

Frequently Asked Questions about Volunteering with Victoria

Where can I find the current version of the 2026/2027 volunteer policy?

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What is most important for the coming 2026-2027 season?

- Create an account! Please note: for children under the age of 16, the parent must fulfil the volunteer task. So you need an account : [Click here](#)
- Make sure your children are properly linked to your account, so that you have a family account where the points you acquire also apply to your children. This is not automatic, so you have to arrange it yourself!
- Enter the correct dates of birth of the parent(s), otherwise a correct link cannot be made.

How do I add children to my account?

Under the heading manuals, [Click here](#). It is described with screenshots how to add children to your account. If something is not correct, and if you cannot fix it yourself properly, please email vrijwilligers@victoria1893.nl, with the correct information, then it will be adjusted.

I have indicated interests in my VA account, what happens to that?

If you have created an account, you will find a number of questions under settings about what you prefer for tasks, for which team you want to perform tasks, and what you would like to help with. We look at the answers to these questions once a quarter, and so it is purely informative for us. It is simpler, however, if you find a task of your choice in the volunteer schedule or in the structural vacancy overview. If you sign up for it, it is either immediately approved, or in the case of a structural task, then someone will contact you to coordinate whether this suits you.

Where can I find a presentation regarding Volunteer Policy:

It can be found here, including [clickable](#) links.

When does the season start for the volunteer module?

The volunteer season starts from July 2, 2026, and ends on June 30, 2027 From mid-July, all matches are in the system, and you can sign up for referee tasks. Most other committee and day tasks are ready immediately on July 2 or will also be added in the month of July.

Why is a Volunteer Policy needed?

Members' fees alone are insufficient to fund all operations at the club. To illustrate: if referees have to be purchased (because they cannot be performed by volunteers), then as a result our costs will be higher than our income (assuming that such referees can be hired in adequate numbers at all). In other words, the matches will have no referees. Of course, this also applies to the match secretariat, coaches, team managers, maintenance, etc. Moreover, the club also wants to increase the involvement of the members in the club with this volunteer policy.

Why pay a volunteer deposit of €50 in advance?

The volunteer policy is intended to involve the members more in the club and to have all the tasks we have as an association carried out. In recent years, the Board has learned that we have to be strict and that tasks are not carried out by themselves. The volunteer **deposit of €50** forces every member to be proactive about registering for volunteer tasks. The volunteer deposit only has to be paid for members who are not members of a committee or have not scheduled themselves for a volunteer task in the volunteer schedule on October.

Is the volunteer deposit of €50 for the entire season per member?

The goal of the club is to have volunteer tasks fulfilled by our members internally. The club does not benefit from (partially) paying for tasks to be done externally. As a club, we will ensure a well-filled to-do list, so that there are enough opportunities for everyone to fulfill a task. Yet, it can happen that at the end of the season there are no more tasks, so plan early. So yes the 50 euro deposit is for one season, per member.

I have already done a lot of volunteer tasks this season, but my number of Victoria task points is not correct?

If you have already earned points and you do not see this yet, send an email to vrijwilligers@victoria1893.nl and this will be corrected.

What about permanent (structural) committee positions such as coaches, coordinator, trainer, committee work, etc. – do I too still have to get points?

When you hold a permanent position within the club, you have immediately met the number of volunteer points to be achieved per season for your whole family and you and your other family members are exempted from tasks. You can check this via your personal profile page on this website and club app. If your position is not registered, please contact the board member responsible for this committee. For coaches and team supervisors, this is the Chairman of the Youth Committee for the broad teams and the Board member of the Technical Committee for the selection teams.

I want to referee a match as a volunteer task: how does that work?

If you want to referee a match as a volunteer task, take a good look at [this document](#), here it is described exactly whether you can register directly via the schedule or whether you have to do so through a team coach / JC Coordinator.

Why am I only now hearing that volunteers are needed?

The problem with volunteers has been going on for several years (not only at Victoria) and has been an ongoing topic of discussion during the GMM meetings. The Board has strived for a long time not to impose an obligation, because it is less in line with the culture of our club. But none of the alternatives have led to a satisfactory resolution. This new volunteer policy was approved during the GMM of November 24, 2025. An evaluation of the new policy will take place in June 2027.

From what age can the volunteer tasks be performed?

Each member must perform volunteer tasks. For those under 16, the parent/guardian must carry this out. From the age of 16 upwards, members must do this themselves.

