



FRENCHVILLE SPORTS CLUB

ROCKHAMPTON • EST 1948

Volunteer Handbook

Version 4.0 Effective Date: 1 January 2024





Contents

WELCOME	3
OUR VISION AND PURPOSE	4
OUR VALUES.....	5
ABOUT FRENCHVILLE SPORTS CLUB	6
VOLUNTEERING AT FRENCHVILLE SPORTS CLUB.....	7
RISK MANAGEMENT	8
SUN SMART	8
CLUB STRUCTURE	9
SUB- COMMITTEES.....	9
TRAINING FACILITIES	13
SPORTS PERFORMANCE PROGRAMS.....	14
TRAVEL	14
PARTNERSHIPS & SPONSORS	15
GRANTS & FUNDING	15
RAFFLES AND FUNDRAISING	15
PURCHASES	16
PLAYING KIT AND EQUIPMENT.....	16
SPORTS APPAREL.....	16
ANNUAL DINNERS / PRESENTATIONS.....	17
SPORTS AWARDS.....	17
PUBLICITY, MARKETING & SOCIAL MEDIA.....	18
CONTACTING FRENCHVILLE SPORTS CLUB & SPORTS SUB-COMMITTEES	19
POLICIES & CODE OF CONDUCT	20
APPENDIX 1 - Meeting agenda template.....	21
APPENDIX 2 - Meeting minutes template	23
REVIEW	25



FRENCHVILLE
SPORTS CLUB
ROCKHAMPTON • EST 1948

OUR VISION

To connect and support our community

OUR PURPOSE

To provide great value and service in a relaxing, family friendly environment, while fostering continual growth in our region through the sustainable provision of sports, employment, grants, and community events.



OUR VALUES



SUPPORT

We actively support our community through:

- Sport
- Value for money hospitality and entertainment,
- Financial contributions and donations; &



MAKE IT COUNT

We are innovative and strive for excellence by delivering quality experiences that exceed expectations. We never give up.



OWN IT

We achieve our goals and create success through owning our actions, attention to detail and empowering each other.



BE RESPONSIBLE

We earn and retain the trust of all through our loyalty, accountability and commitment.



RESPECT EVERYONE

We create a welcoming environment for all by acting with care, respect and consideration.



FRENCHVILLE
SPORTS CLUB
ROCKHAMPTON • EST 1948

ABOUT FRENCHVILLE SPORTS CLUB

Cricket was the first sport at the Frenchville, however in 1948, due to popular demand the cricket team converted to a soccer team virtually overnight and the Frenchville Soccer Club was formed.

From that one team in 1948, a dynamic and powerful community club has grown and is now one of Queensland's largest and well-known multi-sports clubs, with a long extensive and proud history of supporting and encouraging participation in sport in Rockhampton and the surrounding district.

Although there has been an evolution of the clubhouse and grounds at Clifton Street over the past 70 years, the real essence of the Club is its people. Its members, volunteers, committees, staff, and directors. These people have nurtured a sense of community and common purpose focused on providing an opportunity for people of all ages, particularly youth, to participate and enjoy sport.

Frenchville Sports Club (FSC) is a not-for-profit multi-sport community club that contributes over \$1million to our local community each year.





VOLUNTEERING AT FRENCHVILLE SPORTS CLUB

The Club places high importance on our volunteers and will continue to support them to continue the success of the Club. Our volunteers represent the Club in many areas of the community and should strive to uphold the values of the Club at all times.

To assist with managing our volunteers and providing some frameworks, the Club has turned to resources provided by the Australian Institute of Sport.

All Volunteers who interact with any person under the age of 18 must hold a current Queensland Blue Card to work or volunteer with children.

The Club is registered with the Queensland Government and manages our staff and volunteers under a single entity. The Club has legal obligations to keep a record of all Volunteers.

To ensure that the Club is aware of who our volunteers are and which area or sport they are associated with, we require our volunteers to connect their Blue Card registration to the Club. Applications can be submitted online. Applicants should email their application details to the Sports Coordinator to verify. Alternatively, a form can be requested from the Sports Coordinator or downloaded from the Queensland Government Blue Card Services website.





