



## **Melbourne Football Club VOLUNTEERS' KIT**

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## **Melbourne Football Club VOLUNTEERS' KIT**

### **VOLUNTEER OBJECTIVES**

Volunteers of The Melbourne Football Club volunteers committee aim to achieve the following objectives:

1. to maintain the full support, confidence and trust of the Melbourne Football Club to use the Volunteers as a resource that may be relied on to assist where ever possible and at any time;
2. to maintain a structured Committee for Volunteers;
3. to communicate and network to gain personal contact with as many past, present and new Volunteers as possible seeking their support and commitment to the Melbourne Football Club;
4. to maintain an accurate and current Volunteer's database;
5. to assist in timely and detailed communication to the Volunteers when required by the Club;
6. to assist in the participation and scheduling of Volunteer resources for all required Club activities, functions and events;
7. to provide working parties of Volunteers for engagement by the Club for consultation, with an emphasis on cost efficiency when planning Club events;
8. to liaise with other Melbourne Football Club recognised member groups and offer assistance and resources where possible;

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## **Melbourne Football Club VOLUNTEERS' KIT**

### **VOLUNTEERS' CODE OF CONDUCT**

The Melbourne Football Club (MFC) requires that all persons working in a “voluntary” capacity for the MFC be provided with a copy of the MFC Volunteers’ Code of Conduct. A copy of the code of conduct is included.

All Volunteers will be required to acknowledge receipt of a copy of the MFC Volunteers’ Code of Conduct. Acknowledgement of a receipt of the Code of Conduct shall indicate an enduring agreement from the Volunteer to abide by this Code of Conduct.

In acknowledgement of the Code of Conduct, the Volunteer will be issued with an official MFC Volunteers ID and will be required to sign a “duplicate-receipt” for their ID. A member of the MFC Volunteers Committee will countersign the duplicate receipt. (Original receipt to Volunteer and copy retained by the Committee).

A person shall be recognised as being involved in a “voluntary” capacity for the MFC in a particular year when they have:-

- (a) completed and returned the annual MFC Volunteers Availability Form to the MFC Volunteers co-ordinating representative which will imply that the Volunteer is registered on the Volunteers database maintained by the MFC Volunteers Committee;
- (b) acknowledged that they have received a copy of the MFC Volunteers’ Code of Conduct (once only).

### **GOVERNANCE**

#### **Melbourne Football Club Board**

The Melbourne Football Club board is accountable for the voluntary services performed by the Volunteers.

#### **Delegated Director**

John Trotter is the delegated Director to oversee the activities performed by the Volunteers.

#### **MFC Volunteers Structure**

An inaugural MFC Volunteers’ Committee was formed on 9 February 2004. The Volunteers’ Committee is responsible, to the best of its ability, for the co-ordination and management of the MFC volunteers.

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## Volunteers' Committee Contact Details

### Coordinator

**Diane Mountney**

Address: 203 / 166 Wellington Parade East Melbourne Victoria. 3073

Mobile: 0404 885 304

Home: 03 9419 0333

Email: [diane.mountney@nab.com.au](mailto:diane.mountney@nab.com.au)

### Treasurer

**Gary Marchant**

Address: PO Box 198, Diamond Creek, Victoria 3089

Mobile: 0413 458 516

Home: 03 9438 3656

Email: [gary.marchant@bigpond.com](mailto:gary.marchant@bigpond.com) (Home)

### Volunteers MFC Liaison Officer

**Nancye Lonergan**

Home: 03 9836 3152

### Volunteers Resources Coordinator

**Julie Lockhart**

Home: 03 9569 7794

Email: [lockhart.julie.a@edumail.vic.gov.au](mailto:lockhart.julie.a@edumail.vic.gov.au)

### Volunteers Communications Officer

**Leanne Davies**

Mobile: 0413 801 043

Email: [davies.leanne.l@edumail.vic.gov.au](mailto:davies.leanne.l@edumail.vic.gov.au)