Does the number of points per youth member apply? Example: I have 3 children

A family with several youth players up to the age of 16 only have to complete 1 Victoria task point per child. But if one of the parents is also a playing member and/or a youth member over the age of 16 also plays, they must also perform their own Victoria task. But there is a maximum of 4 tasks / points per family.

How many points does our family have to achieve?

All members must earn per Victoria task points. Non-playing members do not have a point obligation. There is a maximum of 4 points per household.

Our children are at several clubs, do you take this into account?

Yes, there will be tasks available that you can schedule yourself, giving you freedom to tailor it to your complex agenda.

I only play in the VOVC, do I also have to perform volunteer tasks?

Certainly, a VOVC member is also an important part of our club and uses all the facilities of the club. The Board hopes that VOVC members will register as referees at U19 or adult matches, among other things. Of course, a VOVC member may also take on other tasks, for example in committees.

I am only a training member, does the volunteer scheme also apply to me?

Certainly, a training member is also part of our association and uses all the facilities of the club, and so is expected to perform volunteer tasks. Non-playing members who only pay dues do not have to perform volunteer tasks.

Are sponsors who are members also obliged to perform volunteer tasks?

No. Sponsors who are members actually do everything necessary for the club. They will receive an exemption from the club. The same applies to members of the Club1893, honorary members, members of merit and wearers of the Harry Davids pin.

Can I get a (partial) exemption for performing volunteer tasks?

In principle, you are required to earn 1 volunteer point per season (1 task). If there are compelling reasons why you think this is not possible, we ask you to contact the volunteer committee via vrijwilligers@victoria1893.nl. We are happy to think along with you to find a solution and discuss with you what is possible.

I fulfil a structural role within Victoria, but do not see it reflected in my overview?

When you are logged onto the site, you will see your profile overview including the status of you and your family's volunteer points. The executed and planned tasks are also shown there. If you fulfil a fixed role or position, this is also taken into account in the scoring. This is included in the orange bar as 'points still expected'. If you still have doubts or questions about this, send an email to vrijwilligers@victoria1893.nl. Please mention your login account details and what role you fulfil within the club.

Why do I need to create an account for the website/club app?

To use the full functionality of the website and club app, you need to log in. If you don't have an account yet, you can easily create one. Logging in also ensures that you see/can see personalized information, such as the status of your progress in gaining volunteer points during the season. By creating an account on the website you are immediately registered as a volunteer and (if a member of the club) your account will also be connected to your membership. You can also indicate other members belonging to your (family) group. Use the email address with which you or your children are registered with the club. If you are not a member yourself, you can use a different email address, but make sure that the family members are linked. You can then earn points for your children/family.

Is there a distinction between volunteer / login account for the website and club app and membership?

Yes and no. To log into the Victoria website and the club app, you have to create an account only once. This gives you access to all information and functions on the site / app and allows you to make relevant settings for you. By creating an account, you automatically become a volunteer if you are a member, and/or a relationship if you are a parent of a child but do not play yourself.

When creating your account, you can also make the connection with your membership of our club. That is the Yes part of the answer.

However, you don't have to be a member of the club to register. An example of this would be parents of youth members. Due to the volunteer system, they do have to register (and so registering their relationship), where they can form a family group together with their children who are members. This is the No part of the answer.

Can I buy out of volunteer tasks?

Yes, you can. Although as a club we prefer to see (parents of) members make their volunteer contribution in kind. We are largely dependent on volunteers as a club. If you do decide to buy out of your volunteer tasks, you can indicate this [here](#). In order not to have to pay a volunteer deposit, you must report the buy-out before the reference date of 1 October.

What happens if I don't show up?

Not showing up at an activity you are scheduled for is very annoying. The club and your team count on your contribution. The first instance of a no-show by a member receives a warning and a fine. The fine is calculated as twice the number of Victoria Task Points for the task in question times the volunteer refund amount per Victoria Task Item. The volunteer will be immediately asked to do a new task. This fine increases with repeated no-shows and can lead to the termination of membership.

Can I exchange tasks?

Certainly, you can make an exchange but you have to arrange that yourself. As a club, we cannot handle requests and look for replacements, but undoubtedly if you can find someone within the team or within the club itself who can take over your scheduled task, then arrange it yourself. But please email this exchange in time (no later than 2 days before the task starts) to vrijwilligers@victoria1893.nl, with the email address of your replacement then it will be changed!

And what if I object to the introduction of the volunteer plan and the volunteer contribution?

