



VOLUNTEERING HANDBOOK

From touchline to clubhouse, Welsh rugby is
powered by volunteers.

2026 -2028

ACKNOWLEDGEMENT AND THANKS



This volunteer handbook has been made possible through the generous support of the Welsh Government and the Wales Council for Voluntary Action.

Their investment has enabled the Welsh Rugby Union to develop a modern, inclusive and people centred approach to volunteering. One that recognises the vital role volunteers play in sustaining community rugby across Wales.

This resource has been designed to:

- Support volunteers to feel confident, valued and supported
- Help clubs create positive, sustainable volunteering environments
- Strengthen the long-term resilience of community rugby

The Welsh Rugby Union is grateful for the commitment shown to volunteering and community sport, and for the opportunity to work in partnership to support volunteers at every level of the game.

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CROESO

YOU BELONG HERE

Thank you for choosing to volunteer at your local rugby club.

By offering your time, you are becoming part of something much bigger than a single role, team, or match day.

Rugby in communities across Wales exists because people like you step forward to help!

Often quietly, often without recognition, but always with impact.

We hope that your volunteering journey will feel positive, engaging, supported and manageable, fitting around your current lifestyle.

The Welsh Rugby Union undertook an extensive consultation in 2025 regarding the way funding was directly provided to community clubs from the National Governing Body.

Your club will have applied for an accreditation level and to achieve that level, they would have had to supply a number of documents ensuring that the club has a sustainable and resilient future.

As part of your onboarding process, we would expect you to have access to the Club improvement plan, EDI plan and safeguarding resources. Please ensure that you read these as they provide the details of the rich history of your community club and also give a clear indication of the direction of travel and plans for your club in the future. They are great resources to assist you with onboarding for your volunteering journey.

Despite all of the above,

You are not expected to know everything, or to get everything right straight away.. We also want to ensure that your volunteering commitment is right for you and your circumstances.



WHAT YOU SHOULD EXPECT FROM YOUR CLUB

This guide has been created to help you feel confident from the very start of your volunteering journey.

It explains what volunteering in rugby really involves, what support you can expect, and how to get the most out of your experience without pressure or confusion and that most of all, you enjoy the hours you give to your local club..

Whether you are helping once a month, every week, or somewhere in between, your contribution matters.

Rugby does not run on facilities or fixtures alone.

This handbook applies to all volunteers, whether you help occasionally, weekly, or somewhere in between

It runs on people.

And we're glad you're here!

1

You are welcomed properly

2

You are supported in your role

3

You are treated with respect

4

You feel valued for what you give

WHY VOLUNTEERS MATTER

Volunteers are the heartbeat of community rugby.

Every training session, match day, junior festival, social event, and safe environment exists because people give their time to make it happen.

Many of those contributions happen quietly, behind the scenes, and without fanfare, but you are all essential.

Without volunteers:

- Training sessions would not run
- Matches would not take place
- Young players would not have safe, welcoming environments
- Clubs would struggle to survive

Volunteering is not an “extra” in rugby.



It is the foundation the game is built on.

Beyond the practical impact, volunteers shape the culture of a club.

The welcome a new player receives, the behaviour seen on the touchline, the atmosphere in the clubhouse.

All of these are influenced by the people who give their time.

When volunteering works well, clubs become places where:

- People feel safe and supported
- Young people can grow in confidence
- Communities come together
- Rugby values are lived, not just talked about

This is why volunteers like you deserve more than a simple thank you.

You deserve clear expectations, proper support, and an environment that respects their time and wellbeing.



**BY VOLUNTEERING, YOU
ARE NOT JUST HELPING
A CLUB FUNCTION.**



**YOU ARE HELPING TO
CREATE THE KIND OF
RUGBY EXPERIENCE
PEOPLE REMEMBER FOR
THE RIGHT REASONS.**

HOW TO USE THIS GUIDE

This guide is here to support you, not to test you!

You do not need to read every page in one go.

You do not need to remember everything.

You do not need to be an expert to get value from it.

Think of this guide as something you can:

- Dip into when you need reassurance
- Refer to if something feels unclear
- Use to understand what support you should expect
- Keep nearby during your first few months

Some pages focus on:

- What volunteering really involves
- What your club should do to support you
- How your first weeks and months might feel
- What to do if something doesn't feel right

Other pages cover:

- Safeguarding and respectful behaviour
- Looking after yourself
- Feeling part of the club
- What happens when life or availability changes

You may find some sections more relevant than others depending on your role.

