



- Provide up-dated job descriptions to reflect evolving role or multi-tasking
- Ensure volunteers know what is expected of them
- Provide volunteer with regular constructive feedback
- Offer opportunities for the volunteer to participate in strategically focused activities
- Provide opportunities to participate in on-going training
- Provide appropriate supervision reflecting the volunteer's demonstrated competence
- Offer mentoring opportunities, up-skilling and job rotation
- Regularly recognize the work and contribution of the volunteer
- Provide information about WHS procedures and conditions of employment
- Develop a comprehensive complaint handling and conflict resolution process – deal with issues promptly and professionally
- Recognise achievements and contributions through a formal volunteer recognition program
- Ensure that the volunteer's experience is enjoyable and that 'fun' is entrenched in everything you do
- Introduce volunteer to key colleagues who can provide support (1st Aid Officer, admin staff, etc.)
- Provide a thorough explanation of the volunteer role and responsibilities