SAMPLE VOLUNTEER WELCOME PACK

A Volunteer Welcome Pack is simply a collection of all the information a new Volunteer will need to prepare them for their new role.

A Welcome Pack might include:

* A personal letter of welcome from the Organisation/Club President
* A copy of their role description
* A list of the Committee members and information on their roles, responsibilities and phone numbers
* Volunteer Code of conduct
* Information on the size and structure of the Organisation/Club and some background about its history
* Dates and times of practices and competitions
* Schedule of Club fees and what they are used for
* Details of any fund-raising events
* Information on any forthcoming training course dates and costs
* Information on reimbursement for out-of-pocket expenses

Sample contents for a Welcome Pack follow, which you can use or adapt to meet your needs.

**Organisation Name & Logo**

Dear (**Name of Volunteer)**

Welcome to **(Name of Organisation)**. As you may know our organisation/club has been around since **(Date)** and serves the needs of **(name of sport)** players of all ages and stages in our community. We pride ourselves on ….

Volunteers are vital to our organisation/club. As a Volunteer you will be helping us fulfil our mission and achieve our goals. We appreciate any time that you can give.

This Welcome 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. The pack includes:

* A copy of your role description
* A list of the Committee members and information on their roles, responsibilities and phone numbers
* A copy of our Commitment to Volunteers statement
* Information on the size and structure of our **(organisation/club)** and some information about its history
* Dates and times of practices and competitions
* Schedule of **(organisation/club)** fees and what they are used for
* Details of fund-raising events
* Information on forthcoming training course dates and costs
* Information on reimbursement for out-of-pocket expenses

**(Name of VC)** is the Volunteer Coordinator at **(organisation/club).** If you have any questions regarding Volunteering, please give them a call on **(Phone Number of VC)** or email **(VC email address).**

Thanks again for volunteering.

Kind Regards

**(Name of President)**

President

**Name of Organisation**

**Our Commitment to Volunteers**

Volunteers are at the heart of **(sport)**. Without Volunteers, the sport of **(sport)** as we know it would not exist. Volunteering for **(organisation/club)** is inclusive and open to all who are willing to work in line with the rules and values of our sport.

**(Organisation/Club)** is committed to ensuring that Volunteers are provided with roles that are meaningful and relevant to their needs and interests, treated with respect and as equals, given appropriate induction, training and supervision, offered full involvement and participation and are recognised for their efforts.

As a Volunteer for **(organisation/club)** you have the right:

* To perform a role that is meaningful and satisfying;
* To be assigned to a role that fits your interests and needs;
* To receive the induction, training and supervision necessary to fulfill your role;
* To receive feedback on the tasks you perform;
* To be treated with respect and as an equal partner in our organisation;
* To be trusted with confidential information necessary to carry out your role;
* To be kept informed on relevant matters within **(sport)**;
* To expect that your time will not be wasted by poor planning or coordination;
* To work in a safe and healthy environment, and be given health and safety information relevant to your role, and;
* To be given a copy of **(organisation/club)** Volunteering Policy and other policies and procedures that affect your role.

As a Volunteer for **(organisation/club)** you have the responsibility:

* To be honest about your expectations and abilities;
* To not take on more responsibility than you can handle;
* To take part in induction, and orientation processes e.g. background checks, paperwork and training;
* To be reliable and punctual or provide notice so that alternative arrangements can be made;
* To be accountable, perform your role to the best of your ability and ask for help when you need it;
* To follow organisational policies and procedures;
* To respect those confidences entrusted to you;
* To voice your opinion and have input on ways in which your role might be performed better;
* To be open-minded and respectful of others opinions, and;
* To represent **(sport)** accurately and positively to others.

**List of Committee Members**

|  |  |  |
| --- | --- | --- |
| **NAME** | **ROLE** | **Phone** |
|  | **President/Chairperson** | **Hm:**  **Mb:** |
|  | **Secretary** | **Hm:**  **Mb:** |
|  | **Treasurer** | **Hm:**  **Mb:** |
|  | **Club Manager/Captain** | **Hm:**  **Mb:** |
|  | **Gear/Property Manager** | **Hm:**  **Mb:** |
|  | **Volunteer Coordinator** | **Hm:**  **Mb:** |
|  | **Selector Convenor** | **Hm:**  **Mb:** |
|  | **Officials Trainer and Coordinator** | **Hm:**  **Mb:** |
|  | **Coach Developer and Coordinator** | **Hm:**  **Mb:** |
|  | **Calendar -draw – event - program - manager** | **Hm:**  **Mb:** |
|  | **Other** |  |

### A Little History

### In this section you may want to include information on:

### What year the (organisation/club) began and how many members it had initially

### Any significant events – e.g. merging with another club

* Any significant milestones or achievements e.g. tournaments or placings
* How many club members the club has now
* Any key people and the roles they have played
* Any fun facts e.g. XYZ Netball Club in Wellington notes that in: