

Volunteer Management Plan

A customisable template and tool for Netball Centres to develop their volunteer management capability ensuring all aspects of volunteering are nurtured and consistently maintained.



He aha te mea nui o te ao

What is the most
important thing in the
world?

**He tangata, he tangata,
he tangata**

It is the people, it is the
people, it is the people



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Netball New Zealand would like to thank Cadbury for their generous support of our remarkable Netball volunteers. Cadbury as the Official Volunteer Partner of NNZ make it possible to deliver this resource.

Introduction

Volunteers choose to contribute their time, skills and experience to benefit our Netball community and expect no payment for this in return. Without volunteers, Netball simply wouldn't happen. It's people that influence the quality of our game so it's essential that these people are looked after well. We want everyone to reap the value and benefits that can be enjoyed through sport including our volunteers.

**SO, HOW CAN WE
FIND AND HOLD ON
TO THESE AMAZING
PEOPLE WHO HELP
OUR CENTRE THRIVE?**

THE IMPORTANCE OF A VOLUNTEER MANAGER/CO-ORDINATOR

If you don't already have one, it is highly recommended you find a Volunteer Manager/Co-ordinator. The ideal person for this role buys into the concept of creating a great volunteer culture and environment. They are passionate about supporting other people and preferably have personal volunteer experience along with the ability to motivate and influence in an enthusiastic and friendly manner. This person should be involved in decision-making - ideally, they will sit on your committee/board.

You can find an example job description here.

WHAT MAKES UP A VOLUNTEER MANAGEMENT PLAN?

The Volunteer Management Plan can be broken into six different aspects of volunteering:

1. *Recruitment*
2. *Appointment and Induction*
3. *Recognition and Reward*
4. *The Volunteer Role [structure and descriptions]*
5. *Retention [culture and training]*
6. *Succession Planning.*

Ensuring you cover these six aspects means you are looking after the complete volunteer experience. Some common mistakes involve, for example, focusing only on recruitment without identifying that your volunteer culture may need attention.

WHY HAVE A VOLUNTEER MANAGEMENT PLAN?

By incorporating the six Volunteer Management Plan [VMP] principles into your Centre, you will ensure that your overall volunteer flow is maintained. It's natural for volunteers to come and go, and as long as you have efficient and sustainable systems in place to deal with this, your Centre will continue to function smoothly. Your Centre will become more efficient, even if it takes more time to set this up in the short term.



DID YOU KNOW?

You are making your own workload lighter by having this plan in place!

I'M NEW TO VOLUNTEER MANAGEMENT. WHERE SHOULD I START?

It's important to survey and understand your environment before you get started. You can do this by conducting a Volunteer Survey and a Volunteer Strengths Weaknesses Opportunities Threats [SWOT] Analysis for your Centre. Contact the Netball New Zealand [NNZ] Volunteer Advocate if you would like to receive these templates. This VMP template has been created for all levels of volunteer management in mind so all Centres are encouraged to use this. It is highly recommended that you look at Aktive's Volunteer Management toolkit - it's a wonderful resource and the information is laid out in a user-friendly way: [**Aktive's Volunteer Management Toolkit.**](#)

WHICH LEVEL (ENTRY, INTERMEDIATE OR ADVANCED) SHOULD I USE?

We understand that VMPs will look different as Centres vary in size, staff numbers, offerings and locations. For this reason, we have developed three levels of examples within the template: entry, intermediate and advanced. To help gauge where you are, we have incorporated these levels from what we deemed was relatively simple/not too time consuming to extensive/more time-consuming volunteer management. This is flexible and your Centre may be able to complete an Intermediate level before an Entry level - please don't worry about this. You can add more tasks to your volunteer belt when you feel you have successfully completed the tasks and have the capacity to do so.

