



## Volunteering

- Define volunteering?
- Why people volunteer?
- Barriers to volunteering?

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## Why Do People Volunteer?

- Emotional
- Experiential
- Tangible

## Emotional Reasons

### **Altruistic motivations**

- "Caring, helping, offering hope, giving something back and having a social conscious"

### **Self interest motivations**

- Reward, getting self validation, pride, power, gaining a purpose, taking control., feeling good about volunteering, enjoying having a role, voyeurism"

## Experiential Motivations

### **"Creating an experience from the volunteer activity"**

- Fun and enjoyment
- Social experience
- Involvement in the community, "belonging to something"
- Seeing an outcome
- Taking action

## Tangible Motivations

### **"Receiving a direct benefit from their volunteering activity"-**

#### **Fun and enjoyment**

- Having access to equipment they may not otherwise access
- Networking (personal or community networking)
- Gaining a social experience
- Self development of skills

## Barriers to Volunteering

### **Emotional Barriers**

- Fear, shy, uncertainty of the role
- "the perception of an exclusive, impenetrable "inner circle"
- Feeling the "inner circle" will reject change brought by new comers"
- Fear of by criticised

### **Practical barriers**

- "Associate volunteering with high frequency, regular activities"
- "The level of commitment required, real or perceived, was a major inhibitor to many potential volunteers"
- Assumed level of knowledge compared to actual knowledge
- Lack of organisational structure "volunteers need to feel their time is being used productively"
- Poor communication - "didn't understand what their involvement would entail"
- Rules and regulations

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## Creating the Catalyst to Start Volunteering

- Direct personal connection
- Being asked to help by a friend or family member
- Interest in specific area or profession
- School and university (getting credits for work experience)
- Life style change

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## Recruiting Volunteers

- clubs often neglect to put the same effort into recruiting their "off field" team of volunteers
- most successful local teams have a powerhouse team of volunteers
- hard to be successful off the back of the hard work of one or two individuals



## Four Steps to Creating a Quality Club Culture

- Define expectations and behaviours you desire
- Document desired behaviours and club values
- Communication that creates buy-in within your club
- Re-enforce positive and correct negative behaviours

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## Define Expectations and Behaviours You Desire

What are the behaviours you are seeking within your club:

- Personal interaction and behaviours
- Achieve your club objectives

## Communication and “Buy-in”

- Annual induction for all members, supporters and spectators
- Handbook and policy clearly available – websites and club rooms
- Posters around the club rooms
- Continually re-enforced through spoke word and other club communications

## Recognising and Rewarding Volunteers

- **everybody loves recognition** and their efforts recognised.
- No matter who you are or what you publically say to the contrary.
- recognition of volunteers **should not only happen once a year** at presentation night.

## **Methods of Recognition**

- acknowledge and thank different volunteers each week at club functions or in the club newsletter
- giving volunteers identification pins, badges, shirts or caps
- acknowledging volunteers in club newsletters
- presenting volunteer awards at the annual general meeting
- giving complimentary tickets to special events and functions
- awards for volunteers, life memberships
- reimbursing out-of-pocket expenses
- holding social events in honour of volunteers
- acknowledging efforts during committee meetings

## Succession Planning

### **Club Culture**

- enshrine volunteering as part of the culture of your club
- document your clubs expectations of members

### **Invest in training your volunteers**

- pro-active “grooming” of volunteers for club roles

