

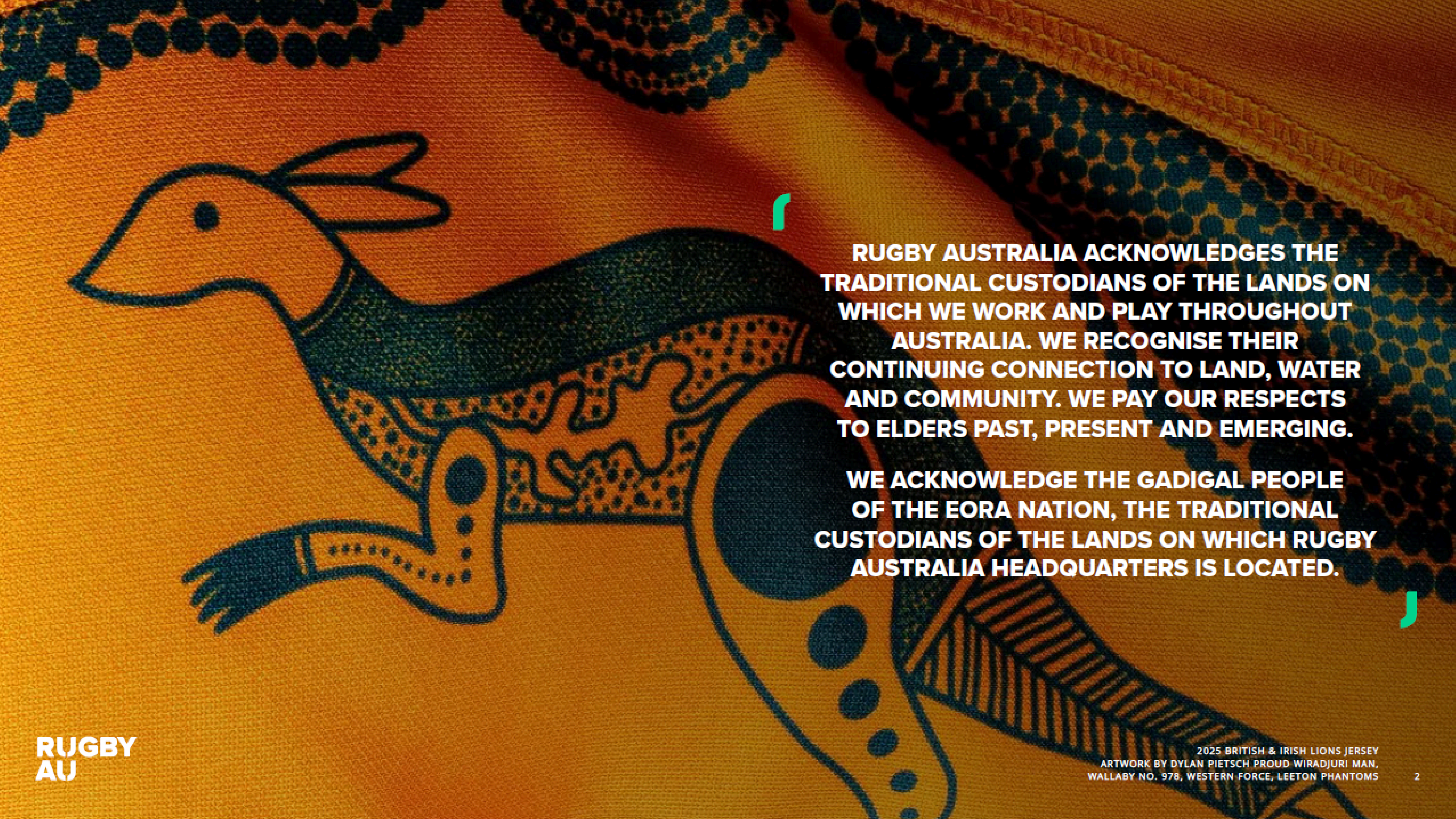


# **NATIONAL CLUB DEVELOPMENT WEBINAR SERIES**

*Strong Systems:*

*Supporting clubs to recruit, retain & manage volunteers*





**RUGBY AUSTRALIA ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF THE LANDS ON WHICH WE WORK AND PLAY THROUGHOUT AUSTRALIA. WE RECOGNISE THEIR CONTINUING CONNECTION TO LAND, WATER AND COMMUNITY. WE PAY OUR RESPECTS TO ELDERS PAST, PRESENT AND EMERGING.**

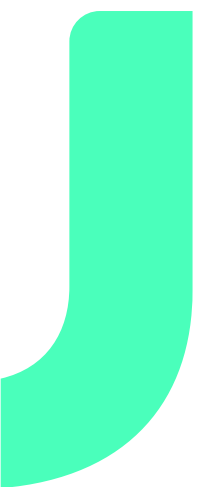
**WE ACKNOWLEDGE THE GADIGAL PEOPLE OF THE EORA NATION, THE TRADITIONAL CUSTODIANS OF THE LANDS ON WHICH RUGBY AUSTRALIA HEADQUARTERS IS LOCATED.**



# THANK YOU FOR CONTRIBUTION!

You want to learn about how to support volunteers at your Rugby Club? Fantastic! This session will help you:

- Understand current trends in volunteerism across Community Rugby Clubs.
- Identify activities to support your club recruit & retain volunteers.
- Connect you with readily available resources and support.
- Plan for success.

