



Member / Volunteer Introduction Pack and  
Application Form effective March 2020

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*Sailability Sunshine Coast Queensland*

## *Sailability Sunshine Coast Queensland (SSCQ) Membership Application Form*

Part One is provided separately.

- Blue Card Application Form or Link Cardholder to Organisation

It is an offence for a disqualified person to sign a Blue Card application form. See page 4 of the Blue Card application form for more information.

Part Two

- SSCQ Membership Application Form
- New Volunteer Induction
- Volunteers Policies and Procedures (P&P), and Code of Conduct
- Child and Youth Risk Management Policy
- Officer Of The Day Policies and Procedures (P&P)
- Membership Officer Policies and Procedures (P&P)
- Sun Smart Policy
- SSCQ Sailing Zone Map

Electronic copies are available via the website of the Sailability Sunshine Coast Queensland (SSCQ) Policies & Procedures, Risk Management Plan & Constitution and are also stored in the shed as paper copies, or on request from the Secretary.

You are required to become a member of Sailability for insurance purposes.

### **Membership Fees to end June 2020**

First Year Membership cost is \$25.00, which includes a name badge and Sailability shirt and is due once your Application has been accepted by the Committee.

Subsequent year's membership is \$5 per annum, due at that start of Sailing in each calendar year.

### **Membership Fees from 01 July 2020**

First Year Membership cost is \$30.00, which includes a name badge and Sailability shirt and is due once your Application has been accepted by the Committee.

Subsequent year's membership is \$10 per annum, due at the start of Sailing in each calendar year.

SSCQ has Liability Insurance via Sailability Queensland for at least \$20,000,000



Name \_\_\_\_\_

Phone H \_\_\_\_\_ M \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

Post Code \_\_\_\_\_

Information	Y/N	Card number and expiry if applicable
QLD Blue Card?	<input type="checkbox"/>	
Power Boat Licence?	<input type="checkbox"/>	
Current First Aid Certificate?	<input type="checkbox"/>	
VHF Radio License?	<input type="checkbox"/>	
Can you Swim?	<input type="checkbox"/>	
Are you physically fit?	<input type="checkbox"/>	

Special Skills and interests e.g. (sailing, Committee) \_\_\_\_\_

Previous Volunteer Experience \_\_\_\_\_

Preferred day(s) of the week.

Tuesdays	<input type="checkbox"/>	Fridays	<input type="checkbox"/>
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Person to contact in case of emergency:

Name: \_\_\_\_\_ Phone \_\_\_\_\_

I agree to abide by all decisions made by the Committee of SSCQ at all events conducted by that organisation.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_

Preferred name for Name Tag \_\_\_\_\_

**Below for Committee use only**

SSCQ addresses		Email list		Name tag ordered	
Blue Card Register					

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# Sailability Sunshine Coast Queensland (SSCQ)

## New Volunteer Induction 2020

Welcome to SSCQ. As an introduction to our operations you will be introduced to an experienced member of SSCQ who will assist you. She/he will be on hand should you need any instruction or assistance. For workplace health and safety reasons, please make yourself familiar with all aspects of our operation.

### VOLUNTEER CODE OF CONDUCT

See next section

Sailing waters map in Membership pack.

### HANSA 303: Rigging, retrieval.

- Fitting boom
- Stepping main mast
- Reefing mainsail
- Stepping foremast
- Checking steering.

Launching:

- Storing trolleys.

Retrieval:

- Loading trolleys
- Washing
- Storing sails
- Storing hulls

### PONTOON.

- Assist in setting up and clearing pontoon,
- Assist in maintaining pontoon client log
- Ensure safe loading and unloading of vessels (always secure fore and aft)
- Be responsible to OOD

### SAFETY BOAT RIB

- Assist in launch and retrieval as required
- We recommend all new volunteers serve as additional crew to see extent of our sailing waters and towing and retrieval methods

# Sailability Sunshine Coast Queensland (SSCQ) New Volunteer Induction 2020

## SAILABILITY 2

- Fetch gear and motor from shed
- Mount motor
- Wash motor and return to shed
- Return gear to shed
- Replace vessel as directed

## SHED

- Check storage
- Kitchen facilities
- Registration procedures
- Payment
- Runner duties/pontoon control
- BBQ.

## RADIOS

- How to use, on/off/volume, (See Radio procedures P&P).
- Securing radios when skippering a Hansa dinghy

## CLIENT/CARER SEATING

- At Shed: tables & chairs
- At Pontoon: set safety barrier, life jackets, chairs, erect marquee if required.