Entry	These initiatives should only have a few steps that aren't too time consuming.
Intermediate	These tasks require some planning. Reaching Intermediate level also includes completing Entry level.
Advanced	These tasks require planning, dedicated and ongoing support and time to achieve. Reaching Advanced level also includes completing Entry and Intermediate levels.



It's important you do not feel you need to reach Advanced level if you are a smaller Centre and the Advanced suggestions don't work for you. This plan is flexible, customisable and provides a guideline not a goal line.

DOES HAVING A VOLUNTEER MANAGEMENT PLAN COVER IT ALL?

Having a VMP is one aspect of volunteer management. You can also participate in external opportunities such as the Cadbury Volunteer of the Month, Cadbury Volunteer of the Year, Student Volunteer Week and National Volunteer Week.

Once your plan is finalised, you can share this within your Centre. Everyone should be familiar with this document and with what you are trying to achieve. Keeping volunteers on the agenda for board meetings or in people's minds reinforces how essential it is to look after the people who help us facilitate the game.

ADDITIONAL VOLUNTEER RESOURCES

- [Aktive Volunteer Management Toolkit \[highly recommended\]](#)
- [NNZ website](#)
- [NNZ Sport Tutor](#)
- [Sport NZ Governance Lite](#)
- [Volunteering NZ](#)
- [Community Governance](#)

Volunteer Management Plan - EXAMPLE

1. RECRUITMENT

We need to ensure we have enough volunteers to fulfil Centre roles and attract the right people. Volunteers choose to volunteer for many reasons including: personal growth and development, to gain new skills, to make a positive impact on people and their communities, to see tangible results and the difference they have made, to make a positive impact on their own hauora (health) or for opportunities to interact with others and make new friends. If we understand our volunteers, we can tailor the experience to align with both of our needs. We need to provide a quality experience for volunteers so they enjoy their time with us and choose to continue volunteering in the future.

EXAMPLE EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE
Shoulder-tap people with skills for specific roles – people like to be asked.	Entry			
Create a social media advert for your Centre with a clear job description[s] and an easy way for interested applicants to find out more [email address].	Entry			
Create and send a volunteer advert/email to the local paper, volunteer organisation, local clubs and schools.	Entry			
Bring a friend to a committee meeting to show them what happens.	Entry			
Target some 'at home' parents who might be able to do the voluntary work at times to suit them.	Entry			
Offer a regular catch-up space e.g., on a Friday, where volunteers can pop in for a coffee or sort scorecards or any administrative tasks together.	Intermediate			
Hold a Volunteer Evening or Centre Connect to share what volunteer roles are required. Invite a current volunteer along to speak about their personal experience.	Intermediate			
Speak at a local school or university - tie this in with students who need volunteer hours through the curriculum/practicum.	Intermediate			
Establish a Youth Council to get younger people exposed to volunteering and to make this more visible.	Advanced			
Establish a Volunteer Co-ordinator role and job description within your Centre.	Advanced			
Have a Volunteer section on your Centre's website. This could include current volunteering vacancies as well as a "Get to Know" section. It is a major part of what makes a Centre operate well, so advertise and acknowledge that.	Advanced			

2. APPOINTMENT AND INDUCTION

This section ensures a positive and welcoming experience for both the volunteer and Centre by aligning with our expectations from the beginning. It covers how the volunteer is appointed (formally or informally) as well as the induction and orientation process. It is essential that once volunteers are appointed, they are purposefully taken through what they need to know. Not only does this give clarity around who is responsible for what tasks but it also breaks volunteering into small, bite-sized tasks so volunteers don't feel overwhelmed or as though they have signed up for a huge task they cannot achieve. We want volunteers to feel confident, so ensure there is a dedicated support person available after their orientation and induction. It is also recommended that your volunteers have some written information to refer back to about the role and our organisation.

