



Ko Tarikākā te maunga
TARIKĀKĀ IS THE MOUNTAIN.
Ko Waipāhīhī te awa
WAIPĀHĪHĪ IS THE RIVER
Ko Onslow College te kura
ONslow COLLEGE IS THE SCHOOL

Volunteer Safety Guidelines

Keeping You and Our Players Safe

Introduction

As a volunteer working with rangatahi (young people) within our sports programme, we (Onslow College) have a duty of care to keep you safe. Together we are responsible for keeping our players safe.

Being in a position of trust and acting as an ambassador for Onslow College and your code, there are many considerations at play as you interact with our players, their caregivers and other volunteers. We want to ensure you and our players are safe, have an enjoyable experience, and provide you the confidence to effectively carry out your activities. So, we have created these guidelines to support you in maintaining professional boundaries and creating a safe and inclusive environment for all involved.

General Health and Safety Responsibilities

Under the Health and Safety at Work Act, you have a number of responsibilities to be aware of and comply with.

As a volunteer you are responsible for:

- Taking reasonable care of your own health and safety, and taking reasonable care that others are not harmed by something you do or do not do.
- Following all health and safety policies, procedures and instructions of Onslow College and the facilities you visit (i.e., stadiums, club fields and facilities).
- Being familiar with the emergency and evacuation procedures of the spaces you use (i.e. Onslow College gymnasium).
- Raising any health and safety concerns with the Director of Sport as soon as possible.
- Reporting all injuries, accidents and near-misses promptly.
- Participating and engaging in health and safety induction and training as required.

Reporting an incident or injury

If you, or one of your players, has an accident or injury, arising from your volunteering, or sporting activities, this should be reported as soon as possible.

Please complete an [incident report form](#) found on our website. Once the form is submitted, the Director of Sport is automatically notified. The Director of Sport will contact you directly, should the incident require further investigation or information gathering.

In addition to reporting injuries to Onslow College through our incident form, should a player be injured while competing or training the player's caregiver should be notified. The player's coach or manager is responsible for contacting the player's caregiver.

Due to the volunteer nature of your engagement with us, any accidents that are reported to ACC by you will not be considered as workplace accident.

Physical Health and Safety

Warming up to prevent injury

Participating in sport comes with an element of risk to the physical health and safety of players. As a volunteer you have a duty of care to manage the risk of injury to players during games, training sessions and activities. Risks can be reduced by incorporating sport specific warmups into our training sessions and gameday routines. You can visit [ACC SportSmart](#) for general and more specific advice and resources.

Administering and seeking first aid

Each team is provided with a basic first aid kit included in the gear bag. Where available utilise the care and advice of onsite medics (i.e., gameday first aid providers). If administering first aid encourage players to do as much for themselves as reasonably possible (i.e., applying band-aids). Please remember that first aid is only a stopgap for medical treatment. Encourage players to seek medical care and in the case of emergencies call 111.

Safely managing concussion

We have a [concussion policy](#) in place that all teams and programmes must follow. Please familiarise yourself with this policy and if you have any questions, please talk to the Director of Sport.

Duty of care for players under 14 years of age

Outside school hours, before 8am and after 4:30pm any players under the age of 14 need to be supervised by a responsible adult. Please ensure all your players have been collected by their caregivers or have a safe way home before leaving the area.

Code and Team Culture

Safety doesn't just encompass physical safety, it also includes psychological safety. As a volunteer you play a part in nurturing a safe and inclusive culture for your code and team. You can do this by:

- Listening to your players and allowing them to participate in decisions that affect them.
- Doing the right thing for our rangatahi, in ensuring their wellbeing comes first.

- Being impartial, consistent, and objective when making decisions.
- Encouraging positive and enjoyable participation in your code.
- Being a role model for positive behaviour.
- Using positive and inclusive language.
- Calling out any offensive or unacceptable behaviour - from other volunteers, players, or their supporters.
- Acknowledging the diversity within your team and creating an inclusive space for players to thrive.
- Regularly reinforcing positive behaviour and play.
- Constructively providing feedback to your fellow volunteers and players.
- Accepting and owning when mistakes are made.

Our aim is to encourage participation and ensure rangatahi thrive through their sporting activities. There may be times where the inclusion of players needs to be prioritised over winning a game. This can be a tricky situation to navigate. Please talk to the Director of Sport if you require support in this space.

Examples:

You use multiple criteria such as attitude and teamwork, rather than focussing only on how a player played that day, for your player of the match awards.

You have removed some of the traditional language we have used from your vocabulary as it is no longer appropriate, i.e. you now say one-on-one defence, rather than man-on-man defence.