## TOILETS

- Unlock disabled toilet
- Install toilet ramps, (open men's toilet door, leave women's toilet door closed)
- At end of day, close and retrieve ramps and door chocks.

## SIGNAGE

- Put up Sailability Sunshine Coast banner on fence in car park
- Teardrop banners as required.

All SSCQ P&P documentation is available at the shed and on our website



# Sailability Sunshine Coast Queensland (SSCQ) Volunteer Policy & Procedures (P&P) and Code of Conduct 2020

## Responsibilities

All volunteers actively participating in sailing day activities are required to:

- Be responsible to the OOD/Volunteer Coordinator
- Hold a Queensland Government Blue Card.
- Pay an initial joining fee and then annual membership fee to ensure insurance coverage.
- In case of inclement or doubtful weather, confirm if sailing is proceeding for the day by contacting the appropriate phone number.- 0488 578 466
- Sign on/off on each day of attendance
- Notify Volunteer Coordinator or notate on board in the shed of any long term absences.
- Report any incident/accident/injury to the OOD/Volunteer Coordinator.
- Report any damage/maintenance requirement to the OOD or Maintenance Officer.
- Be responsible for their own sun safety by using sunscreen and wearing a hat.
- Wear a correctly fitted life jacket when in a boat.
- Return volunteer (manual inflatable) life jackets for storage in the shed.
- Treat fellow volunteers/participants/carers with respect and empathy.

## Code of Conduct

As a member of Sailability Sunshine Coast Inc, or a person required to comply with SSCQ's Child & Youth Risk Management Strategy, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by Sailability Sunshine Coast Inc, and in any role you hold within Sailability Sunshine Coast Inc:

- Respect the rights, dignity and worth of others.
- Be fair, considerate and honest in all dealing with others.
- Be professional in, and accept responsibility for, your actions.
- Make a commitment to providing quality service.
- Be aware of, and maintain an uncompromising adherence to, Sailability Sunshine Coast Inc's standards, rules, regulations and policies.
- Operate within the rules of the sport including national and international guidelines which govern Sailability Sunshine Coast Inc.
- Do not use your involvement with Sailability Sunshine Coast Inc to promote your own beliefs, behaviours or practices where these are inconsistent with those of Sailability Sunshine Coast Inc.
- Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example.
- Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible.
- Refrain from any form of harassment of others.
- Refrain from any behaviour that may bring Sailability Sunshine Coast Inc into disrepute.
- Provide a safe environment for the conduct of the activity.
- Show concern and caution towards others who may be sick or injured.
- Be a positive role model.
- Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

# Sailability Sunshine Coast Queensland (SSCQ) Child & Youth Risk Management Strategy 2018

## Part 1: Commitment

### **Statement of Commitment**

Sailability Sunshine Coast Inc is committed to maintaining the health and wellbeing of children and young people who participate in our sport. This is in all aspects of our business from events through to training. They are the future of our sport and will be provided with safe and supportive environments in which to participate in Sailing through effective policy development and implementation by qualified and trained employees and volunteers.

### **Codes of Conduct**

The following are relevant:

Volunteer P&P and Code of Conduct 2018

## Part 2: Capability

### **Policies for the recruitment, selection, training and management of employees**

#### *Volunteer employees*

- When recruiting volunteers for Sailability Sunshine Coast Inc it is encouraged that all volunteers hold a current blue card or are eligible to receive a blue card.
- Being an organisation that deals with both Children, Youth and Adults there are roles that do not require a blue card.
- Any volunteer that is working with or making decisions on behalf of children must have a Blue Card.

## Part 3: Concerns

Sailability Sunshine Coast Inc provides a comprehensive Membership Protection policy and all volunteers and members must abide by this policy.

### **Policy and procedures for Handling disclosures and suspicions of harm**

All employees & relevant volunteers at Sailability Sunshine Coast Inc will receive training in identifying risks of harm and handling disclosures or suspicions of harm as soon as possible upon commencing employment.

*Harm can be categorised in the following types:*

- Physical abuse, emotional or physiological abuse, neglect and/or sexual abuse or exploitation.



# Sailability Sunshine Coast Queensland (SSCQ) Child & Youth Risk Management Strategy 2018

## *How to receive a disclosure/suspicion of harm*

- When receiving a disclosure it will be done so in a private place and remain calm
- Tell them that they have done the right thing by telling you but that you need to tell someone else who can keep them safe
- We will only ask questions to confirm the need to report the matter
- We will not attempt to conduct our own investigation or mediate an outcome between the two parties

## *Who a disclosure needs to be reported to*

- A disclosure of harm can be reported to any Sailability Sunshine Coast Inc member of the management committee provided that they have had the necessary training to deal with this kind of matter.
- Upon the reporting of this disclosure to a Sailability Sunshine Coast Inc committee member, the matter will then be referred to either the Department of Communities or the Queensland Police Service and the management committee members.

