INSPIRING VOLUNTEERS



THE HEROES OF AUSTRALIAN CRICKET

SUBIACO FLOREAT CRICKET CLUB INC

VOLUNTEER MANAGEMENT ACTION PLAN

SEASON 2019/20

TABLE OF CONTENTS

Volunteer Management Action Plan

Action Plan	3
Cricket Club Profile	4
42 Actions to Assist Volunteers	5
Tracking your Volunteer Success Stories	6
Contacts	6
Stage 1: Recruitment	7
Stage 2: Place	8
Stage 3: Induct	9
Stage 4: Train	10
Stage 5: Supervise	11
Stage 6: Recognise	12
Stage 7: Replace	13
What can I do now with my Volunteer Management Action Plan?	14





Action Plan for the Subiaco Floreat Cricket Club

Please note, the Volunteer Management Action Plan can be used by Associations. However, minor adjustments may need to be made for the Action Plan to suit the Association.

A Volunteer Management Action Plan provides the Subiaco Floreat Cricket Club (**Club**) with clear objectives and strategies to support volunteer recruitment and retention efforts. Supporting, recognising and rewarding volunteers is crucial for the ongoing sustainability of our Club. The development and implementation of this Action Plan and appointment of a Volunteer Coordinator should be the combined effort of representatives across our Club. Overall, the Volunteer Management Action Plan will assist in achieving effective Club structures and management practices.

The following template offers seven areas to consider in the management of volunteers and offers sample strategies that may be considered for implementation. While it is recommended that consideration be given to each area, it may not be necessary to provide as many actions as suggested. In a perfect world the appointment of a Volunteer Coordinator is ideal for every Club. However, for many Clubs, this is not a reality. Existing Committee members have the opportunity to take on parts of this role if they are unable to fill the Volunteer Coordinator position.

The Volunteer Management Action Plan has two core functions: Recruiting Volunteers and Retaining Volunteers.

Both functions are continuous and must work in conjunction with each other to be the most effective. The success of the plan is dependent on the commitment demonstrated by the Club towards improving a volunteer's experience in cricket. If there is little or no motivation, then we shouldn't expect volunteers to reciprocate the same motivation.

The Volunteer Management Cycle (Figure 1) outlines the on-going process Clubs need to implement; bringing volunteers into the Club, looking after them while they fulfil their duties and then planning for when they leave.



Figure 1 Volunteer Management Cycle



SUBIACO FLROEAT CRICKET CLUB Profile

Association
WESTERN AUSTRALIAN CRICKET ASSOCIATION

Year Established
1977

Home Ground
Floreat Oval
Cnr Oceanic Drv & Ulster Rd, Floreat, WA

Website
www.sfcc.asn.au

Social Media Accounts
@SubiacoFloreatCC
@SubiFloreatCC
@SubiFloreatCC

Club Vision
To be a safe, inclusive and welcoming Premier Cricket Club that allows people to engage with and develop themselves and their skills in the game of cricket.

Club Values
Respect, Free from Harassment, Non-Discriminatory, Excellence, Honesty & Teamwork

Number of Volunteers
37

Number of Life Members
57
Subiaco CC - 28
Floreat Park CC - 6
Subiaco Floreat CC - 23

Sponsors
Major Sponsors
Town of Cambridge
Revo Fitness & The Generous Squire

TABLE 1 42 ACTIONS TO ASSIST VOLUNTEERS

Below are discussion topics for Clubs to use in your own Volunteer Management Action Plan.

