



Volunteer Welcome Pack

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A Welcome Pack is simply a collection of all the information a new Volunteer will need to prepare them for their new role. A Welcome Pack usually includes the following:

- A personal letter of welcome from the Centre/Club President
- A copy of their job description
- A list of the Committee members and information on their roles, responsibilities and phone numbers
- A copy of the Volunteers Rights and Responsibilities
- Information on the size and structure of the Centre/Club and some background about its history
- Dates and times of practices and competitions
- Schedule of Club fees and what they are used for
- Details of any fund-raising events
- Information on any forthcoming training course dates and costs
- Information on the policy for reimbursing out-of-pocket expenses
- Other information relevant to Volunteers e.g. how to nominate Volunteers for the New World Volunteer recognition scheme

Sample contents for a welcome pack follow which you can use or adapt to meet your needs.

Centre/Club Name & Logo

Dear **(Name of Volunteer)**

Welcome to **(Name of Club/Centre)**. As you may know our Centre/Club has been around since **(Date)** and serves the needs of netballers of all ages and stages in our community. We pride ourselves on

Volunteers are vital part to our Centre/Club. As a Volunteer you will be helping us fulfil our mission and achieve our goals. We appreciate any time that you can give.

This Welcome Pack will answer some of the questions you may have and point you in the direction of those that can answer any other questions not dealt with here. The pack includes:

- A copy of your job description
- A list of the Committee members and information on their roles, responsibilities and phone numbers
- A copy of our Commitment to Volunteers statement
- Information on the size and structure of our Centre/Club and some information about its history
- Dates and times of practices and competitions
- Schedule of Centre/Club fees and what they are used for
- Details of fund-raising events
- Information on forthcoming training course dates and costs
- Information on the policy for reimbursing out-of-pocket expenses
- Other information relevant to Volunteers e.g. how to nominate Volunteers for the weekly New World Volunteer recognition scheme

(Name of VC) is the Volunteer Coordinator at **(Centre/Club)**. If you have any questions regarding Volunteering please give her a call on **(Phone Number of VC)**. **(Name of VC)** email is **(VC email address)**

Thanks again for volunteering.

Kind Regards

(Name of President)

President

Name of Club or Centre

Manager Role Description

Purpose:

The Club/Centre Manager is responsible for the management and well being of the Executive Committee, Team Officials and Members of the Club/Centre.

Responsible To:

The Club/Centre Manager is directly responsible to the President and members of the Executive Committee.

Responsibilities & Duties:

The Manager is expected to:

- Manage the Club/Centre Fundraising Committee and coordinate regular meetings;
- Prepare agenda, disseminate relevant information and chair Fundraising Committee meetings;
- Prepare annual fundraising and sponsorship targets and ensure approval of annual fundraising plan by the Executive Committee;
- Coordinate & manage Club/Centre events i.e. prize giving, team building, club photos, fundraising & social events;
- Prepare and disseminate monthly newsletters;
- Manage distribution, collection, inventory & storage of uniforms;
- Attend Executive Committee meetings, and:
- Manage Club/Centre IT & website requirements.

Knowledge & Skills:

Ideally the Manager is someone who:

- Can communicate effectively;
- Is well organised and can delegate tasks;
- Has a good working knowledge of the Constitution & Strategic Plan;
- Can promote collaboration of Club/Centre Members regularly;
- Encourages positive participation and involvement of family members, and;
- Has a good knowledge of computer based systems.

Estimated Time Commitment & Period of Appointment:

The estimated time commitment required as the Manager is _____ hours per week during the season and _____ hours out of season.

The Manager is appointed for a period of 12 months and is elected by members at each AGM.

Name of Club/Centre

Our Commitment to Volunteers

Volunteers are the heart of netball. Without Volunteers, the game of netball as we know it would not exist. Volunteering for our Club/Centre is inclusive and open to all who are willing to work in line with the rules and values of our game.

Our Club/Centre is committed to ensuring that Volunteers are provided with work that is meaningful and relevant to their needs and interests, treated with respect and as equal co-workers, given appropriate induction, training and supervision, offered full involvement and participation and are recognised for the work they do.

