in high regard. It creates an environment where each applicant is appreciated for their interest and will be monitored, rewarded and respected throughout their involvement in their volunteering work.

Each Volunteer must complete the following steps to ensure that each individual understands the expectations of the role and is aware of the role's safe operational practices. This stage ensures that all compliance requirements are completed for involvement in program.

Selection Process

First contact point: Arrange a meeting with the potential volunteer; ensure that the individual is appreciated from the initial meeting and made to feel welcome.

- Outline the various roles and responsibilities (Refer to Appendix 2 for Position Description).
- Spend time exploring their interests, reasons for volunteering and expectations from the organisation
- Brief them on the organisation's goals, objectives, people involved, facilities
 - Discuss how the process will take place.
- Encourage questions
 - Discuss the specific role that has been identified for the volunteer
- Identify reward and recognition strategy and induction process

Prior to your club taking on a new volunteer or at the initial review:

Determine if the applicant is capable of delivering the expected outcome of the position and fits with the broader aims, objectives and goals.

If appropriate training cannot be provided to up-skill the individual in a reasonable time frame, the allocation of the individual to that role should be reconsidered.

Remember that your club has a legal requirement to ensure that the individual has the skills required in the position description.

8.2 Induction Process

The Induction Process will offer over one or more sessions, and will most likely include the following:

- Organization structure
- Position description
- Contact list
- Policies and procedures
- Completion of a Victorian Working with Children Check (where required)
<http://www.workingwithchildren.vic.gov.au/home/applications/>
- Induction Questionnaire *Volunteer Induction Questionnaire*:
- Health & Safety procedures
- Appropriate terminology
- Details regarding any specific training to be undertaken (Refer to Section 11, Page 14)
- Any other information considered appropriate
- Communications & data recording, inducing privacy requirements

9.0 Volunteer Reward & Recognition

Volunteer Recognition is vital to retaining volunteers, and encourages volunteers to expand their responsibilities and skill development.

9.1 How do we reward volunteers?

There is a need to recognise and reward the efforts, skills and service of volunteers in an effort to encourage the development and advancement of volunteers in a club. A clear and attractive recognition program will often increase recruitment numbers as some individuals require tangible outcomes for their involvement and skill development. Volunteer motivation for continuing their involvement depends on the feeling of value, respect and accomplishment.

a) Acknowledgment

Intangible acknowledgment is paramount; some volunteers just want to feel appreciated as their involvement is for their own sense of achievement/ belonging. A simple “Thank you” said in the appropriate way noting a skill they might have taught to a participant or a positive idea presented, goes a long way to retaining their involvement. Personal recognition offered in a genuine tone is always appreciated.

b) Membership

For non-member volunteers, consider providing honorary membership of your club. This enables volunteers details to be maintained within the Sailing Information Management System (MyClub / MySailor), provides basic personal accident insurance and they become recognised as part of the sport. Volunteer membership does not need to confer voting rights or other privileges offered to full members.

c) Newsletter Articles

Highlight and draw attention to volunteers. Set aside a column in your club newsletter or on your website to focus on an outstanding volunteer. Set up a formal nomination procedure for determining who is featured, developed around the length of their involvement or level of commitment.

d) Recognition Certificates / Letter / Gift Vouchers

Send an appreciation certificate / letter acknowledging a volunteer's efforts after a certain length of service. Utilise the club's sponsor products through giveaways, gift vouchers and tickets.

e) Out of pocket expenses

Reimburse volunteers for out of pocket expenses such as travel, and the cost of meeting compliance requirements.

f) Catering

Provide lunch / tea & coffee / beverage service for volunteers, following or throughout a session.

g) Local / State / National Volunteer Awards

Recognise those volunteers who go above and beyond the required job description, acknowledging their contribution and nominating them for one of the following awards:

- Yachting Victoria Volunteer of the Year
- Victorian Premier's Volunteer Awards <http://www.premier.vic.gov.au/victorian-premiers-volunteer-awards.html>
- Establish a volunteer award at your yacht club, annually or bi-annually
- Yachting Australia Awards
- Other Community Volunteer Awards

h) Social Events / Thank You Days/ End of Season Barbeques

Hold a special end of season function in honour of volunteers. A social event for all possibly including a sailing race with awards and medallions.

i) Group meetings to get feedback

Hold an annual volunteer meeting to get their feedback on how to improve the way clubs manage volunteers.

j) Additional Responsibility – Succession Planning

Further develop an individual with the skills to assume additional responsibility. Continually expose and rotate volunteers through each of the specific roles within the club to generate comprehensive knowledge of a range of roles within the club.