That's normal. Volunteering looks different for everyone.

If at any point you're unsure about something, this guide should help you ask the right questions and remind you that support is always available.

There is no "right" way to be a volunteer.

There is only a supported, respectful one.

Take your time.

Come back to it when you need to.

You're not expected to do this alone.



WHAT VOLUNTEERING REALLY MEANS

Volunteering in rugby is often talked about as if it is one thing.

In reality, it can mean many different things and it can change over time.

For some people, volunteering means:

- Helping out occasionally on a match day
- Supporting a specific task or role
- Giving time during a particular season
- Contributing skills they already have

For others, it might involve:

- Regular weekly involvement
- Supporting a team or age group
- Helping with organisation or administration
- Being part of the wider running of the club

Volunteering should be:

- Flexible
- Agreed, not assumed
- Clear about expectations
- Manageable alongside work, family, and other commitments

You are allowed to:

- Start small
- Take time to settle in
- Change your level of involvement
- Review what works for you

A good volunteer experience is one where:

- You understand what's expected
- You know who supports you
- You feel comfortable asking questions
- You enjoy being involved

If at any point volunteering begins to feel confusing, pressured, or overwhelming, that is a sign to pause and talk not to push through in silence.

Volunteering works best when it fits around your life, not when it competes with it.

There is no single model of volunteering that everyone must follow.



WHAT VOLUNTEERING IS NOT

Volunteering in rugby comes with many positive expectations but it also comes with some important non expectations.

Volunteering is not:

- A lifetime commitment
- Unpaid employment
- An obligation to say yes to everything
- A requirement to be available all the time

You are not expected to:

- Fill gaps left by others
- Take on multiple roles unless you choose to
- Put rugby ahead of your personal life
- Solve problems on your own

It is okay to say:

- “I can’t do that”
- “I need some support”
- “This is more than I expected”
- “I need to step back for a while”



Good clubs understand that volunteers:

- Have lives outside rugby
- Have changing availability
- Need clear boundaries
- Deserve respect for their time

If you ever feel:

- Pressured to take on more than you agreed
- Guilty for setting boundaries
- Responsible for everything working

That is not how volunteering should feel.

Rugby depends on volunteers, but it should never depend on one person carrying too much.

A healthy volunteer experience is built on agreement, support, and trust not obligation.



THE DIFFERENT WAYS YOU CAN VOLUNTEER

There is no single way to be a rugby volunteer.

Clubs need support in many different areas, and every contribution big or small plays a part in creating a positive rugby environment.

Some volunteers help mainly on match days, for example:

- Setting up pitches or equipment
- Helping with timekeeping or scoreboards
- Supporting junior teams on game days
- Welcoming teams and visitors

Others support the club behind the scenes, such as:

- Helping with administration or membership
- Supporting safeguarding or welfare
- Assisting with communications or social media
- Organising events or fundraising

Some volunteers are involved more regularly, including:

- Coaching or assistant coaching
- Team management
- First aid or medical support
- Committee or leadership roles

Many volunteers:

- Start in one role and move to another
- Help during certain seasons only
- Combine a couple of small tasks rather than one big role

You do not need:

- Previous volunteering experience
- Detailed rugby knowledge (for many roles)
- Special qualifications to get started

Your club should help you find a role that:

- Matches your availability
- Fits your interests or skills
- Feels manageable and clear
- Comes with support

If you're unsure what role suits you best, that's normal.

Starting with something small and reviewing it later is often the best way to begin.

There is always more than one way to contribute and your way matters.

THE SKILLS YOU ALREADY HAVE

You don't need to be a rugby expert to be a great volunteer.

Clubs benefit hugely from the skills, experience, and perspectives that people bring from outside the game.

Many of the most valuable volunteer contributions have nothing to do with rugby knowledge at all.

You might already have skills from:

- Work or professional life
- Caring for family members
- Organising events or groups
- Communication or people skills
- Problem solving or planning

These skills can be just as valuable as on-field experience.

For example:

- Being organised helps keep things running smoothly
- Being approachable helps people feel welcome
- Being calm under pressure helps on busy match days
- Being reliable helps build trust



Volunteering can also help you:

- Build confidence
- Learn new skills
- Try something different
- Gain experience in a supportive environment

You are not expected to know everything on day one.

Learning happens by doing and by being supported.

If you're unsure what you can offer, that's okay.

Your club should help you recognise your strengths and find ways to use them.

You already bring more to the club than you might realise.



