

MANLY EAGLES BASEBALL CLUB

Volunteer Policy

A positive, safe and sustainable volunteer experience • 2026 review

Our commitment

Volunteers are essential to MEBC. We will welcome, respect and support people who contribute their time, skills and experience; provide clear and meaningful roles; reduce avoidable barriers; protect health and safety; and recognise each volunteer’s contribution.

Policy owner	MEBC Board
Operational owner	Board-appointed Volunteer Coordinator / Secretary
Applies to	All ongoing, short-term, event, team, operational and governance volunteers, and the people who recruit, supervise or support them
Approval date	13/08/26
Next review	Two years after approval, and earlier following a serious volunteer safety or conduct matter
Related documents	MEBC Constitution; Board Member Code of Conduct; Member Protection, Privacy, Social Media, Canteen, Clubhouse and Equipment, Spectator Behaviour and Child Safeguarding policies; role descriptions; expense procedure

1. Purpose and scope

This policy establishes how MEBC plans, recruits, screens, inducts, supports, recognises and concludes volunteer involvement. It applies to one-off helpers as well as people serving regularly or in leadership roles. Board Members are volunteers but remain subject to the Constitution and Board Member Code of Conduct for governance matters.

2. Principles

MEBC's volunteer practice is informed by Volunteering Australia's National Standards for Volunteer Involvement and the following principles:

- Volunteering is freely chosen and undertaken without expectation of wages.
- Volunteer contributions have social, community and operational value and deserve respect.
- Roles should be purposeful, inclusive, accessible and matched to skills, interests, capability and availability.
- People should receive clear information, appropriate screening, induction, resources, supervision and feedback.
- Safety, child safeguarding, member protection and wellbeing are shared priorities.
- Volunteer voices should inform decisions affecting their work and the volunteer experience.
- Recognition should be fair and meaningful, not limited to the most visible roles.
- Volunteer involvement should be reviewed and improved using feedback, incidents and changing Club needs.

3. Genuine volunteering and role status

- A volunteer relationship must be genuinely voluntary. The person may decline a role, negotiate availability and stop volunteering, subject to safe handover and any separate governance obligations.
- MEBC must not use a 'volunteer' label to avoid employment obligations where the reality is an employment relationship.
- Volunteers do not receive wages or employee entitlements merely because they volunteer. Approved expense reimbursement, honoraria, gifts or benefits must be structured carefully and do not determine status by name alone.
- A person performing both paid and volunteer roles must have the boundaries documented, including which duties and hours belong to each role.
- Student placements, contractors, work experience and court-ordered service are not automatically volunteering and require separate arrangements.

When status is unclear

Seek advice before commencing the arrangement. The practical reality—control, obligation, hours, payment and expectations—matters more than the title used.

4. Responsibilities

Role	Responsibility
MEBC Board	Sets culture and policy, approves delegations and resources, confirms insurance and legal settings, and reviews serious risks.
Volunteer Coordinator	Plans needs, maintains role and volunteer records, coordinates recruitment and induction, supports supervisors and gathers feedback.
Role supervisor	Provides instructions, resources, safe systems,

Volunteer

feedback, inclusion and a clear escalation contact.

Works within the role and competence, follows policies and reasonable directions, protects people and information, and reports concerns.

All members

Treat volunteers with respect, avoid unreasonable demands and recognise that volunteer availability is finite.

5. Workforce planning and role design

- Identify the purpose, tasks, authority, time, location, supervisor, skills, risks, screening, training, equipment and reimbursement arrangements before recruiting.
- Use a written role description for ongoing, higher-risk, child-related, financial, system-access or leadership roles. A brief task card may be enough for simple event roles.
- Design roles that can be shared, rotated, completed remotely or adjusted where practical to reduce burnout and barriers.
- Do not allocate regulated, licensed, specialist or high-risk work unless the volunteer is authorised, competent and properly supported.
- Review whether workload, regularity and control have shifted so far that the role may no longer be genuinely voluntary.

6. Recruitment and inclusion

- Promote opportunities fairly and describe the role, commitment and essential requirements accurately.
- Use proportionate selection—informal discussion for simple roles; application, interview, reference or qualification checks for sensitive or responsible roles.
- Welcome diverse ages, abilities, cultures, genders and backgrounds and consider reasonable adjustments.
- Do not discriminate unlawfully. A role requirement must relate to genuine duties, safety, safeguarding or another lawful need.
- Do not pressure a person into volunteering because they or their child plays for MEBC. Any roster or contribution expectations linked to membership must be transparent, reasonable and approved separately.
- Tell unsuccessful applicants respectfully and protect their information.

7. Screening and suitability

- Confirm identity, experience, qualifications, licences and references to the extent appropriate to the role.
- Identify child-related work and verify the required NSW WWCC through the Office of the Children's Guardian before work starts and on renewal.
- A barred or interim-barrred person must be removed from child-related work in accordance with law; record actions and obtain advice as needed.
- WWCC clearance is not a complete suitability assessment. Apply child-safe recruitment, codes, induction, supervision and reporting.
- Police checks, health information and other sensitive screening must only be requested where lawful, necessary and proportionate, and handled under the Privacy Policy.
- Conflicts of interest should be declared and managed for roles involving selection, finance, procurement, complaints, confidential information or related parties.

