



# Attracting and Retaining Volunteers

**Tuesday 17th May 2022**

**Presenter: Laura Mondon - Institute of Community Directors Australia (ICDA)**



# Please get involved!



**Submit comments  
and ask questions  
at any time**

**Click on the chat  
box & type your  
question  
during the webinar**

**You can  
download a  
copy of the  
slides from  
the materials  
section**

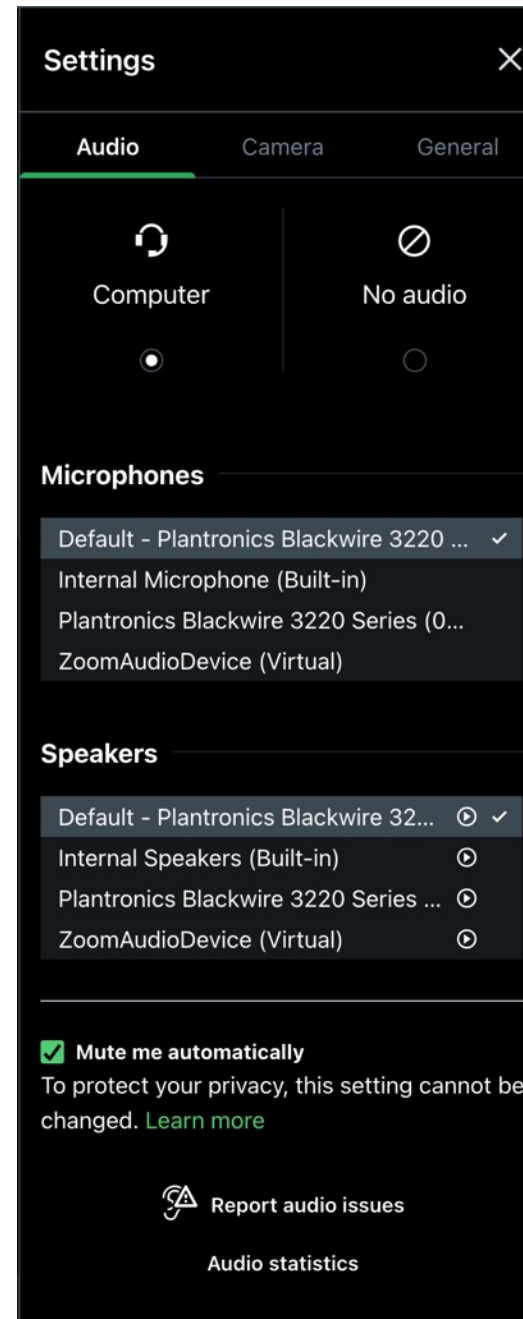
**Any  
audio/visual  
issues can  
usually be  
fixed in  
settings**

**NB: Today's  
webinar is  
being recorded  
and will be  
available for  
watching at a  
later stage**

# Audio problems

If you have no sound, please open the “Audio” section of the panel.

Then click “No Audio” and then “Computer audio”



# Audio problems

If you still have no sound, please check the “Chat” section of the panel for a message from the Organiser for assistance.



# What we'll cover!

- Background – Volunteering is changing
- Preparing for your volunteers
  - Rights
  - Insurance
  - Job descriptions and Job analysis
- Recruiting volunteers
- Managing and maintaining volunteers
  - Induction
  - Training
  - Managing performance
  - Recognition and Acknowledgment

