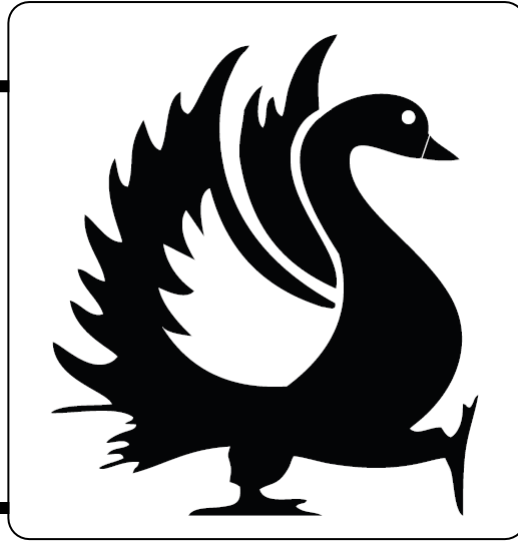




WESTERN AUSTRALIAN
PREMIER CRICKET



We Are Midland Guildford



Midland Guildford Cricket Club

Volunteer Management Plan
February 2022



Table of Contents

Section 1: Club Information	
Midland Guildford Cricket Club Profile	Page 3
Club Discussion Topics	Page 4
Volunteer Management Cycle and Management at MGCC	Page 5&6

Section 2: Volunteer Management Action Plan	
Recruitment	Page 7
Place	Page 8
Induct	Page 9
Train	Page 10
Supervise	Page 11
Recognise	Page 12
Replace	Page 13
Summary of information and documents available to the Volunteer Coordinator and MGCC	Page 14



Volunteer Management Plan – Midland Guildford Cricket Club Profile

Association: Western Australian District Cricket Competition

Home ground: Lilac Hill Park, West Swan Road, Caversham WA 6055

Year Established: 1902/03

Website: <http://www.mgcc.net.au/>

Mission Statement: The success of the Club will be determined by the quality of our decisions & actions. The Committee members, coaches and all others involved with the on-going operations of the Club are committed to ensuring that our operating structures, procedures, governance and respectful relationships are and remain an essential part of the Club and to ensure that identified priorities are acted upon and that the best possible decisions are made.

Major Achievements: Organisers of the Lilac Hill Festival Cricket Match over many years; 2016/2017, 2017/2018, 2018/2019, 2019/2020 & 2021/2022 WBBL Matches; Premierships include four at 1st Grade and two at 2nd Grade and numerous more at various senior and junior grades throughout the Club and its history. Over time, Australian Test Cricket representatives, numerous Western Warriors/WA Sheffield Shield players, a number of past and current Western Fury players, and current WBBL players. The best Premier Cricket location and facilities outside the WACA.



Action Plan for the Midland Guildford Cricket Club - Discussion Topics

A volunteer management plan provides our Cricket 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 organisation. The development and implementation of this plan and appointment of a Volunteer Coordinator should be the combined effort of representatives across our organisation. Overall, the volunteer management plan will assist in achieving an effective structure and management practices.



The Cricket Australia template utilised to formulate the MGCC volunteer management plan offers seven ideas 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, and any other ideas, it is not necessary to either restrict or apply all actions as suggested. The appointment of a Volunteer Coordinator is an important role within our Club however this responsibility is shared across the Club with Committee, Cricket Operations' leaders and all other members working cohesively to improve the community at the Club.

The Volunteer Management 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 motivation of each level of cricket wanting to improve a volunteer's experience and enjoyment in cricket. If there is little or no motivation, then we should expect volunteers to reciprocate likewise. The Volunteer Management Cycle below outlines the on-going process Associations and Clubs go through; bringing volunteers into the club, looking after them while they fulfil their duties and then planning for when they leave.



