

Is your organisation volunteer-friendly?

This checklist aims to give not-for-profit organisations a quick way to assess their volunteer-friendliness. The checklist will help you to identify areas for improvement as well as highlight things that are already working well.

Being volunteer-friendly will help your organisation to meet the challenges of maintaining a strong and diverse volunteer base now and into the future.

Accessibility

- ✓ Does your organisation have flexible working times to cater for volunteers' schedules and availability? For example, 24 hour access, weekends or online access.
- ✓ Are there multiple ways for volunteers to find out more about volunteering opportunities in your organisation? For example, website, information sessions, brochures, or email friendly documents.
- ✓ Are there a number of ways for volunteers to contact your organisation? For example, phone, email, website, in writing, or an after hours phone service.
- ✓ Is your organisation close to public transport or car parking?
- ✓ Do you provide reimbursement for travel expenses?
- ✓ Do you have volunteering opportunities suitable for a wide range of people with differing needs and interests? Consider people with a disability, younger people, older people, people from culturally and linguistically diverse communities and people from Aboriginal and Torres Strait Islander communities, as well as online volunteering, one-off events or short-term projects.

Governance

- ✓ Is your board or management committee representative and inclusive of volunteer participation?
- ✓ Do you have clear and open organisational policies and procedures for involving volunteers?
- ✓ Is volunteering promoted to paid staff as significant to the business of the organisation?

Communication

- ✓ Is your communication open and age-friendly?
- ✓ Does the language that you use (choice of words and phrases) isolate or alienate potential groups of volunteers?
- ✓ Does your organisation make sure volunteers get information in a format suitable for their needs? For example, in large print, on email or in a specific language.
- ✓ Does your organisation have clear communication channels for raising and responding to volunteer issues?



Physical environment

- ✓ Does your organisation have appropriate age-friendly spaces and environments?
- ✓ Does your organisation provide equipment and facilities appropriate to the volunteer role?

Recruitment

- ✓ Do you target your recruitment activities to particular volunteer audiences as well as a more general audience?
- ✓ Do you provide clear descriptions of the volunteer role or opportunities you're recruiting for?
- ✓ Are you strategic with your advertising?
- ✓ Do you promote the benefits of volunteering with your organisation?

Training

- ✓ Can you modify your training to suit a wide range of volunteer needs and skills?
- ✓ Can your training be divided into a series of sessions or done at different times to suit different volunteers?
- ✓ Can elements of your training be completed online?

Recognition, rewards and retention

- ✓ Do you offer opportunities for volunteers to stay in touch with your organisation or with other volunteers?
- ✓ Does your volunteer program provide age appropriate and desirable rewards and incentives that appeal to a variety of volunteers? For example, social opportunities, certificates or training qualifications.
- ✓ Are volunteers involved in the evaluation of your volunteer programs? How is this taken into account?
- ✓ Do you acknowledge volunteer effort based on a wide variety of factors, not just hours?

Related resources:

The following resources are available on www.getinvolved.qld.gov.au

- Engaging young volunteers
- Involving over 50s as volunteers
- Volunteers in Queensland: a snapshot

Further information

Contact the Office for Volunteering on 13 13 04 or volunteering@communities.qld.gov.au

Acknowledgment

The information contained in this fact sheet is based on consultation undertaken with younger and older Queenslanders, as well as a range of publications from Volunteering Queensland, Volunteering Australia and Our Community.