



# VOLUNTEER POLICY AND HANDBOOK

Volunteer Version

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# 1. Introduction

## 1.1 Defining a Volunteer

“Volunteering is an activity which always takes place through a not-for-profit organisation or project and is:

- of benefit to the organization and the volunteer
- undertaken of the volunteer’s own free will and without coercion
- done for no financial gain
- in a position not designated as paid
- underpinned by the “Principles of Volunteering”

Source: *Volunteering Australia*

Volunteers are representatives from the community, particularly members of Royal Freshwater Bay Yacht Club, who choose to give their time and skills for free to support RFBYC activities.

Volunteers are critical to the activities and growth of the Royal Freshwater Bay Yacht Club. They help determine the quality of the Club environment, the quality of the conduct of our sport and therefore the quality of the experience for members, competitors and their families and guests.

Volunteers dedicate their time and energy every year, working in a variety of ways and completing many essential tasks.

Our Club as we know it would not exist without the dedication of these volunteers.



## **2. Volunteer Policy**

### **2.1 Introduction**

Volunteers are an essential part of Royal Freshwater Bay Yacht Club (RFBYC) and are represented at all levels of decision making and club operations. They freely contribute their time, energy and skills for the benefit of others.

### **2.2 Purpose**

The purpose of this manual is to encourage best practice in volunteer management, seeking always to develop the quality of volunteering opportunities. We seek to provide overall guidance and direction to volunteers within a positive, supportive and safe environment.

## **3. RFBYC responsibilities to Volunteers**

- to provide a Role description
- to provide experienced and well-informed guidance
- to provide access to training if needed
- to provide channels of communication to Club management
- to provide tasks that relate to the volunteer's preferences
- to provide healthy and safe environments
- to provide equipment suitable for the task performed
- to provide recognition for their contribution

## **4. RFBYC expectations from Volunteers**

- to be sure they have the time to take on the role
- to be punctual and dependable
- to seek support when needed
- to be willing to learn and undertake training if requested
- to respect the function of staff and other volunteers
- to respect confidentiality and privacy
- to abide by the RFBYC Code of Conduct. The Code of Conduct is available on the Club website. Click [here](#).

## 5. Rights and Responsibilities of Volunteers

### 5.1 Expectations

What you can expect from RFBYC:

- Information and partnership
- Openness and honesty
- Appreciation and respect
- Consultation and supervision
- A safe environment
- Recognition and reward

What we would expect from you:

- Openness and honesty
- Interest and commitment
- Enthusiasm and reliability
- Respect and discretion
- Safe practices
- Partnership



## 6. Selecting Volunteers

If not done so before, the volunteer may be asked to complete the RFBYC Volunteer Survey form which contains his or her interests, skills, experience and availability.

Where relevant under Western Australian law, all volunteers are required to be compliant with current Child Protection Acts and [Working with Children legislation](#).

If you have a genuine belief that child abuse is occurring contact the Department of Child Protection. Suspected abuse should be reported to Central Intake Team on 1800 273 889 or email to [cpduty@cpfs.wa.gov.au](mailto:cpduty@cpfs.wa.gov.au).

If you believe a child is in immediate danger or in a life-threatening situation, contact the Western Australia Police immediately by dialing 000.

### 6.1 Matching the Volunteer to the Role

Each volunteer will be matched to a role that suits:

- the amount of time they can contribute
- their physical ability, skill level and knowledge
- their reason for involvement in the Club
- their own personality and preferences where possible

## 6.2 Training for Volunteers

Australian Sailing and RFBYC provide courses for the training of volunteers including race management roles, coaches, umpires and administrators.

This training may be by:

- mentoring
- workshops
- demonstrations
- small group exercises
- online courses
- online training videos
- other internet-based learning

Online training courses are available on the Australian Sailing website. [www.sailing.org.au](http://www.sailing.org.au)

Other training courses for volunteers include the Australian Institute of Sport (AIS) which offers training for coaches and administrators. [www.ais.gov.au](http://www.ais.gov.au)

Also “Play by the Rules” provides information on how to prevent and deal with inappropriate behaviors. [www.playbytherules.net.au](http://www.playbytherules.net.au)

Volunteers are encouraged to do the courses available.