## *Process of support for all people involved*

- Sailability Sunshine Coast Inc will provide support and counselling to the children and young people involved
- The person who reports suspected child abuse is protected from civil or legal actions
- Sailability Sunshine Coast Inc will keep all details of the person who made the report confidential and will not be made available to the family of the child or the person who the claim is against
- If the person responding to the allegation of harm is an employee of Sailability Sunshine Coast Inc their duties will be reviewed. Any further interaction with children will be supervised at all times.

## *Immediate actions our organisation will take following disclosure/suspicion of harm and documentation*

The process in handling a complaint undertaken by Sailability Sunshine Coast Inc will be in accordance with the Member protection policy immediately following a disclosure or suspicion of harm.

## **Plan for managing breaches of your child and youth risk management strategy**

This plan outlines the steps to be taken by Sailability Sunshine Coast Inc following a breach of the child and youth risk management strategy.

- All stakeholders are to be made aware of the actions or inactions that form a breach as well as the potential outcomes of breaching the child and youth risk management strategy.
- Employees, volunteers, contractors, committee members, work experience students, parents and carers, children and young people must all comply with this plan.

# Sailability Sunshine Coast Queensland (SSCQ) Child & Youth Risk Management Strategy 2018

## *Process to manage a breach of strategy*

- All people concerned will be advised of the process and be able to provide their version of events
- The Details of the breach, including the versions of all parties and the outcome will be recorded
- Matters discussed will be kept confidential

## *Suitable outcomes for breaches*

- Disciplinary procedures if necessary
- Further education and training
- Providing closer supervision
- Mediating between those involved, or
- Reviewing current policies and procedures and developing new ones

## **Part 4: Consistency**

### **Compliance with Part 6 of the Commissions act (Blue Card Compliance)**

Contact person who is responsible for the management of the blue cards within the organisation is in the first instance the Membership Officer, in their absence any member of the management committee,

Currently all volunteers who work with children and youth on behalf of Sailability Sunshine Coast Inc **must** hold a current blue card.

Blue Card Register is stored on our network along with the letters of notification in an alphabetical file with our organisation's human resource documentation.

Forms are provided to all new volunteers at their initial training with our organisation. They are advised that by signing the application form, they are consenting to the screening process under the act.

The contact person must be in attendance to sight documents with proof of identity and forms are to be signed in front of the candidates. A thorough check is completed and then the documents are sent by Sailability Sunshine Coast Inc to the Commission.

Volunteers may commence duties with adult sailing days but they will not work with children or youth until they have received their blue card.

### **Strategies for communication and support**

Stakeholders of Sailability Sunshine Coast Inc consist of; parents/carers, athletes, clients, volunteers and associated members. These stakeholders will be made aware of the child and youth risk management strategy through the following avenues;

- Policy and supporting material on Sailability Sunshine Coast Inc website
- Updates and reminders on child and youth risk management strategy through e-newsletters and club updates



# Sailability Sunshine Coast Queensland (SSCQ) Child & Youth Risk Management Strategy 2018

- Training courses in coaching and officiating contain information sheets for policies and procedures and code of conduct including child and youth risk management strategy
- General communication of policies and strategies through
  - General meetings and AGM
  - E-newsletters
  - Club correspondence
  - Risk management templates
  - Club information kits
- Sailability Sunshine Coast Inc employees and interested volunteers will be trained in the child and youth risk management and will be on hand to help/inform any stakeholders where assistance is required.

## Part 5: Coaches of U/18 Athletes

### **Communication through Social Networking Sites & Personal Mobile Phones**

Concerns are as follows:

- Communication tends to be social rather than professional in nature and it can involve the voluntary but often inadvertent 'lowering of professional boundaries'
- The volunteer may lose control of communication with athletes eg U18 athletes having the Volunteer's mobile numbers/Facebook address - allows U18 athletes to initiate contact with Volunteers
- Can expose volunteers working with U18 athletes to extended and irrelevant information about students' personal lives
- There have been numerous cases where the ability to electronically communicate with U18 athletes has been abused exposing children to 'grooming' and harm

Basic messages from above are:

1. The issue of volunteer/U18 athlete communication using social networking is a professional boundary issue - not a technology issue
2. While convenient, communication with junior athletes electronically and via social networking sites may be very difficult to justify as necessary. It may lead to unintended consequences for volunteers working with athletes, including disciplinary action and potential litigation
3. All communication to U18 athletes [email, text message] should be sent simultaneously to the athlete and the parent/guardian.
4. There should be no communication through social networking sites



# Sailability Sunshine Coast Queensland (SSCQ) Officer of the Day P&P 2020

## Job Purpose

- Be land based for the session
- Be responsible to Committee Members
- Communicate and work with Volunteer Coordinator
- To manage sailing/land based activities for the session.
- To ensure that all volunteers and volunteer positions report the OOD.
- To endeavor to delegate as many of the tasks as possible in order to enable good supervision and monitoring of operations by yourself.

