

VOLUNTEER
HANDBOOK



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WELCOME

Welcome to Newport Calisthenics Club (NCC).

We are delighted that you have decided to join us and look forward to supporting you in achieving great success in your sections in 2024.

INTRODUCTION

The NCC Volunteer Handbook is your resource guide which contains important information for the 2024 Calisthenics Season.

Volunteers are required to read and familiarise themselves with the following documents prior to the commencement of classes:

- NCC Members Handbook
- NCC Policies and Guidelines Handbook, and
- NCC Constitution

Contact

admin@newportcc.com.au

VOLUNTEERING

A team is much stronger with a wide base of supporters. There are always jobs to be done and the Committee and Coaches are grateful to all parents/guardians, members, and supporters who wish to give up their time to assist our club.

Types of work undertaken regularly by volunteers includes:

- Becoming a Section Administrator e.g. Team Manager, Assistant Manager, Section Costume Coordinator,
- Costuming, sequinning, prop building
- Assist with Club events
- Becoming a section assistant
- Joining a sub-committee

We encourage you to become actively involved with NCC.

Everyone is welcome and the friendships and benefits are endless.

Speak to the NCC Committee Section Manager via email sectionmanager@newportcc.com.au to find out more information about how you can help and become involved.

EXPECTED BEHAVIOURS

All volunteers are responsible for ensuring;

- Operate within the rules of CV, VCCA, and NCC
- Adhere to all NCC rules, policies, guidelines and directives from the Executive Committee
- Actively promote, participate and support all club fundraising events and activities
- Attend scheduled coaches and committee meetings
- Provide classes that are safe and welcoming for all members and their families
- Be a positive role model by displaying leadership, respect, dignity and professionalism and encourage your coaching team to demonstrate the same qualities
- Are fair, consistent and honest with members, their families, other Coaches, Team Managers, and Committee Members
- Demonstrate clear and effective communication
- Provide a training program that is planned, organised and sequential
- Always accept responsibility for your actions and behaviours
- Communicate timetabling of extra practises (including extra practises during school holidays)
- Absenteeism – if unable to attend any classes/meetings, it is expected the coach will communicate with their coaching team, and make suitable alternative arrangements with one of the other coaching staff if possible
- Do not engage in the following behaviours:
 - use mobile phones for personal use during class
 - carry, push, drag, or move a member, always ask for permission before you adjust their technique
 - make negative comments, either verbally or online
 - belittle, degrade or berate team members, coaches, families, or competitors
 - use mobile phones to record conversations of others without their permission/knowledge
 - consume food during class unless it is during an allocated snack break

CADETS, ASSISTANTS AND HELPERS

Cadets and Assistants must have the following certification:

- Working with Children Check if over the age of 18 years
- Regulated health requirements*
- Completion of Assistants and Helpers Course

*As per Government and CV regulations

Applications for these positions are offered to our Juniors (helper positions only), Intermediate, Senior and Master pupils at the end of each year. NCC, under the guidance of CV, will ensure all assistants/cadets will be provided with the relevant training to develop their skills set and knowledge.

Reward

All Helpers, Assistants and Cadets will be eligible to receive a 10% discount off fees to be reimbursed at the end of the year provided the following requirements have been met and section fees are paid in full.

Responsibilities of an Assistant:

- Be a positive role model to competing members by interacting professionally and being supportive
- **Attend a minimum 80% of classes, pre-season classes, and extra practises**
- **Attend all competitions** (unless yours or a family members competing sections and assisting sections competition times clash)
- **Attend NCC events and activities**
 - Stage Rehearsal
 - Photo or Promo Day (where applicable)
 - Presentation Night
 - Annual Concert
- Arrive to class 10 minutes early in the correct training attire, and with the required apparatus
- Prior to class, assist the coach by:
 - Setting up required equipment, marking the floor, etc
- During class, assist the coach by:
 - Helping members with technique and choreography, handling props and curtains, etc
 - Taking members to the bathroom in the younger sections
- After class, assist the coach by:
 - packing up of the hall, etc

Cadet

Cadets are assistants who wish to progress towards becoming qualified coaches and are actively engaging in further studies run by Calisthenics Victoria.