# Volunteering is changing



Volunteering has been hit hard by the pandemic

# How we got to this point

2010

36% of us volunteering



2019

29% of us volunteering

# Finding a way forward – Volunteering in the 21<sup>st</sup> century

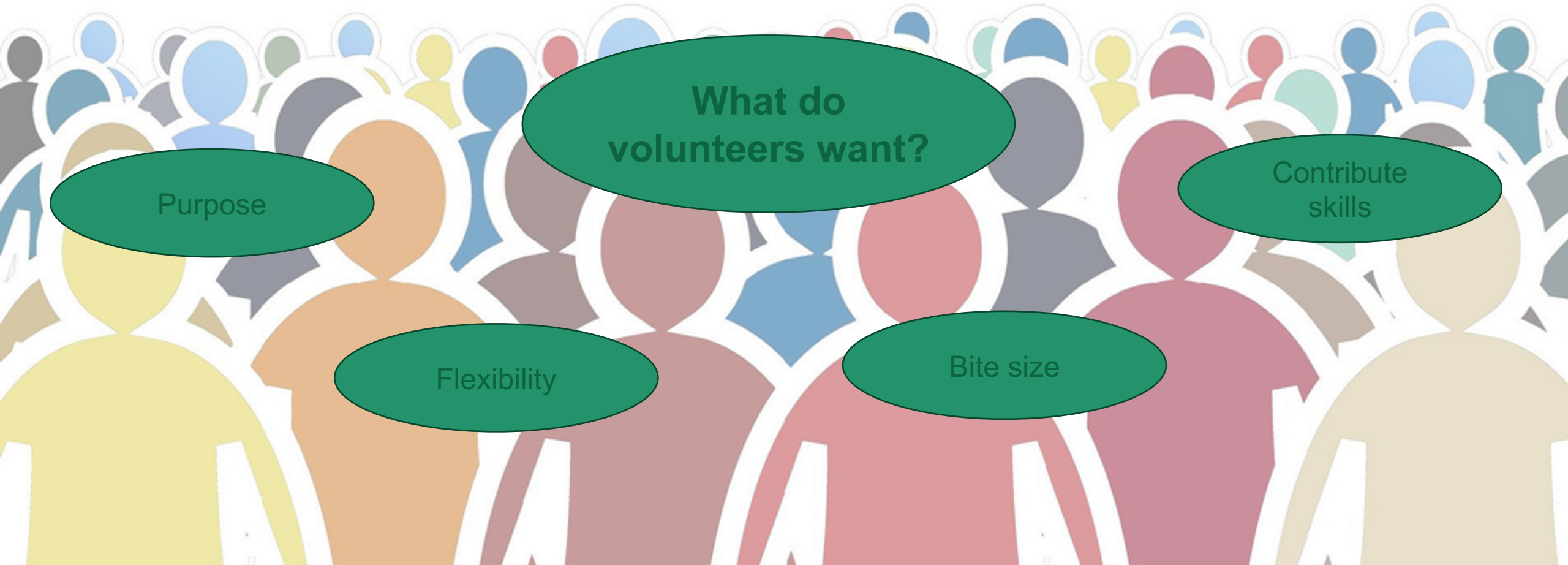
What do  
volunteers want?

Purpose

Contribute  
skills

Flexibility

Bite size





# Preparing for your volunteers

- Rights
- Insurance
- Job descriptions and Job analysis

# Rights of Volunteers

Unlike paid staff, volunteers are not covered by awards or workplace agreements.

Volunteers however do have rights, some which are enshrined in legislation and some which could be considered the moral obligations of an organisation involving volunteers.

Volunteering Australia promotes the following as the basic rights of a volunteer.

## Volunteer Rights & Volunteer Checklist

Unlike paid staff, volunteers are not covered by awards or work-place agreements. Volunteers however do have rights, some which are enshrined in legislation and some which could be considered the moral obligations of an organisation involving volunteers. Volunteering Australia promotes the following as the basic rights of a volunteer.

### As a volunteer you have the right:

- to work in a healthy and safe environment (refer various Occupational Health and Safety Act(s));
- to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- to be adequately covered by insurance;
- to be given accurate and truthful information about the organisation for which you are working;
- to be reimbursed for out of pocket expenses;
- to be given a copy of the organisations volunteer policy and any other policy that affects your work;
- not to fill a position previously held by a paid worker;
- not to do the work of paid staff during industrial disputes;
- to have a job description and agreed working hours;
- to have access to a grievance procedure;
- to be provided with orientation to the organisation;
- to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- to be provided with sufficient training to do your job.

### Check that:

- The organisation is a not for profit;
- The purpose of the organisation matches your own values and beliefs;
- The organisation carries volunteer insurance;
- Your role is clear and specific;
- The organisation can provide you with written information about its purpose and activities; and
- You are satisfied that the funds of the organisation are expended in accordance with its mission.

Volunteering Australia  
Suite 2, Level 3  
11 Queens Road  
Melbourne Victoria 3004  
Australia

P: +61 (0)3 9820 4100  
F: +61 (0)3 9820 1006  
E: volaus@volunteeringaustralia.org  
W: www.volunteeringaustralia.org

ABRN: 062 806 464  
© 2009 Volunteering Australia

[https://www.volunteeringaustralia.org/wp-content/files\\_mf/1376971192VAVolunteerRightsandchecklist.pdf](https://www.volunteeringaustralia.org/wp-content/files_mf/1376971192VAVolunteerRightsandchecklist.pdf)

## Insurance for Volunteers

Organisations must obtain, at their own cost, adequate insurance cover for property, employees, volunteers and liability.

