



EFA WA VOLUNTEER MANAGEMENT PROGRAM



EFAWA VOLUNTEERS HANDBOOK



CONTACT DETAILS

Jessica Blackwell
Volunteer Coordinator
9296 1200

volunteercoordinator@efawa.com.au



EFA WA VOLUNTEER MANAGEMENT PROGRAM



ODE TO VOLUNTEERS

Many will be shocked to find
When the day of judgement nears
That there is a special place in Heaven
Set aside for volunteers

Furnished with recliners
Satin cushions and footstools
Where there is no committee Chairman
No group leader or car pool

To eager team that needs a coach
No bazaar and no cake sale
Nothing to staple, nothing to fold
Nothing to put in the mail

Telephone lists will be outlawed
But a finger snap will bring
Cool drinks and gourmet dinners
And rare treats for a king

You ask who will serve this privileged few?
Who will work for all they're worth?
Why those who reaped the benefits
And not once volunteered on Earth!!

Anon

The Equestrian Federation of Australia would like to thank sponsors of the volunteers for 2008.

Land Rover, Dept of Sport and Recreation, Healthway, Anthea-M Design, Elmar's in the Valley, Cadbury, Prestige Loans, Equestricare, and Bella Equestrian.





EFA WA VOLUNTEER MANAGEMENT PROGRAM



VOLUNTEERS – OUR PHILOSOPHY

The achievement of the goals of the Equestrian Federation of Australia (WA) Branch is best served by the active participation of the members of the community. To this end, we accept and encourage the involvement of volunteers at all levels of the organisation and within all appropriate programmes and activities.

All staff and members are encouraged to assist in the creation of meaningful and productive roles in which volunteers may serve, and to assist in the recruitment of volunteers from the community.

Volunteers are viewed as a valuable resource to this organisation, it's staff and members. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the Equestrian Federation of Australia.

Thankyou and Happy Volunteering

“Volunteers are not paid because they are worthless..... it's because they are priceless”

What Motivates a Volunteer?

Reason for becoming a volunteer	Percentage
Help others / community	41.5%
Personal / Family Involvement	33.5%
Personal Satisfaction	26.6%
To do something worthwhile	23.3%
Social Contact	15.7%
Felt Obligated / Just happened	12.9%
Use skills / experience	11.5%
Gain work experience / reference	11.5%
To be active	11.0%
Religious Beliefs	9.3%
To learn new skills	6.4%

The Australian Bureau of Statistics (2005) *Voluntary Work Australia*, Cat. 4441.0 Canberra: Australian Government Publishing Service.



EFA WA VOLUNTEER MANAGEMENT PROGRAM



VOLUNTEER WELCOME

Thankyou for taking the time to consider becoming a volunteer within the sport of Equestrian.

Volunteers are always heavily relied on in all sports however Equestrian is fairly unique in some aspects. With the expense and time involved in looking after our four legged friends, most competitors and families are already stretched to the limit for time, and with most competitions held on weekends, some people would just like a day off!!

Often though, people don't realise some of the small ways they can help don't take up too much time but can have a huge impact on the running of the event and reducing the workload for our "career volunteers". Many people also think they couldn't possibly know enough about horses to be of any help.....not true at all!!! As long as you are willing to help, there will always be jobs available. You may be a mother, father, friend, or other connection that has some spare time at an event. Or maybe you would like to get involved with the world of horses and don't know where to start?

There are hundreds of roles available throughout the sport of Equestrian. Some of them may only be for an hour or so on the day of the event, some can run for a number of days and others can be much like a full time job!! Most jobs are on the weekend but there is a lot of stuff that goes into the running of an event that needs to be done prior to the weekend, or even small things like selling raffle tickets etc..... So basically, there is a role for everyone!!

You may ask "what's in it for me"?

- A great way to learn and develop new skills
- Keep active
- A way of "giving back"
- A great way to broaden your set and meet new people
- Make a difference within the equestrian community
- You often get the "Best Seat in the House"!
- HAVE FUN!!!

Along with the above benefits, you will usually be fed, watered, and reimbursed for any out of pocket expenses. A lot of clubs also offer discounted entries, free tickets and hats/t-shirts. EFA(WA) offers an annual recognition scheme for volunteers on our database.

You may find once you start volunteering you will want to do more and get a bit more involved, if this sounds like you why not become an official??

Again, thank you for considering joining our team of invaluable volunteers: we hope you enjoy the experience



EFA WA VOLUNTEER MANAGEMENT PROGRAM



EFA(WA) HORSE VOLUNTEERS CLUB

The EFA(WA) Horse Volunteers Club has been developed to provide our sport with a team of dedicated and knowledgeable volunteers that as a group participate in the running of our events.