EXAMPLE EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE
Develop a list of volunteer roles that are required annually and a timeline for appointing volunteer roles aligned with the AGM, season, tournaments, etc.	Entry			
Contact other Centres (or the Zone) to ask for advice on what they do in terms of their appointment processes.	Entry			
Ask the Zone/NNZ about any training for volunteers. This could include how to run a meeting properly, dealing with conflict, building teamwork, etc.	Entry			
Executive committee/board to determine which roles require a formal vs informal appointment process and who is responsible for the appointment process and the appointment panel for each role.	Entry			
Welcome and Induction (may be verbal) and a Centre orientation/tour are completed.	Entry			
Host a social get-together to go through the induction forms/codes of conduct/health and safety procedures – do this at same time, raise discussion points, etc. This is a good way to get to know each other and meet others.	Intermediate			
Create a buddy system where current a volunteer buddies up with the new volunteer and shows them how tasks are done	Intermediate			
Prepare documents - Volunteer Agreement (Appendix 2) and Volunteer Application Form (Appendix 4).	Intermediate			

	Intermediate	A personalised follow-up call or email to the volunteer after their first day.	
	Intermediate	A regular check-in is scheduled so volunteers feel supported and valued.	
	Advanced	<p>Informal process (shoulder-tapping or when a representative from a club/school is required to volunteer on behalf)</p> <ul style="list-style-type: none"> · A Volunteer Agreement has been created and then sent to the volunteer to read through and sign [if needed]. · Discuss if there is a koha (donation) attached to the role. 	
	Advanced	<p>Formal process (advertised)</p> <ul style="list-style-type: none"> · Ensure you have a clear job description and identify skills required for the role. · Identify time required and what the individual can commit to (align expectations). · Compare the checklist of what is required vs what the person(s) can offer. · Police vet, driver's licence, qualification and reference checks complete. · Discuss if there is a koha (donation) attached to the role. · Ensure feedback is given to those who weren't successful and encourage them to apply again in the future. 	
	Advanced	<p>Welcome/Induction Pack created and handed out (Appendix 3) including:</p> <ol style="list-style-type: none"> 1. Centre's purpose, vision and mission 2. Centre's background, history, structure and contact details 3. Centre's Constitution, Rules and Regulations, and Code of Conduct 4. Health & Safety Policy information 5. Calendar of dates 6. Reimbursement claim process 	

3. RECOGNITION AND REWARD

Recognising and rewarding volunteers on a regular basis is important for ensuring they feel valued. We all want to make our volunteers feel appreciated and part of the team, so let's celebrate them as much as we can within our Centre and the wider community. Our volunteers should be visible to the community, which may result in volunteers inviting their friends to join. We know volunteers aren't doing it for the recognition, but there are different ways we can reward and acknowledge what they do. It's great to show your appreciation for volunteers through aligning with your Centre's values and embracing what makes each Centre unique.

EXAMPLE EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE
Participate in the NNZ/Cadbury Thanks Packs scheme.	Entry			
Participate in the NNZ/Cadbury Volunteer of the Month scheme.	Entry			
Participate in the NNZ/Cadbury Volunteer of the Year scheme.	Entry			
Make thanking part of your Centre's culture. Thank volunteers regularly throughout the year or host volunteer-focused social functions.	Entry			
Put an acknowledgement out to volunteers on game day over the microphone.	Entry			
Hand out coffee vouchers or local sponsor vouchers to your volunteers.	Intermediate			
Regular recognition of work - thank volunteers every time they contribute (ideally in person).	Intermediate			
Share volunteer stories on social media, club/Centre noticeboard, at functions and on your website.	Intermediate			

Reward with non-monetary gifts e.g. written cards/letters, keepsake item, reserved car park space, sponsors' voucher or end-of-year dinner.	Intermediate			
Acknowledge your Volunteers with Awards/ gifts at your annual Netball Prizegiving. Ensure there is a prestigious award for service or volunteer recognition. Have award categories that recognise behaviours your Centre values. Use different award categories to reward volunteers.	Intermediate			
Youth categories in awards- for activators, coaches, umpires. Age-appropriate recognition e.g., provide references for youth volunteers. Ensure youth get nominated for awards.	Intermediate			
Have bios, roles and photos of your volunteers on your Centre website.	Advanced			
Offer volunteers the opportunity to upskill or gain qualifications where possible.	Advanced			
Recognition of service/time given by volunteers at a thank you event at the end of the season.	Advanced			

Note: There's no 'one size fits all' approach. Thank yous and rewards don't always need to be about letters and cards at the end of the season. This could be a smile, a sideline thank you or a quick email acknowledging that all the work they are putting in isn't going unnoticed.