RISK MANAGEMENT

Risk management is an important part of sport and recreation.

There is a comprehensive Workplace Safety and Security procedures section in this handbook that all volunteers should take the time to read carefully.

All persons involved in any activity have a responsibility to assess potential hazards and risks. Any potential hazards or risks must be reported, and actions taken to reduce that risk or hazard.

Reports can be submitted directly at the Club, to the Sports Coordinator or to the sub-committee, who will, in-turn, advise the Sports Coordinator.



SUN SMART

The health and wellbeing of all sporting participants is a priority of the Club. With this in mind, the Club encourages all volunteers to practice sun smart habits and act as positive role models. Please refer to our Sun Safe Policy for full details.





CLUB STRUCTURE

The corporate structure of the Club is a not-for-profit company, limited by guarantee and owned by its members. Just like any other company, Frenchville Sports Club has a Board of Directors and a Constitution. The Constitution determines the rules of the Club. The Board establishes sub-committees, and each sport has a sub-committee which provides advice to the Board

The Board of Directors is the decision-making body for the Club and all its operations.

MEMBERSHIP

All sport participants, volunteers, coaches, and members of sub-committees must be current financial members of the Frenchville Sports Club. If under the age of 18 (eighteen), their parent / guardian must be a current financial member of the Club

SUB- COMMITTEES

The role of the sub-committee is to work with the Business and Sports Development Manager and the Sports Coordinator and to;

- assist in ensuring that participants of each sport uphold the values of the Club
- facilitate the growth and participation of sporting activities.
- communicate all relevant matters to sports participants

Sub-committees are to work with the Sports Coordinator to develop a planning calendar for each year, outlining the playing seasons, main events, presentations, pre-season recruitment, equipment maintenance, apparel checks and meetings. One of the key success factors in achieving the best outcomes is advance planning.

A list of all sub-committee members, and coaches must be provided to the Sports Coordinator to enable best communication channels.





SUB- COMMITTEE ROLES

Sub-committee members have vital roles to fill in respect to the smooth running and success of each sport. Sub-committees must consist of a President, Vice President, Secretary and Registration Coordinator. Other optional and certainly recommended positions include Social Media Convenor, Senior and/or Junior Coaching Co-ordinators, Equipment Coordinator, Umpire/Referee Coordinator and General Committee members (other positions may be created depending on sub-committee needs). The maximum number of sub-committee members is nine (9) people (*unless approved by Business and Sports Development Manager*)

Position descriptions are vital for recruiting the right people into the above positions. Please use the following position descriptions as a guide, taking into consideration some specific requirements of the sport and governing bodies.

PRESIDENT

The president is ultimately responsible for the appropriate function of the sport as guided by the Frenchville Sports Club and hold overall responsibility to the Business and Sports Development Manager and Sports Coordinator for the sports administration.

- Liaise with the FSC Sports Coordinator regularly.
- Advise the Sports Coordinator of all major activities and functions
- Oversee and coordinate the activities and administration of the sport.
- Assist the Business and Sports Development Manager with preparation of the annual budget
- Provide names and contact details of all committee members and coaches to the Sports Coordinator
- Prepare an annual report to the Sports Coordinator by 31 December each year.
- Prepare brief reports for the newsletters as required.
- Act as a facilitator for the sports activities.
- Chair all subcommittee meetings, general meetings and annual general meetings in an unbiased and efficient manner.
- Keep meetings focused on the set agenda items and to start & finish on time.
- Ensure free speech at meetings of all members.
- Involve sporting members in decisions that affect them.
- Have an understanding and knowledge of meeting procedures
- Be familiar with all correspondence or material relevant to the FSC.
- Uphold the constitution of the FSC
- Represent the FSC on delegations or inquires of importance to the sport.
- Give a casting vote if required.
- Present a verbal or written report to each committee meeting.
- Check the minutes prior to circulation.



SECRETARY

The secretary is responsible for effective and accurate record keeping of the sub-committee.

