

RECRUITING
ENGAGING
RETAINING &
RECOGNISING

Members & Volunteers

HANDBOOK

VOLUNTEER

SOUTH AUSTRALIAN ISOLATED CHILDREN'S & PARENTS' ASSOCIATION (SA ICPA)



COMPILED BY PETER KENYON | DIRECTOR | BANK OF I.D.E.A.S.

Acknowledgements

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THANK YOU



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1

Understanding member/volunteer motivation



The formula for successful volunteering that emerges from this study appears to go something like this – provide opportunities for personal achievement, allow volunteers to make new discoveries about themselves and others, and enable them to feel they are forming social bonds and strengthening their community. Mix with appropriate training, feedback and recognition and you have volunteers who feel energised by the assignment, see it as fun to do and complete it feeling better than when it started!

Volunteer Centre Ottawa Study | *Why People Volunteer*

New members and volunteers are motivated by a host of motivations – definitely a passion for improved rural education experiences for their children, but also opportunities for social interaction, friendships, skill development, self-development, recognition, altruism, incentives etc. – member and volunteer engagement must avoid a single recruitment message and ensure recruitment appeals to a multitude of motivations. Also remember, the two questions any recruitment activities need to anticipate are ‘What’s in it for me?’ and ‘Can I do it?’

It is universally acknowledged that there are five emotions that motivate volunteers; namely-

- 1. They want to contribute and make a difference to something they care about.**
- 2. They want to make connections and relationships.**
- 3. They want to be in control of their time and contributions.**
- 4. They want to have fun.**
- 5. They want to be appreciated for their efforts.**

Barry Braun, founder of Happy Community Builders provides his ingredients for the ‘Secret Sauce’ that is a magnet for attracting members and volunteers-

- Make an inspiring story to get their attention. People will step up if they are inspired.
- Make the story personal. How will your group/project you are wanting their involvement make things they care about different? Why is your group/project important to the things they care about?
- Ask for help and involvement, don’t ask for volunteers! The word ‘volunteer’ does carry some implied baggage for lots of people like responsibility, work and no control. Many people want to help, but do not want another job or committee position. Ask them to ‘help’ with the caveat that all help is helpful.
- Be clear about expectations and do not ask for more. If possible, let them choose how they want to help and be involved and honour your word.
- Be grateful. Personal acknowledgements of their efforts will go a long way to keeping involvement.

1

Understanding member/volunteer motivation

Exult (NZ) in their Tonic Magazine believe there are 11 key reasons why people are not putting up their hand to volunteer and help out-

1. **They don't know you need help** – we need to communicate, communicate, communicate.
2. **They have not read the flyer or newsletter** – the 'one and done' approach does not work. We also need to realise the importance of the 'personal invitation'.
3. **They didn't get enough notice** – give people notice well in advance.
4. **They don't know what you want them to do...specifically** – make it easy for people to say 'yes' by telling people exactly what you need them to do, when, how long it will take, where, and who they will be working with.
5. **The task is not their cup of tea** – need to look for 'tasks' at every level of the organisation, beyond the 'traditional' set volunteer roles.
6. **They lack confidence** – not everyone has the skills or confidence to do certain tasks. Offer the opportunity to buddy with other experienced members/helpers.
7. **They helped before and didn't feel appreciated** – if people don't feel they were appreciated the first time, chances is that they will not offer again. Public 'thank you's' cost nothing but go a long way.
8. **They didn't have a great experience the last time** – think of volunteers like customers, who are looking for a great customer experience. Sometimes poor volunteer involvement and performance goes hand in hand with unreasonable expectations, poor induction and training and someone in charge being inflexible about how tasks are carried out.
9. **They don't feel welcome** – foster an open and welcome culture. Help newbies to seamlessly join the team.
10. **The hours don't suit them** – ensure timing flexibility as many people are time poor and over committed. Break roles down into bite-sized chunks.
11. **They've offered to help before and they were turned down** – as soon as someone joins or shows a desire to volunteer- find them a job- even if you have to create one!

To view an elaboration of the above 11 reasons , check out the full article entitled **'Encouraging Volunteer Participation: Why Don't People Help Out More?' -**

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Encouraging+Volunteer+Participation+Tonic+Magazine.pdf](https://boifiles.s3.ap-southeast-2.amazonaws.com/2023/Encouraging+Volunteer+Participation+Tonic+Magazine.pdf)



Volunteer Centre Ottawa Study | Why People Volunteer

82%

of respondents said:

**Because someone who they knew,
asked them to do something they liked doing.**

2 Creating a welcoming, engaging, inclusive & fun environment



The usual trouble with volunteers is not killing them with overwork
but boring them to death

Harold Seymour

If you're not having fun, you're doing it wrong

Alex Bogusky

Evidence from studies regarding member and volunteer recruitment and active engagement, and feedback from the SA ICPA consultation process consistently reiterated the importance of the 12 actions:

- Ask, ask and ask.
- Hold face-to-face gatherings.
- Have fun.
- Create a welcoming environment.
- Be inclusive.
- Engage around passion and gift.
- Provide inductions and mentoring.
- Support member contributions.
- Avoid abrasive and critical comments.
- Continually recognise and praise.
- Keep everyone informed.
- Build a sense of team.

Why have a meeting, when you can have a party. Remember food and drink, is what water is to fish.