## 7. Volunteer Recognition

There are many ways the Club recognises volunteers:

- Articles on individual volunteers published in Tidings and Gybe Sheet.
- Providing volunteers with a uniform and event apparel as appropriate.
- Providing refreshments, where appropriate, both during and after the volunteering activity.
- Volunteers to mentor other volunteers.
- Social events for volunteers.
- Reimburse volunteers for approved ‘out of pocket’ expenses.
- Acknowledge volunteers at Club sailing and regattas.
- Provide letters of reference to volunteers
- Thank you letters from the Club or event organizers
- Nominate volunteers for Australian Sailing Awards.
- Award Special Membership to exceptional long-time volunteers who have made an outstanding contribution.
- Special awards for volunteers – e.g. The Murray Johnson Volunteer of the Year

## **8. Volunteers and Paid Staff**

Communication between the Club staff and volunteers is essential. Both staff and volunteers need to understand each other's roles and responsibilities in order to achieve a cheerful, productive and mutually supportive relationship.

## **9. Conflict Management**

It is difficult to avoid some form of conflict within any organization. It is hoped that conflict between volunteers or between volunteers and paid staff will be resolved amicably. It is characterized by open, honest and respectful discussion among the parties to identify both parties' concerns and create options for resolution.

### **9.1 Compromise**

Resolving conflict by each party giving up something of value. Compromising involves negotiation between the parties to exchange concessions or agree on a middle ground.

### **9.2 Collaboration**

Resolving conflict by seeking a solution advantageous to all parties. Rather than avoiding a problem, parties work in a cooperative manner with another person to find a mutually satisfying solution.

### **9.3 Conciliation**

Sometimes a mediator will be required to help volunteers work through a difficult situation. Representatives of the Club meet in private with the volunteer to discuss:

- the source of the conflict.
- expectations of the roles of the volunteers involved in the conflict.
- a response in writing if necessary.
- working together to resolve the conflict.

Notes of the discussions are taken, including any agreement reached.

### **9.4 Releasing a volunteer**

When a role becomes unnecessary or, in a case of conflict management, when no solution or other course of action seems reasonable or effective, the Club may release a volunteer from a role.

That decision will involve Club management and the volunteer will be advised in person and privately.



## **10. On-Water Role Descriptions**

### **10.1 Race Committee (RC)**

The Race Committee is a body of officials who are responsible for the management of yacht racing on the water. There are many facets to be covered, best done by individuals responsible for only certain areas of the overall activity.

### **10.2 Chair of the Race Committee or Event Director**

The Chair of the Race Committee may, but preferably not for a major event, be the Principal Race Officer. They liaise closely with the Race Officer(s). They support and direct them off the water and authorize changes to the Sailing Instructions.

### **10.3 Principal Race Officer (PRO)**

If there are multiple courses being used at the same time, the overall on water management of the regatta is the responsibility of the PRO.

- If necessary, makes ultimate decisions for on-water management
- Overviews and liaises with each RO on their individual course.
- Supervises the onshore aspects of race management
- Liaise closely with the Regatta Chair/Event Director.

### **10.4 Race Officer (RO)**

If there is only one course it is managed by a Race Officer and there is no PRO responsible for the conduct of the racing on their individual course.

- Maintain an overview of their entire race course.
- Record their own start, recall, racing and finishing procedures and conditions.
- Represent their Race Committee at protest hearings
- Liaise closely with the PRO if and when present.

#### **10.4.1 Timekeeper**

Responsible for monitoring and controlling the start times of races to ensure races start on schedule. It is a position which requires single-minded concentration and a good clear voice.

#### **10.4.2 Deputy Race Officer (DRO)**

Responsible for taking over as RO in an emergency as well as:

- Organise the committee boat personnel to ensure that everyone is in position and ready to proceed.
- Ensure that all systems on the race committee boat are ready and operational.