- In consultation with the Sports Coordinator, organise meeting times, dates.
- Organise any facilities required for meetings with Sports Coordinator.
- Advise the meeting date and time to members.
- Prepare, in consultation with President and Sports Coordinator, the agenda for all meetings.
- Keep an accurate record of minutes of meetings.
- Maintain minutes at all meetings.
- Carry out all directions of the sub-committee meeting (correspondence etc)
- Keep all records (except financial).
- Collect regularly (weekly) all correspondence from the sports pigeonhole located at club reception.
- Circulate minutes to all members.
- Ensure the Sports Coordinator receives a copy of all minutes. These will be passed onto the Business and Sports Development Manager, CEO and Board.

REGISTRATION COORDINATOR

The registration coordinator is responsible for working with the Sports Coordinator to perform administration duties for the sport registration process.

- Share admin access to any and all online portals / apps for player registration with the Sports Coordinator
- Work with the Sports Coordinator to create a procedure for the registration online portals
- Assist the Sports Coordinator with registration enquiries from potential participants
- Provide regular updates to the sub-committee president, sports Coordinator and committee members

Call for **Committee**
Volunteers





SUB- COMMITTEE MEETINGS

It is important to recognise that everyone's time is valuable. Here are some guidelines to make the most of committee meeting times.

- Every meeting should have an agenda. The style of sub-committee meetings is quite informal and relaxed; however an agenda will ensure that the business at hand is prioritised.
- Submit agenda items a week before the meeting via the President or Sports Coordinator to allow for adequate preparation.
- The sub-committee president will convene the meeting and keep the meeting moving along.
- Issues not personalities. Meetings are not the place to deal with personality conflicts.
- Seating in a circular format is a good option to allow every member to contact all other members. Remembering that non-verbal cues (facial expressions, voice tone, hand movements and body posture) can be important when trying to convey a message.
- As recognition for volunteer's time, the Club will provide a light snack and beverage to the committee. Attendee numbers need to be confirmed with the Sports Coordinator along with the agenda at least 48 hours prior to the meeting date.
- When closing each meeting, always confirm the date and time of the next meeting with those present.

SUB- COMMITTEE AGENDA

Every sub-committee meeting must start with an Agenda to guide the meeting and ensure that the necessary business is addressed.

The club as a recommended agenda for general meeting minutes and a template is included in Appendix 1 of this booklet. (electronic copy available from Sports Coordinator):

MINUTES

All minutes are to be distributed to subcommittee executives and Sports Coordinator within 7 (seven) days after the meeting. From this, a copy will be forwarded to the Business and Sports Development Manager, CEO and Board.



SUB- COMMITTEE RESOURCES

Club meeting rooms are available at no cost and should be booked well in advance by completing online booking form and liaising with the Sports Coordinator.

Artwork for flyers and posters should all be coordinated well in advance through the Sports Coordinator to ensure that they keep within the Club's style guide.

Copying and printing of sports flyers etc can be done by request via the Sports Coordinator.

Sports pigeon holes are located behind reception and it is the location where the Business and Sports Development Manager and Sports Coordinator will leave correspondence and items for the sports.

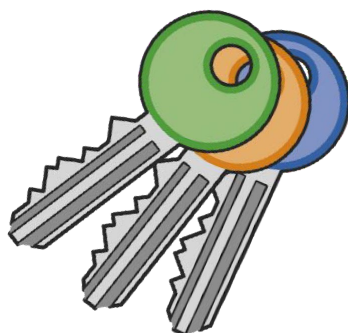
TRAINING FACILITIES

The Club owns some and pays to use a number of training facilities across Rockhampton to facilitate our sports. Volunteers must abide by the rules of those organisations and respect the owners wishes for those venues. Keys for training facilities are held at reception and must be signed out with your name, membership number, sporting team and phone number.

If you use any training facilities, it is your responsibility to ensure that they are securely locked up with all lights turned off prior to returning the keys directly after use. Any damage or maintenance is to be reported directly to the Sports Coordinator. Remember that many teams use the same facility so please report any issues and return keys as soon as finished.