Jim Diers



Eight Great Ideas to Consider:

1. Hold more face-face and less on-line meetings.
2. Create novelty at Branch meetings through such activities like a dress theme, have a group meal and everyone brings their favourite curry, novelty quiz with quirky prizes.....
3. Link special rural development speaker or upskilling experience to Branch meetings.
4. Undertake a member asset mapping exercise to discover each member's skills, connection and what they care about- see Appendix F below for an example of a 'Personal Passions, Skills and Assets Survey.'
5. Hold Branch meetings in member homes with socialising element- encourage partners to attend.
6. Instigate Branch mentors to support new members.
7. Provide social and child support for young mums.
8. Support several SA ICPA members each year to attend the Volunteering SA&NT State Volunteers Conference <https://vsant.org.au>



3

Growing the volunteer base & member involvement



They're regarded as the most precious resource of an organisation, but finding the right volunteers, requires creativity and thinking outside the square'

Jane Sandilands

Growing the volunteer base and member involvement involves several critical actions-

- Staying visible and reminding our communities that we are still around and kicking goals'- continually selling the achievements and stories of the organisation and benefits of membership via all media options.
- Identifying potential new families/members and asking to join'- one in four persons claim they don't volunteer, because no one asked them!
- Use every promotional means to promote and recruit- do not rely on the flyer and the email.

For more ways to grow the member/volunteer base, check out Appendix A – ***'27 Ideas to Enhance Member/Volunteer Promotion and Recruitment'***

Eight Great Ideas to Consider:

1. Create a set of framed 'We Need You!' Posters which are displayed in key local businesses and community venues- see the Shire of Chittering Volunteer Bush Fire Brigade example.
2. Collect and disseminate positive stories of ICPA Kid experiences and achievements through local media and youTubes.
3. Use ABC Radio to capture and tell local ICPA stories.
4. Design an attractive flyer that outlines benefits and achievements.
5. Nominate a Branch member to regularly produce press releases and identify media awareness opportunities.
6. Develop promotional tools- hash tag, car bumper stickers...
7. Instigate free membership for Year 1.
8. Collaborate and network with other community rural organisations in volunteer promotion, recruitment and acknowledgement e.g. annual Community Organisation Fair, town entrance sign praising local volunteer contribution, bumper stickers with volunteering messages, annual Community Volunteer Recognition event...



4 Engaging younger generations



**Youth are the leaders of today, not tomorrow, we are assets,
not liabilities, we are solutions, not a problem to be solved**

Sooraya Mentor

A Volunteering SA&NT handout co-created by young people provide some very practical advice about engaging young people as volunteers; namely-

- Have conversations with young people, learn from their interests and find or create volunteer roles that suit.
- Advertise through education providers or on social media, make sure young people know about your volunteer roles.
- Go where young people are (schools, universities, sporting clubs) and present information about your volunteering opportunities face to face.
- Treat young people as equals.
- Provide interesting and fun tasks, not just tasks that no one else wants to do.
- Avoid stereotyping about what young people can or can't do e.g. being good with technology.
- Provide any required uniforms, PPE or other necessary items at no cost.
- See if you can collaborate with schools to have students volunteer during school hours or offer volunteering outside school hours.
- Understand that there may be personality and generational differences, be willing to share and learn together.
- Consider how young people can get to your organisation and events.
- Manage expectations and set achievable goals., have patience with young volunteers while they are learning.
- Host 'come and try' events.
- Check your insurance covers volunteers under 18 years of age.
- Have a dedicated person who supports young volunteers, who is good at connecting with young people.
- Understand younger people's motivations to volunteer and see how you can help e.g. school curriculum, work experience, learning new skills.
- Offer group or one-off volunteer opportunities where classes or groups of young people can help out together.
- Make volunteering fun!

4 Engaging younger generations



They're regarded as the most precious resource of an organisation, but finding the right volunteers, requires creativity and thinking outside the square'

Jane Sandilands

Courtney Tilby is a proud New Zealand Gen Yer, who has written a wonderful and brief Handout entitled 'Engaging with Gen Y Volunteers'. She provides eight practical statements of advice:

1. Respond to our why questions positively.
2. Don't assume, anything.
3. Keep your communication brief, but interesting.
4. Embrace technology.
5. Listen to us and value our ideas.
6. Seek out opportunities to involve us.
7. Trust us.
8. Be flexible.

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To read Courtney's explanation of these, check out the Handout

<https://boifiles.s3.ap-southeast-2.amazonaws.com/2023/lvounteers+Engage+with+Gen+Y.pdf>

Eight Great Ideas to Consider:

1. Use a ICPA Kid to develop Branch Facebook and Instagram as promotional tools.
2. Liaise with local schools about creating fun and interesting opportunities for students to become volunteers.
3. Share with local rural schools and boarding schools about the RuMAD? Program and kit- <https://boifiles.s3-ap-southeast-2.amazonaws.com/2020/Folder+2/R+u+MAD+Project+Kit+BOI.pdf>
4. Engage ICPA Kids in designing and implementing a promotional stand at rural shows and field days.
5. Listen to ICPA Kids express their concerns and perspectives about rural living and education issues and help them take action.
6. Organise opportunities for rural young people to express their opinions, ideas and challenges on local rural radio programs.
7. Encourage rural young people to use the ABC Haywire Program to come up with a project to improve life in rural and community Australia- <https://www.abc.net.au/heywire>
8. Monitor regional, state and national youth leadership development experiences, and promote and support ICPA kid participation.



4 Engaging younger generations

Finally, there is a wealth of useful handouts related to the engagement of young people in the 'Youth Empowerment' Resources Section of the Bank of I.D.E.A.S. including-

- 'Tips to Connect and Engage Young People'
- 'The 10 Commandments of Involving Young People'
- 'Principles to Enable Effective Youth Participation'
- '51 Things Adults Can Do With Young People'.

