# VOLUNTEER MANAGEMENT POLICY

| Policy number | VOLMG | Version | V2.2017 |
|---|---|---|---|
| Drafted by | 2015 | Approved | |
| Responsible person | SMC | Scheduled review date | Bi-Annually |

## INTRODUCTION

The Victorian Endurance Riders Association Inc. (VERA Inc.) relies heavily on the unpaid work of volunteers and highly values their contribution to the sport.

## PURPOSE

This policy is intended to ensure that volunteers working at VERA Inc. affiliated events are provided a workplace that is safe, significant, fulfilling, and appreciated. The VERA Inc. support significant volunteers with specific financial reimbursement that may be changed from time to time.

## POLICY

All volunteers shall be treated with respect and gratitude for their contribution.

Significant Volunteers shall be employed at the discretion of the management of VERA Inc.

Volunteers shall carry out duties assigned by the management of VERA Inc.

All volunteers shall, as far as possible,

- be protected from harm
- be relieved of liability for acts performed in the discharge of their volunteer functions.
- Be registered by Ride Organisers on AERASPACE
- Be covered by the AON insurance policy – with both public liability and personal accident insurance for each event that they volunteer at.

# VOLUNTEER MANAGEMENT PROCEDURES

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## RESPONSIBILITIES

It is the responsibility of the VERA Inc. SMC to appoint a Volunteer Coordinator.

- The Volunteer Coordinator need not be a member of the VERA Inc. SMC but should be a current financial member of VERA Inc.

- The Volunteer Coordinator shall be responsible for maintaining records of registered volunteers and their appropriate training.

It is the responsibility of volunteers to work within their role as described by the AERA rule book or within this VERA Inc. policy.

## PROCEDURES

### Recruitment

Recruitment of volunteers shall take into account the VERA Inc. commitment to cultural diversity with consideration to Access and Equity requirements.

Volunteers may be recruited from the current membership, or from the general community.

All volunteers should be registered with VERA Inc. to provide with Third Party and Personal Accident Insurance for the duration of the event that they are registered at.

- Volunteers at Endurance rides are registered on AERASPACE for the registered dates of the event.

- State Management Committee volunteers are registered on AERASPACE and are covered for the term of appointment of their role.

### Training

All volunteers shall be offered appropriate information and training to discharge their role.

Successful completion of specific training requirements as determined by AERA and maintaining currency as determined by AERA shall be an expectation of VERA Inc.

The VERA Inc. will provide volunteers with equipment as deemed necessary to carry out the role and maintain safety.

## Reimbursement

Approved VERA Inc. volunteers shall be reimbursed for reasonable expenditure incurred in the exercise of their functions. The VERA Inc. SMC shall determine if the reimbursement is to be granted.

All reimbursement requests must use the current VERA Inc. reimbursement form (available on the VERA Inc. website) and submit to the treasurer for presentation at the next VERA Inc. SMC meeting.

- VERA Inc. SMC secretary – at the commencement of each membership year and on written application shall receive an honorarium of $ 300. (SMC approval dec 2015)

- AERA delegate – following attendance at an AERA meeting and on written application the delegate shall receive an honorarium of $150. (SMC approval review dec 2015)

- Chief Stewards – on written application and submission of ride reports will receive incentive of $50 a day for attendance at VERA Inc. affiliated Endurance Events. (SMC approval review dec 2005)

- TPR Stewards – on nomination by ride secretaries a TPR steward shall receive an incentive of $25 for attending a full weekend VERA Inc. affiliated event. (SMC approval review dec 2015)

- AERASPACE operator – on written application and successful ride upload, may request incentive fee of $50 per event for attendance at a VERA Inc affiliated Endurance event (SMC approval dec 2015)

- VERA Inc. Registrar Roles – (membership, logbook, point-score) – on written submission and provision of receipts, the registra shall receive reimbursement for costs incurred in the role.

- Any VERA Inc. SMC member or appointed VERA Inc. role may submit a written request for reimbursement of costs incurred with approval of the SMC on provision of receipts.


## Dispute resolution

All volunteers shall be entitled to appeal to the procedures set out in the VERA Inc. constitution (2014).

## Volunteer Role Description

**AERA Delegates**

Appointed by the VERA Inc. SMC on an annual basis following the AGM from the elected SMC members. All actions must be in accordance with the rules and directives of the Australian Endurance Riders Association Inc. (AERA) and VERA Inc.

Key Responsibilities;
- Attendance at the four AERA meeting each year.
- Reporting to the SMC and responsible for communicating information to AERA from the SMC.

**AERASPACE Operator**\*\* VERA Inc. accreditation required. May also be Ride Secretary

Accreditation process;
- Applicant applies to the VERA Inc. for accreditation in the role of AERASPACE Operator.
- VERA Inc. applies to AERA Inc. for AERASPACE access for the applicant.
- The applicant completes training with the VERA Inc. endorsed AERASPACE Operator.
- The applicant must satisfactorily complete an entire ride under supervision with a VERA Inc. endorsed AERASPACE Operator.
- Once accredited by VERA Inc.
    - The applicants contact details will be listed on the VERA Inc. website
    - The applicant must be active in the role at least once every twelve month.
    - Should the application be inactive for greater than 12mths, they must complete one ride under supervision to re-accredit in the role.
    - Supported by VERA Inc. with volunteer incentive available on application of $50 per day for event role. Application to be made on VERA Inc. banking form.

