

Volunteers are your community venue's most precious resource and can help you run a successful food service. This resource aims to help you recruit, welcome, train, retain, recognise and reward volunteers.



Recruiting volunteers

When searching for volunteers keep in mind the different social, ethnic and educational backgrounds of your community. Not everyone who volunteers is going to be able or willing to carry out every task. Try to achieve a good mix of volunteers and a wide range of jobs.

Approach parents and carers, grandparents, siblings, aunts, uncles and friends. Also try looking outside your community venue's current group; ex-club members or ex-players may also be keen to be involved. Retirees who live in the local area may be willing to help too. Some local councils operate 'volunteer resource centres' and part of their role is to match willing volunteers with suitable opportunities. Get in touch with your local council to see if they have a volunteer resource centre.

Note: Volunteers who have access to children, may be required to have a [Working with Children's Check](#).

Tips for securing volunteers

Advertising

- Place a flyer on the counter of your food service, or print flyers to be handed out with food and drink purchases. Tip: Pre-placing these in paper serving bags is a great job for volunteers
- Place an invitation for volunteers in the club's newsletter, website or social media pages. This is a very effective method of raising awareness of the food service's need for volunteers to a large audience
- Advertise in the local community newspaper
- Advertise for volunteers on [Volunteering WA's portal](#).

95%
of volunteers say that
volunteering is related
to feelings of wellbeing*

*Volunteering Australia

Tips for securing volunteers (continued)

- Speak at meetings, functions and events, approach ex-club members, ex-players and committee members about volunteering. They may not volunteer themselves but they may know others who will
- Produce a volunteer information kit, including descriptions of the tasks volunteers may be asked to do
- Advertise the benefits for volunteers (see below examples).

Benefits for volunteers

- Learn new skills
- Meet new friends
- Be part of a community
- Increase confidence
- Make a difference

Retaining volunteers

People give up their free time to volunteer. Sometimes it is not the actual work itself that motivates a person to volunteer, rather it is the benefits that will come from volunteering that attract them in the first place.

Ensure the food service is a positive and welcoming space. New volunteers will notice how existing volunteers are treated and this will play a huge part in whether they will volunteer on a regular basis.

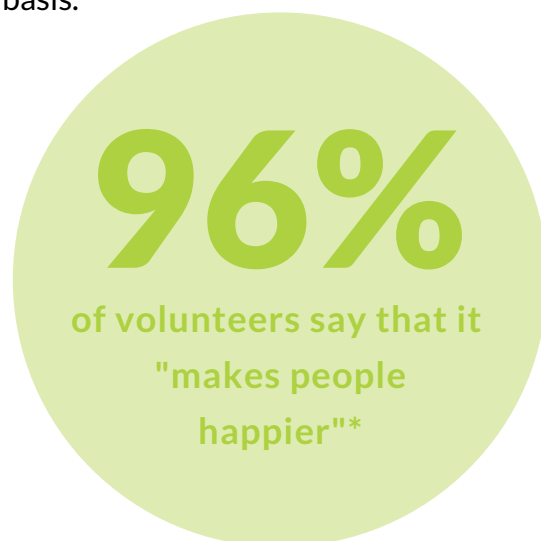
'Dos' and 'don'ts'

'Do'

- Be a good role model. This includes:
 - be friendly and professional
 - don't ask volunteers to do a job that you wouldn't do yourself
 - encourage mutual respect
- Try to roster friends to volunteer together (if possible)
- Implement a buddy system and roster new volunteers with experienced volunteers
- Offer different times to volunteer, such as a morning or lunch shift so that people know they are not obliged to stay the whole day; for parents this will be important so they can still watch their child's activity
- Show your volunteers that they are valued – genuinely praise and thank them. See the rewarding volunteers box on the next page for tips
- Let volunteers know, and continue to remind them, that their commitment is flexible.

'Don't'

- Overload volunteers with jobs, particularly during the first few times they are there
- Encourage gossip.



Rewarding volunteers

- Keep a list of volunteers birthdays and send them a card each year
- Celebrate length of service or milestones by presenting certificates at events
- Hold an end of season or yearly lunch to celebrate and thank volunteers
- Approach local businesses to offer discounts to your volunteers
- Create a fun environment
- Offer free tea and coffee for volunteers to share during breaks
- Provide complimentary lunch and snacks (make sure this is accounted for as an overhead)
- Host a volunteers BBQ on *International Volunteers Day* each year on 5 December

Volunteer Welcome Kit

A Volunteer Welcome Kit should include the following:

- An introduction letter welcoming them to the venue
- General kitchen information:
 - Location of the toilets, and tea and coffee facilities
 - Where they can store valuables
 - General run sheet for the day
 - Location of any recipes that may be needed
- Contact phone numbers for key staff
- Any relevant policies
- A copy of the menu and price guide
- The volunteer roster and blank volunteer roster forms
- Food safety and occupational health and safety requirements, including:
 - Basic food safety and hygiene training to be completed prior to volunteering
 - Regular hand washing is essential
 - What to wear. For example, enclosed footwear and neat casual clothes such as a t-shirt rather than a singlet
 - A hat/cap or at least long hair tied back
 - Protective clothing (for example, apron) to be worn at all times and should be provided by the venue
 - Do they need to apply for a Working with Children check and/or police clearance prior to volunteering at your community venue?
- A description of the duties they may be asked to do
- An introduction to record keeping in the venue. A volunteer's role in record keeping is likely to vary from venue to venue. However, it may include a volunteer purchase register, daily tally sheets and wastage records that they may need to fill in or at least be aware of
- Evacuation procedures and a map of the venue
- The final page of the Volunteer Welcome Kit should thank your volunteer for taking the time to read through the kit and that you look forward to welcoming them to the venue soon.