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<https://bankofideas.com.au/resources/>



5 Retaining & recognising members & volunteers



Recognition is so easy to do and so inexpensive to distribute that there is simply no excuse for not doing it

Rosabeth Moss Kanter

Silent gratitude isn't much use to anyone

Gladys Bronwyn Stern

Emergency Services in NSW carried out a major interview study with former members and volunteers regarding their reasons for dropping out.

Their responses in terms of priority were...

- | | |
|------------------|--|
| Reason 1 | <i>It stopped being fun!</i> |
| Reason 2 | <i>They can no longer see how their involvement makes a difference.</i> |
| Reason 3 | <i>They do not understand how to get more involved.'</i> |
| Reason 4 | <i>They are no longer asked to participate.</i> |
| Reason 5 | <i>They feel unrecognised and see that thanks is unfairly given to everyone, no matter who did the most or none at all.</i> |
| Reason 6 | <i>No one listens to their suggestions.</i> |
| Reason 7 | <i>They spend more time meeting than doing.</i> |
| Reason 8 | <i>Veteran leadership won't let them into the "insider" group.</i> |
| Reason 9 | <i>They do not like the work they are being asked to do nor how it is being done.</i> |
| Reason 10 | <i>The reality of their experience is not what they expected when they signed on.</i> |

Recruiting members/volunteers is the easy bit. Keeping them is the hard bit! Gratitude, appreciation and enjoyment are central.

For more ideas to strengthen member/volunteer retention, check out **Appendix B : 71 Ideas to Recognise and Reward Members/Volunteers** .

Appendix D : 44 Statements to Compliment, Appreciate and Encourage Our Fellow Members and Volunteers' provides so many ways to say "Thank you".

Eight Great Ideas to Consider:

1. Instigate a calendar of upskilling enhancement opportunities for members – creating organisational events as well as informing and nominating members for external state and national personal development/leadership experiences.
2. Nominate a Branch member to be responsible for regularly communicating the activities, achievements and benefits of membership through the various channels of local media.
3. Introduce regular team building exercises and experiences.
4. Use unusual special days of the year to remember members e.g. 6 February is 'Compliments Day', 1 July is 'Jokes Day' and 5 October is 'Do Something Nice Day'.
5. Celebrate member birthdays.
6. Issue regular press releases to local media highlighting the contribution of members/volunteers. Attach a photograph.
7. Create lots of opportunities for members to socialise, recreate and network.
8. Check out BOI 'Volunteer Gift Ideas' handout for inspiration about acknowledging members/volunteers

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<https://boifiles.s3.ap-southeast-2.amazonaws.com/2023/Volunteer+Gift+Ideas.pdf>

6 Inspiring member & volunteer engagement



It is about how you choose to give back and make a difference to those around you, your community or country, that goes outside of just yourself. I believe we are all connected whether we like it or not

Adam Goodes

Providing continual inspiration regarding the value, vision and philosophy of the organisation is a vital function of the ICPA leadership, as is the need to promote active engagement by rural residents.

SA ICPA has achieved much in its 50 years through its volunteer-based structure.

Much still lies ahead given the continuing challenges faced by rural and remote families, including ensuring quality education opportunities for their children. With declining levels of volunteerism and community participation in Australian society, the importance of promoting active citizenship and community involvement is vital.

Great Idea

Members of the Marla Oodnadatta Branch received the financial and technical support of Rural Aid to organise a Community Planning event and the formulation of a District Action Plan for the local residents of William Creek.

Great Idea

Members of the Port Augusta Branch secured funding from the Foundation for Rural and Regional Renewal (FRRR) to start up a Branch bee and honey production project which enabled the provision of a flow hive to each member family



We are here on Earth to do good to others. What the others are here for, I don't know.

W.H. Auden

Eight Great Ideas to Consider:

1. Join with other community organisations to promote voluntarism and active participation in the wider community through joint promotional activities at key community events.
2. Use Volunteer Week and Volunteer Day as community celebration times for local volunteers.
3. Nominate local people for state and national community acknowledgement awards like Citizen of Year Awards.
4. Take the leadership role in organising a community event like a Community Planning Event.
5. Use inspirational quotations in community newsletters to inspire altruism and community service- see Appendix G – 'Inspirational Quotations About Volunteering, Community Service and Altruism' for some great examples.
6. Use ideas from Appendices B and D below to create a positive can-do organisation that sustains organisational passion.
7. Be conscious of language and actions that undermine member commitment – review Appendix C.
8. Instigate a Branch project that brings members together in a fun learning opportunity and attracts wider community interest.

Useful Resources

Publications

- Australian Bureau of Statistics, How Australians Use Their Time
- Australian Government, National Strategy for Volunteering 2023-2033
- Bank of I.D.E.A.S., Guide to Asset Mapping
- Bank of I.D.E.A.S., Practical Techniques and Tools for Engaging Community
- Bank of I.D.E.A.S., RuMAD Project Kit
- Esmond J, Count on Me!
- Esmond J, Volunteers, More Ideas
- Exult, Encouraging Volunteer Participation- Why People Don't Volunteer?'
- Exult- Tonic Magazine
- Volunteering Australia, Volunteering and Gender-Changes During the COVID-19 Pandemic
- Volunteering Australia, Key Volunteering Statistics 2022
- Volunteering SA&NT, Engaging Young People as Volunteers
- WA ICPA, Branch Toolkit
- YouThrive Victoria, Tips to Connect and Engage Young People

Useful ABC Stories

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Community Events Cancelled, Emergency services Stretched as Volunteer Numbers Fall | ABC News

<https://www.abc.net.au/news/2022-08-14/decline-in-volunteering-see-events-cancelled-ses-stretched/101297094>

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For Millions of Australians, Volunteering in their Community is a 'Win-Win': but COVID is shaking up the way we give back' | ABC News

<https://www.abc.net.au/news/2022-06-19/millions-australians-volunteering-community-giving-back-covid/101157058>

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Volunteer groups tap into 'elixir of youth' in WA after rebranding on social media | ABC News

<https://www.abc.net.au/news/2022-02-16/volunteering-wa-youth-marketing-makeover/100762290>

Useful Websites

Bank of I.D.E.A.S
www.bankofideas.com.au

many downloadable resources related to member and volunteer engagement.

