



# TEAM RQYS VOLUNTEERS

## VOLUNTEERS MANUAL



## THE ROYAL QUEENSLAND

578 ROYAL ESPLANADE • MANLY • 07 3396 8666

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## INTRODUCTION

This handbook aims to assist with your induction and continued involvement as member of **TEAM RQYS Volunteers** and it serves as a handy reference during your time as a member of the **TEAM RQYS Volunteers**.

## TEAM RQYS VOLUNTEERS MISSION STATEMENT

Our mission is to deliver sailing and yachting events in a safe environment with quality race management for RQYS members

## TEAM RQYS VOLUNTEERS AIMS AND OBJECTIVES

The aim of TEAM RQYS Volunteers is to support member participation in all Squadron on water events by:

- providing superior race management for our events and regattas
- maintaining and enhancing the Squadron's reputation for race management

The aim of TEAM RQYS Volunteers is to support team members by:

- utilizing our combined skills to up-skill our team and develop their abilities
- encouraging team members to achieve personal goals and ambitions
- encouraging team members to attain qualifications relevant to the different roles played
- having fun and creating new friendships, and
- enjoying the on and off-water activities





# THE ROYAL QUEENSLAND YACHT SQUADRON

Formed in 1885, the Royal Queensland Yacht Squadron (RQYS) is one of the top 10 yacht clubs in the world. It has a long history of supporting and encouraging sailing as a sport and in fact RQYS has had a representative at every Olympic Sailing Regatta since 1956 in Melbourne 3 gold and 1 silver medal.

Located at 578 Royal Esplanade, Manly, Queensland, Squadron facilities include a bar, cafe and restaurant, function rooms, auditorium, large marina, hardstand storage and a working slipway with associated businesses on site.

The Squadron runs sporting activities including a Sailing Academy most Wednesdays, Saturdays and Sundays.

These sporting activities can include Off The Beach sailboat racing, Keelboat racing, recreational yachting, and learn to sail for club members and members of the public.

RQYS supports power boat activities, including navigation events and cruising events for non-sailing members

In addition the Squadron hosts many State, National and International regattas run on behalf of the Squadron by the well resourced and trained race management team **(TEAM RQYS Volunteers)**

From eight to eighty there are activities at the Squadron for everyone.



## THE RQYS WEBSITE - WWW.RQYS.COM.AU

A quick inspection of the RQYS Website ([www.rqys.com.au](http://www.rqys.com.au)) reveals just how diverse the Squadron activities are -

- Enter a regatta
- Find competition results
- Race Documents
- Book a table in the cafe or a function
- Find out what's happening or
- Even some club history

It's all there on [www.rqys.com.au](http://www.rqys.com.au)