Diverse role exposure will most likely lead to an individual's desired position, whilst generating an in-depth comprehension of the needs, skills and expertise required to operate the club programs.

Greater volunteer knowledge and skill development will lead to minimal disturbance when having to deal with changes that arise from the turnover of staff. Enlist volunteers to train new volunteers.

10.0 Volunteer Retention

Providing an enjoyable, rewarding and sustainable volunteering experience.

The aim of the retention process is to develop program commitment amongst the volunteer workforce, through establishing an environment in which volunteers feel happy and motivated.

What is the driving motivational force that makes volunteers return?

The retention process is an extension of the recruitment stage and is directly linked with the reward and recognition life cycle to provide support, and an experience that they would otherwise not be exposed to. The performance of each volunteer is underpinned by their ability to do the job, the commitment and effort they are prepared to put into the job. The support provided by the club, the personal satisfaction they derive from performing the role and the social environment provided

Motivation

People volunteer for a wide variety of reasons. Understating their motives and objectives will assist in fulfilling and aligning their interests, skills, passions and beliefs with the position. Establishing an individual's objectives during the induction process will help to determine the path to reward and recognise their commitment.

Scheduling

Volunteer burnout is a complex and interesting emotional state. Volunteers often feel overwhelmed by the expected tasks and often over commit for the benefit of the club. Careful management of each individual through the following means will assist in avoiding volunteer burnout:

- Align each individual volunteer to work in the area of their skills and interests
- Schedule your volunteers so they and club know in advance what commitment is required.
- Follow the volunteer life cycle; train, acknowledge, support and provide direction for each individual
- Electronic Volunteer Management – consider using an online volunteer management tool such as <https://volunteerroster.com>
- Align each individual's objectives and interests with a specific volunteer task

Respect:

A volunteer's motivation for continuing their involvement depends on their feeling of value, respect and accomplishment. Promote a culture of volunteer respect to create an enjoyable environment where volunteer efforts are recognised and acknowledged.

Sport & Recreation Victoria – Code of Conduct

The Victorian Code of Conduct for Community Sport outlines behaviours that are expected of every person in community sport and active recreation, as well as identifying the types of behaviours that will not be tolerated. See appendix 6 for the code – Please familiarise yourself with the Code and its implications for various members of the community. Links to some helpful resources are provided to assist clubs to ensure that all members are fully aware of the Code and play their part in ensuring its success. <http://www.dtpli.vic.gov.au/sport-and-recreation/make-sport-fair-and-drug-free/victorian-code-of-conduct-for-community-sport>

Personal Development

The performance of each volunteer is underpinned by their ability to do the job, the commitment and effort they are prepared to put into the job and the support provided by the club. Workshops, courses and training opportunities should be made available to ensure that volunteers are able to gain skills, and share best practice for all within the club.

Insurance

The club must ensure that all volunteers are adequately insured while working on club activities whether through the Yachting Australia silver card scheme or through the clubs own insurance policy.

Database

The club should keep and regularly maintain a volunteer register (Refer appendix 3).

Support Network

In this current modern time of technology, club officials must use a wide range of communication methods to accommodate the entire volunteer workforce, ensuring that all volunteers are aware of benefits and ongoing updates. Don't assume that all volunteers have the same means of communication, list and continually update all their details for constant transmission. Personal information will be gathered through the induction questionnaire and should be regularly updated.

11.0 Volunteer Training

Sufficiently train volunteers to maximise their contribution to the club

Volunteers must be adequately trained, hold appropriate qualifications and have the skills to comply with regulations and to contribute to effective delivery and development of the club in a professional and safe manner. *"There are Over 5.4 million volunteers, and approximately 8 out of 10 volunteer seek training as part of their volunteering"* www.volunteeringaustralia.org

Education & Training

Education & Training is essential for volunteers to perform efficiently and effectively, and often the quality of the training process can be directly linked to volunteer retention. A clear directional chart and training plan (volunteer life cycle) is essential to illustrate a clear progression of development.