Key Responsibilities:
- Maintain AERASAPCE entries at VERA Inc. affiliated rides.
- All actions must be in accordance with the rules and directives of the Australian Endurance Riders Association Inc. (AERA) and VERA Inc.

**Assets Officer**

Appointed by the VERA Inc. SMC on an annual basis following the AGM. This role can be held by any current VERA financial member (full or associate) and does not have to be an elected member of the SMC.

Key Responsibilities:
- Maintain accurate and current VERA Inc. assets register, reporting to the VERA Inc. SMC annually or as requested.
- Monitor VERA Inc. assets condition & recommend maintenance or replacement as required.
- All actions must be in accordance with the rules and directives of the Australian Endurance Riders Association Inc. (AERA) and VERA Inc.

**Calendar Coordinator**

Appointed by the VERA Inc. SMC on an annual basis following the AGM.  This role can be held by any current financial member (full or associate) and does not have to be an elected member of the SMC.

Key Responsibilities:   as per the Ride Calendar Policy

- Receive ride applications from Ride Organisers and present these to the VERA Inc. SMC for approval for affiliation with VERA Inc. and inclusion on the VERA Inc. ride calendar.  The actual acceptance of any ride application is made by the VERA Inc. SMC.  All actions must be in accordance with the rules and directives of the Australian Endurance Riders Association Inc. (AERA) and VERA Inc.

**Chief Steward**:   role as described in the AERA rule book     ***Accreditation Required.***

Accreditation Process:

- Submit the Chief Steward application form (available on AERA website) to VERA SMC.
- VERA Inc. SMC may accept the application and request the applicant to complete a written assessment (available on AERA website) and submit this to the VERA Inc. SMC.
- The submitted written assessment is assessed by a nominated VERA chief steward who reports the outcome to the VERA Inc. SMC.
- If successful VERA Inc. notifies the applicant and the AERA.
- The applicant attends 3 rides as a probationary chief steward with three different supervising Chief Stewards – the applicant organises this with Ride Organisers and the Chief Steward of their chosen rides.
- Once the 3 probationary rides are completed to a satisfactory level (feedback & comment in Chief Steward ride reports), VERA Inc. notifies AERA
- The AERA, national Chief Steward coordinator contacts the applicant to complete an oral interview.
- Once accredited by AERA Inc.
    - The applicants contact details will be held by AERA and listed on the VERA Inc. website in the Ride Organisers Handbook.
    - The applicant must be active in the role at least once every twelve month.
    - Should the application be inactive for greater than 12mths, they must complete one ride under supervision to re-accredit in the role.

**Horse Welfare Officer**

Appointed by the VERA Inc. SMC on an annual basis following the AGM.  This role can be held by any current financial member (full or associate) and does not have to be an elected member of the SMC.  All actions must be in accordance with the rules and directives of the Australian Endurance Riders Association Inc. (AERA) and VERA Inc.

Key Responsibilities:

- As described in the Horse Welfare/medication control policy
- Monitors and administer the Early Warning System

- Report horse welfare issues to the State Management Committee at each SMC meeting
- Operations on AERASPACE in line with AERA requirements.

**Insurance officer**

Appointed by the VERA Inc. SMC on an annual basis following the AGM. This role can be held by any current financial member (full or associate) and does not have to be an elected member of the SMC. Directly responsible to the SMC, all actions must be in accordance with the rules and directives of the Australian Endurance Riders Association Inc. (AERA) and VERA Inc.

Key Responsibilities:
- Receive day member registration forms from Ride Organisers.
- Maintain contact with the AERA insurance representative to notify of calendar approved rides and forward relevant paperwork relating to any insurance issues or claims.
- Liaise with VERA Inc. members and the AERA Inc. insurer for any insurance claims.

**Logbook Registrar**

Appointed by the VERA Inc. SMC on an annual basis following the AGM. This role can be held by any current financial member (full or associate) and does not have to be an elected member of the SMC. Directly responsible to the SMC, all actions must be in accordance with the rules and directives of the AERA and VERA Inc.

Requires AERASPACE accreditation and further training.

Key Responsibilities:
- Enter in AERASPACE all horse logbook applications/AERA registrations as processed.
- Delivery of AERA horse logbooks to VERA Inc. members within a timely manner. (Within 10 working days of receiving application or if express fee paid, within 5 working days).
- Keep records of all logbook applications and payments
- Banking of monies received in conjunction with the issue of log books in accordance to VERA Inc. Constitution financial management requirements.
- Maintain stock of AERA logbook and covers (order from AERA secretary, invoice forwarded directly to VERA Inc. treasurer)
- Monitor monthly AERASPACE logbook reports and confirm with treasurer for AERA payments.

