



## WUFC Volunteer Recognition Program

### Induction Recognition

- Welcome Email & Invite to Induction Event – Volunteer Coordinator responsibility.
- Western United Volunteer Kit: Kappa Polo, Cap, Drink Bottle & Lanyard – given at induction.
- Induction Event: Induction into WUFC what the club is about, opportunity to meet WUFC staff and other volunteers. Also includes site visit to home stadium.
- Volunteers will receive **2 x WUFC Memberships** as part of acknowledgement of their commitment. This also includes benefits such as Member EDMs, 10% Off Merchandise, Membership & Tickets.
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### Ongoing Recognition

- Acknowledge Volunteer Birthday's: With a birthday card/email.
- Special discounts through WUFC sponsors to be passed onto our volunteers.
- Invitation to Club Events – Christmas Parties, Member Events, Family Days etc.
- Once the volunteer **fulfills 6 days or matches of volunteering**, they will receive a signed WUFC ball by their favourite player.
- WUFC to be responsible for nominating our Volunteers for awards outside of our organization such as:
  - FFV Volunteer Awards
  - Volunteering Victoria State Awards
  - Wyndham Community Volunteer Awards

### Volunteer of the Month

- Each volunteer coordinator to rate their volunteers after each game using the following criteria. We will use a rating system out of 10. From that each month we will total to see which volunteer has the highest rating and they will win **volunteer of the month!** Criteria includes:
  - Time Management /10
  - Team Player Skills /10
  - Problem Solving /10
  - Customer Service Interaction /10
  - Above & Beyond /10
- Volunteer of the Month will be acknowledged in the team setting & an email will be sent to all staff and volunteers to commemorate the volunteer's efforts.
- Volunteer of the Month will receive a certificate with a \$50 Coles/Myer Group Gift Card.

### National Volunteer Week

- WUFC to host an event for volunteers during this week.
- Certificate of Appreciation for each volunteer & thank you letter from CEO/club.
- Acknowledgement on website, social media channels with photos of our volunteer crew.

## **Milestone Years**

- Acknowledge Year Milestones with a special Western United pin with each year milestone on it 1, 2 & 5 years. This to be something special the volunteers can keep and wear.
- Volunteer of the Year Award – presented at the End of Year Gala Night.
  - The Volunteer of the Year will be chosen out of the pool of Volunteer of the Month winners.
  - This to be presented to the volunteer with a special crystal trophy with the year and season on it.
  - Volunteer winner and partner or plus one is invited to the Gala Night.
- End of Year Volunteer Function – all volunteers invited to attend an end of year function at a community space venue or pub/restaurant style. Volunteer Coordinators to work together to create some quirky and fun awards for this function. Celebration of the season and thank volunteers for their time and effort over the year.