Recruitment	Place	Induct	Train	Supervise	Recognise	Replace
Source ideas to conduct volunteer recruitment within the community.	Do you have job descriptions for each of your volunteers?	What sort of induction information do you provide?	Are you communicating effectively with your volunteers?	List learning opportunities for volunteers.	Develop a Volunteer Appreciation Calendar.	Conduct exit interviews.
Have clearly defined opportunities for volunteer involvement in the Club.	Do you keep a record of all volunteers?	Do you take the time to integrate all volunteers and members?	Do you identify the training needs/resources for your volunteers?	Identify progression opportunities for each volunteer.	Incorporate Life Members into activity by way of invitation.	Prepare existing volunteers to step into existing roles.
Identify creative ways to attract volunteers.	What sort of screening do you do? - Working With Children Check (WWCC) - Police Clearance - Reference Checks	Ensure a "Welcome" letter is delivered to a new volunteer. Add all volunteers onto MyCricket.	Do you cover the cost or subsidise accredited training for your volunteers?	Coach Education and Development opportunities.	Allocate some budget to volunteers.	Communicate with volunteers who hold similar positions with other Clubs.
Do you actively promote the Clubs via local community newspapers, schools and other sporting codes?	Establish a roster for your volunteers.	Ensure the volunteers feel welcomed and aware of their rights and responsibilities.	Do you conduct regular reviews of your volunteers skills and abilities?	Does Game/Training day supervision happen?	Use reward evening to recognise publicly.	Communicate with volunteers who hold similar positions with other Clubs from other sports.
Regularly publish a list of your filled and vacant roles to your members via a newsletter, notice board or social/web media.	Conduct information workshops for volunteers, AGM and "Welcome" days are perfect forums.	Ensure the volunteers are aware of the health and safety procedures or any potential issues.	Produce a training calendar for volunteers, including all workshops, courses and professional development opportunities for volunteers.	Offer ongoing feedback and evaluation of volunteers. Be mindful that some people take feedback differently to others.	Involve community newspapers to run stories on your great volunteers.	Invite members who show interest to Committee meetings.
Communicate with State and Territory Cricket Associations to help advertise.	Are you a small Club? Do you manage responsibilities and share roles?	Do you host a "Welcome to the Club" afternoon / lunch or dinner for new and existing members?	Can existing volunteers train up new volunteers; do they have the skills?	Ensure volunteers are on each Committee meeting agenda.	Acknowledge birthday's and milestones.	Do you regularly check your Club's Constitution and Strategic Plan? Can it be altered?

TRACKING YOUR VOLUNTEER SUCCESS STORIES

It is crucial to understand the success your Club has had after the development of the Volunteer Management Action Plan. It is just as important to continue to identify any volunteering gaps and track how your Club is managing the Volunteer Management Cycle. Against each of the segments of the Volunteer Management Cycle in the Club plan, it is important to mark against the goal how the Club is tracking.

Here is a key that will assist in tracking the implementation of your Volunteer Management Action Plan.

Not Started	In progress	Completed

Your local Regional Cricket Manager is available to assist you with your Volunteer Management Action Plan. The Regional Cricket Manager is encouraged to work with your Club to complete the plan and provide ongoing support.

CONTACTS

Cricket ACT
02 6239 6002

Cricket NSW
02 8302 6000

Cricket Tasmania
03 6282 0400

Queensland Cricket
07 3292 3100

Cricket Victoria
03 9653 1100

Northern Territory Cricket
08 8944 8900

South Australian Cricket Association
08 8300 3800

Western Australian Cricket Association
08 9265 7222

Cricket Australia National Community Facilities Manager
03 9653 8826

Cricket Australia Manager of Club Cricket
03 9653 8861



STAGE 1 RECRUITMENT

Recruiting the right people into the right roles at your Club is vital. This can include identifying tasks and roles, the time and number of volunteers required, who does the task and role now, and when it will finish.

Discussion Topic	Strategy or Action	Timeline		Action Officer	Comments
		Goal	Status		
Have clearly defined opportunities for volunteer involvement.	Assess the Club's capacity and identify where volunteer roles are required, both long-term and short-term (adhoc) volunteers. Tailor recruitment needs on the basis of the assessment.	Ensure that each Committee member has a specific role or portfolio.	🟢	Committee Executive	Each Committee Member is allocated responsibility for a specific aspect of the Club's activities and reports on a monthly basis to the Committee on key aspects of their area of responsibility. A particular area is made to align the area of responsibility with the individual's skills and experience. Each year, the Committee determines areas of need and seeks to identify members who may be willing to be involved. In a volunteer capacity.
Identify creative ways to attract volunteers.	Research ways in which other Clubs of a similar nature attract volunteers. Focus specifically on promotional tools which attract the age and gender required.	Promote the Club through actively being involved with the local Cricket Association and surrounding feeder clubs.	🟡	Cricket Sub-Committee, Junior Coordinator, Female Head Coach and Female Captains	Strong relationships exist with the Club's two main feeder clubs – Subi-Marist CC and Wembley Districts Junior CC. The female teams in particular have established especially string relationships with WDJCC, such that the Club now fields a team in the Youth League which is managed entirely by new volunteers that are from the WDJCC. While progress has been made from the previous year, these relationships require constant effort and will likely never be categorized as completed.