Organisations should also know who is volunteering at any given time by keeping an up-to-date volunteer register.

**Volunteering Australia and Volunteering Queensland information on insurance for volunteers:**

<https://www.volunteeringaustralia.org/resources/insurance/>

<https://volunteeringqld.org.au/resources/insurance/>

**Insurance for community organisations:**

<https://communitydirectors.com.au/help-sheets/types-of-insurance-an-organisation-needs>

<https://communitydirectors.com.au/tools-resources/insurance-and-risk-management>

## **Volunteer coordinator**

- Development of volunteer job descriptions
- Advertisement of positions
- Screening of applications
- Volunteer orientation and training
- Management a staff/volunteer relations
- Supervision, evaluation and formal recognition of volunteer contributions.



# What types of tasks can volunteers do?

**Maintenance:** including gardening, mowing, minor repairs,

**Seeking Funding:** including running stalls and events (virtual or in person), online crowd-raising, organising “friends” groups, seeking donations and sponsorships, helping with grant-writing

**Administration:** including answering phones, developing promotional material, digitising records, preparing financial statements

**Disaster relief support:** on the ground support at short notice

# Job analysis - defining the role

1. What is done?
2. How is it done?
3. Why is it done?



## Volunteer job description

**A good job description would include the following:**

- A brief summary of the purpose and major activities of the organisation.
- A description of the purpose and duties of the advertised volunteer position, including the actual task/s that the volunteer is expected to perform.
- Areas of accountability.
- Supervisor and lines of authority.
- Duration of the position.
- Expected time commitment each week/month etc.
- Workplace location.
- Skills required/preferred.

# Job Description – What to include?

**Job Title:** (Role name e.g. Receptionist)

**Job Type:** (Type of employment e.g. Full-time; Part-time; Casual)

**Location:** (Address of primary work site)

**Supervisor/Manager:** (Who the employee will report to e.g. Office Manager; Shift Supervisor)

**Main Duties/Responsibilities:** (Outline the duties and responsibilities of the position)

**Skills & Experience:** (What qualifications, licences or education level does the employee need?)

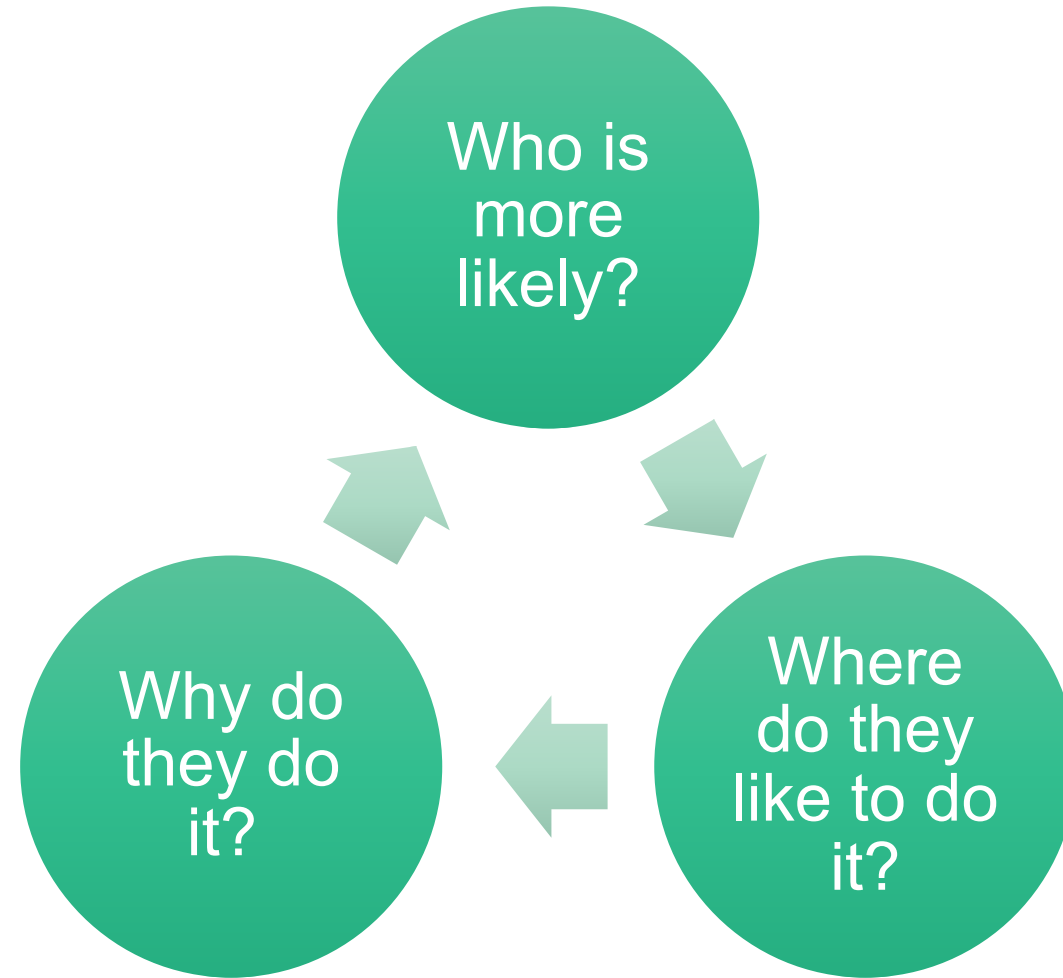
**Performance Goals:** (Level of performance you expect from the employee)