Training opportunities offered to club volunteers could include:

- Powerboat Handling & Safety Boat Operator
- Assistant Instructor, Instructor & Coach
- Race Officer, Judge and Umpire
- Radio Operator
- Discover Sailing For Everyone (Inclusion Training)
- Race Results Processing
- Leadership & Club Management
- First Aid
- Safety Boat Operator Course
- State/National Race Official Courses
- Club Judge Courses
- Club Measurer
- Club Jury

Click on the link provided to find out more about the courses on the calendar;

http://www.foxsportspulse.com/assoc_page.cgi?c=0-10099-0-0-0&slD=334200

Tailor the Training needs for the individual:

Each volunteer has differing background/skills and objectives; the same training will not be effective and suitable for everyone. It is important to identify the formal training and informal education that is appropriate to the volunteer's role and development path.

Reward your volunteers for their length of service and level of commitment by offering opportunities to advance their qualifications and up-skill their knowledge.

Compliance Requirement

The screening process is an important step in the recruitment process, it enables programs to establish the suitability of potential volunteers for roles and tasks they are expected to carry out. Through the induction process, volunteers are required to hold or be able to attain a Working with Children Check (WWC) (Where applicable).

<http://www.workingwithchildren.vic.gov.au/home/applications/>

Also all qualifications specific to an individual's role are required to be current, e.g. current powerboat license and powerboat handling certificate for safety boat drivers. This process eliminates risk and helps protect the club and Yachting Victoria against financial loss, the risk of legal action and damage to reputation.

12.0 Monitor & Evaluate

Feedback

Through completion of Volunteer Questionnaires and volunteer reviews, clubs will be able to track the growth of volunteers, identify training needs and prepare suitable development plans.

Volunteer Questionnaires: (Refer to appendix 5).

Reporting

The volunteer co coordinator should provide a brief monthly report to the club's general committee on progress and action.

- General committee should have volunteer management as regular agenda item.
- An annual report for members should be provided

13.0 Implementation:

One of the major components of this Volunteer Development Program is its implementation; the following step by step guide can be used or modified to suit each clubs individual needs. This is not a prescriptive list but rather a guide to assist clubs with their volunteer management.

Step 1 – General committee and member buy in

Step 2 – Appoint Volunteer co coordinator and assistant

Step 4 – Develop organization structure and position descriptions

Step 5 – Undertake needs analysis (what does club need vs. what do we have)

Step 6 - Develop and implement volunteer recruitment strategy

Step 7 – Develop a 12 month volunteer training plan

Step 8 – Develop and implement policy regarding Volunteer reward and recognition

Step 9 - Ensure all volunteer policies and procedures are included in Club Manual

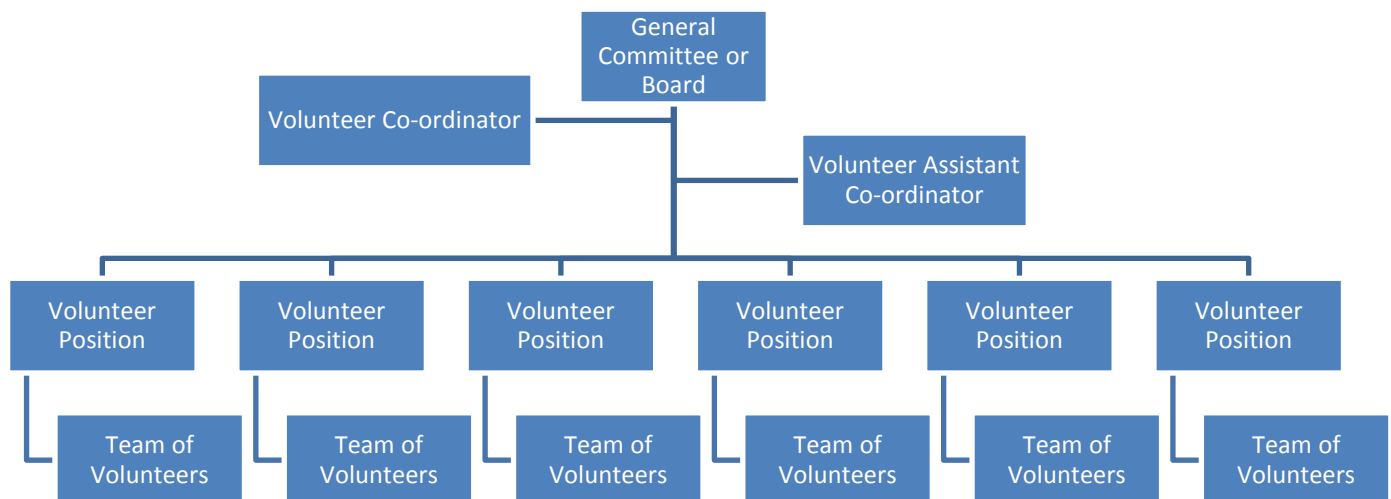
Step 10 – Ensure matter of Volunteer Management is on general committee and review monthly