Volunteer Management Cycle





Volunteer Management – Midland Guildford Cricket Club

Discussion Topics	Yes / No	Let's get the club thinking about Volunteers	Start Date
Do you currently have a structured approach to managing the volunteers in your club?	Yes	The committee representative (Janine Hampson) is our Volunteer Coordinator ("VC"). She will ensure all roles have been filled for season 2019/20 and beyond, and the item Volunteer Management is on our agenda at all committee meetings.	Oct 2017
Do you have a budget allocated to your Volunteer Management Program?	Yes	Funds and other resources are allocated for our Volunteers by the committee to cover out of pocket expenses and training/development.	Jul 2015
Does your club have the capacity to appoint a dedicated volunteer to take on the role of Volunteer Coordinator?	Yes	Janine Hampson (Committee) is our Volunteer Coordinator and has updated / completed the Volunteer Management Plan for our club.	WIP
Do you include "volunteer management" as an item on the committee's	Yes	It is an agenda item and Janine Hampson is responsible for reporting on our Volunteers Management Plan at each committee meeting.	Oct 2017
We want quality volunteers involved at our club	Yes	We offer training and up skilling opportunities at every chance for our volunteers. We encourage our volunteers to attend seminars and education programs offered by the WACA, Local Government and others.	Ongoing



Stage 1 – Recruitment

Recruiting the right people for the right roles is vital. This includes identifying roles and tasks, the time and number of volunteers required, who does the task and role now and when it finishes.

Discussion Topic	Strategy or Action	Goal	Action Officer	Comments
The role of the Volunteer Coordinator within the club.	The VC lists each volunteer role, the volunteering period and possible volunteers to fulfil the role to establish a succession plan.	To have an organisational chart for the club, role descriptions / qualifications if/as required by each volunteer.	VC and MGCC Committee	An organisational description is in place for the Volunteer Coordinator (“VC”) and position descriptions have been created for each role within the Club, as necessary.
Succession Planning	Have role descriptions and detailed records of qualifications in place for each volunteer.	Have flexibility within the club whereby existing volunteers can step into roles if required while new volunteers are recruited.	VC	Janine Hampson has functional responsibility and reports to the MGCC Committee on all aspects.
Position Descriptions Annual Reviews Insurance and Communication	The development of position descriptions and a detailed volunteer data base opens the pathway for development of the volunteer, appropriate training and success for the club.	Ensure all volunteers are given every opportunity to undertake the training they require to maximise their enjoyment and the benefits to the club. Monitor Volunteers out of pocket expenses and reimburse as appropriate. Volunteers don’t wish their involvement to be a financial burden.	VC and MGCC Committee	Information transfer and communication remains critical to the success of the Volunteer Management Plan. Continuing reviews and communication with Volunteers occurs. Volunteers are well informed and continuing in their respective role/s.



Stage 2 - Place

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

Discussion Topic	Strategy or Action	Goal	Action Officer	Comments
Attract	Undertake succession planning and attract appropriately qualified (or those that can be trained) Volunteers to fill roles within the club.	Manage the workload of volunteers within the club and ensure all volunteers are appropriately trained for their roles.	Volunteer Coordinator	A continuing process at the Club. Volunteers understand and undertake their roles and continue whilst their contributions are appreciated/ recognized. Ever-increasing workloads are eased through recruitment of further volunteers.
Screen	Ensure the volunteers are qualified for the roles in which we place them.	Club Secretary maintains detailed and up to date records of Volunteers qualifications including WWC, Coach accreditations, RGL compliance etc.	Volunteer Coordinator / Club Secretary	Ongoing and prescribed requirements as part of Club's overall duty of care continue to be adhered to.
Select	Select the appropriate volunteer for roles within the club.	Each volunteer is placed in the most agreed and suitable role that will benefit all and achieve Volunteer satisfaction and enjoyment.	Volunteer Coordinator	Volunteers are recognised by a personalised welcome letter. Volunteer roles may be added to My Cricket at the commencement of the cricket season when value of such procedure is recognised. Full qualifications and training of each volunteer are maintained by the Club Secretary.



Stage 3 – Induct

The process of welcoming volunteers to Midland Guildford CC, informing volunteers of organisational policies and procedures, establishing preferred communication methods.

Discussion Topic	Strategy or Action	Goal	Action Officer	Comments
Induction information	Upon appointment all volunteers are to undergo an appropriate induction.	Volunteers to feel welcome and understand their roles, responsibilities and rights. Have them meet all committee personnel and other volunteers. Help them understand all issues and their essential role/s within the Club operations.	Volunteer Coordinator All at MGCC	This is discussed with each prospective volunteer at the Club. The Volunteer orientation is part and parcel of normal activities throughout the Club.