By becoming a member you will become part of that team. You will be placed on our state volunteer database, which is accessed by our volunteer coordinator and the more people in the club the fewer hours on the job and the more new people you will meet!!

Benefits of being a member of the EFA(WA) Horse Volunteers Club is:

- Access to education and training days
- Opportunities to participate in clinics closed to general public
- Free tickets to events
- Ongoing recognition
- Socialisation
- Be in the running for "Volunteer of the Year" awards.

Once you join the club, you will be in it for life unless you ask for your details to be removed, however, to be in the running and given access to these opportunities you must have acted as a volunteer at least twice in the year.





EFA WA VOLUNTEER MANAGEMENT PROGRAM



DEFINITION OF A VOLUNTEER

EFAWA volunteers contribute their time, skills and experience, for no payment, to benefit the organisation.

Volunteers perform the following roles for the EFAWA:

- Coaches
- Judges
- Course Builders
- Technical Delegates
- Administrators
- Committee Members
- Affiliated Club Committee Members
- Event Coordinators
- Pencillers, Gear Checkers and Marshalls

A) MISSION STATEMENT

The EFAWA accepts and encourages the involvement of volunteers at all levels and within all appropriate programs and activities. Volunteer contributions are vital to the future of the EFAWA and as such we are committed to providing a culture that is supportive and appreciative of volunteers.

B) OBJECTIVES

- To develop a sustainable Volunteer Management Program that will achieve our mission (as above)
- To assist our clubs to plan for, attract, recruit, train, mentor, support, acknowledge and reward volunteers.
- To create an educated and committed volunteer workforce.
- Make volunteers feel welcome and confident in their roles
- To create a culture supportive of volunteering

C) VOLUNTEER POLICY

- **Reimbursement**
Volunteers who incur expenses related to their volunteering role will not be reimbursed unless stipulated in their position description.

In order to be reimbursed for approved expenses, the volunteer must:

- Keep the original receipt for the purchase
- Complete an Application for Reimbursement form
- Return this form, with the original receipt to head office
- If all in order, volunteers will be reimbursed within 14 working days, by personal cheque

- **Code of Conduct**
Volunteers are required to read the Code of Conduct (Appendix A), before commencing in a volunteer role. If volunteers are found to be in breach of this Code of Conduct, then disciplinary action will take place, in accordance with the Member Protection Policy (copy available from office or on website).
- **Disciplinary Procedure**
When volunteers are found to be under-performing or displaying poor performance in their voluntary role, the volunteer will be given the opportunity to improve their performance in accordance with the Disciplinary Procedure.



EFA WA VOLUNTEER MANAGEMENT PROGRAM



- **Grievance procedure**
Volunteers who have a grievance about any aspect of their voluntary role can raise their grievance in accordance with the Grievance Procedure (can be obtained from the EFA).
- **Insurance**
All volunteers over 14yrs are covered by insurance, if acting within the scope of their role as detailed in the position description for that role.
- **Occupational health and safety**
All volunteers can expect to perform their voluntary roles in a safe and healthy environment, and in accordance with relevant legislation.
- **Privacy and confidentiality**
All information kept by the EFAWA will be private and confidential in accordance with the Privacy Policy

D) RIGHTS AND RESPONSIBILITIES

Unlike paid staff, volunteers are not covered by an award conditions or work place agreement. In place of this, Appendix B details the rights and responsibilities of both the volunteer and the EFAWA.

E) MANAGEMENT SYSTEM

i. DATABASE

The EFAWA has an established and effective volunteer computer database that provides:

- Volunteer Contact details
- Formal records of volunteer contributions
- Specific volunteer skills and qualifications
- Other relevant information

ii. COMMUNICATION

The EFAWA believes that effective communication is a critical factor in successful volunteer management. We have a number of systems to ensure that the lines of communication are open between staff and volunteers:

- **OPEN DOOR POLICY** – volunteers can approach any staff member at any time to provide feedback, ask questions or seek advice.
- **NEWSLETTER** – a bi-annual newsletter is produced and distributed to all members and there is an annual Collections magazine. Each edition will highlight volunteer efforts.
- **MEMBER PROTECTION OFFICER** – we have appointed a Member Protection Officer who deals with grievances of members and volunteers within our organisation. (For more information see the Member Protection Policy).
- **WEBSITE** – our website is regularly updated and contains all our policies and procedures for members and volunteers to view. We also have a section dedicated to recognising volunteer efforts.

iii. ADMINISTRATION

The EFAWA has appointed a Volunteer Coordinator with specific responsibility for administering the Volunteer Management Program and looking after our volunteers. A copy of our organisational structure and contact details are available from head office.



