

## Service Leader – Engagement Toolkit

### Purpose

Orange Sky is proud of the over 2,000 volunteers across Australia & New Zealand, without them we wouldn't be able to deliver on our mission of *positively connecting communities* every time our teams are out on shift.

As a local leader, you know your local team best & that's why we want to give you the freedom to engage with and love & thank your amazing volunteers in a meaningful and personalised way. As a volunteer leader, you should be familiar with the volunteer expense policy available on the portal or by clicking [here](#). This can be used as a guide when planning volunteer events and love and thank opportunities.

We've put together this toolbox to help give you some ideas and guidance on some of the ways that you can support your local team. If you have any other ideas or need additional support then just shout out to the Friends & Volunteers team at HQ by emailing [volunteer@orangesky.org.au](mailto:volunteer@orangesky.org.au).

Thank you for everything you do in helping support our friends doing it tough.

### Love & Thanks

We know our volunteers don't want their name up in lights, however we think acknowledging the time and effort our volunteers provide should be part of what we do every day. Here are just a few ways to help celebrate the successes of your local team.

### Local Legends

If you hear of a local volunteer who has gone above & beyond in supporting their shift or Orange Sky then Service Leaders can download and issue a Certificate of Appreciation which can be found:

- Australia Leaders click [here](#).
- New Zealand Leaders click [here](#).

You can send this as a digital certificate to cut down on paper use. To send the certificate simply download the certificate;

- Fill out the name of your volunteer
- Add your name, role & the date
- Print to PDF and send!

We love to hear any amazing stories of volunteers here at HQ so make sure you let us know!



## Newsletter Spotlight

To help keep our local services engaged, our Community Impact team are helping local Community Engagement Coordinators (CEC) and/or Service Leaders to prepare a regular newsletter. Your newsletter can cover friends, great shifts, community supporters

You can showcase a volunteer that has gone above and beyond to share their story with your local team. Contact your local CEC and discuss how to best showcase your Local Legends.

If there is not currently a newsletter in your service and you're interested in starting one then get in touch with us via [volunteer@orangesky.org.au](mailto:volunteer@orangesky.org.au) and we'll help get you started.

Let the volunteer know that you would like to include them in the newsletter and see if they can do a quick profile – you can use some of the below to get you started;

- What shift do they volunteer with?
- How long have they been volunteering with Orange Sky?
- What made them first join the Orange Sky family?
- A fun fact about them
- A photo of them on shift or in their Orange Sky uniform

Feel free to add additional questions to make it your own!

## Local Events

Local events are a great way to get the team together from all the shifts in the area and get to know people who you might have only ever engaged with on WhatsApp!

Part of the role of our Community Engagement Coordinators, includes planning and organising volunteer events. These are usually for the service location birthday, and end of year/Christmas party. If you aren't sure if your service has a CEC, please reach out to your HQ contact. If there is no CEC in your service, you are more than welcome to organise these events alongside your leadership team.

## Asset Birthdays

Every service across the country has a birthday – this is the date that celebrates when Orange Sky commenced operation in the location.

**This date will not change, even if you have had a new van or pod join your service.**

There is a budget allocated to cover the costs of any food, drink or venue hire that you might need. Orange Sky won't cover any alcohol but your local leadership team is free to pick an event or activity that you think best fits your local team members.

The budget is \$1000 per 6 months, per asset or you can choose to bundle that together across all your assets in 1 large event a year – it's up to you.

**Hint:** Contact local venues and let them know your approximate number of attendees and your budget to see if they can tailor something to suit your team. They might be able to work out a special deal for you.

Keep in mind that the activity should be open to all volunteers so aim for something accessible and fun for all ages.

Some ideas include;

- Hiring a local venue such as a hotel/pub or restaurant
- Arranging a picnic at a local park and holding a BBQ
- Hiring a venue such as a bowling alley or barefoot bowls

You'll receive an Asana task to notify you when your van birthday(s) are coming up to help keep track of the event.

**Important:** Tax receipts are required for reimbursements or when claiming expenses.

### Team Leader Catch Ups

The local leadership team are a core part of ensuring that all Orange Sky shifts run smoothly and follow the approved policies and procedures.

Team Leader catch-ups are a great way to stay in touch with your local leaders and run through any local issues that may be relevant to your service as well as to get to know everyone in your local team.

It's recommended to arrange catch-ups with your team at least **quarterly**

Your contact at HQ can help with any updates that might be appropriate for your team or if you would like a team member from HQ to join for the night (this may need to be via zoom depending on service location).

Each service has a budget allocation for catering or room hire that you might need for the night.

#### Suggested Agenda Items:

Intro around the room to get to know each other

Quick update on local service (new shifts, retired shifts)

Roundtable discussion on local issues that have occurred on shift