4. THE VOLUNTEER ROLE

Having clear job descriptions and aligning your understanding of the volunteer's role will go a long way in ensuring both your Centre and volunteer are on the same page. This role clarity helps avoid burn-out and creates a clear understanding between the Centre and volunteer about what they are being asked to do. Having clear job descriptions also avoids any conflicts in the long term as people are more aware of their work boundaries.

EXAMPLE EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE
Spread the workload. Can more than one person carry out these tasks? Consider whether the role could be shared equally or split between people.	Entry			
Create micro-volunteering opportunities. Think about breaking down tasks as much as possible into manageable, bite-sized chunks so they don't seem so overwhelming if you are having trouble filling these positions.	Entry			
Create clear and thorough and volunteer job descriptions and ensure the volunteer has a copy. Clarity is important.	Intermediate			
Ensure that policies relating to reimbursement of expenses are clear. This can be an awkward issue for a volunteer to bring up.	Intermediate			
Create and implement a mentoring/successor structure for Centre roles.	Advanced			
Consider having a visual difference in appearance, e.g. jackets or vests, for your committee/Centre staff and volunteers or teams that are on duty. This helps to explain roles to the players and public too.	Advanced			
Conduct an annual review of your job descriptions and evaluate the current situation to ensure these remain accurate.	Advanced			

5. RETENTION (CULTURE AND TRAINING)

Creating a positive and welcoming culture is vital in ensuring volunteer longevity and retention. We want to ensure that volunteers feel welcomed and that they are part of a positive environment and we create a sense of belonging for them at our Centre. We want to make our Centre a place they love to be and where they feel confident to put new ideas forward. It is important to ensure volunteers are motivated and are achieving what they want from their volunteer experience. Consider hosting or setting up some volunteer training as needed.

EXAMPLE EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE
Develop a culture of welcoming at meetings, gatherings and events. For example, open the meeting with a karakia [prayer], ensure you take time to cover introductions and allow for quick social catch-ups at the start of meetings.	Entry			
Make volunteers feel comfortable. For example, you could provide snacks and drinks at meetings, flowers on the table, ensure they know where the bathrooms are.	Entry			
Create a certificate for your Centre to recognise different achievements e.g. Volunteer of the Month nominations, attending a course, years of service.	Entry			
Have an informal check-in to see how things are going and give volunteers the chance to provide feedback.	Entry			
Ensure all volunteers know they are welcome in clubrooms and create a comfortable, pleasant space for them to make coffee/tea, etc. Think about the layout of furniture, having clear signs as to what people can help themselves to, where to go for help, fact of the week, etc.	Entry			
Provide an opportunity for all volunteers, including the committee member, to meet one another and learn what everyone does.	Intermediate			

Hold informal social events – e.g. picnics, potluck teas, small get-togethers – over the season as well as at the start. Recognise that motivation for volunteering could be for social reasons and foster this.	Intermediate			
Ask your Zone if representatives are able to come in and run any training that might be needed e.g. umpire course, coaching session.	Intermediate			
Around mid-season, start a more formal review with volunteers to check in and see how things are going e.g. by email, ensuring that you touch base with everyone. This is a good culture check.	Intermediate			
Foster new/better relationships between board/staff and volunteers - ensure that staff/the board have met your volunteers.	Intermediate			
Supply uniform, badges, jackets or tops for volunteers. Show them they are valued and make them a part of your community.	Advanced			
Conduct an annual review by surveying of all your volunteers and asking about their experience.	Advanced			
Consider your Centre layout - creating an umpire room or space for people to socialise/relax.	Advanced			

