



## 2. STEP 1: REGISTERING YOUR NEW VOLUNTEERS

### CASE STUDIES

Take 5 minutes to read the two case studies written below.

EXAMPLE 1	EXAMPLE 2
<p>John has always been very interested in volunteering with his local fire brigade as a firefighter, so he decided to pay the brigade a visit.</p> <p>When John visited his local fire brigade, the leader told him about the volunteer firefighter role and what he should be expecting if he joined. The leader did not show John around the place, nor did he explain what the volunteer registration process was like.</p> <p>John did not feel very wanted, but he asked for the registration forms, and filled them out. Even though John had handed in his paperwork, his registration papers were not processed for 3 months because the leader and volunteers within the brigade wanted to “wait and see” if John was fully committed to being a volunteer with their brigade.</p> <p>In those 3 months, John was asked to attend meetings, but he could not train with others, or go out on call-outs or incidents as he was not formally registered or trained.</p> <p>In the end, John left the brigade because he did not feel valued as a new volunteer, nor did he feel he was ‘part of the group’.</p>	<p>Sarah has always been very interested in volunteering as a firefighter, so she went to her local fire brigade to register.</p> <p>When Sarah showed up, the leader showed her around the brigade, introduced her to other volunteers, and told her what it means to be a volunteer firefighter. Sarah was given registration forms to fill out, and any questions or concerns that she had about the role were addressed immediately. Her registration forms were processed within 30 days after she handed them in.</p> <p>Sarah felt very welcomed by the volunteering group and felt like she was taken seriously by the brigade.</p> <p>After she was registered, she received a Confirmation of Registration (COR), with information regarding her volunteer identification number, induction, training options, in addition to a message expressing appreciation for her signing up to become a volunteer.</p> <p>By receiving her COR, Sarah felt valued by the brigade and part of the group. She felt confident and informed as to what she needed to do next.</p>

1. What do you think might have gone wrong with John's onboarding process, that may have caused him to leave (Example 1)?





2. What do you think went right in Sarah's onboarding process that may have caused her to stay (Example 2)?

3. How would you improve the onboarding in both circumstances?

Write your suggestions for improvement down in the boxes provided below.

**EXAMPLE 1: JOHN**

**EXAMPLE 2: SARAH**

