

## Application Process

A simple, supportive application process helps more people take the first step.



A supportive process builds confidence



### Essential Actions

- ☐ Keep applications short and proportionate to the role
- ☐ Provide a list of questions prior to asking someone to complete an online form
- ☐ Clearly explain why information is being requested
- ☐ Offer alternative application formats:
  - written (online and paper)
  - voice note
  - video
  - informal conversation
- ☐ Explain the process step-by-step before people apply - diagrams can be helpful here
- ☐ Include realistic timelines for deadlines, responses and onboarding
- ☐ Avoid requiring written answers unless writing is genuinely needed for the role
- ☐ Allow people to talk about lived experience and strengths, not just formal experience
- ☐ Use supportive, human language throughout
- ☐ Make it easy to ask questions before applying



### Good Practice

- ☐ Include a short "What to Expect" video or guide
- ☐ Allow people to save and return to applications
- ☐ Provide examples of successful applications or responses
- ☐ Offer support to complete forms if needed
- ☐ Ask applicants about communication preference early on



### Reflective Questions

- ☐ Is this process testing someone's ability to volunteer, or their ability to complete forms?
- ☐ Could this process overwhelm someone before they even start?
- ☐ Are we unintentionally filtering out people with valuable lived experience?
- ☐ Would this feel psychologically safe to someone with anxiety or low confidence?

Check out our video which talks through how to apply for paid roles at Cup-O-T, you could do a similar one for your voluntary roles



### Small changes make a big difference

A simple, welcoming application process helps more people feel confident to apply and belong.



**Cup-O-T:**  
Wellness and Therapy Services.