6. SUCCESSION PLANNING

Succession planning aims to make the succession of your volunteers easier and more efficient for the Centre by passing knowledge on. Through implementing systems around your volunteer process, this will allow for a smooth transition of information as new volunteers join the Centre. It also means you do not have to 're-create the wheel' each time, saving you administration time. Extra work put into succession planning now will make for an easier future when roles need to be vacated and filled and also ensures the operational sustainability of the Centre. Volunteers feel more confident, prepared and supported if they have received training/mentoring to fill roles. A succession plan needs to be regularly reviewed and updated - reflect on what is working well and not so well, and adapt the plan accordingly.

EXAMPLE EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE
Ensure at least one other person has a good working knowledge of your Centre's roles.	Entry			
Encourage job shadowing. For example, ask existing volunteers to bring a friend to learn about their role.	Entry			
Consider how the Netball community (e.g. teams) can assist in the delivery of key tasks.	Entry			
Challenge the way it has always been done and welcome new ideas.	Entry			
Create a youth committee or positions on the committee for youth to feed in ideas and gain experience.	Intermediate			
Consider having a deputy or assistant for each role to learn the tasks and support the lead.	Intermediate			
Form a buddy system to talk about roles.	Intermediate			
Create a succession plan for your most important/specific roles.	Intermediate			

<p>Advanced</p>	<p>Have a complete succession plan: Step 1: Identify key volunteer positions in your Centre Step 2: Complete and review job descriptions Step 3: Identify any existing gaps/risks/weaknesses (SWOT analysis) Step 4: Create a succession plan for each position (identify who is second or will take over next) Step 5: Identify training needs and where training is available Step 6: Create documentation that is clear and concise</p>				
<p>Advanced</p>	<p>Develop and implement a mentoring programme.</p>				
<p>Advanced</p>	<p>Have an exit checklist, exit interview, and ensure that any departing volunteers have completed a handover report. [See Appendices 5, 6 and 7.]</p>				
<p>Advanced</p>	<p>Consider use of Be Collective (www.becollective.com) as an opportunity to match skill sets to roles offered by your Centre. Be Collective is a large community that aims to connect and offer volunteer opportunities across New Zealand.</p>				

Appendix 1

VOLUNTEER INDUCTION CHECKLIST

Volunteer: _____ Role: _____ Signed: _____

Induction lead: _____ Role: _____ Signed: _____

INDUCTION CHECKLIST AND PROCEDURES TO COVER	DONE	NOTES
1. Netball Centre Constitution and Policies <ul style="list-style-type: none"> a. Centre Constitution b. Centre Rules and Regulations c. Code of Conduct d. Safe Netball for Children Policy e. futureFERNs Structure and Guidelines f. Senior Competition Structure and Guidelines g. Weather Policy h. Complaints process 		
2. Health and Safety & Emergency Procedures <ul style="list-style-type: none"> a. Health and Safety Policy b. First-aid kit locations and known first-aiders c. Emergency exits and assembly areas 		
3. Amenities and Facilities <ul style="list-style-type: none"> a. Buildings used/owned b. Whereabouts of resources c. Keys procedure if applicable/alarm codes d. Open/close procedures e. Manager sign-in/specific training f. Financial signatory process completed 		
4. People <ul style="list-style-type: none"> a. Roles and people b. Contact list and details 		
5. Meetings and Key Dates <ul style="list-style-type: none"> a. When meetings occur/booked for b. Key calendar dates for commitments c. Key calendar dates for season/project/tournaments 		

Appendix 2

EXAMPLE VOLUNTEER AGREEMENT

NETBALL CENTRE NAME: [INSERT HERE]

