



8. TIP SHEET 6: RECOGNISING ACHIEVEMENTS AND CONTRIBUTIONS

Most volunteers don't join the emergency services for any reward, but acknowledgment and recognition are important tools for enhancing commitment and satisfaction and ensuring that volunteers feel appreciated.

Some ideas are provided below:

INFORMAL AND VERBAL RECOGNITION	TANGIBLE RECOGNITION
<ul style="list-style-type: none">• Say "thank you" regularly• Mention achievements and contributions at monthly meetings• Give constructive praise regularly• Shout-outs on social media• Recognition in emails and newsletters• Share positive feedback from the community	<ul style="list-style-type: none">• Awards night• Novelty awards• Certificates• Provide refreshments at or after training and emergencies• Follow up on the formal reward and recognition program at your emergency service organisation• Contact local news agencies to promote volunteer achievements• Provide references if requested

Volunteers want to feel like they are making a difference!

Therefore, it is important that you are **specific** with your volunteers' contributions when you are recognising or rewarding them. It will help them feel like they are making an impact.

Be sure to highlight how exactly your volunteer contributed to your group. For example, you can highlight when a volunteer helped to:

- » Lift team spirit
- » Make new volunteers feel welcome
- » Hand out sandwiches to operational volunteers while out on a call-out
- » Encourage high community engagement on a social media post
- » Clean and maintain the operational vehicles and equipment

Every contribution makes a difference, so make sure that your volunteers know how they are contributing to your group.