Exult
<https://www.exult.co.nz>

a New Zealand organisation committed to helping non-profits grow. Their Tonic Magazine has regular practical articles on recruiting and retaining volunteers.

More Volunteers
<http://www.morevolunteers.com/about-us>

an international network committed to growing voluntarism

Volunteering Australia
<https://www.volunteeringaustralia.org/>

has many useful resources attached to their Volunteering Resource Hub.

Volunteering SA&NT
<https://vsant.org.au>

incorporates the Resource Hub which includes over 350 relevant, useful and accessible resources including policies, procedures, tools, videos, templates, guides, research and information to assist with all stages of managing volunteers.

27 ideas to enhance member/volunteer promotion & recruitment

1. Ensure any volunteer publicity uses power and passionate words. Yale University research have found the following words spark interest from people – gain, achieve, win, secret, avoid, special, easy, health, earn, discover, love, free, unique, amazing, save, profit, new, results, you, get and magic!
2. The number one reason given by people for volunteering is 'someone asked me'...and usually someone they know and respect well. Simply Ask, Ask and Ask!
3. Remember that volunteer recruitment is fundamentally about building relationships. Relationship building takes time and involves growing trust. Commit time to networking, lots of conversations and keep in touch with prospective volunteers for when the time for engagement may be appropriate.
4. Create a Volunteer Recruitment Team to design, implement and regularly evaluate a 'Retain, Recognise and Reward Volunteer Strategy.' – include volunteers in the Team.
5. Realise that happy and satisfied volunteers represent the best promotion for any organisation – ensure you have volunteers as part of the 'Retain, Recognise and Reward Volunteer Strategy.'
6. Engage a social media savvy volunteer to develop a social media component to the 'Retain, Recognise and Reward Volunteer Strategy.' - there is a multitude of tools that can be used.
7. Regularly use local media to highlight the contributions of current members/volunteers and to promote the excitement of volunteer opportunities. Issue regular press releases, request regular talk back times with local radio, develop personal relationships with local media contact, seek a regular guest spot on the local radio, create your own media stories etc.
8. Collaborate with other community organisations to undertake a 'Passion and Skills Audit' of local residents – invite people to voluntarily engage around those interests and passions.
9. Collaborate and network with other community organisations in volunteer promotion, recruitment and acknowledgement e.g. annual Community Organisation Fair, town entrance sign praising local volunteer contribution, bumper stickers with volunteering messages, annual Community Volunteer Recognition event...
10. Critically evaluate procedures and red tape involved in recruitment- minimise barriers and complexity.
11. Provide an Information Kit for distribution to perspective members/volunteers. Include clear and simple job descriptions, an information sheet that answers the most frequently asked questions and testimonials of current members/volunteers.
12. Keep in touch with ex-members/volunteers – send newsletter, invite to functions, ask their advice etc.- their circumstances for dropping out may change, and they could be an invaluable advocate and recruiter of others.
13. Use exit interviews with departing members/volunteers to provide feedback needed for continuous improvement.
14. Maintain adequate volunteer insurance cover and clearly outline details in any volunteer information. Many people are fearful of legal litigation.
15. Have an organisational Suggestion Box for recruitment ideas.
16. Include a dedicated section on members/volunteers and their invaluable contribution on the organisation's website.
17. Utilise the help, services and resources of the local and state Volunteer Centre – Volunteer SA+NT- <https://vsant.org.au>
18. Discover who is new in town (e.g. via friendly real estate agent, school principal etc). Personally contact and welcome to the community. Share information about the organisation and opportunities for member/volunteer engagement. Invite participation.
19. Design and produce an interesting and eye-catching organisational name badge and/or promotional shirt. Distribute to all members and ask them to wear to any community networking event and use as a conversational starter.
20. Use special events to promote the organisation and recruit e.g. Saturday morning sausage sizzle in a prominent community location, Open Day, Information Booth at community events like markets etc.
21. Sponsor and find ways to associate with prominent and respected community events, and always ensure there is an opportunity to promote volunteer involvement opportunities.
22. Be opportunistic in generating opportunities for positive publicity and the organisation and its contribution to community/society. Do not be backward in coming forward about the importance of the organisation and its achievements. Nominate the organisation and its volunteers for relevant awards like the South Australian Volunteer Awards- <https://vsant.org.au>
23. Develop the fun and humour side of the organisation and promote this aspect to the wider public.
24. With the support of local businesses, develop a range of product and service discounts and incentives that are given to all members/volunteers.
25. Regularly photograph the group of smiling current members/volunteers and use as in publicity initiatives. Be creative – e.g. have them standing around an empty chair with the caption 'This seat is reserved for you!'
26. Liaise with local schools about creating fun and interesting opportunities for students to become volunteers.
27. Commit time to capturing and distributing the stories of the organisation and its volunteers. Remember the world is not made up of atoms, but stories! People relate to stories, not facts and spread sheets!