In addition to the responsibilities listed above, the following pertain to the role of a cadet to support their progression towards becoming a Level 1 Coach:

- Opportunity to assist in planning routines (at the discretion of the coach)
- Opportunity to work on choreography for an exercise (at the discretion of the coach)

Helper / Assistant / Cadet Audience Entrance Fee

At a competition, there may be instances where the number of allocated backstage passes is less than the number of members in a section's coaching team. The following process is to be followed and will ensure reimbursement for any out of pocket expense that occurs.

1. Coach to notify treasurer via email of competition location, date, and assistant/cadet's name who was required to pay the entry fee
2. Assistant or coach to pay upfront costs
3. Assistant or Coach to email the NCC Treasurer to obtain reimbursement: treasurer@newportcc.com.au

Assistants/Cadets who are registered members of VCCA are eligible to purchase a competition audience entry ticket at a reduced cost with proof of VCCA membership or Blue Concessions Card.

SECTION ADMINISTRATORS

Each section will have volunteers to fulfil the roles of Team Manager, Assistant Manager, and Section Costume Coordinator.

Team Manager

The team manager liaises with coaches and communicates information with members, and parents/guardians

Responsibilities of Team Manager:

- Communicate to team/parents/guardians any information as required by the Coach or Committee
- Ensure all members and/or parents/Guardians are included on the team and club band groups.
- Collection of any cash payments and forwarding to Treasurer
- Where applicable, keep track of receipts and reconcile any payments made for costumes, makeup and props, etc.
- Redirect all enquiries involving matters external to the section to the appropriate Committee Member
- Attend Team Manager meetings at the beginning of the year (if applicable)

Assistant Team Manager

Assist team manager with above requirements as needed

Section Costume Coordinator

The section costume coordinator supports the coaches with all costume requirements for their sections and liaises with the Committee Costume Coordinator when required.

Responsibilities of Section Costume Coordinator

- Organises and coordinates costumes under the Coaches direction.
- Arrange a time with the Costume Coordinator for coaches and Section Costume Coordinator to view stock costumes and arrange for costumes to be available for fittings at class. This should be arranged after NCC registrations have closed.
- Submit float request spreadsheet to NCC treasurer
- Prepares costume and headgear samples and instructions for members and/or parents/guardians.
- Preparation of costumes for distribution and completion for sewers, members and/or parents/guardians.
- Prepares sequins/beading/crystals for distribution to sewers, members and/or parents/guardians
- Purchase of accessories as required such as stockings, tights, hats, shoes etc.
- Reconciles receipts against purchases and provides receipts and itemised and completed costume float spreadsheet to the Treasurer at the end of the season.
- Update electronic costume catalogue with photos and details at end of season, including quantities of costumes, headpieces, fabric and trim.

Please Note: The 'Section Administrators' roles are to be determined by the Section Coach

COMMUNICATION, FEEDBACK & ISSUES

The Committee, Coaches and Team Managers of NCC will communicate with parents/ guardians / members in the following ways:

- Club Band App Pge
- Individual Section Band Pages
- Email
- Face to face
- Text Message
- Phone Call

Feedback and Suggestions

Your feedback and input is always welcomed and valued, provided it is constructive and respectful. As a Section Administrator or as part of the coaching team, you may be approached with feedback or grievances.

If you or a member wishes to provide feedback or suggestions, please feel free to do so in the following ways:

- Talk to your Team Manager
- Email NCC's Secretary admin@newportcc.com.au
- Request to attend an NCC committee meeting
- We do ask that parents/guardians only speak to Coaches before or after lessons, however if the issue is not of a coaching nature please direct your concern to the Team Manager

Please refrain from raising issues on social media.

All feedback, suggestions, comments, problems and issues that are raised with the club are given serious consideration. We are a small club and value the relationships we have with families. Any information or feedback you provide is used in the decision-making process and as a guide for the club's continuous improvement process.