NETBALL CENTRE ADDRESS: [INSERT HERE]

NETBALL CENTRE PHONE AND EMAIL: [INSERT HERE]

As a volunteer I agree to:

- Abide by and support the philosophy, policy and guidelines of **[insert Centre name]**, including the Safe Netball for Children Policy.
- Act in the best interests of the organisation.
- Maintain confidentiality and privacy as appropriate.
- Abide by safety and risk management requirements.
- Carry out the tasks outlined in the job description.
- Attend on the agreed time and day or contact the appropriate person if I am not available.
- Participate in orientation, meetings and trainings as required.
- Raise any matters of concern with **[insert name and position]**.

For Volunteer Drivers:

- Use a warranted, registered and insured vehicle when driving for the Centre.
- Notify the organisation of loss of licence or driving-related charges.

The organisation agrees to:

- Provide information about the organisation.
- Provide orientation, support, training and supervision.
- Provide a safe working environment.
- Provide opportunities for input into the organisational plan and evaluation.
- Reimburse for pre-approved expenses.
- Acknowledge and recognise the contribution of volunteers to the organisation.

Confidentiality Agreement

I, _____, agree that any information heard, observed or obtained during the course of my work at **[insert Centre name]** shall remain confidential to **[insert Centre name]**. I agree that I shall not discuss any confidential information obtained as a volunteer with anyone, other than the Volunteer Manager/Co-ordinator.

Volunteer's name: _____

Date: _____

Volunteer's signature: _____

Volunteer Manger/Co-ordinator's name: _____

Date: _____

Volunteer Manger/Co-ordinator's signature: _____

Appendix 3

VOLUNTEER WELCOME PACK

[Insert Centre name and logo]

Dear ***[insert volunteer's name]***,

A warm welcome to Netball here at (**Netball Centre**). Our Centre has been around since **[date]** and serves the needs of Netballers of all ages and stages in our community. We pride ourselves on ***[insert Centre values]***.

Volunteers are a vital part of our Centre. As a volunteer, you will be helping us fulfil our mission and achieve our goals. Thank you so much for agreeing to volunteer your time towards enabling Netball in our community. We really appreciate it.

This Welcome Pack includes a collection of information that you may need as a new volunteer to prepare you for your role. Please ensure you read through the documents carefully and keep this pack in a safe place so you can refer back to it at any point. This pack will answer some of the questions you may have and point you in the direction of those who can answer any other questions not dealt with here.

This Welcome Pack includes:

- A personal letter of welcome from the Centre/Club President
- A copy of your job description
- A list of the committee members and their roles, responsibilities and contact phone numbers
- A copy of your signed Volunteer Agreement
- Information on the size and structure of the Centre and some background about our history
- Dates and times of practices and competitions
- Information on any forthcoming training course dates and costs
- Information on the policy for reimbursement of out-of-pocket expenses
- Other information relevant to volunteers e.g. how to nominate volunteers for the Cadbury Volunteer of the Month scheme.

[Insert name of VM/C] is the Volunteer Manager/Co-ordinator here at the Centre. If you have any questions regarding volunteering, please give them a call on ***[phone number of VM/C]*** or email ***[email of VM/C]***.

Thanks again for volunteering for Netball New Zealand.

Kind regards,

Name of President
President
Centre Name

Appendix 4

VOLUNTEER APPLICATION FORM

All our people in a position of trust are required to:

1. Be safety checked and screened.
2. Be inducted into our child-safe culture, policies and standards.
3. Attend safeguarding and child protection training.

_____ is a Child Safe Organisation.

It is our number one priority to keep our children and young people safe.

Please complete the following information:

Name: _____

Address: _____

Contact phone number[s]: _____

Details of previous experience: _____

Tell us a bit about why you would like to volunteer: _____

How and when can you volunteer? _____

Please provide the names and contact details of two referees we can contact. Referees must have known you for longer than 12 months, not be a family member or living in the same household as you. One of your referees must be a previous employer.