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## **AREAS OF ASSISTANCE**

Examples of activities within areas of assistance are shown below:-

### **MEMBERSHIP**

- Handling membership enquiries on match days
- Phone calls to unrenewed members (from MFC office)
- Australia-wide district membership sales
- Assisting at membership sales displays or tents at:
  - Pre-season matches;
  - Early home and away matches
  - Family Day
  - AFL & MFC sponsored promotion events

### **FUNDRAISING**

- Selling raffle tickets:
  - at Events and Functions
  - at various locations on match days and on non match days
- Assist with money handling tasks
- Support with money raising activities at Events and Functions

### **PROMOTION**

- Handling out scarves, brochures, fliers etc. on match days

### **STEWARDSHIP**

- Answering enquiries
- Gate-keeping
- Patrolling of member areas
- Providing information
- Handling complaints
- Policing entry to functions and events

### **FUNCTIONS/EVENTS**

- Set-up rooms and support at MFC corporate functions
- Set-up facilities and support of Events for:
  - Match day
  - Family day
  - Junior clinic
  - Skills Training
  - Membership selling

### **ADMINISTRATION**

- Preparation of Invitations and Name-tags
- Preparation of mailouts
- Packing of Showbags

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- Data Entry
- Telephone support
- Demon Shop & Merchandise support

#### **OTHER TASKS**

- Food preparation and food handling
- Co-ordination of activities
- Co-ordination and Team Leadership assistance
- Football Department support on match days and during the season (recommendations only when vacancies arise)

## **ALLOCATION OF VOLUNTEERS TO ACTIVITIES / EVENTS / FUNCTIONS**

The relevant Melbourne Football Club staff representative will liaise with the Volunteers' Secretary, Team Leaders and/or the Volunteers' Liaison Officer to discuss the requirements for Volunteers for each activity, event or function.

The Volunteers' Secretary / Team Leader will then organise to seek Volunteers by phone, email or mail in order to fulfill the number of Volunteers required for activities, events and functions.

The Volunteers' Secretary / Team Leader will also organise the confirmation of attendance requirements with each committed Volunteer.

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## GENERAL

### **Identification**

It is the Volunteers' Committee policy that either the Official Volunteers' identification or MFC supplied identification, be worn by Volunteers whilst in the process of performing voluntary duties for the MFC.

### **Apparel**

It is a mandatory requirement of the MFC that apparel is not to be worn that refers to any expired sponsors whilst a Volunteer is wearing Volunteer Identification or MFC supplied identification or whilst performing any voluntary duties for the MFC.

### **Notification of Availability/Unavailability**

Where a Volunteer has provided advice of their availability and is then unable to attend or unable to carry out the function assigned to them, they shall immediately notify their "unavailability" to any of the following Volunteer Committee members:-

- the President
- the Secretary
- Team Leader

They may also notify the MFC Coordinating Officer.

Notice of "unavailability" is required in order to find a timely Volunteer' replacement. (Reference is made of the MFC Volunteers' Code of Conduct -No. 9).

### **Volunteers Support**

Issues and concerns encountered during the performance of voluntary duties may be reported to the Volunteers Communications Officer. The Volunteer will be given a reference number to confirm the lodgement of the issue/concern.

The Volunteers President and/or Secretary and/or relevant members of the Committee will address all issues/concerns as soon as practicable in an attempt to provide a satisfactory resolution.

### **Activities/Events/Functions – Constructive Feedback**

The Volunteers Committee encourages all Volunteers to provide constructive feedback to any Committee member in relation to incidents or procedures occurring before, during and after each activity, event or function.

### **Notification of Changes to Personal Contact Details**

It is encouraged that registered Volunteers notify the Secretary as soon as possible of any change to their personal contact details, i.e. name, address, telephone and mobile numbers and email address(es), so that the Volunteers' database may be maintained and updated, and also that communications may be maintained with the Volunteer.

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## MELBOURNE FOOTBALL CLUB VOLUNTEERS' CODE OF CONDUCT

The Melbourne Football Club Volunteers is a group of unpaid Volunteers recognised and sanctioned by the MFC and is governed by the MFC's processes and procedures. In addition, the following MFC Volunteers' Code of Conduct is effective at all times.