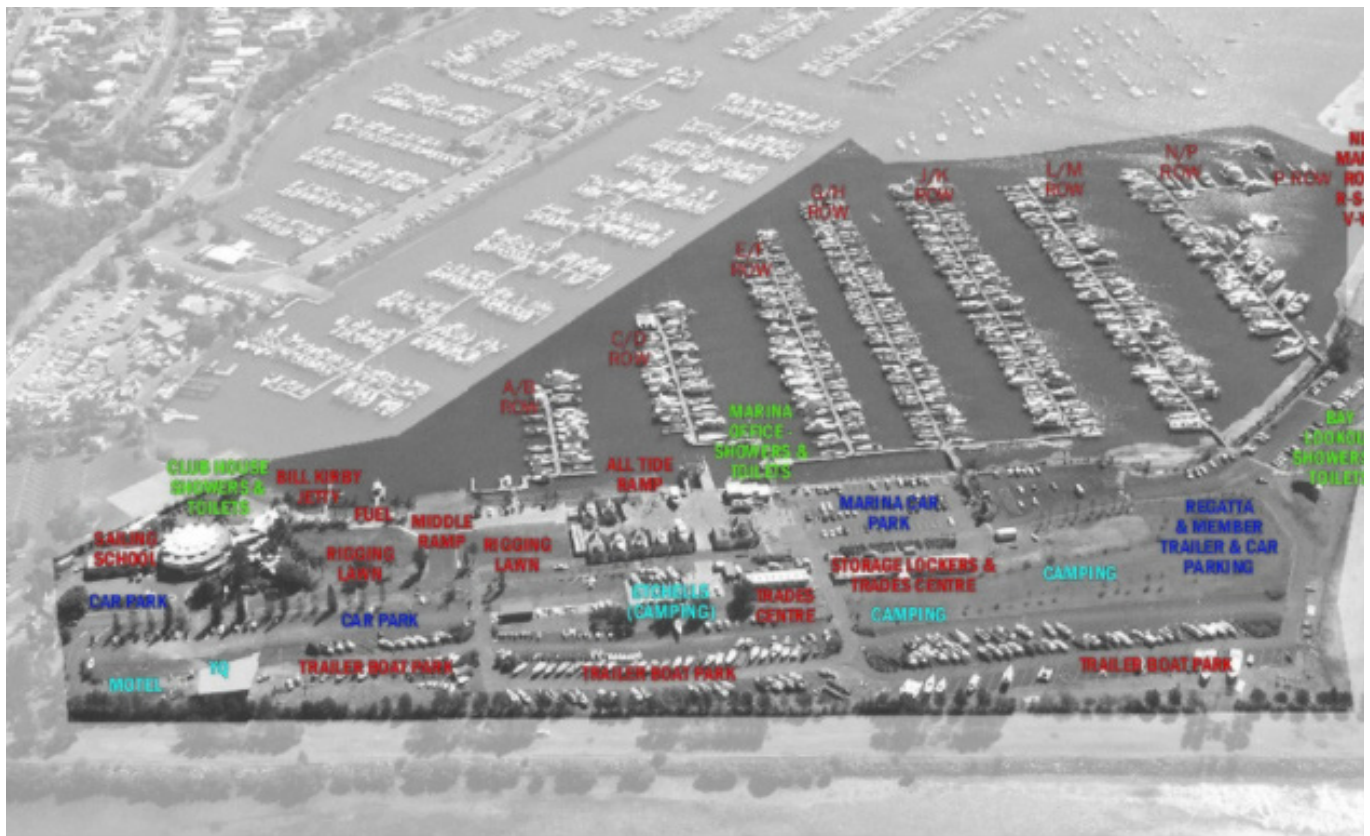


# TEAM RQYS VOLUNTEERS - INDUCTION

## Get to know the Layout

During this short familiarisation tour you will quickly learn where the major Squadron facilities are located

1. Reception, Gallery and Auditorium
2. QMTS Training Classrooms
3. Toilets, change rooms and showers
4. The Sailing Office
5. The Volunteer Equipment Room
6. Sailing equipment and boats
7. First Aid facilities
8. Fire exits and equipment
9. Where to park vehicles
10. Where and how to redeem/purchase refreshments in the Café, Bar or Restaurant
11. Areas where smoking is allowed