NORTH ROCKHAMPTON HIGH SCHOOL (NRHS)

NRHS uses a fob system for access to the grounds. If you are a coach or committee member requiring access to the grounds, you will need to sign for a fob at the Sports House. Each fob is uniquely numbered and will be allocated to the person signing out that fob. Fobs can be kept for the season but need to be returned at the end of season. If a fob is lost the person allocated the fob will be required to pay \$15 regardless of whether they want a replacement or not. It is the allocated persons responsibility to treat the fob as if it was their own house keys.



SPORTS PERFORMANCE PROGRAMS

Over the past few years, Frenchville Sports Club has supported players who have represented at regional, state and national levels throughout a range of elite level sport via a programme titled Representative Athletes Assistance Programme (RAAP). This program is available to Junior and Senior participants and there are a number of obligations applicants must complete to receive the funding assistance. Applications must be made directly by the participant and submitted through the Sports Coordinator.

TRAVEL

Travel to and from sporting events and functions in the local Rockhampton area is the responsibility of individuals and participants. However, travelling outside of the Rockhampton region has the following guidelines.

It is preferred that participants and teams who choose to attend carnivals outside the local Rockhampton area, that aren't part of the regular season schedules/rounds organise their own travel and accommodation.

If competing for the FSC outside of the Rockhampton area for games within the regular season schedules/rounds then the club encourages teams to travel by bus. Bookings can be made by completing the online form and liaising with the Sports Coordinator and should be made well in advance.



PARTNERSHIPS & SPONSORS

Frenchville Sports Club has secured new partners and sponsors for the 2024, 2025 and 2026 seasons.

Committees are encouraged to support our partners and sponsors and promote them in a positive way, thanking and acknowledging them at every opportunity.

GRANTS & FUNDING

The Club has an ongoing process of identifying and applying for Grant funding to expend on various projects, equipment etc, particularly for the development of sport. Should a sub-committee become aware of any potential funding available, they should advise the Business and Sports Development Manager. Any projects or items/equipment the clubs need will be added a wish list and grants applied for once they become available.

RAFFLES AND FUNDRAISING

The Club offers a roster for each sport to participate in and run goose club raffles at the Club each Friday night and Saturday afternoon. If a sub-committee is not able to meet their roster commitments, they should contact the Sports Coordinator at least 2 days in advance so an alternate sub-committee can be arranged. If notice is not given and the raffle is not held, the sub-committee will forfeit their raffle opportunities for up to 12 months. Goose Club Raffles are an advertised promotion in the Club, so members and guests expect to see them each week.

Sub-committees are also encouraged to conduct fund-raising outside of the Club, however full details of such activities should be provided to the Sports Coordinator.





PURCHASES

The Sports Coordinator will arrange all purchases on behalf of any sports sub-committee to maximise purchasing advantages of bulk supplies and existing supplier relationships. This includes all sporting equipment and clothing. Any and all smaller sundry purchases are to be negotiated and approved by the sports Coordinator. Any item purchased without the prior written approval of the sports coordinator will become the responsibility of the purchaser. All purchases must have an FSC purchase order authorised by the Business and Sports Development Manager.

All accounts payable on behalf of each sports sub-committee (i.e. Club Affiliations or court fees) must be addressed to Frenchville Sports Club and sent direct to the sports Coordinator and finance team. (ap@fsports.com.au)

Sub-committees should consider their estimated annual expenses during the budget process each year.

PLAYING KIT AND EQUIPMENT

All equipment is ordered by the Club via the Sports Coordinator. Equipment is stored at Sports House. As it is needed by sporting groups, it must be signed out via the Sports Coordinator and online form completed. Volunteers to sign out equipment are accountable for that equipment to ensure it is distributed to teams and players.

SPORTS APPAREL

All apparel, uniforms are ordered by the Club via the Sports Coordinator. It is important to ensure all sports apparel is consistent with our style guide and colour scheme.

Sub-committees are consulted on design elements during the ordering process.

Quite often, some items will be relevant across several sports so purchasing requirements can be managed with our suppliers.