For the purposes of implementing the Volunteers' Code of Conduct the following terms mean:-

"Duties" means	Any duties carried out by a Volunteer at any place or time as requested by the MFC, the MFC Volunteers Committee, any MFC support group or from any member/employee of the MFC during the working period
"MFC" means	Melbourne Football Club Ltd
"Volunteers' Committee" means	The committee elected by the Volunteers to administer the MFC Volunteer's program
"Volunteer" means	Any person who acts on behalf of and serves the MFC on an unpaid basis and of his/her free will
"Working Period" means	Any time whatsoever that a Volunteer is working for and/or on behalf of the MFC whether during or outside the official AFL season

1. An MFC Volunteer must at all times act honestly and in good faith, and always in the best interests of the MFC.
2. An MFC Volunteer will carry out their duties to the best of their ability.
3. An MFC Volunteer must not make improper use of any knowledge or information acquired by them as a MFC Volunteer during their working period.

Any knowledge or information obtained during or after a Volunteer's working period must be treated as confidential by the MFC Volunteer. Confidential information includes information relating to the business affairs of the MFC.

All MFC Volunteers are obliged, as a matter of law, to ensure that all personal information that comes to their knowledge before, during and after their period with the MFC as a Volunteer is protected in accordance with the MFC's Privacy Principles. Further, MFC Volunteers must ensure the commitments given by the MFC to its members and others in its Privacy Statement are carried out properly.

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Failure to comply with those obligations and to carry out those commitments, or causing the MFC to breach those obligations and commitments, may result in sanctions being imposed by the MFC.

If any Volunteer suspects that personal or confidential information is in the wrong hands, they should bring it to the attention of either the Volunteers' Committee or to the MFC directly.

4. An MFC Volunteer must not at any time take improper advantage of being an MFC volunteer.
5. An MFC Volunteer must not engage in any conduct and/or act that bring disrepute and/or discredit to the MFC. Any Volunteer who behaves in an unbecoming and/or dishonourable manner or in a manner prejudicial to the interests of the MFC Volunteers and/or the MFC may be subject to sanction.
6. As an MFC Volunteer you may have access to money, information, goods and documents belonging to the MFC, its members or the public. Stealing, borrowing, misappropriating or converting these items to private use and unauthorised access to information are criminal actions and violate the MFC's Code of Conduct and this Code. Any such action may result in a sanction being imposed and/or formal notification to the police.
7. Bad language will not be tolerated under any circumstances and all Volunteers will refrain from any discriminatory practice on the basis of sex, race, religion, ethnic background, or special ability/disability or any discrimination as defined in any Federal, or State Legislation.
8. When carrying out any duties all MFC Volunteers will be appropriately attired and wear appropriate identification. Such identification will either be supplied to each Volunteer at the time of becoming a Volunteer or by the MFC during the working period.
9. An MFC Volunteer will be reliable and punctual and will attend all duties as required. If an MFC Volunteer is unable to attend any duties they will ensure that the appropriate person is notified. If a Volunteer is habitually late or does not attend to the task/s allotted to them then they may be liable to sanction.
10. An MFC Volunteer will abide by this Code of Conduct at all times and has an obligation to comply with the spirit together with the words of the Code.
11. Volunteers will inform the Volunteers' Committee of any Volunteer who has been guilty of any conduct constituting a breach of this Code of Conduct.

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## **Consequences of Breaching The Code of Conduct - Sanctions**

The material presented within the Code of Conduct is not intended to be exhaustive.

Unacceptable conduct by a Volunteer will attract two (2) written warnings and any unacceptable conduct thereafter will result in termination of that person's role as a Volunteer. The MFC Volunteer's Committee will be the sole arbitrator/authority on the application of any sanction.

The importance of a relationship based on trust between the MFC and the MFC Volunteers cannot be underestimated. All suspected breaches of the MFC's and the MFC's Volunteers' Codes of Conduct or any other situation pertaining to the relationship of the trust between the MFC and the MFC's Volunteers will be thoroughly investigated. If the matter is potentially criminal in nature, it will be placed in the hands of the Police.

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