# TEAM RQYS VOLUNTEERS - INDUCTION

## Key RQYS Personnel

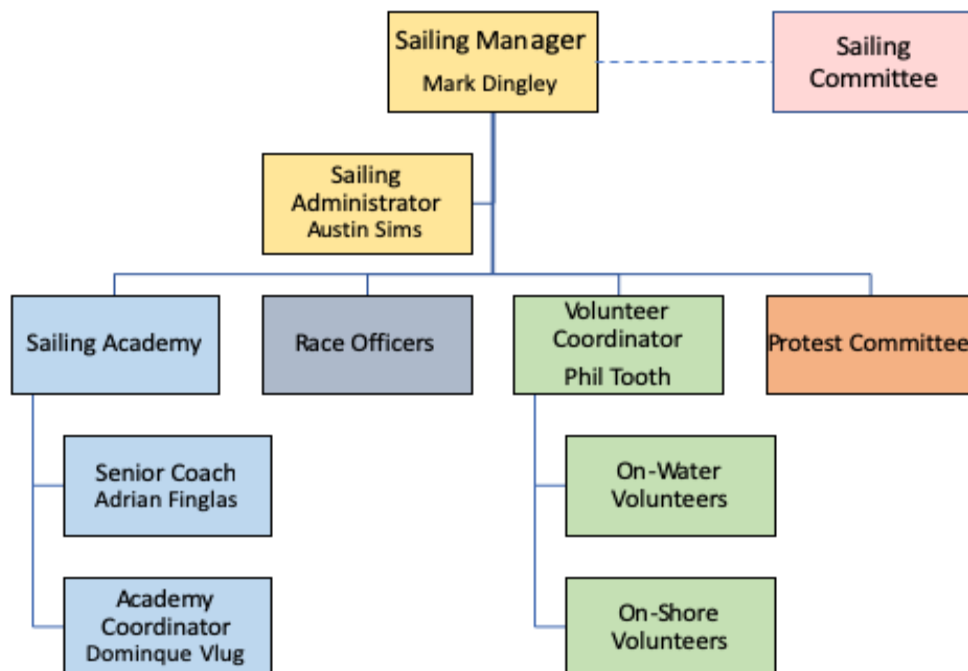
### Management

General Manager	Karen Baldwin
Sailing Manager	Mark Dingley
Sailing Academy Administrator	Dominque Vlug
Sailing Office Administrator	Austin Sims
Volunteer Co-Ordinator	Phil Tooth

### Flag Officers

Commodore	John Warlow
Vice Commodore	Curtis Skinner
Rear Commodore	Todd Anderson

## TEAM RQYS Volunteer Structure





# TEAM RQYS VOLUNTEERS - INDUCTION

## RQYS Policies and Procedures

As a member of **TEAM RQYS Volunteers** you will be expected to comply with all Squadron Policies and Procedures. These Policies include:

- House Rules and Policy
- Code of Conduct
- Equal Opportunity Policy
- Anti-Discrimination Policy
- Sexual Harassment
- Bullying Policy
- Confidentiality and Non-Retaliation Policy

All current Policies and Procedures can be found here

<https://www.rqys.com.au/policiesanddocuments>



## What RQYS expects from you

- Treat everyone with respect, courtesy and without harassment
- Behave with honesty and integrity and in a way that upholds the values, integrity and reputation of the Squadron this is described in detail withing this document
- [Code of Conduct Policy](#)
- Comply with all applicable Australian laws
- Adhere to the Codes of Conduct
- Follow the rules and procedures set out in this Guide and on the RQYS website
- Act with due care and diligence, and help provide a safe environment for participants and co-volunteers
- Comply with any lawful or reasonable direction given by a person with the authority to give that direction
- Do not provide false or misleading information
- Ask/clarify if there is anything you do not understand
- Work together with other volunteers in a respectful manner
- Be reliable, and let relevant people know if you cannot attend/will be late.
- Be free of alcohol or any drugs that may impact your decision-making abilities or role
- Ask for support when needed, raise any concerns you may have
- Notify via the Registration Form if you have any medical conditions, we should be aware of
- Notify the Volunteer Coordinator of changes to your address, phone number or other relevant details.



## What you can expect from RQYS

While at the RQYS you can expect to:

- Be treated with respect and equally to others
- Receive help and/or training to learn required skills and to develop skills
- Be given tasks that match your interests, competencies, and skills
- Be provided with safe working conditions
- Be protected by insurance
- Be thanked and recognised for volunteering.

The Squadron shows its appreciation to the volunteers by providing each with a card that is loaded with points each day a volunteer is on duty. Present your card at the Café, Bar or Restaurant and use the points to purchase food and drinks.

## TEAM RQYS Volunteer Roles

Volunteers support the Sailing Office in conducting the Sailing Program in many ways, from the highly qualified and experienced Race Officers on-water, to the Communications Volunteers and Ramp Marshalls on-shore. The list below will provide some insight into the many and varied roles:

- Race Officers
- Start Boat Crews (Recorders, timekeepers, flag signals, sound/signals)
- Finish Boat Skippers and crew (Recorders, timekeepers)
- Course Layer Skippers and crew
- Patrol Boat Skippers and crew
- Start Pin and Finish Pin Skippers and crew
- Communications Volunteer
- Site Coordinator (Major Regattas)
- Ramp Marshalls
- In-Harbour Retrieval Skipper and crew.



