

Building a Volunteer Management Action Plan (V-MAP)

Monday 24th June (AEST) 7.30pm - 9pm



Session Outcomes

The purpose of tonight's session is to:

- Understand the WHY behind creating a Volunteer Management Action Plan (V-MAP) for your club and how to take the next steps.
- Recap of the resources within the extensive Volunteer Management Framework (VMF) provided by Karting Australia.
- Begin designing your Club Volunteer Management Action Plan (V-MAP) using the 7 Steps to effectively plan for the future volunteer needs of your club.

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>



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

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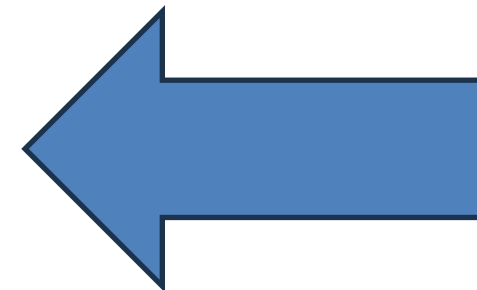
Volunteers

[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](#)



“Our sport is thriving at the moment in all areas bar one – we have a shortage of Volunteers – On Track as Race Officials and Off Track as Club Volunteers”

Kelvin O’Reilly, Chief Executive Officer Karting Australia

Source: Volunteer Management Action Plan Workbook



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)



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 <u>Chpt 7 Rule 5</u></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

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

➤ Download the document Club Actions for the 7 Steps Table Handout.

WHY?

- Good summary of Actions to be Taken
- Good document to take to Committee Meetings

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 by addressing

THE WHY

Why does our club need to commit to a Volunteer Management Plan (V-MAP)?

Why do we need to plan for our clubs volunteers to meet their current and future needs?

Why do we need to convert conversations about the problems with volunteers into actions NOW?

Why do we need to get volunteers involved and keep volunteers actively engaged?



Step 1: Set up for Success by addressing

WHAT IF WE DON'T?

Will our current volunteers experience burnout? Will people walk away and be lost to other sports or community groups?

Are we leaving current problems to future club members when we could act now with resources, collaboration and support?

What if we don't have enough volunteers and officials to run events and support club facilities?

Step 1: Set up for Success

What actions can be taken to set up for success?

- Addressing **THE WHY** and committing to a Volunteer Management Plan – YOUR CLUB V-MAP.
- Addressing **THE WHO** will be involved?
 - * Add Volunteering to meeting agendas (Club Executive & Club Committee).
Include a Budget for Volunteers (recruitment, training, recognition and reward).
 - * Medium & Large Clubs - Consider appointing a Volunteer &/or Officials Coordinator. Ideally have someone in the club in charge of Volunteers.
- ***The plan for managing volunteers is intended to do two main things:***
 - ***get volunteers involved and***
 - ***keep volunteers actively engaged and recognised by our Members.***



Step 1: Set up for Success by addressing

THE WHY

Why does our club need to commit to a Volunteer Management Action Plan (V-MAP) NOW?

How can you answer the **Why?**



By following this Volunteer Management Action Plan – the V-MAP, the club can ensure a smooth transition of roles, maintain continuity, and foster a culture of mentorship and growth.



Step 1: Set up for Success by addressing

THE WHO?



Who will make the decisions to commit to the Volunteer Management Action Plan (V-MAP)?



Who will prepare the Volunteer Management Action Plan (V-MAP) document?



Who will drive the implementation of the Volunteer Management Action Plan (V-MAP)?



Who will measure the success of the Volunteer Management Action Plan (V-MAP)?



Step 1: Set up for Success by addressing

BREAKOUT ROOMS COLLABORATION

How can you answer

Why does our club need to commit to a Volunteer Management Action Plan (V-MAP) NOW?



How can you answer

Who will be involved in the Volunteer Management Action Plan (V-MAP)?

Preparing the V-MAP - CUSTOMISE

Delete the V-MAPs that you are not using and customise the version that you have selected.

Small Club V-MAP (Fewer than 50 members)

[Karting Club] Volunteer Management Action Plan

1. Introduction (Setting Up For Success)

A. Purpose

- To effectively manage and appreciate the volunteers who support the XYZ Karting Club.

B. Scope

- This plan covers the recruitment, training, appreciation, and retention of volunteers.

C. Objectives of the Volunteer Program

- Enhance the club's operations and events.
- Foster a sense of community and teamwork.
- Provide opportunities for members to contribute and develop skills.

CUSTOMISE BY:

- Removing any items from the template in **RED**.
- Adjusting the language to suit your club members
- Adding photos & information from your club.
- Convert the template to your unique Club V-MAP



Preparing the V-MAP – STARTERS

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V-MAP WORKING DOCUMENT (Word Doc)

Actions That The Club Will Consider Taking

The following seven tables contain numerous discussion points and actions that each Club should consider for inclusion in their V-MAP. Add/Change the traffic light under status as you move through the tables.

