

An Introduction to the Karting Australia Volunteer Management Framework

Wednesday 12th June (AEST) 7.30pm - 9pm



Session Outcomes

The purpose of tonight's session is to:

- Identify the volunteer needs of your club and importance to future success.
- Navigate the extensive Volunteer Management Framework (VMF) resources provided by Karting Australia.
- Explore opportunities to plan for an increase the number of volunteers
- Design your Club Volunteer Management Action Plan (V-MAP) using the 7 Steps to effectively plan for the future volunteer needs of your club.



Why Do People Volunteer?



The volunteer numbers

1. Number of current Volunteers in your Club?
2. Number of Volunteers you would ideally like to have active in your club in 2024?
3. Number of new Volunteers to your club in 2023?
4. Number of new Volunteers you would ideally like to have join in 2024?

Volunteer Categories



• ON THE TRACK VOLUNTEERS:

Race Officials – the people who are trained, graded, and licenced by each State Association to meet Karting Australia’s requirements of safety, fairness and competition management.

Source: KA Volunteer Management Framework (VMF) p.3

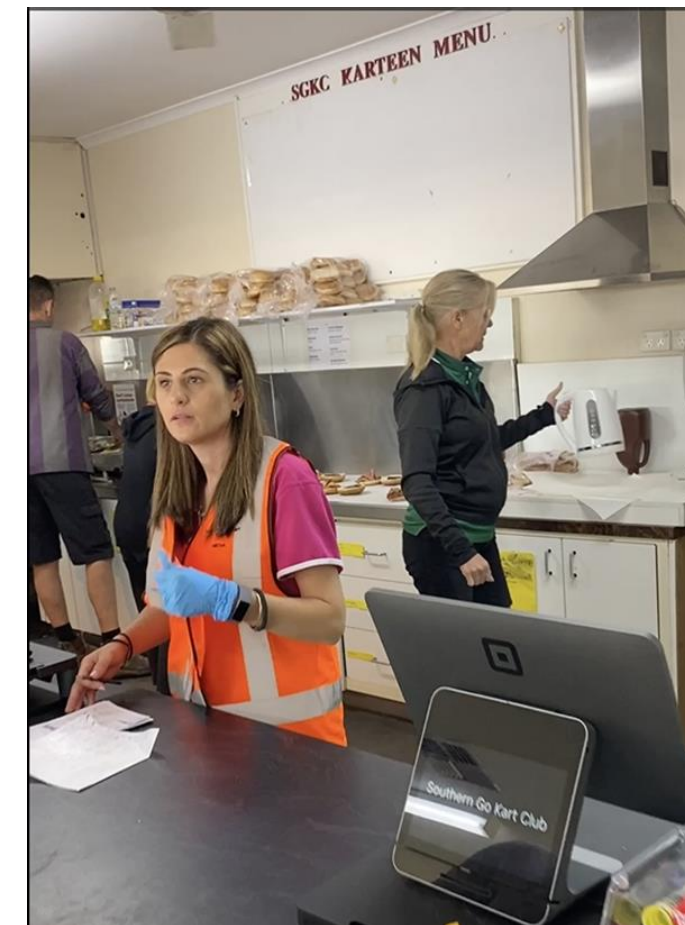
RACE OFFICIALS’ PROGRESSION PATHWAY



Volunteer Categories

• OFF THE TRACK VOLUNTEERS:

People Who Run the Club and the Member State – Club Executive, Administrators and Event Support Volunteers.



Source: KA Volunteer Management Framework (VMF) p.3

Roles for Volunteers

Task: identify roles for ON THE TRACK Volunteers and OFF THE TRACK Volunteers at my Club. Place a tick ✓ next to each and count total roles currently in the club.

Appendix 1: ON TRACK & OFF TRACK VOLUNTEERS

There are many exciting roles to play that make karting the place to volunteer!

ON THE TRACK		OFF THE TRACK	
ROLE	DESCRIPTION	ROLE	DESCRIPTION
RACE OFFICIALS	To direct and control Competitions	President	Provide leadership; responsible to the Committee
All Race Officials are required to complete 'Basic Training' (on-line) in the KA Officials Academy as a pre-requisite to obtaining a Level 4 Officials Licence.		Vice President	Assist the President in providing leadership

Action:

Use Roles for Volunteers document Appendix 1 (VMF) to identify roles for **ON THE TRACK** Volunteers and **OFF THE TRACK** Volunteers at your Club. Place a tick ✓ next to each and count total roles currently in the club. Identify areas where more volunteers are needed.



