4.2 Council Volunteer Process Map

Volunteer Enquiry
Public enquiry direct to Volunteer Connect or program site

Volunteer Eligibility
Initial applicant suitability check: skills, motivation, availability

Volunteer Recruitment
Match with current Volunteer Vacancies.
Volunteer Application form submitted.

Volunteer Interviews
Screen volunteer applications
Book individual or group interviews
Arrange supervised trial sessions

Volunteer Selection
Determine successful & unsuccessful applicants

YES

NO

EXIT or redirect to Volunteer Connect

Volunteer Registration
Volunteer Connect provides Volunteer Intake Pack.
Volunteer completes Intake Pack registration documents.
Registration documents returned to Volunteer Connect.
Better Impact/My Impact file records commenced.

Volunteer Security Checks
Volunteer Connect completes Police Check.
Volunteer completes WWCC (if required).

NO

EXIT

Volunteer On-Boarding
- Meet & Greet
- Site Induction
- Child Safety training
- Role specific training
- Name badges/key tags
- Uniforms (as required)
- Volunteer supervision
- My Impact volunteer support

Volunteer Reviews
- 3 month review
- 12 month review

NO

EXIT or redirect

YES

Volunteer Agreement continues
Years of Service commenced

VOLUNTEER EXIT
Volunteer Retirement
Volunteer Acknowledgement Better Impact & records archived