14.0 Standard forms:

The following are a few ideas for standard forms that may be used to help implement this Volunteer Development Program (please refer to appendixes).

- Organization structure – Form 1
- Position Description – Form 2
- Volunteer register – Form 3
- Volunteer induction questionnaire – Form 4
- Volunteer code of conduct – Form 5
- Volunteer Advertisement Template – Form 6

Appendix 1 – Volunteer Organisational Chart



Appendix 2 – Volunteer Position Description

XXXX Yacht Club Position Description

Position

XXXX Yacht Club Volunteer Assistant Co-ordinator

Reports to

Volunteer Co-Ordinator XXXX Yacht Club

Key Responsibilities

To provide support and assistance to the volunteer co-ordinator of XXXX Yacht Club through;

- Assist the volunteer co-ordinator with the managing volunteers – Place volunteers in available positions matching the skills, experiences and expectations of volunteers.
- Volunteer recruitment and selection
- Attending volunteer and other club committee meetings
- Providing regular volunteer updates to the volunteer committee with assistance from the volunteer co-ordinator
- Organise training and development opportunities for volunteers
- Develop ways to reward and recognise volunteer effort
- Identify workplace safety risks and understand their impact
- Develop and implement policies and procedures that will eliminate or reduce workplace safety risks

Committee Liaison

The assistant volunteer co-ordinator is to liaise with the club volunteers, the volunteer co-ordinator and all members of the volunteer committee.

Performance Measures

- Number of volunteers retained from 2014-15
- Training and development opportunities identified and volunteers participated in
- Policies and procedures developed and implemented for volunteers

Experience/Skills

- Prior volunteering experience
- Communication Skills
- Ability to work as part of a team

- Time management skills

Personal Characteristics

- Organised
- Enjoys working in a team
- Friendly
- Energetic

Volunteer Progression

The assistant volunteer co-ordinator will work alongside the Volunteer Co-ordinator and in conjunction with the volunteer committee of the XXXX Yacht Club.

Further training opportunities will be offered to this person by XXXX Yacht Club.

Hours

Volunteer hours flexible.

Signed byDate.....

Signed by Volunteer Co-ordinator.....Date.....

Appendix 3 – Volunteer Register

Volunteer Register

Full Name

.....

Yacht Club Membership (Please list clubs)

.....
.....

Home Address

.....
.....
.....

Home Phone

.....

Mobile

.....

Email Address

.....

Facebook (If applicable)

.....

Have you previously volunteered for XXXX Yacht Club?

☐

Yes

☐

No -This is my first time

If so, please provide full details of your past involvement;

.....

.....

.....

Would you prefer to be part of the on-water or on-shore teams?

- ☐ On water
- ☐ On shore
- ☐ I don't have a preference

Do you hold a current First Aid certificate?

- ☐ Yes
- ☐ No

Do you have any pre-existing medical conditions that we should know about? e.g. Asthma, Diabetes (if so please indicate).

.....

.....

Emergency Contact Name

.....

Emergency Contact - Phone Number

.....

.....

Do you hold a working with Children's Card (WWC)?

- ☐ Yes
- ☐ No

If you have a WWC please provide the card number and expiry date;

.....

.....

Appendix 4 – Volunteer Induction Questionnaire

Thank you for your involvement as a volunteer with **XXXX Yacht Club**.

This questionnaire is to help us find out information about your volunteers; your involvement in the program, what you have achieved and your future objectives.