You use an early training session to create some ground rules for how you act as a team. Collecting feedback from the players and other volunteers about what they expect from each other, and agree what you will all commit to over the course of the season.

Privacy Considerations

Sensitive information

Throughout your time as a volunteer, you may become aware of sensitive information regarding players. This could include information about health conditions, and/or information about their home and personal lives. This information is to remain confidential and should only be used for the purpose of why it was shared with you. The only exception to this is if you are concerned about the safety of a player and are raising a concern with Onslow College.

Contact details

You will also be provided with the contact details of players and their caregivers. This information is only to be used for contacting players and caregivers regarding games, information and activities relation to your code. Once you have finished your season the information provided should be disposed of (i.e. deleted from your personal device). Personal information such as contact details should not be shared with others unless you have the express permission of that person.

Example:

A parent is looking for help getting their child to a game. You know some of the other caregivers will be willing to help out. Before passing on the contact details of any willing helpers you ask for permission to do so. Better yet, you put a notice out to your parent forum and allow the caregivers to connect with each other themselves.

Media, Social Media, and Communication

Purpose and consent

Media (i.e. photographs or video recordings) should only be used for the purposes of celebrating achievements, training, and/or promoting the activity or code. Caregiver consent should be granted before being using media in any way. This information is collected during the enrolment process and can be provided to you by the Director of Sport. When taking photos or recording players, please explain what it will be used for and check with the players involved that they are comfortable with how that media will be used.

Storage and sharing

Media shouldn't be stored on personal devices. Once the media has been delivered to the appropriate source (i.e. uploaded to the Onslow College Sports Page or handed over to the Sports Department) the media should be deleted. Media should never be uploaded to personal storage (i.e. Google Photos, or iCloud) or onto personal social media (i.e. TikTok, BeReal, Facebook, or Instagram). Please note that exceptions apply if you are the caregiver of that player.

Examples:

You took a photo of your recent player of the match to celebrate their achievements and to be included in the newsletter. You send these photos through to the administrator and then delete from your device.

You would like to record your players technique to show them their actions and talk them through how they can improve. You ask for their permission before recording, explaining why you are doing so. Once recorded you show them the video and talk through their technique. You then delete the recording and let the players know.

Communication

All communication should be in the form of 'one to many'. There is no reason for volunteers to reach out to players one-on-one. The school is currently investigating a suitable group communication app for the purposes organising logistics and sharing useful information (i.e. training videos and games schedules). The player's caregivers and the Direct of Sport will be included in your group for ease of communication.

Teams may choose to create 'parent groups' whereby you may choose to communicate with these caregivers directly.

Avoid following players on social media or allowing players to follow you on social media. This will ensure there is no element of doubt about the appropriateness of your communication with them.

Example:

One of your players injured themselves at a training session and you would like check on them and get an update on their recovery. You reach out to the player with their caregiver included so they are a part of the conversation.

Physical Contact and Body Language

Physical Contact

Physical contact is a part of most codes, even the non-contact ones. Whether it is celebrating an achievement with a high five or cheering in a group huddle, there are instances of low-key physical contact which are a natural and healthy part of our codes.

Every individual will have different comfort levels and boundaries relating to their personal space, so keep to and encourage physical contact that most people would be comfortable with and redirect behaviour from activities that people might be uncomfortable with.

Examples:

- One of your players has just scored in an amazing fashion. The team rushes onto the field or court to celebrate, giving each other hugs. Instead of getting involved you offer out your hand for a high five and participate in the celebration that way.
- On the flip side, you hear that one of your players celebrates by tapping people on the backside, and not everyone is okay with it. You intervene by having a quiet word with the player and encourage them to use a high five instead.

Correcting technique

We naturally draw on the coaching styles and techniques that we may have been taught or experienced ourselves. We want to create an environment where everyone feels comfortable and safe, and some techniques such as physically correcting form are not appropriate in the College Sport environment. Avoid touching players to correct their form. Pause and think about whether there are other ways of coaching or correcting technique that don't involve touching a player. When planning sessions think about the drills and demonstrations that will allow players to practice their form.

If physically correcting a technique is vital to a training session, talk to the players about what you are going to do, where you will be making contact, and ask for their permission before making any contact with them. Physically correcting technique should only be used in a group setting and never one-on-one.

Example:

You have noticed that the technique of your players could use a little tightening. In the past you may have relied on walking through the mechanics guiding their arms through their technique. Instead you demonstrate what you are looking for with yourself and a ball. Then you work through an exercise where they pair up with each other, working on those mechanics, and critique each other's form.