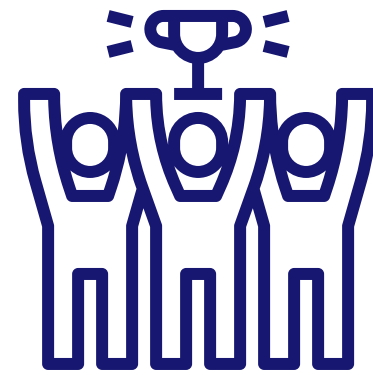


# WHY A WEBINAR ON VOLUNTEERISM?



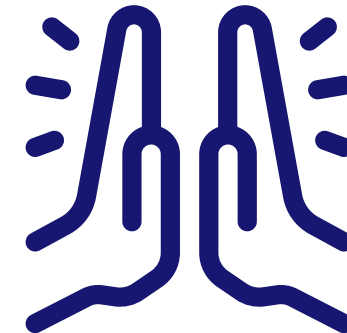
500+

Responses to the 2025 Rugby Australia National Club Health check



Volunteerism

#2 ranked priority of clubs across the country was Volunteer recruitment & retention.



By the numbers

15,000+ non-playing registrations in 2025

# 2025 VOLUNTEER CENSUS REVIEW

**46%**

Volunteer > 6hrs per  
week



**48%**

Non Playing  
Participant Retention



**53%**

Aged 44-54 yrs



**60%**

Received Reward &  
Recognition



**32%**

Received Role  
Description





# THE FOUR “E’s”

*Volunteers are the lifeblood of our Rugby community. Club volunteers are a vital element of club rugby and as such, recruiting and retaining volunteers is key to your clubs success on and off the field.*