F) VOLUNTEER MANAGEMENT

i. RECRUITMENT

The EFAWA is dedicated to recruiting volunteers into positions that benefit both the organisation and the volunteer.

- Anyone over the age of 14 years can become a volunteer.
- 1. Every new member is issued a written information package on how to become a volunteer when they complete their induction. The information package includes a position description on each of the volunteer roles available.
- 2. Potential volunteers are required to complete a Volunteer Application Form to register their interest in a position.
- 3. Members with leadership qualities, passion for the sport or specific skills and experience are specifically invited to become a volunteer
- 4. Practicum students utilised through Universities are formally invited to continue with the organisation in a voluntary capacity.
- 5. Available volunteer positions are advertised on the website, in the newsletter and by word of mouth.
- 6. [The EFAWA](#) recognises that the best method of recruiting is through happy and committed volunteers

ii. ORIENTATION

All new volunteers, or existing volunteers that move into a different voluntary position, will be provided with an orientation booklet.

The booklet will consist of:

- Explanation of our overall missions and goals, and those related to volunteer management
- Tour of our venues and facilities
- Code of Conduct
- Privacy Policy
- Rights and Responsibilities
- Feedback form

iv. TRAINING AND EDUCATION

All volunteers will be given access to training and education to adequately fulfil their volunteer role.

This training may take place in the form of:

- Mentoring with paid staff / other volunteers if they require
- Information / education sessions
- Accredited training courses

vii. RECOGNITION

Reward and recognition of volunteers is a priority for the EFAWA and includes:

- Contributions made by volunteers will be recognised in the Annual Report, and the quarterly newsletter.
- Contributions made by volunteers will be recognised during National Volunteer Week and International Volunteer Day.
- Committee members will be responsible for acknowledging volunteer contribution and effort through praise, encouragement, extra support and additional training.
- Volunteers will be recognised as valued team members with opportunity to have input into decision-making processed.



EFA WA VOLUNTEER MANAGEMENT PROGRAM



THE SEC

Looking for a venue for an equestrian event, cattle show, sheep shearing competition, agricultural or industrial machinery seminar, country or trade fair, promotion, art exhibition, wedding, dinner, themed events, conference or meeting? Nestled in the Swan Valley on 164 acres of prime land, the State Equestrian Centre is the principal equestrian facility in Western Australia as well as host to a number of different conference and trade fairs.

Located only 20 minutes from the domestic and international airports and a short drive from the city of Perth, the State Equestrian Centre is becoming one of the prime conference venues in Western Australia. Close to Perth but far from the interruption of the workplace, it allows decision makers the space they need to address important issues.

It is becoming a venue of choice for Perth's largest and most popular events and can host concerts, trade fairs, exhibitions, sporting events and even large banquets.

The Location

The State Equestrian Centre is located in the heart of the Swan Valley. The Swan Valley is Western Australia's oldest wine growing region and home to the Equestrian Federation of Australia - and the State Equestrian Centre.

A bustling tourist area, the Swan Valley has a number of award-winning wineries, many of which are family owned and run, that offer superb alfresco and restaurant meals as well as cellar door tastings.

The Swan Valley also boasts a number of artistic studios and galleries. Accommodation ranges from self-contained chalets and character B & Bs to five-star resorts, caravan parks and boutique guesthouses.



The Conference Facilities

Our conference rooms can cater for up to 150 people in theatre/dinner layout. We are able to meet whatever your needs may be, be it a boardroom, meeting, seminar, conference or video room. With a pre-function terrace and two breakout rooms, there is a wide choice of facilities from which to choose. Video equipment, audio visual aids and presentation equipment are available and all of these services can be complimented by full business support services. There is a licensed bar and catering services can be arranged to suit whatever your particular needs may be, from a cold luncheon platter to a sit down three course meal.

The Event Facilities

Demonstrations, expos, product launches and workshops, not just with an equestrian theme, are all welcome. The Centre's facilities include a full sized polo field, international outdoor dressage arena, various woodchip arenas, cross country course, showjumping, dressage equipment, 146 stables, public address system to all areas and extensive fully grassed areas of five acres. It is the perfect location for concerts and trade fairs with ample parking.



The International Indoor Arena

The International Indoor Arena is one of the largest and well appointed indoor arenas in Australia. It is not only suitable for equestrian events, but in the past has catered for BMX bike racing and farm machinery trade fairs. The arena is 70m x 30m with stadium seating for 1400, VIP seating, and our bar area caters for another 400 people. There is a public address system to all areas, ample car parking, showers and change rooms.