The Bank of I.D.E.A.S. acknowledges the inspiration of the work of Dr Judy Esmond in compiling this list
<http://www.morevolunteers.com/about-us>

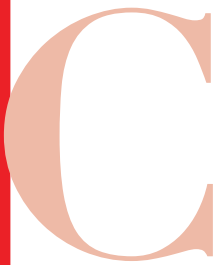
71 ideas to recognise & reward members/volunteers

1. Never stop saying 'Thank You' - catch people doing things right and thank them on the spot.
2. Create a specific budget for member/ volunteer recognition and reward.
3. Establish a member/volunteer suggestion box.
4. Reimburse any 'out of pocket' expenses.
5. Send birthday cards with personalised messages.
6. Hold an annual volunteer community barbecue.
7. Create a photo 'Wall of Fame' bulletin board to highlight the work of members/volunteers- make it ever-changing- highlight a different member/volunteer each week.
8. Organise informal morning teas.
9. Always greet by name – learn ways to remember people's names.
10. Provide continuous upskilling training opportunities.
11. Continuously ask for opinions and ideas.
12. Hold regular idea generation sessions.
13. Regularly organise photos of members/ volunteers and their initiatives in local newspapers.
14. Take time to talk about their job with each member/volunteer.
15. Write references.
16. Organise members/volunteers to attend conferences and external training opportunities.
17. Write personal 'thank you' notes.
18. Invite participation in policy and program formation.
19. Celebrate outstanding projects and achievements.
20. Nominate individuals for volunteer awards e.g. Volunteer SA&NT- <https://vsant.org.au/savolunteerawards/>
21. Carefully match volunteer interests and skills to the right jobs.
22. Organise occasional extravaganzas and surprise parties.
23. Take out an annual paid advertisement in local newspaper to take all members/volunteers- include a list of the names of all members/volunteers.
24. Write to employers of members/volunteers highlighting their contribution and thanking the employers for their support.
25. Say 'we missed you' when absent.
26. Instigate special awards for extraordinary achievements.
27. Fully orientate new members/volunteers – check with newer members/volunteers about ways to improve the orientation /induction process.
28. Send Christmas cards with a personalised message.
29. Organise community-wide, cooperative, inter-agency volunteer recognition events.
30. Produce and distribute an organisational T – Shirt to all members/volunteers.
31. Offer personal praise and recognition on the job, through the media and at public occasions.
32. Give complimentary tickets to members/volunteers for special events and functions.
33. Arrange discounts for members/volunteers at local businesses and events.
34. Award life memberships and VIP recognition certificates.
35. Hold social events in honour of members/ volunteers.
36. Farewell members/volunteers when they are resigning or moving away from the area.
37. Use exit interviews to provide feedback to ensure continuous improvement.
38. Arrange accreditation e.g. Certificate 1 in Active Volunteering.
39. Organise an annual 'Member/Volunteer Appreciation Dinner'.
40. Administer a member/volunteer satisfaction survey every six months.
41. Offer members/volunteers the opportunity to change roles.
42. Discover what aspects of the organisation's procedures that members/volunteers find irritating and unnecessary.

71 ideas to recognise & reward members/volunteers

43. Ask members/volunteers what the organisation can do to make their roles easier and more satisfying.
44. Create and distribute a 'Great Work' postcard.
45. Use low-cost creative ideas to improve the attractiveness of work facilities.
46. Ensure all recognition is specific, frequent and personalised- and celebrate in front of as many people as possible.
47. Instigate a welcome morning tea/ drinks session for all new members/volunteers.
48. Create a buddy system which teams a new member/volunteer with an experienced member/volunteer.
49. Provide gift vouchers donated by local businesses as member/volunteer rewards-match vouchers to member/volunteer interests.
50. Create a personalised data base for each member/volunteer including significant dates, events and sporting teams in their lives; and the skills that they would be prepared to share or learn.
51. Ensure recognition is shared with others who are significant to the member/volunteer being honoured.
52. Highlight the work of individual members/volunteers in organisational newsletters and on the website.
53. Give members/volunteers some operational freedom – delegate some responsibility and give authority to make some decisions.
54. Treat all members/volunteers as 'insiders' and keep them in the communication loop.
55. Surprise and delight members/volunteers by knowing and acknowledging upcoming events in their lives and that of their families e.g. birthdays, marriages, births, graduations etc.
56. Encourage expressions of peer recognition.
57. Bring volunteers and Executive together in informal 'meet and greet' sessions.
58. Organise a 'New Ideas' Workshop to generate better ways to improve services, streamline procedures and develop better recognition methods.
59. Take out several members/volunteers for coffee or lunch each month and use the occasion to seek feedback.
60. Find someone who does great portraits or cartoons from photographs and ask them to draw members/volunteers. Present a framed version to hang in a prominent community or to take home.
61. Celebrate member/volunteer birthdays.
62. Send an inspirational note to member's/volunteers' others – partner, children and friends expressing the positive difference the volunteer has made.
63. Use unusual special days of the year to remember members/volunteers e.g. 6 February is 'Compliments Day', 1 July is 'Jokes Day' and 5 October is 'Do Something Nice Day' – see www.holidayinsight.com
64. Issue regular press releases to local media highlighting the contribution of members/volunteers. Do not forget to attach photograph.
65. Collaborate with local government and other local organisations to create a hero welcome town sign that thanks the volunteers in the community.
66. Collect and share appreciation stories/testimonials coming from the community and users of the organisation's services- encourage users of services to comment on outstanding service.
67. Use the organisation's website as a cyber bulletin board- ensure there is section just about member/volunteer efforts.
68. Offer to include free advertising of the services and products of any member/volunteer running their own businesses – enquire whether they would like to offer a discount arrangement to other members/volunteers as a win-win opportunity.
69. Establish and name special 'Member/Volunteer Awards' after long term and committed members/volunteers- whenever presented, use opportunity to remind audience of the member/volunteer after whom the Award is named.
70. Create lots of opportunities for members/volunteers to socialise, recreate and network with each other.
71. Welcome and encourage feedback from members/volunteers and be attentive to complaints and ideas.

