Inducting your Volunteers

It is important to have a great induction process for volunteers joining your organisation. Volunteers want to feel like they have made a great decision by putting their hand up for your role, therefore the first impression counts.

If a volunteer feels valued and supported right from the start, they are more likely to give their all and remain at your organisation for longer. Also, the ripple effect of a positive experience is likely to lead to more volunteers in the future.

Use this document to create an induction process for your organisation, adapt to meet your needs.

**Induction Checklist**

Once a volunteer has been appointed the Volunteer Coordinator can induct as follows:

- Congratulate them on their role with a welcome letter that also asks them to accept the role and its responsibilities with their signature
- Invite them to a meeting to go through a welcome pack/handbook AND/OR if multiple volunteers are being inducted at the same time host an event to go through the welcome pack/handbook and where they can also meet each other
- Introduce them to staff or other volunteers at your organisation
- Run through the Health and Safety policy and procedures
- Take them on a tour of the organisation’s buildings including bathrooms, kitchen, emergency exits/assembly points, equipment storage and first aid
- Provide role specific training

**The Welcome Letter**

The welcome letter could be part of the welcome pack/handbook or sent separately, it aims to:

- Congratulate and welcome a volunteer to their role
- Outline the organisation's commitment to its volunteers
- Outline the expectations the organisation has of its volunteers e.g.
  - Adhere to policies and procedures, code of conduct, values
  - To complete key tasks
  - To attend key events
- Thank the volunteer in advance
- The volunteer signs an agreement committing to the role
- The volunteer completes Police Check forms
The Welcome Pack/Handbook

A volunteer welcome pack/handbook is a collection of all the information a volunteer will need to prepare them for their new role and something they can refer to throughout their experience.

Consider if your organisation's welcome pack is for a specific role e.g. Board Chair and just has information for this person, or for a programme e.g. a holiday or representative programme where all roles involved receive the same information. Each role or programme will need a specific welcome pack/handbook but once you have your template sorted only a few parts will need updating each time.

The welcome pack/handbook may include:

- Information about the organisation
  - Vision, values, purpose
  - Detail about size, structure and history
  - Code of conduct
- The role/programme description and responsibilities
- Outline of the key people, their roles and contact details that relate to this role/programme
- Key dates
- Training opportunities for the volunteer
- Organisation policies and useful documents, e.g.
  - Constitution
  - Volunteer policy
  - Reimbursement policy
  - Health and Safety policy
  - Confidentiality expectations
  - Media/Social Media policy
  - Safe Netball for Children Policy
  - Uniform guidelines
  - Travel and Accommodation guidelines
  - Communications guidelines e.g. with players/parents
  - Specific programme procedures or guidelines
- Required/useful templates to complete role
- Where to find equipment and resources
- Venue Map

An Induction Event

When many volunteers start their role at a similar time, include a social event in their induction:

- Introduce key people
- Have ‘team bonding’ or ‘get to know each other’ activities
- Cover off key parts of the welcome pack/handbook e.g. Health and Safety
- Share food and drink