MAKING THE V-MAP FIT FOR YOUR CLUB

KARTING CLUB PROFILES | VOLUNTEERING BASICS

SMALL CLUB Less than 50 members / licenced drivers	MEDIUM CLUB More than 50 and less than 100 members / licenced drivers	LARGE CLUB MEMBER STATE More than 100 members / licenced drivers
<ul style="list-style-type: none"> • Have position descriptors for all on-track Race Officials (Officials) and off-track Volunteer (Volunteer) roles • Host and record minutes of regular Committee meetings throughout the season • Have a New Member Coordinator • New Member Welcome Letter • Use the Club Volunteer Action Plan and complete <i>Club Volunteer Engagement Record</i> 	<ul style="list-style-type: none"> • All that a SMALL CLUB does plus: • Have an Officials Coordinator • Regular promotion and training for club Officials Club Handbook • Adopt or develop club level policies and procedures • Committee Meeting agenda always includes volunteers as an agenda item. • Minimum required trained Officials (<i>see General Rules Chpt 7 Rule 5</i>) • Club Volunteer Recognition Program 	<ul style="list-style-type: none"> • All that a MEDIUM CLUB does plus: • Have a Volunteer Coordinator/Volunteer Committee • Formal Induction for all New Members • Social media/marketing strategy • Event Management Plan • Club Officials accessing OUR Program • Awards Event that includes volunteer recognition

FINDING THE ON LINE RESOURCES

<https://www.karting.net.au/club-toolkit/volunteers>

[Home](#) > Toolkits

Toolkits

Officials Toolkit Documents

[Click Here to view the documents for Officials](#)

Club Toolkit Documents



FINDING THE ON LINE RESOURCES

<https://www.karting.net.au/club-toolkit/volunteers>

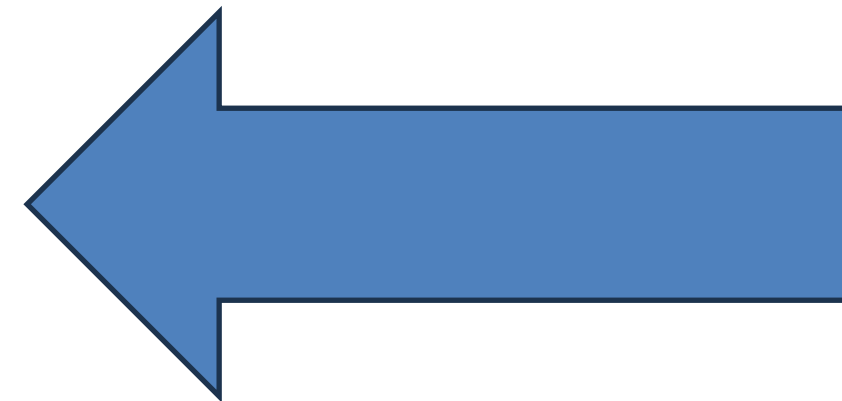
Volunteers

[Karting Australia Volunteer Management Framework – May 2024](#)

[KA Volunteer Management Action Plan Workbook – May 2024](#)

[\[Name\] Club Volunteer Management Action Plan – May 2024](#)

[7 Key Steps Table – May 2024](#)



PLANNING FOR YOUR FUTURE VOLUNTEERS using Karting Australia's Volunteer Management Framework