Job description help sheet:

[https://www.ourcommunity.com.au/management/view\\_help\\_sheet.do?articleid=83](https://www.ourcommunity.com.au/management/view_help_sheet.do?articleid=83)



# Recruiting Volunteers





# Volunteering overview

- Across Australia, it is estimated that nearly 6 million (5.897 million) people volunteer through an organisation annually.
- This is almost one third (29.5%) of people aged 15 years and over.

*Key Volunteering Statistics 2021, Volunteering Australia:*  
<https://www.volunteeringaustralia.org/resources/key-facts/>

# Who Volunteers?

*Key Volunteering Statistics 2021, Volunteering Australia: <https://www.volunteeringaustralia.org/resources/key-facts/>*



## VOLLIE – ONLINE VOLUNTEERING

A man in a plaid shirt and dark pants stands in a field of dead, charred trees. The ground is covered in ash and charred wood, suggesting a landscape affected by a bushfire. The man is looking towards the right side of the frame.

# WELCOME TO THE HOME OF ONLINE VOLUNTEERING

VOLUNTEER  
NOW

FIND  
VOLUNTEERS

<https://www.vollie.com.au/nonprofits>

[https://www.youtube.com/watch?v=kDvCMJ2BYwM&t=114s&ab\\_channel=Vollie](https://www.youtube.com/watch?v=kDvCMJ2BYwM&t=114s&ab_channel=Vollie)



# Where from?

Newsletter

Notice board

Social media

Volunteering Australia has established a volunteer recruitment website at [Go Volunteer](https://govolunteer.com.au/) that provides free internet advertising for not-for-profit community organisations looking for volunteers.

<https://govolunteer.com.au/>

# Ask – get the word out



<https://www.goodcompany.org/>



<https://www.vollie.com.au/>



<https://www.becollective.com/>



<https://govolunteer.com.au/>



communitier

<https://communitier.org/>



seek  
volunteer

<https://www.volunteer.com.au/>



# Where to find volunteer groups?

To attract the services of volunteers, consider the following:



- Targeting groups that are regular users of your organisation's services

You might also be able to access local groups to undertake specific initiatives, such as fixing a fence or tree-planting for example:

- Rotary,
- Lions Club,
- Scouts or Girl Guides



# Simple - sign up process

<b>VolunteerSignup</b>		100% FREE online volunteer signup sheets.	<a href="https://volunteersignup.org/">https://volunteersignup.org/</a>
<b>SignUp</b>		Gives you more options to fully manage a volunteer project	<a href="https://signup.com/">https://signup.com/</a>

# FOCUS

## benefits & needs

- Making a difference
- Using their skills and talents for good
- Meeting others in the community
- Working for a cause they believe in
- Helping others
- Add to resume/CV







# Corporate Volunteering

# Who?

If specific skills are needed for a volunteer task, try to identify groups within the local community that might have that expertise. Potential target groups might be:

- industry associations,
- local business people,
- particular university or TAFE courses.





# Youth Volunteering

# Managing and maintaining volunteers

- Induction
- Training
- Managing performance
- Recognition and acknowledgment



# Induction

- The aims and objectives of the organisation and the purpose of the reserve
- Introductions to fellow workers (both employees and volunteers)
- Familiarisation with the office and reserve amenities
- Reviewing codes of conduct
- Overview of relevant risk management and work health and safety procedures, including personal protective equipment, emergency procedures and first aid.





