

Keeping YOUR VOLUNTEERS



NSW Sports Federation
The Voice of Sport

So now if you've used our "recruiting volunteers" resource, you may well have more people wanting to help. It's true that in most cases, the volunteer usually stays as long as their son/daughter/family member is involved. There is also evidence however, that people whose have family have volunteered, tend to volunteer themselves as adults....

Once you've got someone keen in your club, it's worth spending a bit of time trying to keep them.

Here are some great ideas from research and real people on how to keep your volunteers around....



1. Meet new volunteers and make them feel welcome, special and appreciated from the start.
2. Welcome them into the club at your first committee meeting.

LYNETTE O'BRIEN
Tamworth Netball Association Inc.

We advertise for core volunteers annually. Large tasks are shared – we have a number of committees who work together. We financially assist members with training costs. We offer development courses. We award certificates and small gifts to our Coaches, Managers and key volunteer personnel. We regularly thank our volunteers in the local newspapers, and on our own website. On game days we provide our volunteers with refreshments.

3. Have a handover period if possible from the person who was doing that role.
4. Arrange to spend some time exploring their interests, reasons for volunteering, and expectations from the organisation.
5. Make time to brief them on the organisation's goals, people involved, and facilities.
6. Create a Welcome Pack and Induction to include:
 - a. Club structure and policies (e.g. Child Protection)
 - b. Contact Details of key people
 - c. The volunteers Role Outline
 - d. A welcome and introduction(s)
 - e. How to claim expenses
 - f. Buddy/mentoring arrangements
 - g. Advice on equipment/specialist clothing etc.
7. Provide a 'buddy system' for support.



8. Have a job description if you can, so people know what they are required to do. Most State sporting organisations have job descriptions for key roles so borrow theirs!
9. Make the size of tasks / jobs smaller so that people don't feel they are taking on so much.

SIMON WILLIAMS
Kiama Power JAFL

We have attempted to reduce the size of tasks so that people do not have to contribute a lot but they do so often. We have attempted to add a social component to jobs/tasks so that people have a bit of fun and get to meet other families. These tasks are often done by some groups that have been "rostered on". The club gives parents a list of duties that they need to perform.

10. Offer education and training for any volunteers – the NSW Sports Federation run workshops for volunteers in sport, as do the Department of Sport and Recreation and your State sport.

RAY MILTON
Secretary, Nelson Bay Rugby Club

We never make people pay for their own courses they undertake to work for us eg. Sports Trainer RSA to 'man' the bar level 1 courses for coaching etc. If they are willing to do the course and put in the hours for us at our games, we are more than willing to pay for them to do it. You would be surprised how many people come from other clubs to us and say they have been expected to pay for everything themselves. It really doesn't cost a lot in the long run and is worth its weight in gold for retention of volunteers.

11. Make sure your volunteers have the resources they need ie. if you need someone to look after your canteen, make sure they know where the key is etc.
12. Get other Committee members to introduce themselves and be approachable.

13. Identify clear pathways for your volunteers and offer recognised training if that is available in your sport.
14. Use your volunteer's time efficiently. Don't ask people to come early and then just hang around.
15. Have a suggestion box for volunteers to put ideas in. Lots of people have great ideas – be open to accepting them!
16. Ensure that fun is part of the work – most volunteers want to help out in a happy place.

IVAN STEPIC
St Michaels Knights Soccer Club

All members are issued a free club shirt. Volunteers get to share in freebies handed out to the club. Our sponsor provides freebies which we randomly issue out. We offer Free referee courses and encourage teenage players to join referee ranks. We openly identify our weaknesses / needs for skill sets required and ask that members work to their strengths. We broadcast as much information as possible so our members understand what is going on. We also pay young people to carry out canteen duties and try and divide workloads.

17. Appoint a social coordinator who can be in charge of all the social activities.
18. Include volunteers as part of the staff team so that everyone feels involved.

KATHRYN AND JOHN MORRIS
Volunteer Co-ordinators at the International Cricket Hall of Fame

We get together all of our volunteers on the last Monday of the month. We usually have about 60% (about 25) of our active volunteers. We have Tea/coffee and biscuits along with a regular update from staff working at the International Cricket Hall of Fame (Bradman Museum) as some things are always happening. The meeting lasts for about an hour. Volunteers enjoy the interaction amongst themselves and the staff.