WHAT YOU CAN EXPECT FROM YOUR CLUB

Volunteering should never feel like being left to figure things out on your own.

Every volunteer has the right to expect a positive, supportive experience from their club.

While every club is different, there are some basic standards that should apply everywhere.

You should not feel:

- Forgotten after agreeing to help
- Afraid to ask questions
- Pressured to take on more than you agreed
- Criticised without guidance

If something doesn't feel right, you are encouraged to speak up.

That might be to:

- Your volunteer lead or buddy
- A member of the club committee
- The club safeguarding officer

Raising questions or concerns is not a problem, it is part of creating a healthy club environment.

Volunteering works best when expectations go both ways.

You give your time and energy

The club gives you clarity, support, and respect.

That balance matters.

You should expect your club to:

- Welcome you properly
- Explain your role clearly
- Introduce you to key people
- Provide ongoing support
- Respect your time and boundaries
-

You should also expect:

- Clear communication
- Honest conversations
- Help when something feels unclear
- Support if your circumstances change



YOUR FIRST DAY/EVENING

Starting something new can feel uncertain, even when you're looking forward to it.

Your first day or first evening as a volunteer should be about settling in, not proving yourself.

On your first visit, it's normal to:

- Feel unsure about where to go
- Not know everyone's name
- Have questions you didn't expect
- Wonder if you're doing things "right"

That's all part of starting out.

On your first day, you should expect to:

- Be greeted by someone who knows you're coming
- Be shown around the club or facilities
- Be introduced to a few key people
- Be told what will (and won't) happen



You should not be expected to:

- Lead activities
- Take responsibility on your own
- Know how everything works
- Make big decisions

Your role at this stage is simple:

- Observe
- Listen
- Ask questions
- Get a feel for the environment
-

If something isn't clear, it's okay to say so.

If you forget something, that's okay too.

Your club should support you to ease in at a pace that feels comfortable.

Confidence comes with time, familiarity, and support not pressure.

Everyone who volunteers started somewhere.

This is just the beginning!

THE FIRST TWO WEEKS

Your first couple of weeks as a volunteer are about getting comfortable, not getting everything right.

During this time, it's normal to:

- Watch how things are done
- Learn people's names gradually
- Ask the same question more than once
- Take things in bit by bit

You are not expected to have all the answers.

You are not expected to lead or manage others.

You are not expected to work things out alone.



During your first two weeks, your focus should be to:

- Observe how the club operates
- Understand your role at a basic level
- Get to know the people you'll be working with
- Build confidence at your own pace

Your club should:

- Check in with you informally
- Make sure you feel included
- Answer questions patiently
- Reassure you if you're unsure

If something feels confusing or unclear, that's a signal to talk not a sign that you're doing something wrong.

Learning takes time.

Confidence grows gradually.

The early days are about building familiarity and trust, not pressure or performance.

THE FIRST MONTH

By the end of your first month, things should start to feel a little more familiar.

You may:

- Recognise more faces
- Understand how sessions or match days usually run
- Feel more confident asking questions
- Begin to see where you fit in

This is often the point where volunteers start to take ownership of one small, agreed task.

That might be:

- Helping set something up
- Supporting a specific part of a session
- Taking responsibility for a simple admin task
- Assisting the same activity each week

This step should feel manageable and clearly agreed not assumed.

Around this time, your club should check in with you and ask:

- Is your role clear?
- Is the time commitment what you expected?
- Do you feel supported?
- Is there anything you'd like to change?

These conversations are important. They help make sure volunteering continues to feel positive and sustainable.

If something isn't working as you hoped, it's okay to say so. Adjusting early is far easier than struggling on quietly.

The aim at this stage is not to increase pressure, but to build confidence and clarity.



YOUR FIRST 90 DAYS

Your first 90 days as a volunteer are about finding the right balance not proving your commitment.

By this point, you should:

- Feel more comfortable in your role
- Know who to go to for support
- Have a clearer sense of how much time you can give
- Feel part of the club environment

This is also the point where it's completely normal to review how things are going.

Around the three month mark, you should expect a conversation that asks:

- Is this role still working for you?
- Does the time commitment feel manageable?
- Would you like to continue as you are, change something, or step back?

There are no “right” answers to these questions.

You might decide to:

- Continue exactly as you are
- Adjust your role slightly
- Try something different
- Reduce your involvement for now

All these choices are valid



Volunteering works best when it is agreed, not assumed.