Club sporting apparel and supporters gear can be purchased from the Sports Hub in Sports House either in person or online for pick up only. Afterpay and laybe is also available for all purchases from the Sports Hub.



ANNUAL DINNERS / PRESENTATIONS

The Club provides use of the function rooms at no cost for annual dinners and presentations. It is recommended that sub-committees book dinners and presentation dates in as soon as possible (even a year in advance) via online form and liaise with Sports Coordinator. It is preferred that sports host their events on a Friday evening to assist with demand for Saturday night bookings.

SPORTS AWARDS

The Club hosts an annual Sports Awards night, which includes presentations for the recognition of outstanding sporting achievements. The awards are generally held in February each year, unless notified otherwise. On the evening presentations are made in several categories including overall FSC Club person and Senior and Junior Sports person of the Year.

Sub-committees are invited to nominate a suitable candidate for each of the eligible awards, usually based on the outcome of the previous season presentation dinners.

Nominations must be submitted to the Sports Coordinator with a brief summary of the nominees achievements.

Sub-committees are asked to work with the Sports Coordinator to prioritise an invitation list relevant to that sport. The Club will manage the invitation and RSVP process.





FRENCHVILLE SPORTS CLUB

ROCKHAMPTON • EST 1948

PUBLICITY, MARKETING & SOCIAL MEDIA

Marketing and public relations are an important concept for the growth and image of not only individual sports but for the Frenchville Sports Club. Marketing is the means to an end when it comes to creating, nurturing or maintaining an image.

Recognition and awareness are important for the following reasons:

- Membership
- Sponsorship
- Funding
- Attendance
- Opportunities for awareness with the youth in our community.

Marquees, banners, signage, bbq's and gas bottles should be signed out via the Sports Coordinator and returned in same condition as agreed for the borrow period with the Sport Coordinator. Sub-committees should nominate an accountable officer to collect and return equipment to ensure it is used in the correct manner to minimise damage and to report damage. (in the case of gas bottles – whether they need refilling) If sign out procedures are not adhered to, future availabilities may be restricted.

Each sport has a webpage as part of the Frenchville Sports Club website and information should be checked regularly to ensure it is up to date. The Sports Coordinator is the first point of call for all design work on any and all marketing material, including posters, flyers, invitations & social media templates. Sub-committees should submit a Marketing request form at least 3 weeks in advance for materials to be prioritised and included in work schedules.

All media enquiries should be referred back to the Business and Sports Development Manager - business@fsports.com.au and should list the Business and Sports Development Manager as a contact on behalf of the Club along with the sub-committee president or relevant contact.

Photographs on social media tell a great story and promote the fun, healthy lifestyles, along with the competition and achievements of our athletes and volunteers. These photographs are also a great resource for the Club's Annual Report. Please forward as many photographs as possible in their original format (social media platforms reduce photo quality) to the Sports Coordinator – sports@fsports.com.au. It is important to consider permissions of those in photographs, particularly juniors, prior to them being shared on any platform.

Social Media is a valuable communication tool for each sub-committee to share information with everyone associated with each sport and as a source of information for new and potential members. Please keep in mind that each of the sports social media pages, groups and sites, also represents the Club and should uphold the values of the Club.

Each sub-committee should nominate a social media/marketing person on their committee at the AGM. This person will then need to attend a basic training and information session with the Sports Coordinator and the Club's Marketing Manager that will cover various marketing and social media skills and tools.





CONTACTING FRENCHVILLE SPORTS CLUB & SPORTS SUB-COMMITTEES

The Sports Coordinator is the first point of contact for all sports sub-committee matters

The Club's physical address is: 105 Clifton Street, North Rockhampton, Qld 4701

The Club's postal address is: PO Box 5049, Red Hill, Qld 4701

The main phone number is 07 4932 6800

All correspondence should be mailed to the address above or emailed to the Sports Coordinator on sports@fsports.com.au

All drafts of correspondence that are required to be sent on Club Letterhead, must be sent to the Sports Coordinator who will arrange for approval of the correspondence, and its placement on letterhead ready for signing.