19. Give positive feedback regularly.
20. Highlight their new role and dedication with a thank you in the club newsletter, or e-news.
21. Communicate with your Volunteers regularly, use text or email for quick communication.

KERRY SOUTER

Administrator, Riding for the Disabled Assoc NSW Tall Timbers Centre

- Thank them often
- Make them feel needed – always have something for your volunteers to do
- Keep them involved in all aspects of your organisation
- Lockers for volunteers' use to keep their personal items safe
- Kitchen with microwave etc. and free tea and coffee
- Birthday greetings

22. Hold regular volunteer briefing meetings.
23. Have a volunteer page or section in your Club Newspaper.
24. Variety and challenge is important – make sure that you rotate your volunteers around the good jobs!
25. Give volunteers free tickets / money off subscriptions. Use your sponsors for these sorts of things.



26. Offer discounted memberships / or appoints system to keep your volunteers engaged.

RYAN FONTI
Concord Baseball Club

Any volunteer coach/committee is offered a complimentary or discounted membership. They could also have discounted registration fees (still have to pay insurance).

JILL HEPBURN
Richmond Rovers Football Club

Our Coaches are given free tickets to some special fund-raising events during year.

VIVIENNE HUGHES
North Sydney Leagues Junior Baseball Club

Our members are given a discount on their child's registration fees if the parent has volunteered as a coach or committee member, all volunteers are given a polo shirt with the club logo & a club cap. Any seniors who volunteer to help with Junior Try Baseball Days or coach a junior team are given a discount on their senior registration fees – this has definitely increased the involvement of seniors with the junior club and consolidated the link between juniors & seniors.

MARYANN HEAD
Corrimal Junior Rugby League Club

Every time someone volunteered to do anything for the club eg. attend committee meetings, do canteen duty or line marking etc, the person would earn 1 point for every hour of service. The person could then give their point to any of the clubs teams. At the end of each season, the team with the most points would be given enough money to host their end of year team party. People who volunteered for duty on the club committee would earn a refund of 10% of their child's registration fees at the end of the season. However a minimum amount of work was required before the money would be refunded

So, now you've got ideas to keep your volunteers. Great.

Now on to rewarding them for all their hard work. For our resource on **rewarding** your volunteers, check out **www.sportnsw.com.au**

Happy sporting!

Julie Stafford
Education Manager

HERE ARE OUR SOURCES:

Australian Sports Commission Volunteer Management: A Guide to Good Practice.

http://www.ausport.gov.au/__data/assets/pdf_file/0005/115556/2._Managing_Volunteers.pdf

Volunteer Centre Network – SportScotland:

CLUB TIP: RESOURCE 1 VOLUNTEER RECRUITMENT – WIDENING THE NET.

<http://www.helpforclubs.org.uk/ChannelNavigation/Resource+Library/Publications/Club+Tips+for+Volunteers.htm>

Australian Sports Commission – Volunteer Management Program – Recruiting Volunteers.

http://www.ausport.gov.au/__data/assets/pdf_file/0010/150031/Recruiting_Volunteers.pdf

Hockey Australia – Club Development Manual.

http://www.hockey.org.au/fileadmin/user_upload/Game_Development/Resources/The_3_Rs.pdf

Running Sports – Sport England.

http://www.clubmark.org.uk/files/Retaining_Volunteersv2_0.pdf

Volunteer Recruitment and Retention Guide – City of Whitehorse, Victoria.

http://www.whitehorse.vic.gov.au/IgnitionSuite/uploads/docs/Volunteer%20Guide%20for%20Sporting%20Clubs_web%5B1%5D.pdf

Australian Football League (AFL) – Club Management Program: Volunteer Management.

http://aflcommunityclub.com.au/fileadmin/user_upload/Manage_Your_Club/3._Club_Management_Program/Volunteer_management.pdf

Running Sport – Hillary Commission – New Zealand.

http://www.ausport.gov.au/__data/assets/pdf_file/0004/334957/Recruiting_and_Retaining_Volunteer.pdf

American Youth Soccer Organisation (AYSO) – 30 Great Tips for Recruiting Volunteers.

www.ayso.org/region.../tips/tips_for_recruiting_volunteers.aspx

World Volunteer Web – 16 tips in recruiting adult volunteers.

<http://www.worldvolunteerweb.org/browse/volunteering-issues/senior-volunteers/doc/16-tips-in-recruiting.html>