#### **10.4.3 Assistant Race Officer (ARO)**

Responsible for providing the RO with information from the pin end of the Start or Finish Line

#### 10.4.4 Pin End Boat Crew

Normally an Assistant Race Officer (ARO) providing start or finish information to the RO

#### 10.4.5 Visual Signals Officer

- Responsible for ensuring the visual signals are ready for display and removal at the appropriate times.
- Takes all their time cues from the Timekeeper.

#### 10.4.6 Sound Signals Officer

- Responsible for all the sound signals that accompany the visual signals.
- Works closely with the visual signals officer.

#### 10.4.7 Recorders

Responsible for recording:

- competitors reporting to the start
- actions and communications
- wind direction and strength
- all the boats identified as being in breach of starting rules
- sail numbers of the boats incurring and/or correcting penalties
- the finishing order of boats.

### **10.5 Mark Layer**

- Assist/recommend to the Race Officer the course location and wind axis
- Monitor the wind (axis and strength) and report significant changes to the Race Officer
- Lay the racing marks
- Move marks as required
- Retrieve marks following racing
- Attend to other duties as required by the Race Officer
- Record mark roundings
- This role involves laying, retrieving and stowing mark buoys, anchors and weights

### **10.6 Support Boat**

- Provide safety surveillance and assistance to competitors as directed by the RO or the Safety Officer
- Attend to other assistance duties as required by the Race Officer

### **10.7 Safety Boat**

Liaise closely with the RO and under his ultimate guidance deal with safety and rescue operations

- Be familiar with the regatta venue, the characteristics of the class(es) competing, the class rules and the sailing instructions.

## 10.8 Umpiring, Coaching and Instructing

These roles are specialized and generally require qualifications from relevant authorities. Please refer to the Australian Sailing website for information

For umpiring click [umpiring](#). For coaching click [coaching](#). For instructing click [instructing](#)

## 11. Land-Based Role Descriptions

### 11.1 Beach Master

Only relevant for dinghy racing.

- Operate a signing in and signing out system (or a tally system).
- Ensure the orderly and systematic launching of boats and retrieval after sailing.
- Advise the RO of the time the last boat left the beach and the expected number of boats in the starting area.
- Similarly advise RO that all boats have safely returned to the beach or have been accounted for after sailing

### 11.2 Beach-based boating volunteer

#### 11.2.1 Event Assistant

Assisting at major boating events or regattas with beach-based activities such as registration desk, canteen, BBQs, beach marshal, parking attendant and meet and greet.

#### 11.2.2 Equipment Auditor

Auditing boats for compliance with the Australian Sailing Special Regulations.

#### 11.2.3 Protest Arbitrator and Judge

Conducting Arbitration and Hearing Meetings under the Racing Rules of Sailing.

#### 11.2.4 Power Boat Time Trialling Recorder

Supporting the Power section with the Time Trialling activities by acting as a recorder of check points times.

### 11.3 Mentoring new members

#### 11.3.1 New member mentor

- Guiding and supporting a new member's initial introduction to the Club and our processes.
- May include introducing new member to other members
- Making them aware of social events.
- Creating an opportunity for making the new member to feel welcome.

### 11.3.2 Boating member mentor

- Introducing the new member to their preferred style of boating by explaining the mechanisms for participating
- Encouraging involvement and ensuring the new member is welcomed into Club boating.

## **12. Administration and Social Event Role Descriptions**

### **12.1 Opening Day and Community Open Days**

Assisting with operations such as Club tours, registration desk, meet and greet, and manning new membership stands on these days.

### **12.2 Archivists**

A group for collating and recording the history of RFBYC.

### **12.3 Social events assistant**

Assisting with registration desk, meet and greet, selling raffle tickets and other activities to ensure the success of each social event.

### **12.4 Outdoor grounds**

#### 12.4.1 Gardener

Assisting in the lead up to special events like Opening Day and Community Days which are annual events.

#### 12.4.2 Busy Bees

The Club holds Busy Bees occasionally to rejuvenate different areas of the Club buildings or grounds.

### **12.5 Other**

#### 12.7.1 Medical Officer

A doctor or nurse available during major events in case of an emergency.