

Leaving Volunteering

A positive ending ensures people leave feeling valued and appreciated.



Essential Actions

- ☐ Have a clear process of how people can end their volunteering
- ☐ Support them through conversations to make the decision to change role, have a break, reduce commitment or finish
- ☐ Thank every volunteer personally for their contribution
- ☐ Offer an opportunity to discuss why they are leaving
- ☐ Invite honest feedback about their volunteering experience
- ☐ Complete a clear handover where appropriate
- ☐ Return equipment, access passes or resources
- ☐ Provide references or certificates where appropriate
- ☐ Keep records up to date
- ☐ Let volunteers know they are welcome to return in the future
- ☐ Capture learning that could improve future volunteering experiences



Good Practice

- ☐ Celebrate the volunteer's contribution publicly (with permission)
- ☐ Share the difference their volunteering has made
- ☐ Invite volunteers to stay connected through newsletters, events or alumni opportunities
- ☐ Ask whether they would like to volunteer again in the future
- ☐ Explore alternative volunteering opportunities if their circumstances have changed
- ☐ Conduct an informal exit conversation rather than relying solely on a survey
- ☐ Use feedback to improve recruitment, onboarding and ongoing support



Reflective Questions

- ☐ Do volunteers leave feeling appreciated?
- ☐ Do we understand why volunteers leave?
- ☐ Are we identifying themes that could improve volunteer retention?
- ☐ Is our offboarding process supportive rather than administrative?
- ☐ Have we recognised the volunteer's impact?
- ☐ Could this volunteer become an ambassador, supporter or future volunteer?
- ☐ If someone left today, would they recommend volunteering with us to someone else?



Small changes make a big difference

A positive ending leaves a lasting impression and helps to build a stronger community.



Cup-O-T:
Wellness and Therapy Services.