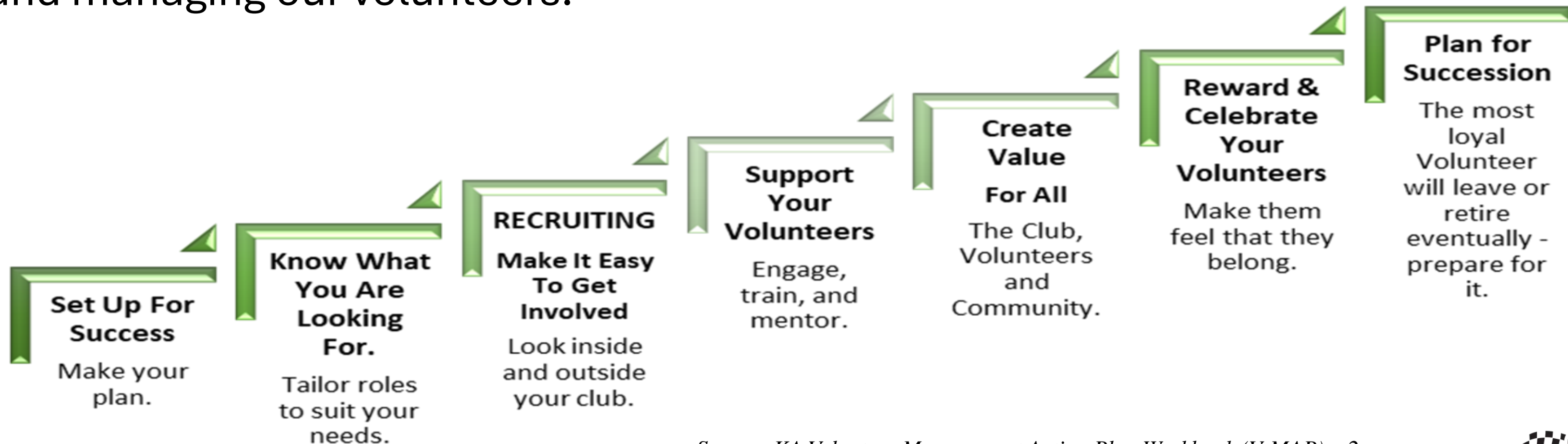
- The “**Volunteer Management Framework**” (VMF) *Available Electronically*
- The “**Volunteer Management Action Plan Workbook**” (V-MAP Workbook) *7 Steps Table*
- The template [Club* Name] “**Volunteer Management Action Plan**” (V-MAP), with three (3) versions being for small, medium, and large Clubs*.
Everyone has a copy suitable for your club size. This is your final club document.
- Customisable off-track “**Volunteer Position Descriptions**”; *Available Electronically*
- Various checklists and surveys that each Club can call their own and use in the recruitment, development, and management of their Volunteers. *Available Electronically*

<https://www.karting.net.au/club-toolkit/volunteers>



CLUB VOLUNTEER MANAGEMENT ACTION PLAN (V-MAP)

Your Club Volunteer Management Plan has **7 key steps** with associated tasks each one that has a specific and critical purpose for successfully engaging and managing our volunteers.



Source: KA Volunteer Management Action Plan Workbook (V-MAP) p.2

CLUB VOLUNTEER MANAGEMENT ACTION PLAN (V-MAP)

- Download The template **[Name] Club Volunteer Management Action Plan - May 2024** (V-MAP). **This is your final club document.**

It contains all three (3) versions being for small, medium, and large Clubs.

Go to p. 6 Small Club V-MAP (Fewer than 50 members)

Go to p. 9 Medium Club V-MAP (More than 50 and less than 150 members)

Go to p. 12 Large Club V-MAP (More than 150 members)



Source: KA Volunteer Management Action Plan (V-MAP)



UNDERSTANDING THE 7 KEY STEPS OF THE VOLUNTEER MANAGEMENT ACTION PLAN (V-MAP)

- Download the document Club Actions for the 7 Steps Table Handout.
 - Use to note down ideas

For more ideas within each Step and to track progress more formally see Document Volunteer Management Action Plan Workbook <https://www.karting.net.au/club-toolkit/volunteers>

Overview – 7 Key Steps Of Your Volunteer Management Action Plan		
Step 1	SET UP FOR SUCCESS:	Use the information in this Volunteer Management Framework document help you to develop a plan to recruit, empower and celebrate your volunteers. Laying a solid foundation should make it so much easier you and those who will follow in your footsteps in the months and years ahead
Step 2	KNOW WHAT YOU'RE LOOKING FOR: <i>Develop Your Plan</i>	A clear Volunteer Plan lets everyone know how they can help and what they're expected to do. A well thought out plan that fits the size of your Club: <ul style="list-style-type: none"> • Helps you manage volunteer recruitment and training. • Describes club roles and what each member can offer. • Ensures a friendly place for volunteers. • Anticipate and addresses issues that may arise. • Appreciates volunteers.
Step 3	RECRUITING: <i>Attracting Your Volunteers</i>	Identify and understand the tasks that need to be done – On Track and Off Track. Adopt or write Position Descriptions Look inside and outside your Club Ask people to help, advertise.
Step 4	SUPPORT YOUR VOLUNTEERS	Creating a great experience will help keep your volunteers coming back. Proudly teach them about your Club. Be welcoming, friendly, supportive. Induct, train and mentor your new volunteers.
Step 5	CREATE VALUE FOR: <i>Your Club, Volunteers & Community</i>	Volunteers bring a sense of dedication, community, and selflessness to a club, bringing energy and a shared purpose. In return, a club can enrich their volunteers' experiences by providing opportunities for personal growth, skill development, and fostering a sense of belonging and achievement.
Step 6	REWARD AND CELEBRATE YOUR VOLUNTEERS	Recognising and celebrating volunteers is essential for your club. It fosters a sense of appreciation and community, motivating members to continue their valuable contributions. Appreciation and rewards come in many forms and leads to long term mutually beneficial relationships.
Step 7	PLAN FOR SUCCESSION	A club's sustainability relies on effective succession planning for its volunteers. For a club to thrive and maintain continuity, it's imperative to have succession plans in place for its volunteers.