The Testimonial

The following testimonial from New Holland highlights the versatility of the venue:

"Just a brief note to express our sincere thanks to you and all at the Equestrian Centre for contributing to the success of our sales training program. During that time we trained 340 dealer principals and their sales staff from South Australia as well as from our own State. Without exception all (including our own interstate people) were very impressed with the venue, particularly considering the way the weather was. As you are aware, this is the second time we have used your facility and it will certainly be our first consideration when we plan a similar function. Once again thanks to you and all involved for your professionalism."





APPENDIX A: EFA CODE OF CONDUCT FOR VOLUNTEERS

OUR COMMITMENT

*That the EFA WA and EFA Affiliated Clubs are devoted to equestrian sports and to the athletes
and that we will go about our task with integrity and dedication.*

How to use the Code of Conduct

The Code of Conduct is a summary guide to the policies which apply to being a member of an EFAWA volunteer workforce for an affiliated club or the EFAWA. These policy summaries provide a framework for the standards of behaviors expected from volunteers. They identify your rights and responsibilities as an EFAWA or EFA Affiliated Club Volunteer. Compliance with the Code of Conduct is a condition of engagement as an EFA or EFA Affiliated Club Volunteer.

Most EFA affiliated clubs and contracting organisations should have existing Codes of Conduct and policies which may be more extensive or detailed than this document. Therefore, the EFA Code of Conduct should be regarded as a minimum standard, and the policies and procedures of the different organisations will still be in place for their staff and volunteers where applicable.

The Code of Conduct may not address all the questions you have. When you attend training sessions you will receive more detailed policies and procedures which apply to your position, your venue and your organisation. You will need to be aware of and comply with them, as well as any venue or workplace specific requirements and relevant legislation. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask a committee member of the affiliated club before proceeding.

By working within the guidelines of the Code of Conduct, you will be contributing to the team spirit of EFA and your club.

CODE OF CONDUCT

Anti-Discrimination and Harassment Resolution

All members of the workforce are responsible for ensuring a work environment free of harassment and discrimination, and where everyone is treated with respect, and on the basis of merit and performance. If you believe a situation is occurring which is contrary to this policy, you must immediately notify your supervisor. All allegations of discrimination will be promptly and thoroughly investigated. Confidentiality will be maintained and appropriate action will be taken to ensure the situation (if substantiated) does not continue.

Harassment is any unwelcome, uninvited behaviour in either written, verbal or physical form that causes another person distress, regardless of whether there was an intention to do so. Harassment is unacceptable in the workplace and we all have a responsibility to ensure that we do not engage in this behaviour.

All incidents of harassment should be reported to your Supervisor. All reported instances of harassment will be thoroughly and confidentially investigated. Where instances are proven, disciplinary action up to and including dismissal will be taken. The philosophy of mutual respect should also extend to members of the EFA Family, the general public and business associates.

Confidential Information

As a member of EFA or affiliated club, you have an obligation to protect confidential information about the EFA and any other relevant parties.

If you have access to confidential information (including addresses and telephone numbers of fellow members), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement.

Contact with the Media

All requests from members of the media for comments or information should be politely directed to your club committee member or the EFA Executive Officer. This will ensure the accuracy of all information given to the media and help to maintain good relationships. Similarly, you should not give any interviews, appear in any promotions, advertisements or endorsements, or give any assistance to the media in relation to any story, without the prior consent.

You should also exercise discretion when commenting in your private capacity where your comment may be understood to be an official comment of your organisation.

Criminal/Illegal Activity

Any member of EFA or affiliated club found to be engaging in criminal or illegal activity whilst engaged in an EFA activity will be referred to the police.



EFA WA VOLUNTEER MANAGEMENT PROGRAM



Cultural Awareness

In dealing with any member of the EFA Family, visitors or the public, you should treat them with respect, focus on their needs, and provide them with accurate information and timely assistance. Racist comments, inappropriate jokes and behaviour will not be tolerated.

Disability Awareness

We will have many people with a disability making a contribution to events. When interacting with people with a disability, focus on the person, not the disability, and always ask if assistance is required before rushing in to help. Respect and good communication skills are the most important aspects.

Drugs and Alcohol

EFA and EFA affiliated clubs prohibit being under the influence of alcohol, illegal drugs or any other substances that may affect performance and behaviour whilst engaged in an EFA activity or as a volunteer. Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during working as a volunteer is not allowed. Do not consume alcohol in a public place whilst working as a volunteer.

Facilities and Property

The EFA and EFA Affiliated Club are budget-driven organisations with significant constraints on available resources and a high level of public accountability for the use of these resource. We ask you to be efficient and economical and care and protect any assets. This covers all consumables and equipment including, but not confirmed to, items such as stationery, communications devices, computers, office equipment, and sports equipment.