Regular check-ins help make sure expectations stay clear and realistic for everyone involved.

If you are enjoying volunteering, that's great.

If you're finding it challenging, that's important to talk about.

The goal of the first 90 days is simple:

To make sure volunteering fits into your life in a way that feels positive and sustainable.

WHO SUPPORTS YOU

You are never expected to volunteer on your own.

Every club should have clear people in place to support you, answer questions, and help if something feels unclear or difficult.

Depending on your club, this support may include:

Volunteer Lead or Coordinator

- This person helps welcome new volunteers, explains roles, and checks in to make sure things are going well.

Buddy or Experienced Volunteer

- Someone who can show you how things work, day to day operations and answer practical questions.

Club Safeguarding Officer

- This person supports anything related to welfare or safeguarding and is there if you have a concern or feel uncomfortable.

Club Committee Members

- Including the Chair or Secretary, who have overall responsibility for how the club operates.

If you're ever unsure who to speak to, it's okay to ask.

Your club should make this clear to you.

You can ask for support if:

- You're unsure about your role
- Something doesn't feel right
- You're feeling overwhelmed
- You need to change your level of involvement

Asking for help is not a sign of weakness.

It is a normal and expected part of volunteering.

Support exists to make sure your experience is positive, safe, and sustainable





WHEN THINGS FEEL UNCLEAR

At some point, most volunteers experience moments of uncertainty.

You might feel:

- Unsure about what's expected of you
- Confused about how something should be done
- Uncomfortable with a situation
- Worried about asking the “wrong” question

These feelings are normal and they are not a problem.

You should never feel:

- That you're bothering someone
- That you should “just get on with it”
- That raising a concern will reflect badly on you

Speaking up helps:

- Prevent small issues becoming bigger problems
- Keep expectations clear
- Protect you, the club, and others

If something doesn't feel right, trust that feeling and talk to someone.

You do not need to have all the answers or use the perfect words.

Volunteering should feel supported and clear not confusing or isolating.

You are allowed to ask.

You are allowed to pause.

You are allowed to be supported.

What matters is what is happening next.

If something feels unclear, you are encouraged to:

- Ask a question
- Start a conversation
- Seek clarification early

You can do this by speaking to:

- Your volunteer lead or buddy
- A member of the club committee
- The club safeguarding officer



SAFEGUARDING, EXPLAINED SIMPLY



If you are ever unsure whether something is a safeguarding issue, it is always better to ask than to ignore it.

Raising a concern does not mean you are accusing someone of wrongdoing.

It means you are helping to keep people safe.

Safeguarding is a shared responsibility and you are supported in playing your part.

Safeguarding is about creating environments where everyone feels safe, respected, and supported.

In rugby, safeguarding exists to protect:

- Children and young people
- Adults at risk
- Volunteers themselves
-

It is not about suspicion or blame. It is about prevention, care, and responsibility.

As a volunteer, you may hear safeguarding talked about in relation to:

- Training or workshops
- Checks or registration for certain roles
- Codes of behaviour
- Reporting concerns

Your club should guide you through anything that applies to your role and explain what's required and why.

Safeguarding works best when:

- Expectations are clear
- People feel confident speaking up
- Concerns are handled properly and promptly

YOUR RESPONSIBILITIES AS A VOLUNTEER

Volunteering comes with responsibilities as well as support.

These responsibilities are not about being perfect they are about helping to create a safe, respectful environment for everyone involved.

As a volunteer, you are expected to:

- Treat others with respect
- Act in a way that reflects the values of rugby
- Follow club guidance and agreed processes
- Work within the boundaries of your role

This includes:

- Using appropriate language and behaviour
- Treating players, parents, officials, and other volunteers fairly
- Avoiding situations where boundaries could become unclear
- Asking for guidance if you are unsure

You are not expected to:

- Handle difficult situations alone
- Deal with concerns beyond your role
- Confront people if you feel unsafe doing so

If a situation feels uncomfortable or beyond your responsibility, the right step is to pass it on to the appropriate person within the club.

Clear boundaries protect:

- Participants
- Volunteers
- The club

By working within agreed expectations and asking for support when needed, you help create an environment where everyone can enjoy rugby safely.



REPORTING CONCERNS

Knowing what to do if something doesn't feel right is an important part of volunteering.

A concern might relate to:

- The welfare or safety of a child or adult
- Behaviour that feels inappropriate or unsafe
- Something you have seen, heard, or been told
- A situation that makes you feel uncomfortable

You do not need proof.