## Preparation

- Initial decisions with regard to weather will be made primarily by the OOD, who may consult with others if there is doubt, and communicated via the morning phone message, on 0488 578 466. See weather guidance notes in the Appendices.
- Check the grounds, pontoon and crane to ensure the day's activities can progress.
- Review the available volunteers and ensure that adequate volunteer numbers and skills will be present. Any concerns should be passed to the Volunteer Coordinator or President. There may be an emergency call-out list available.
- Ensure that a shed key is available and that the venue is opened on time. All relevant keys are on the keyboard in the shed.
- Ensure safety boats are fueled correctly and meet safety requirements with the appropriate equipment and paper work on board.
- Ensure radios are activated and distributed to the appropriate communication points.
- Check the Automatic External Defibrillator to ensure it does not have a flat battery and pads are have not expired
- Unlock the Disabled toilet.

## Duties

- The OOD is responsible for cancelling sailing activities after sailing commences should bad weather or risk to volunteers and/or participants, require it.
- To coordinate all the day's activities both on and off the water.
- Ensure the desk activates and procedures are being followed correctly and that the takings are properly accounted for.
- To ensure that all volunteers sign on/off for the day. An individual failure to sign could negate and insurance claim if one were to arise.
- To ensure that all clients get a fair sail in a safe and timely manner.
- To monitor the transfer of clients to and from boats to ensure that transfers are safe.

# Sailability Sunshine Coast Queensland (SSCQ) Officer of the Day P&P 2020

## Equipment

- It is the OOD responsibility to ensure that all safety checks have been performed and that all equipment is in good working order.
- Radio checks should be carried out between safety boats and pontoon and any other mobile stations that may be used.
- All boats should be checked to ensure the rigging is complete.
- Ensure that volunteers using any equipment have had satisfactory training in the safe use of that equipment.
- Ensure that the pontoon is operational, with personnel crane coat hanger, safety strap, boat hooks, horseshoe float and radio in place.
- Record equipment faults in the maintenance book and notify the Maintenance Officer.

## Emergency Procedures

The OOD is responsible for initiating and coordinating the Emergency Procedure Plan in the event of an emergency and must be familiar with all components of that Plan.

The Emergency Procedure Plan consists of all the safety instruction and procedures outlined in the following SSCQ publications:

- OOD Procedures
- Safety Boat Procedures
- Dinghy Sailing Procedures
- Pontoon Procedures
- Shed Procedures

In the event of a serious injury or incident the OOD must take personal charge of the situation, delegating supervision of other activities to suitable persons.

The safety of all operations is the primary concern, followed by the safety and welfare of the injured or at risk person; i.e. the immediate safety of all other persons must be ensured whilst attention is directed to the injured or at risk person.

Accident / Incident reports must be completed and submitted to the OOD by all witnesses.

The OOD will report any accidents or incidents to the Executive Committee at the earliest convenient time and ensure that an Accident Report and witness statements are completed.

# Sailability Sunshine Coast Queensland (SSCQ) Officer of the Day P&P 2020

## End of Day

- Ensure that dinghies are washed and stored correctly
- Ensure that safety boats and motors are washed down, motors flushed and boats are correctly stored.
- Ensure that all equipment (chairs, tables, shade umbrella, lifejackets) is stored in its correct place.
- Ensure that the correct number of VHF radios are placed on their rack and on charge if required.
- Check that registrar and shed equipment is stored, urn is unplugged, rubbish bins emptied and stored and lights are off.
- Check that personnel cranes are returned to the shed.
- Check that jib crane motor is under cover, the slew arm is aligned with the deck, the power is off, the life ring chain and securing pin are locked.
- Check that the pontoon gate is closed.
- Check that the toilets are locked and ramps and wedges are stored in the shed.
- Check who is doing the banking/handling the money taken for the session and that the client numbers and the takings add up correctly.
- Lock gates, Disabled Toilet and garden shed, return keys to the keyboard and lock the main shed before leaving.