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	Goal	Action Officer	Comments
Train	As part of a continuing procedure at the Club identify requirements and arrange appropriate and relevant training and development opportunities for our volunteers.	Fully comprehend the skills and qualifications of all volunteers.	VC / Secretary, Committee and Coaches	Continuing best practice at the Club for a host of reasons including duty of care, players and members development, and overall enjoyment of being involved with cricket at the Club.
		VC, Committee and Coaches.	Volunteer Coordinator / Club Secretary	Normal practice.
		Reimburse volunteers for development / coaching courses and out of pocket expenses the clubs deems reasonable.	MGCC Committee	Club carries all training costs.
		Communicate training opportunities.	Volunteer Coordinator and MGCC Committee	This is normal Club practice and demanded.



Stage 5 – Supervise

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

Discussion Topic	Strategy or Action	Goal	Action Officer	Comments
Supervise	Supervise and communicate with our volunteers and ensure they understand what we are setting out to achieve.	Clear communication with role/s responsibilities, and lines of control understood. As above, share workloads and responsibilities.	VC, all Club coaches and administrators	Normal practice at the Club to fully communicate/discuss.
		Evaluate and give detail feedback. Assess performance and role descriptions annually.	As above	Normal practice at the Club.
		Addressing Conflict. Understand complaint handling process.	MGCC Committee	Need to publicise all Club related policies. Need to encourage communication and identification of potential or real conflict. Committee to further refine and advertise Club policies and procedures. This includes creation of a Committee appointed Grievance procedure and Officer to handle all continuing matters of concern.



Stage 6 – Recognise

The process of acknowledging a volunteer’s contribution.

Discussion Topic	Strategy or Action	Goal	Action Officer	Comments
Develop a volunteer appreciation procedure	Institute a volunteer recognition process which includes Volunteer Appreciation events and the Club’s end of season events.	Undertake Volunteer Events. Appropriately recognise volunteers during and end of seasons. Nominate Club Volunteers to WACA/CA Volunteer of the Year Awards.	Volunteer Coordinator	Need to continue to ensure every volunteer at the Club is appropriately recognised in a timely manner.
Life Members	Continue to recognise, appreciate and involve Life members whenever possible and appropriate.	Life members are inducted into the Midland Guildford Cricket Club on the basis of Committee recommendation and Special General Meeting approval.	MGCC Committee	Life Membership award is the recognition pinnacle for all who have significantly volunteered at the Club.
	Develop a budget for recognising volunteers.	Allocate money for volunteer recognition.	VC and MGCC Committee	This is continuing practice at the Club.



Stage 7 – Replace

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

Discussion Topic	Strategy or Action	Goal	Action Officer	Comments
Replace	Recognise all volunteers leaving the club and thanking them for their service. Appreciate existing volunteers and recruit others to step up as required.	Recognise all volunteers prior to the end of the season and re-recruit and further recruit volunteers for following season/s.	VC, and Club Committee	Ensure departing volunteers appropriately thanked with communication to identify how we can improve.
	Ensure each job role is clearly defined and more than one volunteer understands how the position works.		VC	This is normal ongoing practice at the Club. Whilst routine Club activities involve continuing needs for volunteers ad-hoc spikes in volunteer numbers managed in lead-up to all events e.g. WBBLs.
	Commit agenda items to succession planning.		VC and MGCC Committee	This continues as normal Club procedure and subject monthly Committee meeting agenda discussion.



Summary of information and documents

Midland Guildford Cricket Club has prepared this document based on resources available on the WA Cricket and Cricket Australia websites, consideration included but not limited to:

MGCC Organisational Structure

Position descriptions

- President
- Secretary
- Treasurer
- Coach and assistant coaches
- Volunteer co-ordinator
- MPIO
- Social coordinator

Club policy documents

- Alcohol
- Child Safety Framework
- Social media
- Spectator behaviour
- Volunteer exit questionnaire
- Club/player code of conduct
- Welcome to club letter
- Volunteer guidelines for supervising children
- Anti-bullying
- Mental health



Midland Guildford Cricket Club - Sponsors