🔴 Not Started 🟡 In progress / On-going 🟢 Completed

STAGE 2 PLACE

The process of promoting the tasks to be completed, attracting volunteers to do the tasks, screening volunteer's suitability to perform the task, and selecting and appointing volunteers to roles.

Discussion Topic	Strategy or Action	Timeline		Action Officer	Comments
		Goal	Status		
Do you have a position description for each of your volunteers?	Develop specific job descriptions for each of your volunteer positions.	Each member has a clear job description outlining all roles and responsibilities.		Committee Executive, Secretary	The Club maintains a document that sets out the role descriptions, purpose of the role and skills required as part of its volunteer management function. Committee Members are allocated specific roles and report each month on achievements, issues and challenges, with corresponding actions noted for follow up. While considered to be completed, it is an area that requires ongoing attention.
Record-keeping of all new and existing volunteers.	Develop a document holding all of the Club volunteers' details that can be easily updated.	Create a spreadsheet including details and Working with children numbers and/ or National Police Checks. – See Volunteer Management Plan Framework.		Secretary	All individuals involved in official positions with junior teams are required to provide WWC documents. A simple spread sheet of contact details and roles is maintained for volunteers.
The importance of screening.	Volunteers assessed against the position description and placed in activities that suit their skills, interests, knowledge and experience.	Each volunteer is placed in a suitable role that will benefit themselves and the club. Club to keep an up-to-date record of volunteers and Working with Children information and/or National Police Check.		Committee Executive	As noted, if applicable, Working with Children Check and/or a National Police Certificate are required. Otherwise, screening takes place informally. Most volunteers are known by other members of the Club and by Committee Members and recommended or specifically sought to fill a dedicated role.

Not Started In progress / On-going Completed

STAGE 3 INDUCT

The process of welcoming volunteers to the Club, informing volunteers of Club policies and procedures, and establishing preferred communication methods.

Discussion Topic	Strategy or Action	Timeline		Action Officer	Comments
		Goal	Status		
Induction information.	Develop a tool kit listing the required information necessary for the volunteer to undertake their roles and responsibilities, including policies and procedures.	Develop an induction checklist for all new volunteers entering the cricket Club that includes codes of behaviour, polices and procedures.		Club Committee	While the Club doesn't have formal induction checklist, the Committee Executive meets with new volunteers to explain the Club's expectations both with respect to the role itself and the requirements regarding the general conduct of Club representatives to align with the key values that the Club.
Integrating all volunteers and members to feel like they are part of the Club.	Ensure that all new and existing volunteers feel that they are part of the Club and can approach all members. The Club will invite all players to events and encourage them to bring along parents and other members of the community.	Invite all members, players, supporters and parents to social functions Hold post-game presentation nights to gather than team (Senior Men, Women or Juniors) post-match & build Club spirit		Club Committee	The Club aims to apply a whole of Club approach that integrates male, female and junior cricket. This is a key focus of the Club and is seen to be a factor that sets our Club apart. Senior players are involved in coaching juniors and female cricket and notable social functions such as the season launch, Quiz Night, Christmas Party and end of season function are directed to all areas of the Club. On Thursday evenings selection nights, volunteers cook for the players and presentations are held at the Club post game. These occasions are central to cultivating an environment at which people want to be part of.

