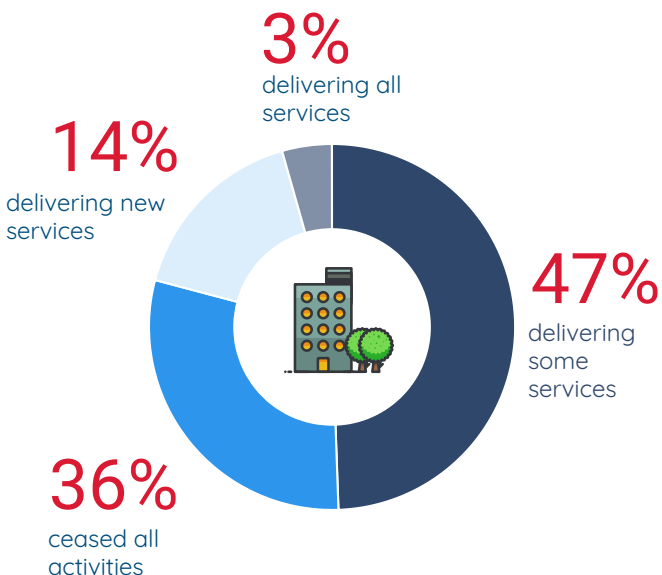
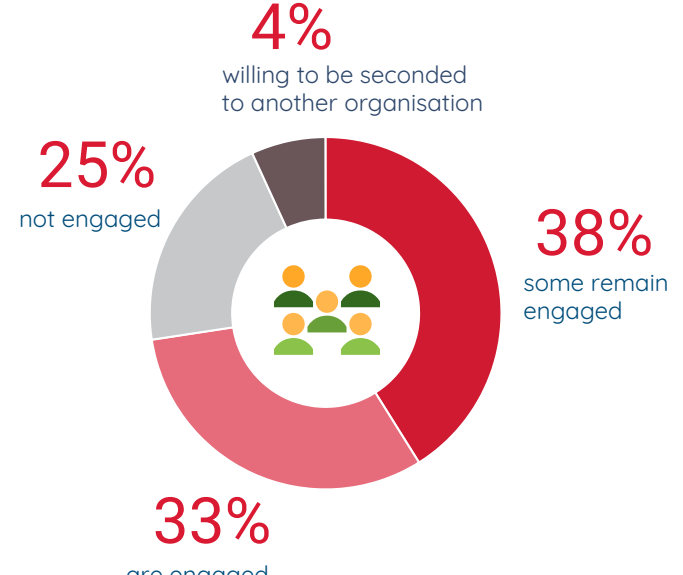


Volunteer Management During COVID-19

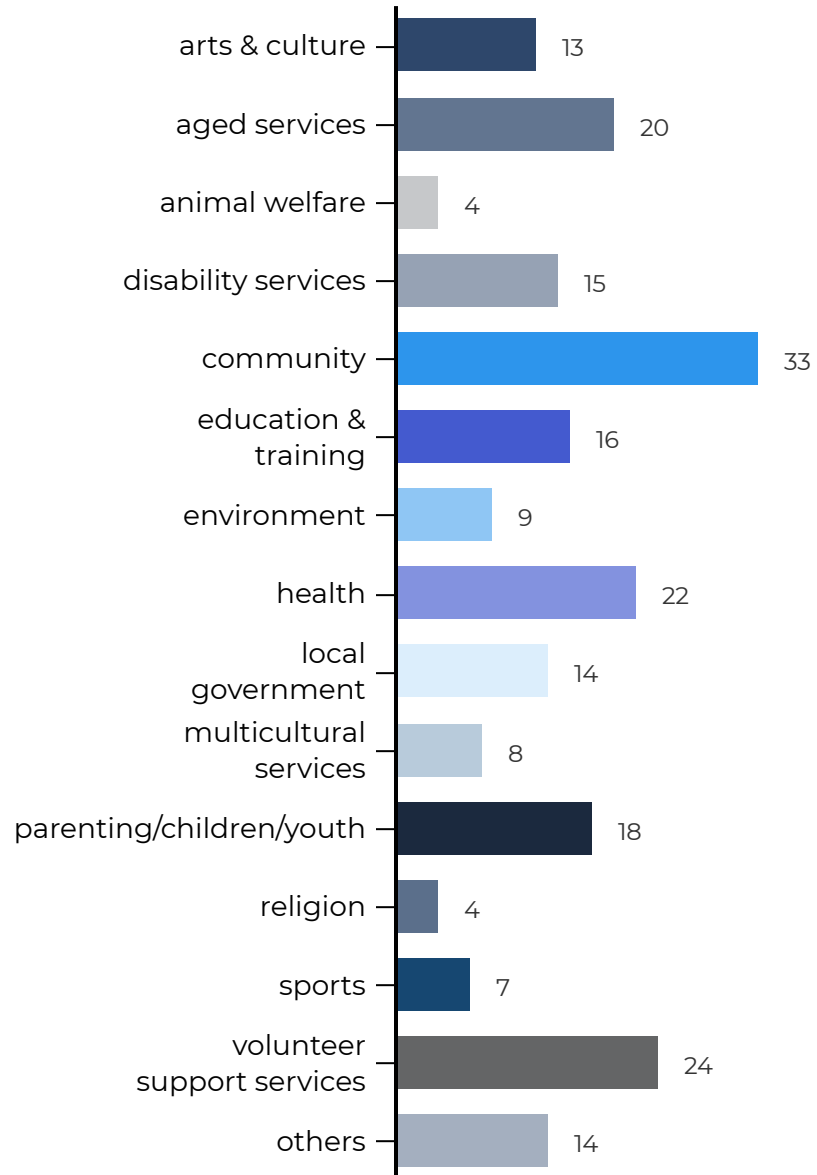
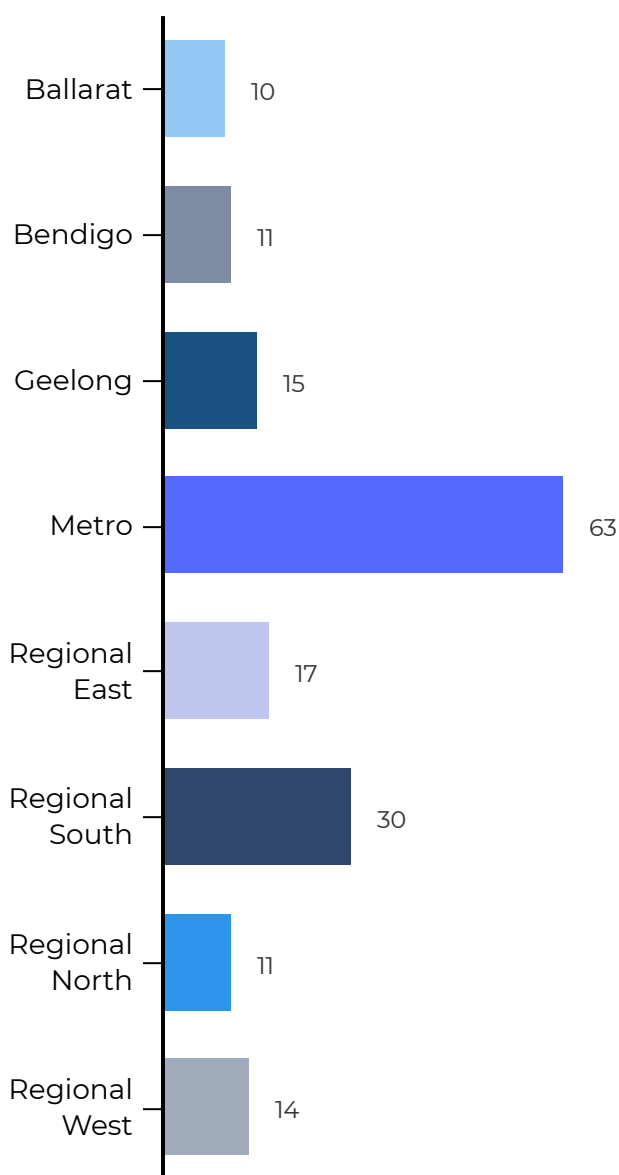
How have organisations been impacted?