Rights and Responsibilities

The Club/Centre and its Volunteers have both rights and responsibilities:

As a Volunteer for **(Club/Centre)** you have the right to:

- do work that is meaningful and satisfying;
- be assigned to a role that fits your interests and needs;
- receive the induction, training and supervision necessary to fulfil your role;
- receive feedback on the tasks you perform;
- be treated with respect and as an equal partner in our Club/Centre;
- be trusted with confidential information necessary to carry out your role;
- be kept informed on relevant matters within netball;
- expect that your time will not be wasted by poor planning or coordination;
- work in a safe and healthy environment, and be given health and safety information relevant to your role, and;
- be given a copy of Netball New Zealand's Volunteering Policy and other policies and procedures that affect your role.

As a Volunteer for **(Club/Centre)** you have the responsibility to:

- be honest about your expectations and abilities;
- not take on more responsibility than you can handle;
- take part in induction, and orientation processes e.g. background checks, paperwork and training as needed;
- be reliable and punctual or provide notice so that alternative arrangements can be made;
- be accountable, perform your role to the best of your ability and ask for help when you need it;
- follow organisational policies and procedures;
- respect those confidences entrusted to you;
- voice your opinion and have input on ways in which your role might be performed better;
- be open-minded and respectful of others opinions, and;
- represent netball accurately and positively to others.

List of Committee Members

NAME	ROLE	Phone
	President	Hm: Mb:
	Secretary	Hm: Mb:
	Treasurer	Hm: Mb:
	Club Manager	Hm: Mb:
	Property Manager	Hm: Mb:
	Representative Convenor	Hm: Mb:
	Umpire Convenor	Hm: Mb:
	Draw Steward	Hm: Mb:

A Little History

In this section you may want to include information on:

- What year the Club/Centre began and how many members it had initially
- Any significant events – e.g. merging with another Club
- Any significant milestones or achievements e.g. tournaments or placings
- How many Club members the club has now
- Any key people and the roles they have played
- Any fun facts e.g. St Francis Netball Club in Wellington notes that in:
1977 - Subs were \$9 for the year. New bibs were bought for \$91. The drinks order for the end-of-year function included: 2 Bourbon, 1 Bacardi, 1 Gin, 1 Whiskey, 1 Vodka, 2 dozen large Coke, 1 doz large lemonade and 5 dozen Lion Brown. The total cost of the spirits was \$28.86.



Netball New Zealand Zero Tolerance Policy for Sport Rage

Netball in New Zealand relies heavily on the goodwill of our Volunteer Coaches, Umpires and Bench Officials. An increase in incidents of inappropriate and abusive behaviour, known as sport rage, is leading to a decline in those willing to Volunteer. In addition sport rage impacts on others' enjoyment, risks players and officials safety, and tarnishes the game's reputation. Whatever the form, and wherever it takes place, sport rage is not acceptable in netball.

To ensure a safe and enjoyable environment for all participants, Netball New Zealand is adopting this Zero Tolerance Policy for Sport Rage from participants, parents/guardians and spectators.

Sport Rage is any inappropriate or abusive behaviour that involves harassing, demeaning or belittling others. It includes:

- persistently or wilfully questioning or challenging the rulings of Umpires or Bench Officials;
- berating or abusing Umpires or Bench Officials;
- berating or abusing Players or Coaches;
- berating or abusing other parents/guardians or spectators;
- displaying conduct which is inappropriate in a sporting environment.

Any participant, parent/guardian or spectator who feels the need to display this behaviour will be asked to leave the venue immediately. No warning need be given and failure to leave when asked will result in a netball representative taking appropriate action to ensure the safety of other participants, parents/guardians and spectators.

A participant, parent/guardian or spectator who has been asked to leave an event may be banned from future games or requested to attend a hearing. All appeals against bans under this policy should be directed to the Executive Committee at the Centre concerned or in the case of Regions to the Regional Manager. Repeated inappropriate behaviour by a participant, parent/guardian or spectator may impact the playing future of the participant.

Participants, parents/guardians or spectators who would like to offer feedback or seek clarification on officiating issues should direct their feedback through their Coach, Club, Centre or Region. A 'protest' procedure is available at each Centre or Region for this purpose.

This policy does not intend to stifle or diminish healthy supportive cheering or the ability of players or spectators to enjoy netball. Rather it seeks to ensure a safe competitive environment for all participants.

This policy supplements the Netball New Zealand General Code of Conduct and Ethics and Harassment Free Regulations for Netball New Zealand Members and the Secondary and Junior Schools Policies, which uphold the same no tolerance policy for inappropriate and abusive behaviour.