You do not need to be certain.

You do not need to handle it on your own.



If you have a concern, you should:

1. Speak to your Club Safeguarding Officer as soon as possible
2. If they are unavailable, speak to a member of the club committee
3. Follow the guidance you are given

Your club should:

- Take your concern seriously
- Support you through the process
- Handle the matter appropriately and confidentially

You should never be:

- Criticised for raising a concern
- Asked to investigate it yourself
- Pressured to stay silent

If you are ever unsure who to contact, ask or use the contact details provided at the back of this guide.

Raising a concern is about care, not blame. It helps protect individuals, volunteers, and the club.

Speaking up is the right thing to do and you will be supported when you do.

SOCIAL MEDIA, COMMUNICATION & CONDUCT

What happens online can have just as much impact as what happens at the club.

As a volunteer, you may use social media or messaging apps to:

- Share information
- Celebrate success
- Communicate with others involved in the club

Used well, this helps build community.

Used carelessly, it can cause harm often unintentionally.

When communicating online or by message, volunteers are expected to:

- Be respectful and appropriate
- Avoid sharing private or sensitive information
- Use agreed club channels where possible
- Think about how messages could be received by others

You should be particularly careful when:

- Communicating about children or young people
- Sharing photos or videos
- Commenting on incidents, decisions, or disputes
- Posting when emotions are running high



If you are ever unsure whether something should be shared, it's okay to pause and ask for guidance.

You are not expected to:

- Respond to conflict online
- Defend the club publicly
- Engage in arguments or criticism

If you see something online that concerns you, pass it on to the appropriate person within the club rather than responding yourself.

Good conduct, both in person and online, helps protect:

- Individuals
- Volunteers
- The reputation of the club

When in doubt, keep communication respectful, simple, and supportive.



LOOKING AFTER YOURSELF

Volunteering should add something positive to your life.

While giving your time can be rewarding, it can sometimes become challenging, especially if responsibilities grow or life outside rugby becomes busy.

It's important to pay attention to how volunteering is making you feel.

It is okay to:

- Set clear boundaries
- Say no to additional tasks
- Ask for help
- Step back for a period of time

Good clubs want volunteers to enjoy their involvement and stay involved for the long term.

That only happens when people feel supported and respected.

If you're feeling overwhelmed, you can:

- Speak to your volunteer lead or buddy
- Talk to a member of the club committee
- Ask for adjustments to your role

Looking after yourself helps you:

- Enjoy volunteering more
- Be more confident in your role
- Continue contributing in a sustainable way

Your wellbeing matters.

Taking care of yourself is part of being a responsible volunteer.

You might need support if you notice:

- Feeling stressed or under pressure
- Losing enjoyment
- Feeling guilty about saying no
- Feeling responsible for everything working

These are signs to pause and talk not signs that you're failing.



BELONGING AT YOUR CLUB

Volunteering is not just about what you do. It's about feeling that you belong.

Belonging means feeling welcome, included, and valued for who you are not just for the role you play.

It's knowing that you are part of the club, not on the edges of it.

When belonging is strong, volunteers:

- Feel comfortable being themselves
- Feel confident contributing
- Feel safe asking questions
- Feel connected to the people around them



Belonging shows up in small but important ways:

- People knowing your name
- Being greeted when you arrive
- Being included in conversations
- Feeling comfortable in shared spaces
-

You should never feel like:

- An outsider
- “Just a helper”
- Someone who only matters when something needs doing
-

If you ever feel disconnected or overlooked, it's okay to say so. Clubs don't always realise how things feel from the inside unless someone speaks up.

Belonging doesn't happen instantly. It builds over time through relationships, shared experiences, and everyday kindness.

When volunteers feel they belong, they are more likely to:

- Enjoy their involvement
- Stay involved longer
- Encourage others to get involved

You belong in your club because you are part of what makes it work.

RECOGNITION AND APPRECIATION

Everyone needs to feel appreciated.

Recognition doesn't have to be formal, public, or grand to matter. Often, the simplest gestures have the biggest impact.

Feeling appreciated might look like:

- A genuine thank you
- Someone noticing your effort
- Being acknowledged in front of others
- Feeling that your time is valued

Recognition helps volunteers:

- Feel seen
- Feel motivated
- Feel that their contribution matters

You shouldn't feel that appreciation only happens at the end of a season or at an awards night.

Small, regular thanks are just as important and often more meaningful.

If you ever feel unnoticed or taken for granted, it's okay to talk about it.