The Bank of I.D.E.A.S. acknowledges the inspiration of the work of Dr Judy Esmond in compiling this list
<http://www.morevolunteers.com/about-us>



50 phrases to kill ideas & stifle creative thinking

DEVELOPED FROM A SIMILAR LIST BY MANAGEMENT SA | 1995

1. We've never done it that way
2. It won't work
3. It's not part of our job
4. We haven't the time
5. We haven't the people for that
6. It's not in the budget
7. Too expensive
8. We've tried that before and it never worked
9. Not ready for it yet
10. Good idea, but our plan is different
11. All right in theory but can you put it into practice?
12. Too academic
13. Too hard to administer
14. Too much paperwork
15. Too early for that
16. Too late for that
17. It's not good enough
18. There are better ways than that
19. What will the funder think?
20. What will Executive think?
21. What will the Education Department think?
22. It's against our traditional approach
23. Who do you think you are?
24. You haven't considered ...
25. Somebody would have suggested it before if it were any good
26. Let's not step on others toes
27. Too alternative
28. Too old fashioned
29. Let's discuss it at some other time
30. You don't understand our problem
31. Why start anything now
32. We're too small for that
33. We're too big for that
34. Our members won't understand
35. The old men won't use it
36. Let's make a market research test first
38. Has anyone else tried it?
39. What you are really saying is ...
40. We have done it like this for 50 years so it must be good
41. Let me add to that
42. What bubble head thought that up?
43. I just know it won't work
44. Let's be practical
45. Let's form a committee
46. It needs more study
47. Let's think it over for a while and watch developments
48. That's not our issue
49. Let's shelve it for the time being
50. We can't do everything at

D 44 statements to compliment, appreciate & encourage our fellow members & volunteers

1. Having you on our team makes a huge difference.
2. You always find a way to get it done—and done well!
3. It's really admirable how you always see projects through from conception to completion.
4. Thank you for always speaking up in Branch meetings and providing a unique perspective.
5. Fantastic work!
6. Even when the going gets tough, you continue to have the best attitude!
7. It's amazing how you always help new members get up to speed.
8. There's no other way to say it: We'd be lost without you.
9. Thanks for always being willing to lend a hand.
10. The pride you take in your work is truly inspiring.
11. You're so great to work with.
12. I am continually impressed by the outcomes you produce!
13. Thank you for being so flexible.
14. It's incredible how thorough your work is.
15. Your work ethic is out of this world!
16. You have an extremely healthy perspective.
17. You're really good at cheering everybody up!
18. Is there anything you can't do?!
19. You are one of the most enthusiastic members we have ever had.
20. Thank you for setting a great example for our fellow members.
21. Not everyone is as creative as you—I mean it!
22. It's amazing how you're always able to overcome any obstacle thrown your way.
23. Keep up the great work!
24. I was blown away by your contributions this week.
25. I really enjoy working with you.
26. You're awesome!
27. Amazing job on that project—I really mean it.
28. You are such an invaluable member of our team.
29. I can't believe how lucky we are to have a member like you.
30. You come up always with fantastic ideas!
31. What's your secret? Your output is impressive, to say the least.
32. Wow! Nice work.
33. Your work ethic is enviable.
34. I just wanted to let you know how much you mean to our Branch.
35. How did our Branch ever operate without you?!
36. I know I've been busy lately, but I just had to tell you what a wonderful contributing member you are.
37. You play a crucial role in our organisation's success.
38. It's so obvious how you pay attention to detail.
39. You are always so quick to show initiative.
40. It's honestly hard to explain how integral you are to our Branch.
41. You are an awesome team member!
42. It's incredible how often you go above and beyond.
43. Your energy never ceases to amaze me!
44. I couldn't live with myself if I didn't tell you how much you mean to our organisation.

Principles to enable effective youth participation

- Enable fun, challenge and excitement.
- Allow participation by choice.
- Avoid pigeonholing of young men and women and generalising about their behaviour, opinions or ideas.
- Maximise the opportunity of success through adequate support.
- Provide information, training, support, resources, time and space.
- Address opportunities, needs and issues that are valued and respected by young people, their peers and the community.
- Start with the talents, capacities, assets and skills of young people, rather than their problems and deficiencies.
- Involve young men and women from the start.
- Create opportunities for young women and men to lead and teach.
- Maximise decision making and accountability by young people.
- Develop young people's awareness of the social, political, economic, cultural and personal aspects of the issues affecting them.
- Make sense of, and demystify adult structures and processes.
- Build active and supportive working relationships between young people and other members of the community.
- Provide opportunities for training and skill development.
- Encourage opportunities for young men and women to reflect and analyse their experiences.

Principles developed by the Bank of I.D.E.A.S. through their work with 25+ countries in the formulation of National Youth Strategies.





Personal passions, skills & assets survey

Each of us is incredibly asset rich in terms of passions and skills that we have developed through our lives. This simple survey provides a structure to just take personal time to reflect on our individual interests, strengths, current community involvement and contributions and most important, what we care about and what we are proud of.