Source: KA Volunteer Management Framework p.5



Step 1: Set up for Success

What actions can be taken to set up for success?

- Commit to a Volunteer Management Plan – YOUR CLUB V-MAP.
- Add Volunteering to meeting agendas (Club Executive & Club Committee)
- Be able to answer the following questions:
 - why are volunteers important for the club
 - what are benefits of volunteering for the club
 - identify potential barriers to volunteering (these are addressed later)
- Medium & Large Clubs - Consider appointing a Volunteer &/or Officials Coordinator
- Budget for the recruitment, training, recognition and reward of your Volunteers

Useful resources from the Volunteer Management Framework:

- Volunteer Coordinator position description template (club tool kit on line)



Step 2: Develop Your Plan.

Know what you're looking for.



What actions can be taken to know what you're looking for?

- Roles and Responsibilities. What volunteers do we need on the track (officials) and off the track (volunteers)? Modify position descriptions to be clear on skills and responsibilities.
- How are our volunteer numbers? Consider future targets.
- What are the needs of our volunteers now and moving forward? Survey?
- How can roles be shared or divided up (rather than doing what we have always done)?
- Make the V-MAP a live document.



Useful resources from the Volunteer Management Framework:

- Modify position description templates (club tool kit on line)



Step 3: Recruiting

What actions can be taken for recruiting?

- Consider recruitment from inside the club and outside in the wider community.
- Importance of club culture to welcome and appreciate new volunteers
- Match volunteers to recruitment needs.
- Use role / position descriptions to make skills and responsibilities clear
- Plan the timing of recruitment. How, when and where will advertising for volunteers take place?
- Ensure this is recorded in your 'Live V-MAP' document

Useful resources from the Volunteer Management Framework:

- SEEKING OUT NEW VOLUNTEERS (KA VMF p.15)
- HOW TO ADVERTISE A VOLUNTEER ROLE (KA VMF p.16)



Discussion Question 1: RECRUITING

WHAT DO WE DO NOW TO RECRUIT VOLUNTEERS?

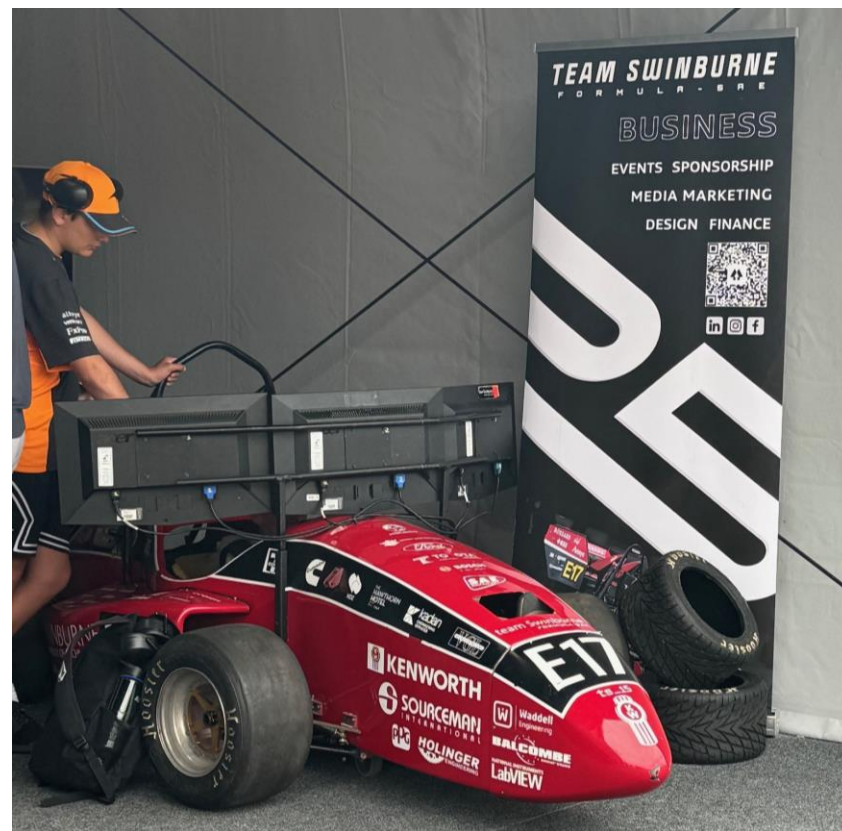
- What actions are taken to seek new On the Track Volunteer (Officials) and Off the Track Volunteers?
- Where have new volunteer members come from in recent times?
- What are potential sources of recruitment inside and outside the club?