Of course, that is always possible. The entire board of Victoria, however, supports this plan and it has been approved by the General Assembly. We think the plan is realistic and fair. We offer (parents of) members several opportunities to contribute to our club. And we believe in the concept of full participation. It has also been agreed with the GMM that we will hold an evaluation of the scheme in due course and adjust its regulations where necessary. Our Advisory Board will, of course, monitor its implementation.

What about driving, washing, or occasionally being linesmen?

We consciously chose not to include washing as a volunteer task. As for driving and occasionally being a linesman, we also do not categorise these as volunteer tasks, but simply as what (parents of) members arrange amongst themselves for their team. So, we do not see this as a volunteer task in the context of our regulations. We advise teams to arrange this together in consultation with the team managers and to make a schedule of duties so that everything is evenly distributed. Complaints of any unfairness in the allocation of these duties should be addressed amongst the team and its associated members (eg, parents)

There is a new Victoria Club app. Will Voetbal.nl still be in use?

We switched to the Victoria Club app at least a few years ago. This as a mobile version of our website. Many wonder whether the Voetbal.nl app will continue to be used. The answer to that is

YES. Voetbal.nl contains all competition data of our teams and is managed by the KNVB. However, this data can also be found in our own club app and you can also set up your favourite teams there. The administration of the volunteer tasks is also part of our Victoria Club app, but NO longer part of Voetbal.nl. We also communicate all news items and current developments within the club via the Victoria Clubapp.

I forgot to link myself to a match referee task. What now?

The tasks for match referee are included in the schedule per team on the day of the match. You can assign / link yourself to these tasks in advance or on the day itself. If you have forgotten this, ask the competition secretariat on the day itself, if you still want to claim your points afterwards. Send an email to vrijwilligers@victoria1893.nl and we will take care of it for you.

I am worried that I will not be able to get my points because too few tasks are scheduled?

Don't worry! We have started scheduling the tasks that apply right at the start of the season. In the course of the season, more and more tasks are added from the various committees. We think that this will give everyone ample opportunity to meet the points obligation. For structural tasks, committees, etc., you can look at the current vacancy website or in the volunteer schedule. These tasks are only reflected in the volunteer schedule if there is still room in the committee. The volunteer schedule also lists all daily tasks: you can then select the date that you works for you.

I have an idea for the execution of work for the club, but I don't see this in the task overview. Now what?

We will continue to expand the task overview in the course of the season and schedule more and more tasks. However, do you have an idea of what you can and want to do for the club? Absolutely great! Send an email to vrijwilligers@victoria1893.nl and we will make it happen.

Is the range of tasks on the schedule complete?

No. We will publish new tasks in the course of the season in consultation with the committees of the club. This is reported through the various channels. Also keep an eye on our website, social media, WhatsApp community and newsletters. If you have a good idea for carrying out a task, report it to us via vrijwilligers@victoria1893.nl.

Help! I created a volunteer account, but I can't sign up for tasks. What now?

You can sign up independently for tasks from the age of 16. You may have entered a wrong date when entering your date of birth, such as the date of registration, which makes the system think you are under 16. You can see the date of birth you entered in your profile. Please let us know via vrijwilligers@victoria1893.nl and we will adjust this for you.

I don't have time for performing volunteer tasks. Is this a valid reason for an exemption?

The simple answer is: No. We only grant an exemption in the event of 'serious' reasons. If you believe that this applies to you, please contact the volunteer committee via: vrijwilligers@victoria1893.nl. Buy-out is also an option. If you do decide to buy-out of your volunteer tasks, you can indicate this [here](#).

If I cancel my membership before the end or end of the season, can I get the volunteer deposit back?

At the end of the season, we look at the number of Victoria volunteer task points performed. At the end of the season, we will refund the outstanding amount.

Can I add the Victoria calendar to my own calendar?

Yes, you certainly can!

1. Go to the calendar on the Victoria website or Victoria app (click on Home> Calendar)
2. You will then see a heading "copy iCal to clipboard" under the activities that are there, click on it
3. The file will then download and open automatically (android)
4. On iPhone / iPad — Apple Calendar
 - a. Open the Calendar app.
 - b. At the bottom, tap Calendars.
 - c. Tap Add calendar.
 - d. Choose Add Subscription Calendar. (As soon as there is a new item, it is automatically added to your calendar)
 - e. Paste the Victoria iCal link, which is in your clipboard
 - f. Tap Search or Subscribe, depending on your iOS version. For example, name the calendar 'Victoria calendar'.
 - g. For account, preferably choose iCloud, so that it also appears on your other Apple devices.
 - h. Tap Done or Add.