

CLUB WEBINARS

VOLUNTEER RETENTION



**NORTHERN
NSW**
FOOTBALL

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Northern NSW Football acknowledges the Awabakal people as the Traditional Custodians of the land on which we meet today.

We recognise the continuing connection of Aboriginal and Torres Strait Islander people to the sky, land and waters and pay our respects to Elders past, present and emerging.

Volunteer



- A volunteer is a **person who donates time or efforts for a cause or organization without being paid.**
- Volunteers provide their time to community organisations to allow activities like community football to prosper.

Volunteer

- Do not ever underestimate the value of every hour donated to your football club by every person who volunteers.
- We have key committee people that tend to shape their lives around the football season, while coaches, managers, grounds people, canteen managers, match day co-ordinator, duty officers all contribute time necessary for matches to happen.



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The aim of this presentation

Our aim is to stimulate some thought around the existing processes regarding volunteers and then to share some insights that may help with recruiting or retaining them.



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Volunteer Registration

- Registration on PlayFootball is essential for all volunteers, including coaches and managers.
- [Registration | Play Football](#)
- Registered volunteers are insured

The screenshot displays the PlayFootball website interface. At the top, the 'PLAY FOOTBALL' logo is in green and white. A search bar contains the text 'Find a place to play'. A navigation menu includes links for 'Player', 'Coach', 'Referee', 'Volunteer', 'Clubs', 'Schools', 'Pathways', 'Skills Hub', and 'Help'. Below the navigation, a dark blue banner reads 'Become a volunteer'. The main content area features a white box with the text: 'Volunteers are the lifeblood of our game, and the backbone of every community club.' followed by 'You can meet new people, develop your skills, and make an impact in your community by volunteering your time in football.' and 'To find a club near you, use the 'Where can I play?' portal below and find a club to get in contact with.' Below this text is a dark blue button with the text 'Find a club to volunteer with' and a 'Find Now' button. To the right, there are two promotional cards: 'FOOTBALL ACCOUNT' with a 'CREATE YOUR ACCOUNT' button and 'MY FOOTBALL LIVE' with a 'DOWNLOAD NOW' button.



Working with Children Checks

- The NSW Working with Children Check was legislated in 2013 making it compulsory for all child focussed organisations in NSW to comply. There is an exemption that allows parents/ close relatives to coach or manage their child's team without requiring a WWCC.
- Supported by NNSWF Many clubs do not apply the exemptions and expect a WWCC from all volunteers. To get a WWCC, a person needs to complete an online application to receive an interim APP number, then present 100 points of ID at a Service NSW office.
- [Working With Children Check - NSW Office of the Children's Guardian](#)



Volunteer Retention

- Club Governance
- Position Descriptions
- Responsibility, ownership and the opportunity to report. Build confidence and trust
- Training / development
- Flexibility to try different roles
- Communication
- Reward and show appreciation



Club Governance

- The football club belongs to the club's members. You have volunteered yourself to do your best for them.
- Who are you (your club)? Where can volunteers see your vision and mission statements? What is the plan for the club? What does the future of the facility look like?
- Check yourself. Governance. Is constitution up to date and does it reflect your current club? [Club Changer](#) accreditation – When will you complete accreditation? [Goodsports](#) Accreditation (Australian Drug and Alcohol Foundation)
- Are you aligned with community organisations?



Volunteer Training

- Training opportunities are varied and should target the specific roles being undertaken
- Sport Integrity Australia [E-Learning HUB](#)
- NSW Office of Sport also conduct MPIO: [Training | Office of Sport \(nsw.gov.au\)](#)
- Office of Children's Guardian [E-Learning Child Safe Sport](#)
- Conduct a volunteer induction day



Ownership/ Belonging

- Feedback
- Reporting



Position Descriptions

- Position descriptions provide the core features for each role necessary for a football club to operate. It keeps each member on task and helps with the recruitment of new committee members.
- Position descriptions for key positions are available through the Playfootball Toolkit. These may be adapted to the specific needs of the club and, where required can be broken into smaller roles. Alternately I can provide Position Descriptions as requested.
- [Position Descriptions | Play Football](#)



Volunteer Induction

- We should be considering delivering a volunteer induction session for all volunteers. This is a prime opportunity to promote the values of the club, introduce key committee people and provide an insight into the needs of the club – operationally.
- This is the beginning of genuine inclusion for all folk who contribute their time to the football club.



Communication

- Group communication tools
- WhatsApp
- Team App
- Be transparent



Rewarding Volunteers

- Nominate to NNSWF volunteer recognition program – [Local Champions Awards](#)
- Volunteer of the week/month award posted to social media
- Thank you through social media
- Incentive schemes
- Subsidise rego, subsidise presentation night
- Certificate of appreciation – gift
- Club apparel (Consider a shirt sponsor for volunteers)



Summary

- Conversations
- Plan
- Create change
- Remove Barriers





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