Step 3: Recruiting

What actions can be taken for recruiting?

- Consider recruitment from inside the club and outside in the wider community.

Thinking outside the box e.g Approaching Local TAFEs and Universities.



Step 4: Supporting Your Volunteers



What actions can be taken to support your volunteers?

- Welcoming Volunteers - Welcome kit?
- Is it worth having a Welcome Officer to greet new volunteers?
- Provide a consistent welcome experience.
- Induction / Preparing Volunteers to participate in the club. What do new volunteers need? Draw on recent new members to provide ideas in this space.
- Training – First Aid, RSA, Race Officials. Consider a training plan for maximum benefits and team learning opportunities.
- Plan for budget
- Communication.

Useful resources from the Volunteer Management Framework:

- Document 13 Position Description – Welcoming Officer
- Document 15 – Volunteer Induction Checklist Template



Discussion Question 2: SUPPORT & DEVELOP

WHAT DO WE DO NOW TO SUPPORT AND DEVELOP VOLUNTEERS?

- What actions are taken to support new volunteers?
- Are there Induction / Orientation / Welcome activities & documentation?
- What training is provided? Are there opportunities for further training and skill development?
- What forms of communication are used to provide information to volunteers?
- Are there processes for feedback from volunteers?

Step 5: Create Value for All

What actions can be taken to create value for all members.

- Engaged and Active Volunteers is the goal!
- Offer a job shadowing / swap opportunity for a morning or afternoon
- Job Swap Fun Day – The officials become the drivers and the drivers become the officials.
- Keeping Volunteers Informed – providing updates, communication
- Feedback – opportunities for feedback? Process for feedback?
- Club Volunteer Policies - Volunteer Complaint Policy, Behaviour Rules (Codes of Conduct)
- Volunteer Voice. Surveys can generate new ideas, highlight existing strengths and weaknesses. **Give you data to inform decision making.**



Useful resources from the Volunteer Management Framework:

- Document 19 – Club Member Skills Survey



Step 6: Reward and Celebrate

Actions to reward and celebrate volunteers.

- Certificates of appreciation
- Shout outs for 'step ups'
- Drivers Choice Award for volunteer of the round
- Honour Boards / Pins / Badges for Service
- Awards – Family, Rookie, Most Events,
- Photos and pictures around the club – are volunteers included?



Discussion Question 3: REWARDS & CELEBRATIONS

WHAT DO WE DO NOW TO SHOW APPRECIATION AND CELEBRATE VOLUNTEERS?

- What actions are taken to thank volunteers for their time and effort?
- Are there rewards or incentives in place for volunteers e.g club membership discount?
- How are volunteers celebrated in the club?

Step 7: Plan for Succession

Useful resources from the Volunteer Management Framework:

APPENDIX 5 - JUNIOR OFFICIALS

Minors can become officials too from the age of 14 years old.

Refer: <https://www.karting.net.au/wp-content/uploads/2019/11/P26-Junior-Officials-Policy.pdf>

Junior officials must be supervised by another official, 18 years or older who holds a current valid KA Officials Licence

Encouraging juniors to officiate is a great way to introduce them to volunteering at a young age and keep them in the sport. Junior Officials can also be non-racing family members looking for another way to get involved in motorsports.

SAFETY FIRST

All Junior Officials must attend an official briefing and be verbally briefed on the day by a senior official. They must be made aware of whom they are responsible to; and safety measures related to the activity.

Junior Officials are not permitted to attend incidents on the Track



**We can find a role for you no matter
whether you are young or older.**

Step 7: Plan for Succession

What actions can be taken to plan for succession?

- Mentoring – informal opportunities
- Mentoring – planned upskilling and preparing for wider roles
- Who is your number 2 or 3?
- Building a culture of succession

Useful resources from the Volunteer Management Framework:

- Document 16 Volunteer Exit Template



Next Steps...

- ✓ Review the Volunteer Management Framework resources to create your clubs V-MAP to shape future success and build a sustainable volunteer base.
- ✓ Identify who should be involved in developing the V-MAP.
- ✓ Set it firmly on the Club agenda. The time to act is now.

Support

*Further workshops. **PLANNING FOR YOUR FUTURE VOLUNTEERS – Building a Volunteer Management Action Plan (V-MAP):** Monday 24th June (AEST) 7.30-9.00pm OR Monday 22nd July (AEST) 7.30pm – 9pm

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