Not Started In progress / On-going Completed

STAGE 4 TRAIN

Educating volunteers on specific information for the role, and additional learning and development opportunities to enhance knowledge and skills.

Discussion Topic	Strategy or Action	Timeline		Action Officer	Comments
		Goal	Status		
Communicate effectively with volunteers.	Provide pathways to communicate information to volunteers. Develop useful tools such as website, Twitter and Facebook.	Website is up-to-date and is known as a key information source for internal and external users. Facebook page to be well supported by members.	🟢	Club Committee, Secretary	Information is circulated to relevant individuals by the volunteer with responsibility for a particular area of the Club's activities. This includes via MyCricket email, website updates, use of the Club's Facebook page and informal communication. .
Do you identify the training needs/resources for your volunteers and offer them suitable training opportunities?	Work with State or Territory Cricket staff and Local Government to identify upcoming training opportunities.	Ensure all new coaches take part in Community and Representative coach accreditation and key volunteers attend *A Sport For All* inclusion training. All volunteers are made aware of training, workshops and seminar.	🟢	Club Committee, Secretary	The Club identifies individuals with appropriate credentials (experience, qualifications and skills) for specific roles. Training is provided for all coaches to achieve the necessary accreditation and additional training is provided for particular areas such as bar management and responsible service of alcohol. A handover from the incumbent is also part of the process of becoming a volunteer.
Do you cover the cost or subsidise accredited training for your volunteers?	Encourage and pay volunteers to attend courses that will benefit the Club.	Ensure all coaches have level 1 accreditation. Encourage those coaches without level 2 accreditation to work towards this. Pay for all coaching courses and out-of-pocket expenses the Club deems reasonable to reimburse the volunteer.	🟢	President / Treasurer	The Club meets the cost of volunteer coaches attaining coaching accreditation and in meeting necessary qualify actions to carry out key functions related to house and bar.
Do you conduct regular reviews of your volunteer's skills and abilities?	Conduct a half-yearly review and end of season review of all volunteers.	In existing volunteer database, create a section outlining all volunteers' roles and identify gaps in the Club that could be improved.	🟡	Club Committee	Each year as part of the season review, the Committee assesses capability and performance in key volunteer roles to determine whether there are any gaps that need to be addressed. This tends to be an informal process.

🔴 Not Started 🟡 In progress / On-going 🟢 Completed

STAGE 5 SUPERVISE

The process of monitoring and providing feedback to the volunteer on performance in achieving the tasks.

Discussion Topic	Strategy or Action	Timeline		Action Officer	Comments
		Goal	Status		
List learning opportunities for volunteers and identify volunteer career progression opportunities for each volunteer.	Identify and list appropriate and relevant learning and development opportunities for volunteers. Profile each volunteer and identify ways in which the Club can offer internal opportunities for rotation/progression in different positions.	Ensure all volunteers maximise their time and have the opportunity to progress and take on new roles.	🟡	Club Committee, Secretary	The Club uses clearly defined role descriptions together with a regular and established feedback mechanism that involves reporting to the Committee. While the Club is open to volunteers taking on different roles, this rarely occurs as an effort is made prior to appointment to identify suitable candidates. This ensures that we have 'the right people in the right roles'.
Coach Development and Recognition.	All Coaches link with other coaches to provide expertise and guidance. Let's get all our coaches communicating and working together rather than working alone.	All Coaches to meet with each other and provide feedback and development opportunities. Learning of each other's experiences will assist the development of each other.	🟢	Club Committee	The Club maintains a coaching sub-committee that meets each month with senior coaches and oversees the senior coaching function at the Club. Coaches present a report to the Committee each month and the coaching sub-committee aims to have the coaches working together to exchange ideas on players, drills, training structure and any coaching related issues.
Game day supervision and evening functions.	Ensure volunteers are fully equipped and have full access to all necessary equipment, keys and apparel for game days and all other events.	Ensure a Committee member is available at the ground on game days to open Club house, canteen, bar when operating and all other Club operations. Fully accredited volunteers are working behind the bar at all times.	🟢	House and Bar Manager	Each match day, a designated Committee member has responsibility for readying facilities for the coming day's play. This includes facilities for players, umpires and spectators – marking the boundaries, ensuring rooms (for players and spectators) are clean and tidy, making drinks, having food and drink available for spectators and ensuring that afternoon tea is prepared. A well understood and documented action list exists and several members of the Committee are familiar with the match day requirements.