My Gifts of the HEAD | Things I know something about, and would enjoy talking about or teaching others about e.g. local history, conservation, meteorology, business management

My Gifts of the HANDS | Things I know how to do and enjoy e.g. first aid, project organisation, gardening, painting, football coaching, cooking, using the internet, sign language....

My Gifts of the HEART | Things I care deeply about, e.g. environment, heritage, intergenerational activities, animal welfare, Adelaide Crows Football Team....

My Gifts of the Feet | Connections I have ; groups I belong to; key people I personally know. ...



Personal passions, skills & assets survey

My Current Hobbies

My Community Involvement | Groups / committees / clubs I am a part of.

My Previous Employment Positions

Something I am proud of ... that few community members would know about me.



Inspirational quotations about volunteering, community service & altruism



‘Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in’
James Frazier

‘Whenever the sadness in this world seems too much, I only have to spend time with volunteers who are giving of their time and my faith in what the human race can actually achieve is once again restored’
Judy Esmond

‘Volunteers are so essential a part of the complex mechanism of our communities that without them the whole fabric of society would be placed at risk’
Australian Governor-General Sir Ninian Stephen

‘The world is hugged by the faithful arms of volunteers’
Terri Guillemet

‘My son’s football coach is a hero. He coaches all these teams for the local club, has done so for twenty years, and if a kid can’t get to training he goes and picks them up. He becomes a bus service! He inspires them, he disciplines them and he comforts them, and he doesn’t get paid, he doesn’t ask for thanks. Now that’s a hero for you’
Anonymous Australian, from Gina Lennox’s book *In Search of Heroes*

‘A recent Gallup Poll showed that the number one reason people currently do not volunteer for community services is that no one they know personally asked them to. So, if you are out there taking positive steps to improve your community, ask a friend to help you’
Reference Project America

‘If our hopes of building a better and safer world are to become more than wishful thinking, we will need the engagement of volunteers more than ever’
UN Secretary-General Kofi Annan

‘They’re regarded as the most precious resource of an organisation, but finding the right volunteers, requires creativity and thinking outside the square’
Jane Sandilands

‘People have always volunteered, they just called themselves coaches, trustees, and firemen!’
Susan Elli

‘The formula for successful volunteering that emerges from this study appears to go something like this – provide opportunities for personal achievement, allow volunteers to make new discoveries about themselves and others, and enable them to feel they are forming social bonds and strengthening their community. Mix with appropriate training, feedback and recognition and you have volunteers who feel energised by the assignment, see it as fun to do and complete it feeling better than when it started!’
Volunteer Centre Ottawa Study ‘Why People Volunteer’



Inspirational quotations about volunteering, community service & altruism



'I want to thank and pay tribute to all of our volunteers – those dedicated people who believe in all work and no pay'

Robert Orben

'The usual trouble with volunteers is not killing them with overwork, but boring them to death'

Harold Seymour

'I am a huge believer in giving back and helping out in the community and the world. Think globally, act locally I suppose. I believe that the measure of a person's life is the affect they have on others'

Steve Nash

'The greatest issue facing most communities is the problem of commitment. People with civic values who put in the unpaid, honorary hours, the teachers and the mentors are disappearing'

-Tim Costello

'You can study government and politics in school, but the best way to really understand the process is to volunteer your time'

Rob McKenna

'Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience and just plain love for each other'

Emma Bombeck

'The generosity of your time is the most valuable gift you can give'

Sara Henderson

'Without volunteers, we'd be a nation without soul'

Rosalynn Carter

'Volunteering is the very core of being a human. No one has made it through life without someone else's help'

Heather Henry

'I grew up with the word "volunteer" as a very powerful word in my family. I was inspired by my mother and by how selfless our family was toward others who didn't have enough'

Eva Longoria

'The broadest, and maybe the most meaningful definition of volunteering: Doing more than you have to because you want to, in a cause you consider good'

Ivan Scheier

'The heart of a volunteer is never measured in size, but by the depth of commitment to make a difference in the lives of others'

DeeAnn Hollis



Inspirational quotations about volunteering, community service & altruism



'We can't help everyone, but everyone can help someone'
US President Ronald Reagan

'No matter how big and powerful the government gets, and the many services it provides, it can never take the place of volunteers'
US President Ronald Reagan

'Volunteers do not necessarily have the time; they just have the heart'
Elizabeth Anderson

'There's just nothing stronger than the heart of a volunteer'
Randall Wallace

'Volunteers are not paid because they are worthless, but because they are priceless'
Sherry Anderson

'Volunteer. Start where you are. Use what you have. Do what you can'
Arthur Ashe

'Don't ever question the value of volunteers; Noah's Ark was built by volunteers; the Titanic by professionals'
Dave Coleman

'Volunteering is at the very core of being a human. No one has made it through life without someone else's help'
Heather French Henry

'Research has shown that people who volunteer often live longer'-
Allen Klein

'Volunteerism is the voice of the people put into action. These actions shape and mold the present into a future of which we can all be proud'
Helen Dye

'Volunteering is an act of heroism on a grand scale. And it matters profoundly. It does more than help people beat the odds; it changes the odds'
US President Bill Clinton

'Every person must decide whether they will walk in the light of creative altruism or in the darkness of destructive selfishness. This is the judgment. Life's persistent and most urgent question is – What are doing for others?'
Rev Dr Martin Luther King Jr



Inspirational quotations about volunteering, community service & altruism



'In every community, there is work to be done. In every nation, there are wounds to heal. In every heart there is the power to do it'
Marianne Williamson

'Do all the good you can, by all the means you can, in all ways you can, to all the people you can, as long as ever you can']John Wesley