**ENGAGE**

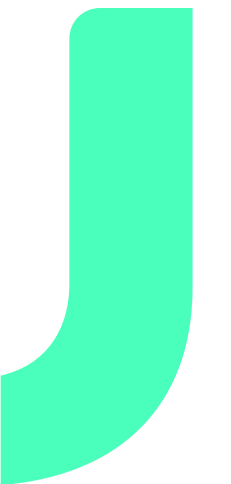
**EMBRACE**

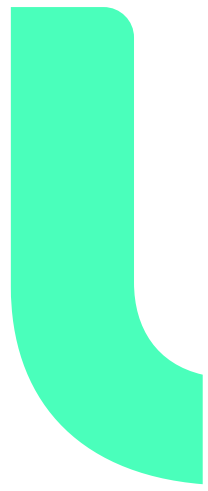
**EDUCCATE**

**EMPOWER**



*Volunteer  
Framework  
document*





# ENGAGE



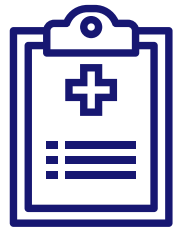
Culture & Values



Environment



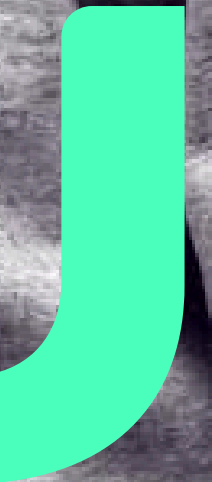
Screening Volunteers

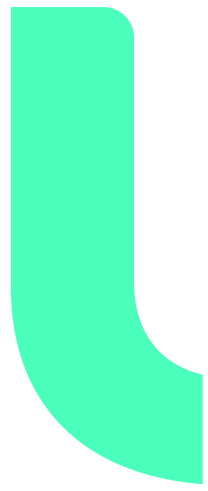


Defined time & roles

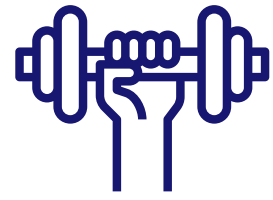


Attracting volunteers

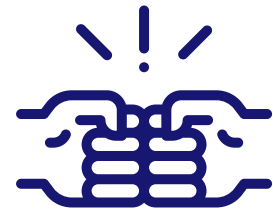




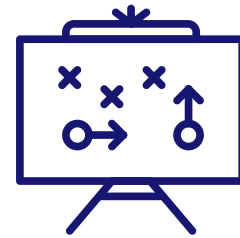
# EDUCATE



Accreditation  
& education



Managing  
conflicts &  
disputes



Review &  
feedback

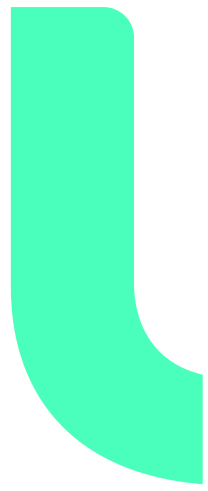


Appoint volunteer  
coordinators



Welcome &  
induction process

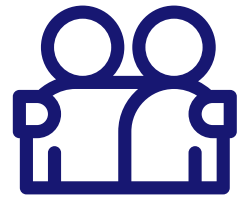




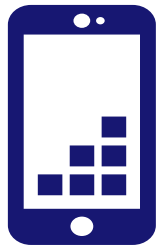
# EMPOWER



Ownership & accountability



Supporting experience

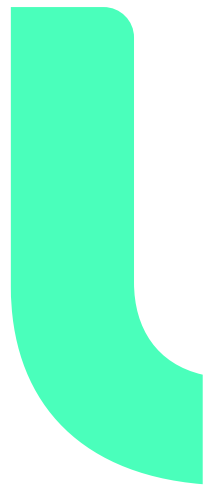


Communication



Decision making





# EMBRACE



End of role  
review  
process



Ongoing  
recognition



Rewarding  
volunteers



# NEXT STEPS

*Small steps for big results*

## Review your clubs current Volunteer management activity

- Use the Volunteer Framework document as your guide.

## Review the Key Actions checklist & connect with your Club Development Manager

- Develop or update a Volunteer Management Plan.

## Access Rugby Australia ClubHub

- Templates, guides, and resources await to explore at your own pace

## KEY ACTIONS CHECKLIST

- Appoint a volunteer coordinator to support and provide direction to volunteers
- Identify the need and the role that is required
- Develop clear role descriptions for each position
- Develop simple strategies for recruitment and retention of volunteers
- Provide education and training opportunities to help increase capability and efficiency in role
- Provide clear direction & support, give some control, and ensure accountability
- Celebrate success
- Reward the volunteer regardless of the time commitment - any contribution is important to the game
- Review at the completion of the role, look to retain individual contact and thank them for their contribution



CHECKLIST	
ENGAGE ACTIONS	
Develop a club culture where you ask "what can we do for volunteers"	<input type="checkbox"/>
Be welcoming and grateful for any contribution. Even the smallest bit of help makes a difference	<input type="checkbox"/>
Identify the organisation needs and the role that needs to be filled	<input type="checkbox"/>
Develop clear role descriptions for each role and how the role can be shared	<input type="checkbox"/>
Develop strategies for recruitment and retention of volunteers	<input type="checkbox"/>
Screening volunteers will ensure you select the most appropriate person for the position	<input type="checkbox"/>

CHECKLIST	
EMPOWER ACTIONS	
Just let go - with clear direction & support. Letting go and empowering volunteers is healthy. It shows trust and will lead to better results!	<input type="checkbox"/>
Remember they are volunteering because they want to help, and they want the organisation to succeed	<input type="checkbox"/>
Consistent communication makes volunteers feel valued and part of the broader club community	<input type="checkbox"/>
Involving volunteers in the decision making provides greater ownership & increases efficiency in the role	<input type="checkbox"/>



# YOU'RE NOT ALONE

*Book a meeting with your local Club Development Manager*

Member Union	Name	Email
ACT & SNSW	Jack Heffernan	Jack.Heffernan@rugby.com.au
NSW - Juniors	Dylan Deep-Jones	Dylan.Deepjones@rugby.com.au
NSW - Seniors	Michael Flude	Michael.Flude@rugby.com.au
QLD - Greater & NT	Matt Kaye	Matt.Kaye@rugby.com.au
QLD - South	John Butterworth	John.Butterworth@rugby.com.au
SA	Rose Jackson	Rose.Jackson@sa.rugby
VIC & TAS	Sean Walker	Sean.Walker@rugby.com.au
WA	Monique Day-Smith	Monique.Daysmith@rugby.com.au

# HAVE YOUR SAY



menti.com  
4347 6653





**COMING NEXT WEEK....**

**RUGBY** | **CLUB**  
**AU** | **IMPACT**  
**PROGRAM**

**RUGBY**  
**AU**





# THANK YOU



Visit <https://clubhub.rugby/> to access all e-learning and club management templates