There is no expectation that volunteers are required to always say 'yes'. Our volunteers range from a dedicated few who volunteer on a regular basis, to those who only volunteer once or twice a year. There are no minimum time or experience requirements.

## Mandatory Requirements - Blue Card

As Volunteers will be working with people under the age of 18, it is mandatory that Volunteers have a Positive Notice Blue Card issued by the Queensland Government.

The application form is available on the Queensland Government website

<https://my.bluecard.qld.gov.au/login>

The Queensland Government asks that Volunteers be reminded of the following:

- RQYS is legally obliged to advise you that it is an offence for a disqualified person to sign a blue card application form
- All volunteers must have a current blue card before they start volunteering

# TEAM RQYS VOLUNTEERS - INDUCTION

## Dress Code

Volunteers need to dress appropriately for their duties and for weather and sea conditions. After you have volunteered 5 times, the Squadron will provide a shirt labelled 'Volunteer' which all volunteers are expected to wear when on duty. From time to time it also provides volunteers with other sponsored items.

Within the licenced premises of the Squadron, the minimum dress required is:

- Shirts or T-shirts or blouse or dress
- Shorts, pants, or skirts
- Footwear
- Persons wearing dirty or wet footwear or clothing, no footwear or bathing attire will not be permitted to remain within the licensed premises.
- Persons wearing hats (unless for medical reasons) will not be permitted to remain within the Bar area.
- The wearing of any article of clothing bearing profane, suggestive, or improper words or designs, is not be permitted on the Squadron



## Concerns and complaints

From time to time, issues and grievances will occur within the Volunteer team or the wider Squadron – this is natural, and we would like to try to resolve this as quickly as possible.

If you have a concern or a complaint you can:

- If possible, speak directly to the person around which the complaint is directed
- If you are not comfortable with that option, speak to the Volunteer Coordinator
- If you feel you are not being heard, speak to the Sailing Manager or General Manager

The raising of concerns is encouraged and welcome. We want your experience with RQYS to be a happy and rewarding one.

## Non-Smoking Environment

RQYS is a smoke-free environment. Smoking is not permitted in any indoor or enclosed areas, or near the fuel station. Restrain from smoking in the presence of juniors while in your volunteer role. The rigging lawns are generally populated by juniors.

A designated smoking area is located near the front gate parking area. Check with reception for directions. Responsible disposal of cigarette butts and packaging is requested.



## Safety and Liability

Volunteers must adhere to the Work Health & Safety (WH&S) Policy and make themselves familiar with the Emergency Procedures, both onshore and on the water.

These procedures are described in the document "Squadron sailing and regatta procedures"

If any volunteer is concerned about a WH&S issue in the workplace, they should raise the matter immediately with Reception staff who will report it to the Manager. Alternatively, report it to the Volunteer Coordinator.

If a volunteer is injured during the course of volunteer service, the Volunteer Coordinator must be notified, and the appropriate incident report forms need to be completed.

## RQYS Volunteer Roster

Access to this web site <https://rqys.volunteerroster.com> is available to you once you are accepted as a Volunteer. It features a Dashboard with a calendar of events, and pages for Notifications, Regattas and Events. The Dashboard enables sign-up (volunteer) on-line for various events on the calendar and, if you can no longer volunteer for that event, cancellation can be done online also.

The on-line roster/register helps for personal planning, but if circumstances change and you are unable to attend please advise the Volunteer Coordinator by phone or SMS, or, contact reception as early as possible.

REMEMBER - Everyone's Safety is Everyone's Responsibility all the time



## Contact Us

Volunteer Co-ordinator : Phil Tooth

Phone: 0409586757

Email: [volunteers@rqys.com.au](mailto:volunteers@rqys.com.au)

Website: [www.rqys.com.au/volunteering](http://www.rqys.com.au/volunteering)

Address: 578 Royal Esplanade, Manly Qld 4179