Property (including consumables) are not to be removed from EFA, State Equestrian Centre and EFA affiliated club premises and/or used for private purposes without prior authority from a committee member

Fraud and Corruption

Fraudulent and corrupt activities are in fundamental opposition to the spirit of the EFA. If you suspect fraudulent or corrupt behaviour, report it to a committee member, the Venue Manager, the Venue Staffing Manager, the Independent Commission Against Corruption or fraud reporting hotline. We will treat reports or corrupt behaviour as confidential where possible and reasonable and will protect from recrimination any members of the workforce making such reports. All reports will be investigated promptly and fairly. Anyone found to be engaged in such conduct will be subject to disciplinary action and referral to the police if appropriate.

Grievance Resolution

A grievance is a real or perceived issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. The EFA and EFA Affiliated Club are committed to encouraging an open environment in which all members of the workforce can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner, and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievances. More information on the grievance resolution procedure can be obtained from the EFAWA office.

Performance Issues/Inappropriate Practices

The EFA and EFA Affiliated Club will always attempt to resolve any performance issues or conflict situations fairly and equitably. In such cases, a committee member will discuss the relevant concerns with you and seek to resolve the matter in a timely and courteous manner. Inappropriate practices will be dealt with by a committee member in the first instance in accordance with EFAWA policy.

Professional Behaviour

All volunteers of EFA or EFA Affiliated Club have a responsibility to behave professionally at all times. Be alert, friendly and committed to excellent customer service – these qualities are an integral part of your role. Please be aware that obscenities, offensive language and offensive/inappropriate jokes are unacceptable in the workplace.

Respect for our Environment

Respect for our natural environment is an important commitment of the EFAWA, and workforce participation is vital to achieving the environmental challenges of such a large event. Please help at your venue by:

- Recycling rubbish – put your waste in the correct bins
- Reducing litter – assist and direct spectators to place their rubbish in the correct bins. If you see someone littering, please ask them politely to do the right thing.
- Reducing energy consumption – turn off lights and equipment when you have finished using them.
- Reducing water wastage – water is a valuable resource so do not leave taps running unnecessarily.
- Caring for the flora and fauna – if you are working at an outdoor venue be aware of the environmental considerations on site.
- Due care handling horses



EFA WA VOLUNTEER MANAGEMENT PROGRAM



APPENDIX B: RIGHTS AND RESPONSIBILITIES

Unlike paid staff, volunteer staff are not covered by award conditions or work place agreements, however, they still should be given similar rights. On the same hand, they also have responsibilities to the organisation when they take on a volunteer role.

Within this organisation volunteers have the right to....

- To work in a healthy and safe environment
- To be selected and dismissed in accordance with equal opportunity and anti-discrimination legislation
- Protection, safety and adequate insurance when carrying out their assigned tasks. To be given accurate and truthful information about the organisation for which they are working
- To be given a copy of the organisation's volunteer policy and any other policy that affect their work
- An adequate orientation to the organisation
- A clearly written position description and agreed hours
- Be assigned to a volunteer position that suits their personal preferences, motivation, skills, experience and qualifications
- Access to sufficient training in order to carry out their work
- A satisfying volunteer role
- To have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988 (Privacy Amendment Act 2000)
- Have their out-of-pocket expenses reimbursed
- Be involved in decisions that affect their areas of responsibility
- Have their complaints and concerns heard through a proper grievance procedure
- Be respected by co-workers, club members and staff
- Feedback about their performance
- Be recognised for contributing their time, experience, ideas and skills
- Say 'no' (volunteers should not be coerced into doing tasks against their wishes or that they do not feel qualified to do)
- Take time off for a holiday or personal reasons
- Resign from their positions



EFA WA VOLUNTEER MANAGEMENT PROGRAM



In this organisation volunteers have the responsibility to....

- Ensure they have the time necessary to take on a volunteer position
- Work within the policies and rules of the organisation
- Respect the privacy of staff, clients, members and other volunteers
- Be reliable and dependable. If unable to attend, give adequate notice and try to assist in finding a replacement
- Complete agreed hours and tasks
- Inform the organisation when they will not be available to volunteer
- Be loyal to the organisation
- Speak up about important issues and concerns
- Attend orientation and training sessions where required
- Follow directions given by supervisors or volunteer coordinators
- Be a team player and support staff and other volunteers
- Be considerate about the views of staff, clients or members and other Volunteers
- Identify their limitations and expectations
- Be accountable and to accept constructive criticism