8. Appointment and volunteer agreement

For ongoing or higher-responsibility roles, confirm in writing:

- role title, purpose, supervisor and start date;
- expected tasks, authority, boundaries and time commitment;
- whether the role is unpaid and the approved expenses or benefits;
- screening, training, licences and conduct requirements;
- confidentiality, privacy, intellectual property, systems and property obligations;
- insurance and incident-reporting information;
- settling-in review and regular check-ins; and
- how either party may change or end the arrangement.

9. Induction and training

- Provide a welcome to MEBC, key contacts, role purpose, facilities and how the role contributes to the Club.
- Explain relevant policies, codes, safeguarding, privacy, safety, emergency, incident, expense and complaint arrangements.
- Provide task-specific instruction before independent work and refresh training when equipment, systems, risks or requirements change.
- Verify mandatory qualifications and keep appropriate records without collecting unnecessary documents.
- Offer accessible materials, demonstrations, mentoring or supervised practice where appropriate.
- A volunteer may decline or stop a task they have not been trained, authorised or equipped to perform.

10. Settling-in review and ongoing support

Instead of a fixed 'probation', MEBC may use a settling-in period appropriate to the role, commonly up to three months for ongoing appointments. It is a mutual review, not employment probation.

- Confirm whether the tasks, time, supervision and environment match what was described.
- Invite the volunteer to raise training, accessibility, workload, safety or relationship issues.
- Give specific and respectful feedback and agree any changes.
- Record the outcome for sensitive or responsible roles.
- Continue regular check-ins and provide a clear contact when the supervisor is unavailable.

11. Volunteer rights

Volunteers have the right to:

- be treated with respect and without abuse, harassment, discrimination or retaliation;
- receive accurate role information, appropriate induction, safe systems, resources and supervision;
- understand who makes decisions and how to raise a concern;
- access and correct their personal information in accordance with the Privacy Policy;
- say no to work outside the agreed role, competence, authority, availability or safe conditions;
- request reasonable adjustments and discuss changes to the role;
- receive approved expense reimbursement without unreasonable delay;
- be informed of serious concerns and given a fair opportunity to respond before longer-term adverse action, except for urgent protective steps; and
- leave the role and receive recognition and a safe handover.

12. Volunteer responsibilities

Volunteers must:

- act honestly, respectfully and in MEBC's interests within their role;
- follow the Constitution, policies, codes, venue conditions and reasonable lawful directions;
- work only within authority, competence and current qualifications;

- take reasonable care for their own health and safety and that of others, and report hazards, incidents and injuries promptly;
- protect children and other participants and make required safeguarding reports;
- protect confidential, personal, financial, sponsor and Club information;
- use Club money, systems, keys, equipment and intellectual property only as authorised;
- declare conflicts, gifts or benefits relevant to decisions; and
- give reasonable notice of absence or departure where possible and return Club property and access.

13. Health, safety and wellbeing

- MEBC will assess the WHS duties applying to its structure and activities and will manage risks so far as required by law and reasonably practicable.
- Plan work, provide appropriate equipment and protective measures, and consult volunteers about risks and changes affecting them.
- Volunteers must not undertake unsafe work, bypass controls or use equipment without permission and competence.
- Any person may stop an activity where they reasonably believe there is immediate risk and should notify the supervisor.
- For emergency danger call 000. Injuries, near misses, hazards, violence and psychosocial risks must be reported and recorded.
- Plan breaks, drinking water, sun protection, manual handling, fatigue and late-night safety for event and canteen roles.
- Support volunteers affected by distressing incidents, complaints, conflict or abuse and protect them from retaliation.

14. Insurance

- The Board will confirm and document the volunteer personal accident, public liability, association liability, motor vehicle and other insurance relevant to MEBC activities.
- Volunteers should be told the main scope, exclusions, age limits, excesses and claim process relevant to their role. This policy does not promise coverage beyond the policy terms.
- Private vehicles, personal equipment, travel, professional advice, high-risk work and unauthorised activity may not be covered.
- Report incidents promptly and do not admit liability or settle a claim without authority.

Insurance check

Before each season, confirm the actual policy wording and insurer contact—not just that ‘volunteers are insured’. Record any gaps and tell affected role-holders.

15. Expenses and purchases

- Volunteers should not be financially disadvantaged for authorised Club expenditure.
- Obtain approval before purchasing unless an emergency delegation applies. Use Club purchasing methods where available.
- Submit the approved claim form and itemised receipt within the stated period. Explain any missing receipt promptly; reimbursement without evidence is exceptional and requires authorised approval.
- Travel, phone, internet, meals, accommodation, subscriptions and other general costs are reimbursed only when the role arrangement or prior approval provides for them.
- Reimbursement is for actual approved expenses and is not payment for time. Tax consequences of allowances or benefits should be checked where relevant.
- The person approving a claim must not approve their own expense unless the financial policy provides an independent control.