All questions are optional. We keep personal information confidential and all data we use for evaluation will not display individual names and personal information.

(Please confirm all details are correct and alter as necessary).

Full Name (Optional)

.....

Volunteer Details

Total hours volunteered with XXXX Yacht Club (per week, if applicable)

.....

Please tick more than one answer if applicable.

1. Since your involvement as a volunteer with XXXX Yacht Club, have you considered the following?

- ☐ Completing a learn to sail course
- ☐ Becoming a recreational sailor
- ☐ Competing in competitions
- ☐ Purchasing a boat
- ☐ Joining a yacht club committee
- ☐ Completing Assistant instructor qualifications
- ☐ Completing Instructor qualifications
- ☐ Involving family and friends as volunteers
- ☐ Other, please list:

.....

2. Have you recently discussed or promoted the idea of volunteering to the following groups?

- ☐ Family and relatives
- ☐ Friends
- ☐ Work Colleagues

- ☐ Other, please list:
-

3. What have you personally achieved from your involvement volunteering?

- ☐ Personal satisfaction, giving something back to the community
 - ☐ Personal achievement, developing and learning new skills
 - ☐ Socially meeting new and interesting people who share similar interests
 - ☐ Adding volunteer experience to your resume for future job opportunities
 - ☐ Occupying my time
 - ☐ Having fun
 - ☐ Enjoy the interaction and friendships developed with other volunteers
 - ☐ Other, please list:
-

4. What makes you volunteer with XXXX Yacht Club

- ☐ I enjoy giving back to the sport of sailing
 - ☐ I enjoy giving back to the community
 - ☐ I enjoy being outdoors
 - ☐ To learn the skills of sailing
 - ☐ To build professional contact and improve my resume
 - ☐ To share my skills and experience with others
 - ☐ Because I am a member of XXXX Yacht Club
 - ☐ Other, please list
-

5. What are the barriers that make it difficult to continue volunteering with XXXX Yacht Club

- ☐ Not able to commit the time to volunteering
 - ☐ Lack of enjoyment
 - ☐ Limited job responsibility
 - ☐ Limited job training provided
 - ☐ Lack of volunteer incentives
 - ☐ Other, please list;
-

6. What type of volunteer role(s) do you enjoy most?

- ☐ On water
- ☐ On shore

Please list any specific roles you've participated in and enjoyed;

.....

7. What type of incentives would you like for your volunteer involvement?

- ☐ Certificates
- ☐ Uniform
- ☐ Social Events
- ☐ Use of club/boats/equipment
- ☐ Accredited training courses
- ☐ Additional responsibility
- ☐ Invitations to committee meetings
- ☐ Invitations to club events
- ☐ Awards/Recognition
- ☐ Newsletters
- ☐ Training new volunteers
- ☐ Beverages
- ☐ Nothing
- ☐ Other, please list;

.....

8. What qualifications/training opportunities have you gained throughout your time as a volunteer at XXXX Yacht Club?

- ☐ Working with Children Check
- ☐ First Aid Certificate
- ☐ Boat License
- ☐ Assistant Instructor Qualifications
- ☐ Instructor Qualifications
- ☐ None
- ☐ Other, please list;

.....

9. What qualifications/training opportunities are you interested in completing?

- ☐ Working with Children Check
- ☐ First Aid Certificate
- ☐ Boat License
- ☐ Assistant Instructor Qualifications
- ☐ Instructor Qualifications
- ☐ None
- ☐ Other, please list;

.....

10. What resources do you require to deliver your role to the best of your ability?

- ☐ Instructor guidance
 - ☐ Job descriptions
 - ☐ Session briefings
 - ☐ Training qualifications
 - ☐ Induction
 - ☐ Mentoring role from another volunteer
 - ☐ Training opportunities
 - ☐ Other, please list;
-

11. To what degree have your personal skills developed throughout your involvement?

- ☐ Increased greatly
- ☐ Increased
- ☐ Stayed the same
- ☐ Decreased
- ☐ Undecided

12. Does increased training and responsibility help maintain your involvement with the program?

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

13. Did you find the communications between the volunteer coordinator at XXXX Yacht Club and you as a volunteer effective?

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree

14. Is there anything else that you would like to tell us?

.....

.....

.....

.....