# Training

- Review and identify gaps
- Informal on the job
- Mentoring
- Risk management (health and safety)



# Managing Performance

- Monitor
- Recognise
- Identify



# Recognition matters

Volunteers require feedback & encouragement

- 43.2% of volunteers said that 'being accepted as a valuable team member was the most important form of recognition to their feeling valued as a volunteer'
- Only 10.7% of organisational respondents said they had given feedback about the volunteer's contribution or their value as a team member in the past 3 months



*Australian Centre for Philanthropy and Non Profit Studies - 2016*



# Recognition matters

- ‘A special gathering or celebration’ or a ‘personal thank you’ were the most common forms of recognition organisational respondents said they used in the past 3 months (31% and 25.7% respectively).
- **Approximately 1 in 5 volunteers said the main organisation where they volunteer had ‘never’ given them the form of recognition most important to them in the past 3 months!!!**

*Australian Centre for Philanthropy and Non Profit Studies - 2016*

# Acknowledgement

- Arranging social events for the volunteers when a project is finished
  - Making an announcement at group meetings to thank volunteers for their effort and, if appropriate, identifying individuals who have made an exceptional contribution
  - Marking the anniversary of volunteers beginning work at the reserve
  - Regularly acknowledging individual volunteers by saying 'thank you'
- Be immediate
  - Be specific
  - Be consistent
  - Be sincere
  - Be enthusiastic
  - Welcome letters
  - Identification pins, badges, shirts or caps
  - Acknowledging in newsletters
  - Volunteer awards
  - Giving complimentary tickets.
  - Arranging discounts at local stores



# THANK YOU LETTER

---

[Your Organisation Address]

[Phone Number]

[Optional: Website, Contact Person, Email Address]

[Date]

Dear (Their Name)

Thank you so much for [what you're thanking them for]! [Personal, emotional details as appropriate.]

[How their contribution supports your organisation's purpose)

[Personal expression of gratitude.] Thank you!

Sincerely,

[Your Name]

---



# CERTIFICATE OF APPRECIATION

---

- Create your own certificate template
- Add your organisation's name
- Name of recipient
- What did they do for you ie; what was their contribution
- Length of volunteering or hours
- Date
- Signature of Chairperson





# Financial considerations

Costs that can be reimbursed:

- Reasonable, acceptable, necessary
- Consistent with the organisation's out-of-pocket expenses policy

Examples - could include

- travel costs
- payments for goods or materials (such as building materials, protective clothing or tools)



# Working with Children

**If your organisation interacts with children, you have a legal obligation to:**

- Identify any roles that are child-related
- Ensure that all employees or volunteers working in child-related work have a valid Blue Card
- Keep records of individuals' Blue and expiry dates



<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/applications/apply>

# Child Safe Organisation

- Good child-safe policies and practices
- Educate and supervise staff
- Clear reporting processes

Contact regional Intake team to report suspected child abuse:  
<https://www.cyjma.qld.gov.au/protecting-children/reporting-child-abuse>

After hours reporting: 1800 177 135



## Upcoming sessions:

- Monday 30 May - Budgeting (webinar) 6-7pm
- Thursday 2 June - Social Media (webinar) 6-7pm
- Saturday 11 June - All Day Face to Face workshop in Dysart

# Resources

**Volunteer checklist:**

[https://www.volunteeringaustralia.org/wp-content/files\\_mf/1376971192VAVolunteerRightsandchecklist.pdf](https://www.volunteeringaustralia.org/wp-content/files_mf/1376971192VAVolunteerRightsandchecklist.pdf)

**National Standards for Volunteer Involvement:**

<https://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Document-FINAL-3004.pdf>

**Key volunteering statistics:** <https://www.volunteeringaustralia.org/resources/key-facts/>

**Volunteering Australia:** <https://www.volunteeringaustralia.org/#/>

**Volunteering Queensland:** <https://volunteeringqld.org.au>

**Volunteering resource hub:** <https://volunteeringhub.org.au>

**ASC Next Generation :** <https://www.ascnextgen.com.au/about.html>

**Go volunteer:** <https://govolunteer.com.au>

**Blue Card information:** <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/system/system-explained>

**Department of Children, Youth Justice and Multicultural Affairs:** <https://www.cyjma.qld.gov.au>



**QUESTIONS**

A wide-angle landscape photograph capturing a sunset or sunrise over a mountainous region. The sky is filled with soft, horizontal bands of color, transitioning from a pale yellow near the horizon to a deep, muted orange and then a light blue at the top. The mountains in the foreground and middle ground are silhouetted against the bright sky, appearing in shades of dark blue and black. The valleys between the mountains are filled with dense, dark green forest. The overall mood is serene and peaceful.

Thank you!