Step 1: SET UP FOR SUCCESS		
STATUS		
	● Not Started	● In Progress
		● Completed
1. Background & Importance of Volunteering in Karting		Status
	Understand the broader benefits of volunteering beyond the track. <ul style="list-style-type: none"> • Building new friendships. • Becoming part of a community. • Acquiring new skills. • Boosting confidence. • Spending quality time with family. • Feeling a sense of purpose and giving back. • Experiencing enjoyment and fun. 	●
2. Framework Principles for Volunteer Management		Status
	Develop a Plan <ul style="list-style-type: none"> • Ensure the plan is easy to implement and understand. • Make volunteering attractive. • Offer a positive social experience. • Address time constraints by ensuring timely volunteering experiences. • Make the experience rewarding. Remember: Recognition + Reward = Retention. 	●

Volunteer Management Action Plan Workbook. Additional Detail

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SUMMARY REMINDERS



Preparing the V-MAP – STARTERS

Considerations:

- Breaking down the V-MAP into manageable chunks. Use the Steps e.g Complete Step 1 & 2 together, Steps 3,4 & 5, Step 6 & 7 .
- Collaboration – at a Committee Meeting?, small number of people. Wider range of ideas.
- Remember this is Version 1 of your Club V-MAP. Some useful language may be: Initiate, Create, Foundation, Commence, Beginning

Delete the V-MAPs that you are not using and customise the version that you have selected.

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VOLUNTEER BRAINSTORMING
NOTES

Source:
BBKC 2024

RECRUITING

- Ask people directly to volunteer. It is hard to say no to your face than via an email!
- Use FB or Insta to showcase how great being a volunteer is at your club. Use phone to get video to get fun footage of smiling faces etc.
- Ask for volunteers when at race days / ask to their face.
- Connect with other local clubs or groups to see what volunteers they have and can you work together.
- Consider making volunteering essential ie need to volunteer to be allowed to enter championship etc.
- Remember everyone is different. Ask people what they WANT to do.
- Add a Recruiting Officer role to your committee.
- Send emails to all members and ask for expressions of interest, list roles and jobs to be done, the benefits of helping out and the consequences of not having enough help.
- Share officials with other clubs within easy drive.

RETAINING

- Host training nights for volunteers in different areas from canteen to track officiating, KAC, committee etc.
- Use buddy system for all new volunteers.
- Do a BBQ every couple of month for volunteers to thank them and allow for socialising and networking.
- Feature volunteers on social media and thank them OFTEN.
- Encourage Upskilling of officials and other volunteers by current volunteers in those roles.
- Look at having one person who is the volunteer co-ordinator - looks after volunteers at each event, makes sure they are fed, watered, have breaks etc.
- Tweak roles of officials - job sharing for some club days (Wimmera have a doc to outline this). Helps promote development of officials.

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)



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

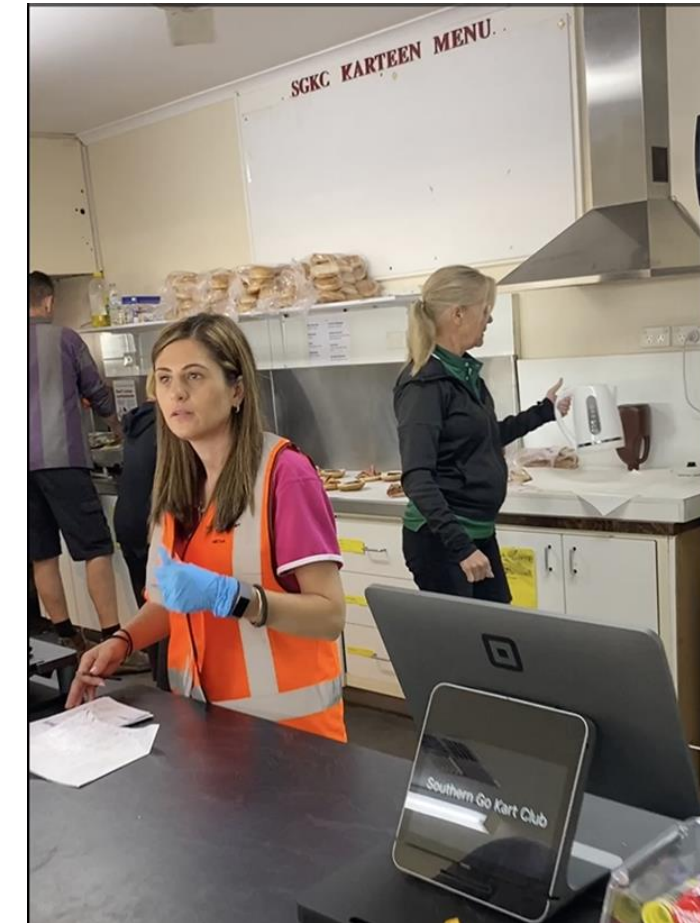
RACE OFFICIALS’ PROGRESSION PATHWAY



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.



Why Do People Volunteer?



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)



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

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?



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...

- ✓ Begin Customising your Club's V-MAP.
Using the Volunteer Management Framework resources
- ✓ Gather the WHO is to be involved. Set a timeframe.
- ✓ Now that you have the WHY, 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): Repeat session: Monday 22nd July (AEST)**

7.30pm – 9pm

Open Question Support Session: Monday 29th July (AEST) 7.30-9pm

*Email: belinda@karting.net.au