Body language

Be aware of your body language and the power and gender dynamics at play when interacting with players (i.e., the same coach standing next to and talking to a taller player vs a smaller player can be a very different experience for those players). Talking with an open stance rather than hands on hips or arms crossed and taking a step back to provide your players more room or personal space are simple ways of making your players more comfortable.

Example:

A player is lacing up their shoe in preparation for their game, you decide to either join them at their level, or wait until they have finished lacing and are standing again before chatting to them about their game plan.

Engagement with players

All in-person engagement with players should be one team management to many students (i.e. group coaching sessions, or a whole team meeting to plan for a tournament). There is no reason for volunteers to be alone one-on-one with players.

Changing Facilities

Teams and players may need to use changing facilities at training sessions and on gameday. Unless in an emergency, you must not enter changing facilities while any players are getting changed, and other volunteers, supporters and caregivers should be discouraged from entering changing facilities.

If, for any reason, you do need to enter a changing facility (i.e. in an emergency), ask another person to accompany you, this could be another volunteer, a caregiver, or player. Check before you enter that everyone is comfortable with you coming in and explain the nature of why you need to enter the facility.

Other general 'ground rules' for changing facilities include:

- If you need to get changed yourself, find other facilities to use, or ensure there are no players using or about to use the facilities when doing so.
- Team meetings should not occur inside changing facilities, an appropriate space outside the facilities should be used.
- Where possible teams should avoid changing facilities that are open to the public. If public changing facilities are your only option, encourage players to use them in small groups.
- For mixed-gender activities, separate facilities should be used.
- If a player feels uncomfortable using a facility provided to them then no pressure should be placed on them to do so.
- The use of mobile phones and/or recording equipment is prohibited in changing facilities under any circumstance. Should you hear of anyone using recording equipment, please report to the Sport Director immediately.

Example:

You are about to start the team warm up, but you notice one of your players is missing, you assume they are still getting ready in the changing room. So you call on another player to check on them and give them the hurry up.

A player has come to you in a panic, one of their teammates has collapsed in the changing rooms and they need help. You head towards the changing to assess what is happening, before entering the facility you call out to explain why you are coming in and check that everyone is appropriately dressed for you to enter.

Transportation and Driving

Caregivers are responsible for getting their dependents to regular training sessions and games. You can support in coordinating transportation, but are not responsible for transporting players.

One-off events may require volunteers to transport other volunteers, players, and supporters. Written consent is sought by the player's caregiver before these events take place. Any volunteers involved in transporting others must:

- have a clean full NZ license;
- comply with the rules of the road;
- ensure seat belts are worn;
- ensure speed limits are be adhered to; and
- weather conditions are taken into account.

Drivers must not consume alcohol or drugs (illegal or prescription which might impair the driver's ability to safely drive) prior to or whilst driving.

Details such as pick up and drop off locations and timings should be communicated to passengers and their caregivers, where necessary. You should avoid travelling with players alone.

Travel and Accommodation for Tournaments

Each event has its own unique risks, therefore a safety plan will be developed and followed for each event. The Director of Sport will work with volunteers to develop and enact plans. To support our specific needs and safety guidelines we use Orbit Travel as our travel and accommodation partner. All travel and accommodation must be booked through them.

Reporting Concerns

If you become concerned about the behaviour of another volunteer or a player that could affect your safety or that of your players, you are required to report this to the Director of Sport.

Examples of concerns that should be reported include, but are not limited to:

- Bullying by another volunteer, player, supporter, or caregiver.
- Inappropriate physical contact between players and another player, volunteer or supporter.
- Inappropriate communication between players and another player, volunteer or supporter.
- Suspected abuse of a player.
- Concerns for the physical or mental health of a player.
- Allegations of criminal activity or property damage.

The Director of Sport will undertake the appropriate Onslow College procedures to ensure the safety of you and our players. This may include contacting you to gather further information. Please see our [OC Sports Complaints Procedures](#) (attached).

Should the Director of Sport receive a notification of a concern about you, they will contact you directly to let you know about the concern, provide you with the details that are available, make sure you are aware of the support available to you, and to gather further information. There are different ways the concerns might be addressed or progressed, formally or informally, this could involve being asked to stand down from your volunteering duties whilst the concerns are investigated.

Resources and Support

If at any time you need further clarification on what is contained in these guidelines, please reach out to Kylie Summers, Director of Sport: kylie.summers@onslow.school.nz.

We recommend the following resources for further reading :

- [Sport NZ](#) - Working with rangatahi in sport
- [Worksafe NZ](#) - Your health and safety rights and responsibilities as a Volunteer
- [College Sport Wellington](#) - For specific information on your code
- [ACC](#) – For injury prevention