🔴 Not Started 🟡 In progress / On-going 🟢 Completed

STAGE 6 RECOGNISE

The process of acknowledging a volunteer's contribution.

Discussion Topic	Strategy or Action	Timeline		Action Officer	Comments
		Goal	Status		
Deliver a volunteer appreciation calendar.	Develop a Volunteer Awards Program to be included in the end-of-year celebrations and any other key times in the year to thank volunteers for their support and dedication.	Plan ahead for volunteer awards. Recognise volunteers with a letter at the completion of the season written by the President. Send along volunteers to Volunteer Recognition days.	🟡	Volunteer Coordinator	All coaches and managers of junior teams are recgnised by the Club at the Junior end of season function. All Committee members are invited to the end of season presentation night at the Club's expense and their contribution is noted as part of the evening's proceedings. Each year, the Committee considers whether there has been exceptional service over a long period that warrants consideration for life membership.
Life Members.	Recognise Life Members.	Induct Life Members into the cricket Club.	🟢	Club Committee	Recognising our history & ensuring current players/members are aware of the Club's past contributors is an important aspect of our Club culture. Recognising previous Life Members is something that the Committee is considering. Each year, the Committee considers whether there has been exceptional service over a long period that warrants consideration for life membership.
Do you have an allocated budget for recognising and rewarding your volunteers?	Develop a budget for recognising volunteers.	Allocate a portion of money for volunteer recognition.	🟢	Treasurer	The annual budget includes an allocation for gifts to formally recognize volunteer coaches and managers and meeting the cost of Committee members and their partners attending the end of season presentation night.
Are your volunteers captured on MyCricket?	Add all volunteers onto the MyCricket website.	All volunteers details are added onto MyCricket.	🟢	Club Secretary	The positions and key details of volunteers are included on MyCricket.

🔴 Not Started 🟡 In progress / On-going 🟢 Completed

STAGE 7 REPLACE

The process of filling vacated positions and the importance of succession planning.

Discussion Topic	Strategy or Action	Timeline		Action Officer	Comments
		Goal	Status		
Conduct exit interviews when a volunteer leaves.	Develop a basic exit interview which can be done via email, phone or in person with volunteers. Monitor and track reasons for volunteer resignations.	Communicate with all volunteers prior to the end of the season to determine if volunteers will be returning the next season.		Club Committee	No formal process to deal with volunteers who leave their position is in place, though informal discussions are held with such volunteers. There is also an informal handover process.
Prepare existing volunteers to step up into existing roles.	Ensure each job role on the Committee is clearly defined and more than one volunteer understands how the position works.	Communicate with more than one person on the Committee so volunteers understand dual roles if they need to take them on.		Club Committee	No formal process of volunteer training or induction operates. The Club Committee commits significant effort to approaching targeted individuals who have been identified as suitable for vacant volunteer roles. Members of the Committee are then tasked with approaching such identified individuals to ascertain their interest and if necessary, to out in place handover arrangements.
Communicate with other volunteers from community Clubs who hold similar volunteer roles.	The attraction of volunteering at the Club might appeal to volunteers who are currently working in similar roles at smaller community Clubs.	Advertise to the junior and senior Associations that potential roles will need to be filled.		Club Committee	The Club is fortunate to be able to access experienced and skilled members to fill volunteer roles, however where there is a specific role that is problematic, approaches may be made to local feeder clubs. Appointing a coach of the Club's Youth League team was an example of the Club engaging with its community clubs.

Not Started In progress / On-going Completed

WHAT CAN I DO NOW WITH MY VOLUNTEER MANAGEMENT ACTION PLAN?

The process in which a Club now utilises the plan to its full potential.



Figure 2 Volunteer Management Action Plan - Next Steps