'It is one of the greatest compensations in life that no one can help another without helping themselves]Ralph Waldo Emerson

'Those who bring sunshine to the lives of others cannot keep it from themselves]James Barrie

'I expect to pass through life but once. If, therefore, there be any kindness I can show, or any good thing I can do to any fellow being, let me do it now, for I shall not pass this way again'
William Penn

'You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget that errand'
US President Woodrow Wilson

'We are here on Earth to do good to others. What the others are here for, I don't know'
W.H. Auden

'What is the use of living, if it be not to strive for noble causes and to make this muddled world a better place for those who will live in it after we have gone?'
UK Prime Minister Winston Churchill

'It's the bit you do for nothing that counts'
Sheenagh Collins

'The more light you allow within you, the brighter the world you live in will be
Shakti Gawain

'Small acts, when multiplied by millions of people, can transform the world'
Howard Zinn

'It is about how you choose to give back and make a difference to those around you, your community or country, that goes outside of just yourself. I believe we are all connected whether we like it or not'
Adam Goodes

'I am of the opinion that my life belongs to the community, and as long as I live it is my privilege to do for it whatever I can'
George Bernard Shaw



Inspirational quotations about volunteering, community service & altruism



'The purpose of human life is to serve, and to show compassion and the will to help others
Albert Schweitzer

'It's not enough merely to exist. It's not enough just to say, "I'm earning enough to support my family. I do my work well. I'm a good father, husband, churchgoer." That's all very well. But you must do something more. Seek always to do some good, somewhere. Every man has to seek his own way to realise his true worth. You must give some time to your fellow man. Even if it's a little thing, to do something for those who need help, something for which you get no pay but the privilege of doing it. For remember, you don't live in a world all your own. Your brothers are here too
Albert Schweitzer

'I don't know what your destiny will be, but one thing I do know: the only ones among you who will be really happy are those who have sought and found how to serve. Those among you who will be truly happy are those who have sought and found how to serve
Albert Schweitzer

'Wherever you turn, you can find someone who needs you. Even if it is a little thing, do something for which there is no pay but the privilege of doing it. Remember, you don't live in the world all on your own
Albert Schweitzer

'If a person has done his best what else is there?'
US General George Patton

'You have not lived today until you have done something for some who can never repay you
John Bunyan

'Give yourself entirely to those around you. Be generous with your blessings. A kind gesture can reach a wound that only compassion can heal'
Steve Maraboli

'The greatest threat to our planet is the belief that someone else will save it'
Robert Swan

'I've come to believe that each of us has a personal calling that's as unique as a fingerprint - and that the best way to succeed is to discover what you love and then find a way to offer it to others in the form of service, working hard, and also allowing the energy of the universe to lead you'
-Oprah Winfrey

'Every single ancient wisdom and religion will tell you the same thing – don't live entirely for yourself, live for other people'
Barbara Ward



Inspirational quotations about volunteering, community service & altruism



'Only a life lived for others is a life worthwhile'

Albert Einstein

'The world is a dangerous place to live; not because of the people who are evil, but because people don't do anything about it.'

Albert Einstein

'The highest destiny of the individual is to serve rather than rule'

Albert Einstein

'We can never be truly great; we can never fulfil ourselves truly unless we are working for the welfare of our fellow citizen'

Karl Marx

'People have made at least a start at understanding the meaning of life when they plant shade trees under which they know full well they will never sit'

David Trueblood

'In a society that functions optimally, those who can, should naturally want to provide for those who can't. That's how it's designed to work. I truly believe we're here to take care of one another'

LeVar Burton

'It's not about giving back if you're successful or a celebrity or how much money you have: it's about your responsibility as an adult to help others'

Trisha Yearwood

'You have two hands. One for helping yourself and one for helping others'

Sam Levenson

'No one is useless in this world who lightens the burdens of others'

Charles Dickens

'I always wondered why somebody didn't do something about that. And then I realised I was somebody'

Lily Tomlin

'Help one another, There's no time like the present, and no present like the time' -James Durst

'Only put off until tomorrow what you are willing to die having left undone' -Pablo Picasso

'Be ashamed to die until you have won some victory for humanity'

Horace Mann

'From now on, any definition of a successful life, must include serving others'

US President George Bush



Inspirational quotations about volunteering, community service & altruism



'The greatest degree of inner tranquillity comes from the development of love and compassion. The more we care for the happiness of others, the greater is our own sense of well-being'

Tenzin Gyatso

'You can't live a perfect day without doing something for someone who will never be able to repay you

Debbie Macomber

'One's life has value so long as one attributes value to the life of others, by means of love, friendship and compassion

Simone de Beauvoir

'The only way to find yourself is to lose yourself in the service of others' -Mahatma Gandhi

'Selfless action is a service of strength

Mahatma Gandhi

'We rise by lifting others

Robert Ingeroll

'Service to others is the rent you pay for your room on earth

Muhammad Ali

'When you stop giving, when you stop offering something, it's time to turn off the lights'

George Burns

'I will act as if what I do makes a difference

William James

'When we're dancing with angels, the question will be asked: What did you do to make this world a better place?'

Elijah Cummings

'There are scores of people waiting for someone just like us to come along; people who will appreciate our compassion, our encouragement, who will need our unique talents. Someone who will live a happier life merely because we took the time to share what we had to give

Leo Buscaglia

'Don't spend your precious time asking: "Why isn't the world a better place?" It will only be time wasted. The question to ask is "How can I make it better?" To that there is an answer

Leo Buscaglia

'Too often we underestimate the power of a touch, a smile, a kind word, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around'

-Leo Buscaglia