# Sailability Sunshine Coast Queensland (SSCQ) Officer of the Day P&P 2020

## Appendices

### Weather Guidance Material

For the safety and health of both volunteers and clients sailing will be cancelled when any of the following are forecast or expected to occur during the normal hours of operation:

- High chance of thunderstorms
- High chance of showers or rain
- Wind speed in excess of 20 knots (37 kph or 10 m/s) or very gusty conditions
- "Feels like" temperature in excess of 32 degrees Centigrade for a significant part of the sailing period. This can be referenced at <http://www.bom.gov.au/places/qld/mooloolaba/forecast/detailed/>

Note that there are a few different weather models available on the internet in addition to the BoM site, these can differ notably with respect to wind speed etc, and that the Coastal Weather forecast is primarily off-shore and usually has stronger winds forecast than we get on the estuary.

Due to the unpredictability of the weather the forecast may not be accurate.

Any decision made can use available information and the weather assessed through the course of the sailing time to ensure safe operation.

### Guidelines for reducing sailing times

To provide some standardization when sailing times are being reduced due to high demand, the following should be considered:

- Both the below are subject to volunteer numbers
  - On Tuesdays rig a sixth dinghy
  - Utilise the Bamboo Projects boat if appropriate
- Only reduce the sailing times to 20 minutes if the number of clients and available boats would indicate that sailing won't be completed before 1230 on Tuesdays or 1300 on Fridays. This could be later if the number of volunteers on site will allow rotation of staff and breaks made available.

# Sailability Sunshine Coast Queensland (SSCQ) Membership Officer Policies & Procedures (P&P) 2019

## Maintain Records

- Volunteer details and contact numbers
- Blue Card details
- Registers:
  - Boat Licenses
  - Crane Operators Certificates
  - Key Holders
  - First Aid Certificates
- Accident/Incident Reports
- Carer group contact numbers
- School contact numbers

## Prepare

- Rosters
- Registration forms
- New volunteer packs
- Accident/Incident Report forms

## Liaise

- Liaise with schools/groups re bookings operating times etc.

# *Sailability Sunshine Coast Queensland (SSCQ)*

## *Sun Smart information and Policy*

As sailing with SSCQ occur in direct sunlight it is imperative we all be aware of, and actively address being Sun Smart. Here are some suggestions.

### **Wear suitable Clothing**

- One of the most effective ways to limit UV radiation to the skin is by wearing protective clothing.
- Ensure that T-shirts are of the collared design. Consider longer sleeves (elbow length is good compromise).
- The closeness of the weave is particularly important, not the weight of the fabric. A simple way to get some indication of protection or to compare fabrics is to hold them up to the light. The less light coming through or the harder it is to see through, the better the protection.

### **Hats**

- Hats should be part of your Sailability uniform. Different styles of hats provide varying levels of protection from the sun.
- Baseball caps offer little protection to the ears, neck and cheeks.
- Broad Brimmed Hats protect the face, ears and back of the neck. They should have a minimum brim width of 8 – 10 cm for adults, 6 cm for children. The underside of the brim should be a dark color to reduce the amount of UV radiation reflected on to the face.
- Legionnaire Caps protect the ears and neck, but leave much of the face, especially the cheeks exposed. They should have a front peak of a minimum of 6cm and a one-piece back-flap. They should not have Velcro, clips or press studs for raising the flap.

### **Sunglasses**

- Sailors (including children) should be encouraged to wear sunglasses at all times. UV protection does not necessarily relate to the cost of the sunglasses. For maximum protection choose sunglasses that:
  - meet Australian Standard 1067
  - offer 99% protection from UV rays
  - are close fitting, wrap-around style

### **Sunscreen**

- Sunscreen is available to volunteers and members, or you may choose to supply your own.
- Sunscreen will assist in blocking damaging UV rays to exposed skin. Sunscreen should be used as an adjunct to the natural protection of wearing a hat, sunglasses, collared shirts with long sleeves and using shade where available and keeping out of direct sunlight as much as possible.

### **Choosing a sunscreen**

- Choose a sunscreen with a Sun Protection Factor (SPF) number of 15+.
- Labeled "broad spectrum".



# *Sailability Sunshine Coast Queensland (SSCO)*

## *Sun Smart information and Policy*

- Water resistant

### **Applying sunscreen**

- Sunscreen should be applied according to the manufacturer's instructions.
- Apply liberally at least 15 minutes before going out in the sun.
- Apply to clean, dry skin.
- Reapply regularly.

### **Shade**

- Be aware - even if adequate shade is available at your venue, UV rays will reflect off nearby water, concrete, sand and grass. As well as the publicised risks caused to the skin by overexposure to the sun. Every precaution possible should be taken to ensure that you are protected from the sun.