How have volunteers been impacted?



Organisations Surveyed



Most Pressing Issues for Volunteer Managers

1 STAYING CONNECTED
one third of the organisations were concerned that their volunteers would not return once the pandemic is over

2 HIGH RISK CATEGORIES
15 respondents had challenges with their volunteer workforce themselves being high risk categories

3 ADAPTION TO ONLINE & REMOTE VOLUNTEERING
13 respondents had issues related to adapting to online volunteering. This included issues with changing systems and also retraining volunteers

4 GENERAL SAFETY/WELL - BEING
organisations with active programs face a new challenge - health and safety of their volunteers and potential exposure of their volunteers

5 LOSS OF RESOURCES
ceased programs have impacted funding, organisational resources and capacity to deliver services

6 LOSS OF VOLUNTEER HOURS
organisations are concerned about losing their volunteers since many programs have stopped delivering

Ideas for Engaging Volunteers

CONVERT IN-PERSON ROLES TO ONLINE OPPORTUNITIES - e- visit your volunteer roles to see whether part or all of them could be completed from home. Remember to keep cyber security in mind; you may also need to check in with your volunteers about any additional data or phone costs and offer support

PLAN FOR NATIONAL VOLUNTEER WEEK - the morning teas may be virtual this year, but plan to email or post cards, recognition on your website and social channels, and perhaps a virtual get together via an online conferencing app. Check our National Volunteer Week [page](#) for ideas

PLAN FOR SOME VOLUNTEER TRAINING - from sending out reading materials through to delivering training online, use the chance to up-skill volunteers as needed

HELP YOU VOLUNTEERS STAY CONNECTED - with family and friends. If you've become a whiz at using online video conferencing platforms, why not share? Send out some simple instructions, then follow up with a practical online group session. You could also start an e-newsletter and feature your volunteers on it. Ask them to share stories and other relevant content for your volunteers

UPDATE YOUR ORGANISATIONS TIMELINE AND HISTORY - it provides recognition for achievements made with volunteers who have been with you for the long haul, and fills in details for volunteers who have joined more recently. You could even run an online process asking volunteers to nominate memories of great achievements or milestones in your history. Share the stories and encourage volunteers to keep with you on the journey

VIRTUAL GET-TOGETHERS - not every online meeting or conference call has to be about your organisation's work! Meeting virtually for friendship is a great idea and the chance to catch up as usual with volunteer and staff colleagues. To do this effectively, you might like to put some topics in place first and actively move the discussion around the group to give everyone a chance to speak

GET COMPETITIVE - put together an easy competition: best store cupboard recipe, the isolation baking championships, home or garden projects completed in lock down, best pet photos. It's a good way for volunteers (and staff) to connect

KEEP IN TOUCH - above all, keep in contact with everyone. Set a diary reminder to send out a short update regularly. Let your volunteers know what is happening at your organisation; share any positives and future plans with them and remind them that we're all looking forward to the time when regular volunteering resumes