All email correspondence on behalf of each sport, must be sent from the @fsports.com.au address and tabled at the committee meetings as outward correspondence. These addresses are:



softball@fsports.com.au

netball@fsports.com.au

football@fsports.com.au

hockey@fsports.com.au

rugby@fsports.com.au

basketball@fsports.com.au

rockwheelers@fsports.com.au

cricket@fsports.com.au

Other contacts for the Club include.

Finance team - cfo@fsports.com.au & ap@fsports.com.au

Marketing & Promotions - promotions@fsports.com.au

Digital coordinator - digital@fsports.com.au

Functions coordinator – functions@fsports.com.au



POLICIES & CODE OF CONDUCT

All volunteers of the Frenchville Sports Club are required to abide by a Code of Conduct and its Polices.

Policies and Code of Conduct booklets will be made available by the Sports Coordinator.

All volunteers must sign an acknowledgment of the Policies and Code of Conduct

Policies include:

- Code of Conduct*
- Alcohol & Drug Policy*
- Bullying Policy*
- Diversity Policy*
- Sexual Harassment & Victimisation Policy*
- Social Media Policy*
- Sun Safe Policy*
- Workplace Health & Safety Policy*
- Workplace Privacy Policy*





FRENCHVILLE
SPORTS CLUB
ROCKHAMPTON • EST 1948

APPENDIX 1 - Meeting agenda template

The word version of this document should be obtained from the Sports Coordinator for use by Sports Sub-committees.



SPORTS SUB-COMMITTEE AGENDA

CLUB _____

DATE & TIME _____

1. Open meeting
2. Attendance & Apologies
3. Conflict of Interest
4. Minutes from Previous Meeting
5. Business Arising from Previous Minutes
6. Correspondence
7. President's Report
 - a. .
 - b. .
 - c. .
 - d. .
8. Officers Reports
 - a. .
 - b. .
 - c. .
 - d.
9. General Business
10. Next meeting date & time

APPENDIX 2 - Meeting minutes template

The word version of this document should be obtained from the sports Coordinator for use by Sports Sub-committees.



SPORTS SUB-COMMITTEE MINUTES

CLUB _____

DATE & TIME _____

ATTENDANCE & APOLOGIES

CONFLICT OF INTEREST

MINUTES FROM PREVIOUS MEETING

Moved by . Seconded by . that the minutes of the previous meeting are true and correct record. **CARRIED** *(remove and note if changes required)*

BUSINESS ARISING FROM PREVIOUS MINUTES

- .

CORRESPONDENCE

Moved by . Seconded by . that the correspondence inward and outward be accepted **CARRIED** *(remove and note if changes required)*

PRESIDENT'S REPORT

- Note any decisions regarding any business*
- .
- .

OFFICERS REPORTS

- Note any decisions regarding any business*
- .
- .

GENERAL BUSINESS

Note any decisions regarding any business

NEXT MEETING DATE & TIME



Volunteer Handbook

Approval & Review	Details
Approval Authority	General Manager & FSC Board of Directors
Next Review Date	Annual

Approval and Amendment History	Details
Original Approval Authority and Date	23 January 2022 – Approved by Board
Notes	Distribute hard copy to Sports Sub-Committees and E-copy to volunteers and coaches

Approval and Amendment History	Details
Amendment Authority and Date	20 April 2022 – Approved by General Manager
Notes	Update Blue Card process – online now available. Add detail for Sports Hub

Approval and Amendment History	Details
Amendment Authority and Date	19 July 2022 – Approved by Board
Notes	Clarification on maximum number of sub-committee members.

Approval and Amendment History	Details
Amendment Authority and Date	27 February 2024 – Approved by Board
Notes	Updated Sports Coordinator and Business and Sports Development Manager titles/responsibilities. Update to training section with the introduction of fobs to access NRHS. Small amendments to the following sections: Partnership and Sponsorship, Grants and Funding. Removed Canteen section. Removed the WH&S pages and created new stand-alone document that is to be read in conjunction with the Volunteer Handbook.