



## 8. ONBOARDING CHECKLIST

This checklist can be printed and used each time a new volunteer or group of new volunteers joins. It can be used as a guide to make sure that processes to support volunteers are in place and followed within a new volunteer's first year.

### STEP 1: REGISTERING YOUR NEW VOLUNTEERS

The registration form for the new volunteer was processed.

Relevant forms may include registration forms at the volunteering group, service, and organisational levels.

The new volunteer has completed all applicable checks (e.g., National Police Clearance, Working with Children Check).

The new volunteer is informed if they are on probation, what that involves, and how long the probationary period will be.

A Confirmation of Registration (COR) was given to the new volunteer, via email and/or a physical copy.

### STEP 2: INDUCTING YOUR NEW VOLUNTEERS

A formal induction session was held for the new volunteer, either as a presentation and/or with an induction booklet. In the induction session:

Information on the training pathways were given.

Information on the social and mental health support services available to volunteers were given.

The new volunteer was shown around the place, so that they understand where the different rooms, facilities, and equipment are.

The new volunteer was introduced to other volunteers within the group.

The new volunteer was given the opportunity to voice their concerns and questions, and they received clarification.

The new volunteer has been asked if they have any prior skills they could contribute to the group.

### STEP 3: SUPPORTING YOUR NEW VOLUNTEERS

The social support system in place within your volunteering group has been discussed with the new volunteer.

The new volunteer has been paired with a mentor, and/or

The new volunteer has been paired with a peer 'buddy'.

The new volunteer has been introduced to the volunteer who coordinates all new volunteers.

Guidelines have been set for the social support system (e.g., number of check-ins, what information/knowledge should be shared).

Feedback was exchanged on the fit and usefulness of the support given.

Information on the social and mental health support services available has been given to the new volunteer and their family (if applicable).





## STEP 4: TRAINING YOUR NEW VOLUNTEERS

The training requirements were communicated early on to the new volunteer to provide them with a realistic understanding of what they will be doing and how long it should take.

The new volunteer has completed their induction training.

The new volunteer has completed all mandatory courses and basic training required to perform effectively in their operational and non-operational roles.

The new volunteer has been given learning opportunities within their group.

The new volunteer is participating in shadowing or observational learning.

Where applicable, flexible arrangements have been made to accommodate a new volunteer who is unable to attend formal training courses.

Positive and constructive feedback were exchanged regarding the new volunteer's training progress.

## STEP 5: ENGAGING YOUR NEW VOLUNTEERS

The new volunteer has been given a letter acknowledging that they have met the basic requirements needed to perform in an operational and/or non-operational volunteering capacity. This acknowledgement letter or certificate was given:

- At a formal graduation ceremony, or

- At a volunteering group meeting (with senior volunteers present).

Any contributions or achievements made by the new volunteer has been acknowledged.

Uniforms were handed to the new volunteer by volunteer leaders (if possible).

Information was given to the new volunteer on what to expect next (e.g., team allocation, roster information, expectations for call-outs or incidents).