16. Confidentiality, privacy and systems

- Give volunteers only the information and system access needed for their role.
- Use individual accounts, strong passwords and multi-factor authentication; do not share full member lists through personal email or uncontrolled drives.
- Confidentiality continues after the role ends, subject to lawful reporting and protected disclosures.
- Return or transfer records to the authorised Club location and delete uncontrolled copies when directed.
- Remove system, group-chat, key and code access promptly when duties change or end.
- Volunteers must not use member contacts for personal business, fundraising, recruitment, politics or unrelated marketing.

17. Conduct, concerns and complaints

- Volunteers are protected by and must comply with the Member Protection, Social Media, Spectator Behaviour and other relevant policies.
- Raise day-to-day role issues with the supervisor or Volunteer Coordinator. Use the MPIO, Child Safety Officer, Privacy Officer or another pathway for specialist concerns.
- A volunteer does not have to confront a person before reporting abuse, discrimination, safeguarding, safety or serious misconduct.
- MEBC will address concerns fairly, confidentially as far as practicable and without retaliation.
- A complaint about a volunteer and a complaint made by a volunteer must be routed under the policy with jurisdiction.

18. Feedback, performance and role changes

- Address concerns early with examples, expected standard, support and a reasonable opportunity to improve where appropriate.
- Consider whether unclear instructions, training, workload, accessibility, conflict or poor role design contributed.
- Document material concerns and agreed actions for responsible or sensitive roles.
- A role may be adjusted, paused or reassigned by agreement or for operational, safety, safeguarding or suitability reasons.
- Urgent interim restriction may occur without prior discussion where reasonably necessary to protect people, information, assets or a fair process. It is not a final finding and should be reviewed promptly.

19. Ending a volunteer role

A volunteer may leave at any time and should give as much notice as reasonably possible. MEBC may conclude a role because it is no longer required, no longer fits the person or Club, or because of capability, conduct, safety, safeguarding, conflict, availability or organisational change.

Except for urgent or serious circumstances, MEBC should:

- tell the volunteer the concern or reason and discuss practical alternatives;
- provide support and a reasonable opportunity to respond or improve where appropriate;
- use a non-conflicted decision-maker with authority for the role;
- confirm the outcome, effective date, handover, property and access arrangements; and
- advise of any review or complaint pathway available under the Constitution or applicable policy.

Ending a volunteer appointment is not automatically membership discipline. Any suspension or termination of membership must follow the Constitution and applicable complaint process.

20. Exit and handover

- Return keys, devices, cards, uniforms, equipment, records, stock and money.

- Transfer files, passwords and work-in-progress through an approved method; do not leave sole control with a departing person.
- Remove system and communication-group access promptly.
- Offer an exit conversation and invite feedback on role design and culture.
- Recognise the contribution appropriately and provide a factual service statement or reference where authorised.

21. Recognition and volunteer wellbeing

- Thank volunteers regularly and specifically, including people in behind-the-scenes and short-term roles.
- Offer learning, mentoring, expanded responsibility or reduced workload according to interest—not as an expectation of endless availability.
- Monitor over-reliance on individuals, repeated vacancies, excessive hours and signs of burnout.
- Celebrate contribution without disclosing private information or creating unfair awards processes.
- Ask volunteers how recognition should occur; some may prefer private thanks.

22. Volunteer role checklist

- ☐ Role purpose, tasks, authority and supervisor documented
- ☐ Time, location, flexibility and end/review point discussed
- ☐ Risks, emergency procedures and equipment addressed
- ☐ Screening, WWCC, qualifications and conflicts completed
- ☐ Volunteer status, expenses, insurance and benefits explained
- ☐ Induction, policies and task training completed
- ☐ Accessibility and support needs discussed
- ☐ System, keys and information access limited and recorded
- ☐ Settling-in review date agreed
- ☐ Exit, handover and access-removal steps identified

23. Local settings

Volunteer Coordinator	Name: _____ Mobile: _____
Safety / incident contact	Name: _____ Mobile: _____
Child Safety Officer	Name: _____ Mobile: _____
MPIO	Name: _____ Mobile: _____
Expense approver	Role / email: _____
Claim form and deadline	_____
Insurance contact / policy location	_____
Volunteer records location	_____

Role description register

Approval and amendment history

Version	Renewal date	Effective date	Summary
1.0	13/08/26	13/08/26	Comprehensive replacement of the former Volunteers Policy.

Governance note

Before engaging anyone - WWC, employment-status, insurance, screening and financial arrangements for MEBC’s actual structure. This policy does not create insurance or legal coverage beyond applicable law and policy terms.

Updated with reference to Volunteering Australia’s refreshed 2024 National Standards, Fair Work guidance, SafeWork NSW and NSW Office of the Children’s Guardian guidance. This document is operational guidance and not legal advice.