

# RECOGNITION AND REWARD POLICY AND PROCEDURE

**“THANK YOU!”**

Volunteers deserve acknowledgement for effort, commitment and achieving outcomes that contribute to the overall success of the organisation. A lack of or inappropriate recognition and reward will result in strong negativity within organisations and less volunteers and more pressure on those willing.

Policy Title:	Recognition and Reward
Policy Type:	Volunteer Management

## POLICY

The purpose of this policy is to provide guidance for the equitable and appropriate recognition and rewards for volunteers' contribution to the organisation. All volunteers of the organisation will be recognised and rewarded for their contribution to the organisation's success.

The organisation will ensure that resources are available to reward and support volunteers. Resourcing methods will be determined by the Management Committee. Resourcing will be a mandatory obligation for the participants benefiting from the volunteers services.

## PROCEDURE

### Recognition & Reward

The following procedure will be used to establish a planned and transparent recognition and reward strategy for the volunteers of the organisation. The six steps to the organisation's recognition and reward programs will be:

- Planning, open communication, honesty, fairness, equity and humour.
- Identify the various roles in the organisation and the resources required.
- Categorise roles according to the level of contribution.
- Establish criteria that must be met to receive certain levels of recognition & reward.
- Establish criteria that must be met to receive any special recognition awards.
- Promote the various recognition and rewards that are awarded within the organisation so that it becomes general knowledge to members.
- Present recognition items to the recipients in an appropriate manner.

### Resourcing

The following procedure will be used to establish a resourcing plan that enables the organisation to pay what is required to support, recognise and reward the volunteers of the organisation prior to the commencement of each year.

- Identify the resources required to be allocated to each role and the strategies for redeeming volunteers costs.
- Establish
  - the cost associated with specific roles (telephone costs, consumables, travel etc).
  - the cost associated with rewarding volunteers according to the level of contribution.
  - the cost to the organisation for a reduced fees policy for volunteers.
  - the cost for any services that are “buy in” due to lack of skilled personnel available.
  - the most appropriate reward method for those who do not benefit from fee reduction strategy.
  - the fee rates for those who **do not contribute** ensuring that the resources required covers the organisation's volunteers reward and support costs.
  - a method for communicating the reasons of cost variance to members.