

Planning for Volunteers Checklist

Being volunteer-ready means having the systems, thinking, and resources in place to support volunteers safely, fairly, and sustainably.

Before Engaging Volunteers

- ☐ Clarified why we want volunteers
- ☐ Does volunteer involvement align with our mission and values?
- ☐ Do staff have the capacity to support volunteers?
- ☐ Are volunteers adding value, not replacing staff?
- ☐ Considered benefits and challenges of volunteer involvement?

Cost and Resources

- ☐ Identified costs for training & induction
- ☐ Accounted for equipment, uniforms, or resources?
- ☐ Allocated staff time for supervision and coordination?
- ☐ Budgeted for recognition, celebrations, or small gifts?
- ☐ Considered consumables like morning tea, and stationery.
- ☐ Decide whether to provide reimbursements

Policies & Key Documents

- ☐ Volunteer Policy
- ☐ Health and Safety Policy
- ☐ Complaints & Resolution Policy
- ☐ Volunteer Application Form
- ☐ Role Descriptions
- ☐ Volunteer Agreement
- ☐ Code of Conduct
- ☐ Handbook &/or procedures

Legal Responsibilities

- ☐ Health and Safety obligations understood and in place
- ☐ Recruitment and involvement compliant with Human Rights Act
- ☐ Volunteer information handled according to Privacy Act

Volunteer Recruitment

- ☐ Decide where and how you will promote volunteer roles
- ☐ Who will be responsible for recruiting?
- ☐ Plan the recruitment process (applications, interviews, phone contact, etc.)
- ☐ Identify any required checks (police vetting, Ministry of Justice checks)
- ☐ Decide whether references will be requested

Volunteer Roles & Coordination

- ☐ Define clear roles and responsibilities for volunteers
- ☐ How many volunteers are needed and the shifts or schedules
- ☐ Assign staff to coordinate and support volunteers
- ☐ Plan for training, induction, and resources to ensure safe, confident work

Building a Positive Volunteer Culture

- ☐ Make sure staff understand and support the role of volunteers
- ☐ Plan induction, training, and resources to set volunteers up for success
- ☐ Set up systems for recognition and respectful, inclusive interactions