Appendix 5 – Volunteer Code of Conduct

The Victorian Code of Conduct for Community Sport outlines behaviours that are expected of every person involved in community sport and active recreation, as well as identifying the type of behaviours that will not be tolerated.

CODE OF CONDUCT

Every person: spectator, player, club member, official, participant, administrator, coach, parent or member of the community involved with the sport, should work to ensure:

- Inclusion of every person regardless of their age, gender or sexual orientation
- Inclusion of every person regardless of their race, culture or religion
- Opportunities for people of all abilities to participate in the sport and develop to their full potential
- Respect is shown towards others, the club and the broader community
- A safe and inclusive environment for all
- Elimination of violent and abusive behaviour
- Protection from sexual harassment or intimidation.

This Code applies to community sport, training and club sanctioned activities.

BREACHES OF THE CODE

Penalties will be issued once the breach has been confirmed through an appropriate assessment process by the relevant State Sporting Association or club. The following behaviours are considered breaches of the Code:

- Violent or abusive behaviour towards another person.
- Vilification of any kind towards another person.
- Discrimination against another person based on their age, gender or sexual orientation.

- Discrimination against another person based on their race, culture, religion or any other irrelevant personal characteristic.
- Sexual harassment or intimidation of another person.
- Victimisation of another person for exercising their rights through the Code of Conduct.
- Failure to maintain a safe environment.

IMPLEMENTATION OF THE CODE

In 2010 all State Sporting Associations (SSAs) will be required to sign onto the Code and pledge their support by confirming the following actions:

- Ensure all components of the Code are included in an existing SSA code or through the creation of a new code for the SSA.
- Develop appropriate reporting and assessment processes for issuing penalties for breaches of the Code.
- Identify what penalties they will put in place for any breaches of the Code.
- Inform all affiliated clubs of their obligations under the Code, their expectations for reporting, assessing and acting upon breaches.

Any SSA or club applying for funding through Sport and Recreation Victoria (SRV) from 2010/11 will need to demonstrate their adherence and enforcement of the Code in order to be eligible for funding.

SSAs and clubs who don't adhere to and enforce the Code will not be eligible for funding through any SRV grants programs.

Councils applying for funding from SRV, must ensure that sporting associations and clubs who are tenants at the site of the project are enforcing the code.

Sports Associations and clubs not aligned to an SSA will still be required to adhere to and enforce the Code in order to be eligible for funding from Sport and Recreation Victoria, if not any existing funding will cease.

Appendix 6 – Volunteer Advertisement Template

MAKE A DIFFERENCE & BECOME A XXXX YACHT CLUB VOLUNTEER TODAY **(Insert logo)**

XXXX Yacht Club are looking for energetic and enthusiastic volunteers to assist with our major annual event and activities held by our club.

Volunteering provides people with the opportunity to contribute to the community, whilst learning the skills of sailing through providing valuable experiences.

QUALIFICATIONS AND EXPERIENCE

No prior Sailing experience or knowledge is required. All relevant training will be provided and further opportunities to complete qualifications will be provided in:

- First Aid
- Powerboat handling
- Responsible Serving of Alcohol
- Instructor & Assistant Instructor
- Other

Whilst not compulsory, in all instances, all volunteers are encouraged by XXXX Yacht Club to attain a Working with Children Check.

Volunteer positions can begin immediately and the number of volunteering hours are flexible.

To register your interest or for more information about becoming a XXXX Yacht Club Volunteer contact our friendly Volunteer Coordinator:

(Please insert details here)

Acknowledgements

This volunteer development plan has been reviewed with the support and active participation of members who sit on Yachting Victoria committees.

Name	YV Committee
Peter Alexander	Coaching Committee
Ryan Blackstock	Keelboat Committee
Trevor Casey	Performance Committee
Marissa Chackley	Race Management & Safety Committee
Scott Davies	Remuneration Committee
Peter Donaldson	Sailability Committee
Louise Hutton	School Sailing Committee
Dennis Livingston	Race Officers Committee
Graeme Lyell	Sailability Committee
Kathy Macfarlane	Women in Sailing Committee
Rob Miller	Trailable Yacht Committee
Mark Taylor	ISAF SWC Committee
Lesley Fasala	YV Sailing Manager
Candace Page	YV Events Assistant/Intern
Steve Walker	YV CEO