**Membership Registrar**

Appointed by the VERA Inc. SMC on an annual basis following the AGM. This role can be held by any current financial member (full or associate) and does not have to be an elected member of the SMC. Directly responsible to the SMC, all actions must be in accordance with the rules and directives of the AERA and VERA Inc.

Requires AERASPACE accreditation and training.

Key Responsibilities:

- On application, issuing of membership cards and new member packs within an acceptable time frame (21 working days)
- Issuing of Rider Identification bibs on appropriate application.
- Ordering of Rider Identification bibs as required.
- Entering in AERASPACE all membership applications as received
- Maintenance of records of all membership and rider identification bibs processed and payments
- Maintain stock of VERA Inc. membership cards, new member packs and rider identification bibs.
- Banking of monies received in accordance to the VERA Inc. Constitution financial management requirements.
- Monitor monthly AERASPACE logbook reports and confirm with treasurer for AERA payments.

**Point Score Registrar**
Appointed by the VERA Inc. SMC on an annual basis following the AGM. This role can be held by any current financial member (full or associate) and does not have to be an elected member of the SMC.  Directly responsible to the SMC, all actions must be in accordance with the rules and directives of the AERA and VERA Inc.
Requires AERASPACE accreditation and further training.
Key Responsibilities:
- Use of AERASPACE to review Endurance Ride data and verify ride results.
- Maintain a register of points and distance awarded to VERA Inc. current financial members competing at VERA Inc affiliated Endurance Event (as per VERA Inc. Annual Awards Policy 2017).
- Make available to VERA Inc. members the points and distance tally throughout the competition year.
- Advise the VERA Inc. SMC at the end of each competition year of annual awards recipients at the end of each competition year.
- Organise VERA Inc. annual awards for presentation ceremony.

**State Management Committee** – executive and committee member roles as described in the VERA Inc. constitution (2014)

**TPR Steward**        Role as described in the AERA rule book ***Accreditation Required:***
- Complete training and assessment with Veterinarian, Chief Steward.  This will address veterinary considerations and rules knowledge followed by written assessment (provided by AERA) and evaluated by the supervising chief steward.
- Followed by a practical assessment by an experienced Chief Steward, TPR and/or vet.  The outcome is reported to the VERA Inc. SMC.
- Training and assessment may be completed at a VERA Inc. advertised training day or individually at a VERA Inc. affiliated ride if pre-organised with the VERA Inc. honorary Vet and Chief Steward.

- Attend a minimum of three endurance rides as a probationary TPR. At these the candidate must demonstrate a satisfactory level of competency that is reported to VERA Inc. via the Chief Steward ride report.
- Once the candidate has achieved three reports of competency you are qualified and added to the state TPR list.
- VERA Inc. will notify AERA of successful qualification.
- Once accredited by VERA Inc.
  - The candiates contact details will be held by AERA and listed on the VERA Inc. website in the Ride Organisers Handbook.
  - The candidate must be active in the role at least once every twelve month.
  - Should the application be inactive for greater than 12mths, the TPR steward must complete one ride under supervision to re-accredit in the role.

**VERA WebMaster/Facebook Moderator**

Appointed by the VERA Inc. SMC on an annual basis. This may be a shared role or can be held by different people and can be held by any current VERA Inc. financial member (full or associate) and does not have to be an elected member of the SMC. Directly responsible to the SMC, all actions must be in accordance with the rules and directives of the AERA and VERA Inc.

Key Responsibilities:
- Possess computer skills to meet the needs of the role
- Maintain the VERA Inc. website in a professional manner
- Post VERA Inc correspondence in a timely manner

**RIDE PERSONNEL**

*The following roles are appointed by individual Ride Organisers for management of Endurance Events. All Volunteer personnel at Endurance Events must be registered on AERASPACE and are covered by the AON insurance for third party and personal accident for the time period they are actively volunteering.*

**AERASPACE operator** *VERA Inc. accredited personnel required*

**Caterer** *May be provided by the organiser or by another group*

**Checkpoint Staff** *Communications, Rider safety*

**Chief Steward** *VERA Inc. accredited personnel required*

**Event Director** *Overall event planning & delivery, submit required permits*

**First Aid Officer** *As described in the OH&S – first aid policy*

**Penciller** *Assist in the Vet ring*

**Ride Secretary** *To oversee entries, complete VERA ride forms & calculate fees*

**Time Steward** *Required for In gate, out gate, and if VGIH the vet ring*

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| ***Track Coordinator*** | *Plan, mark and complete Risk Management documents related to the course.* |
| ***Track Pick Up*** | *this person should have maps of the course and know the course. It is recommended that two people attend a horse pick up, to support both horse and rider.* |
| ***TPR Steward*** | *VERA Inc. accredited personnel required* |
| ***Veterinarian*** | *As described by AERA rule book, receiving payment as recommended by AERA veterinary panel (advertised by AERA on the website annually).* |

Related Documents

- VERA Inc. Constitution 2014
- AERA rulebook 2016
- Ride Calendar Policy 2014
- Safety – first aid policy 2015
- Horse Welfare/Medication Control policy 2015
- VERA Inc. Assets Policy 2015
- Child Safe Standards 2017
- VERA Inc. banking form 2017