Referee 1: _____

Referee 2: _____

Have you had any previous convictions or involvement with the police (please circle)? Yes / No

Please include any information even if no charges have been laid. You may be required to complete a police vet.

Please sign below to confirm your consent to **[Centre name]** obtaining information as detailed above to assess your suitability for the role.

Signed: _____ Date: _____

Appendix 5

EXAMPLE VOLUNTEER EXIT CHECKLIST

Name				Term of role	
Position				End date	
Task to do	Yes	No	N/A	Useful information	
Thanks again for volunteering for Netball New Zealand.				If not, check the processes set by the Centre to thank and acknowledge the contribution of a volunteer.	
Volunteer Handover Report completed				If not, ask for this to be completed by the volunteer.	
Documents/materials relevant to the role returned or saved in accessible online location				Names of documents provided by the Centre. Any documents prepared by the departing volunteer.	
Exit interview conducted				If not, set a date with the volunteer.	
Return keys/ID				If more than one item, note whether all have been returned.	
Remove signatory for Centre account[s]				Establish what further action is required.	
Remove access to any online systems, distribution lists or communication groups e.g., email, WhatsApp, Facebook				List relevant groups. Confirm what further action is required.	
Returned equipment				Include relevant items of equipment.	

Checklist completed by Volunteer Manager/Co-ordinator or Centre representative:

Name	
Role	
Date	

Appendix 6

VOLUNTEER EXIT INTERVIEW

To be completed by the Volunteer Manager/Co-ordinator or appropriate Centre representative

Thank you for your valuable contribution to our Centre. We have valued your commitment, time, and continued support. Your feedback is important in assisting us to improve our practices and ongoing experiences of our volunteers.

Volunteer name: _____

Volunteer position: _____

Term: _____

Interviewer's name and date: _____

1. What was your initial motivation for volunteering at the Centre?
2. What is your main reason for leaving?
3. What did you like most about volunteering with our Centre? What was the most rewarding aspect for you?
4. What did you like least about volunteering with our Centre?
5. What induction process or support were you offered when you started your role? Do you think this was sufficient?
6. Were there any specific Centre policies or procedures you found particularly valuable in your role? If yes, please provide details and expand.
7. Please share any ideas about how we could improve our Centre's policies and procedures.
8. How would you describe our Centre's culture?
9. Do you feel that you were appreciated and appropriately acknowledged for your efforts?
10. What can you recommend that might help us improve the volunteer environment and experience?
11. Would you recommend our Centre to others?
12. Is there anything else you would like to tell us about your volunteer experience?

Thank you for taking the time to share your experience with us.

Appendix 7

VOLUNTEER HANDOVER REPORT

To be completed by the volunteer

Name	Term of role		
Position	End date		
Overview of main activities	Provide details of regular days and times e.g. coaching nights, committee meetings, details of duties, particularly if not included in the job description.		
Key contacts	Provide names and contact details of the people you connect with most regularly.		
Outstanding issues/follow-up	Give details of any specific tasks or actions which need to be followed up or completed, particularly those required soon.		
Any changes to the role description	Outline any duties or tasks which differ from those included in the job description.		
Any changes to procedures	Provide details of any changes you have made to processes or procedures.		
Key dates/events	Are there any key dates or events organised which your successor should be aware of?		
Recommendations or advice for successor and/or our Centre	<ul style="list-style-type: none"> · List any details of any tried and tested methods you have found that work well. · Any traditions or examples of good Centre culture in action? · Anything relevant to the role and to the Centre generally? · Think about extra information you would have appreciated when you started. 		
OK to contact you for clarification (if needed)?	<table border="1"> <tr> <td>Yes / No</td> <td>Contact details:</td> </tr> </table>	Yes / No	Contact details:
Yes / No	Contact details:		
Other comments	Do you have any other notes which you think would be of value to our Centre or your successor?		