Appreciation is part of a healthy volunteering environment, not something to feel awkward about.

Clubs are encouraged to recognise volunteers in ways that feel genuine and inclusive.

That might be:

- A quiet thank you
- A public mention
- Being included socially
- Being trusted with responsibility

Your time and effort matter.

Recognition is not a bonus it's part of respect



LEARNING AND DEVELOPMENT

Volunteering can be a chance to learn something new but it should never feel like an obligation.

Some volunteers enjoy developing their skills or taking on new challenges.

Others are happy to contribute in the same way for years. Both are completely valid.

If you do want to learn or develop, volunteering can offer:

- Training or courses
- Opportunities to build confidence
- Experience that's useful in work or everyday life
- New perspectives and skills

You might develop:

- Leadership or teamwork skills
- Communication and organisation
- Confidence in new situations
- A better understanding of people
-

Any training or development should:

- Be optional
- Be supported by the club
- Match your interests and availability



There is no expectation that you must progress, move into leadership, or take on more responsibility unless you want to.

Growth in volunteering is about choice, not pressure.

If you're interested in learning more or trying something new, let your club know.

If you're happy where you are, that's just as valuable.

Your contribution matters at every stage.

WHEN LIFE CHANGES

Life doesn't stay the same and neither does volunteering.

Your availability, priorities, or circumstances may change over time. That might be due to:

- Work or study
- Family commitments
- Health or wellbeing
- Simply needing a break

All of these are normal.

It is okay to:

- Reduce your involvement
 - Change roles
 - Step back for a period of time
 - Stop volunteering altogether
- None of these choices mean you've let anyone down.

Good clubs understand that volunteers come and go at different stages of life.

What matters is that people feel supported both when they are involved and when they need to step away.

If you decide to change your involvement or leave, you should feel:

- Respected
- Thanked for what you've given
- Welcome to return in the future

Leaving well is just as important as starting well.

Volunteering should always feel like a choice not a trap.



WHAT COMES NEXT

There is no single path in volunteering.

What happens next depends entirely on you, your circumstances, and what feels right at the time.

After settling into your role, you might choose to:

- Continue exactly as you are
- Take on a little more responsibility
- Try something different within the club
- Stay involved occasionally rather than regularly

You might also decide that:

- Now isn't the right time to do more
- You'd like to pause your involvement
- You want to step away for a while

All of these choices are valid.

Volunteering works best when it remains a choice not an expectation.

There should never be pressure to “move up”, take on leadership, or commit long term unless that's something you actively want.

Good clubs understand that people's lives change.



They value every contribution, whether it lasts for a few weeks, a season, or many years.

If you're unsure what you'd like to do next, it's okay to talk it through with someone at the club.

Sometimes the right next step is simply staying where you are.

There is no rush.

There is no deadline.

What matters is that volunteering continues to feel positive, supported, and manageable for you.

FREQUENTLY ASKED QUESTIONS

What if I don't have much time?

That's okay. Many volunteer roles are flexible and can fit around other commitments. Be honest about your availability and review it if things change.

What if I get something wrong?

Making mistakes is part of learning. You're not expected to be perfect. Ask questions and seek support that's how confidence grows.

What if I can't commit long term?

There is no requirement to commit long term. Volunteering can be short term, seasonal, or occasional.

What if I feel overwhelmed?

Feeling overwhelmed is a sign to talk, not to push through. Speak to your volunteer lead or someone you trust at the club.

What if I want to change roles?

That's completely normal. Many volunteers move between roles or adjust their involvement over time.

What if I need to stop volunteering?

It's okay to step away. You should be thanked for your contribution and feel welcome to return in the future.

Who do I speak to if I'm unsure about something?

Your first point of contact is usually your volunteer lead, buddy, or a member of the club committee. Safeguarding concerns should be raised with the club safeguarding officer.

If you have a question that isn't covered here, it's always okay to ask. those at your club or email:

clubvolunteering@wru.wales



KEY CONTACTS AND SUPPORT

Knowing where to go for support helps volunteering feel safer and more manageable.

Your club should make it clear who to contact if you have questions, need support, or want to talk something through.

These details may be shared with you directly or displayed at the club.

At club level, your main points of contact are usually:

Volunteer Lead or Coordinator

- For questions about your role, onboarding, or support.

Buddy or Experienced Volunteer

- For day to day questions or reassurance.

Club Safeguarding Officer

- For anything related to welfare, safeguarding, or if something doesn't feel right.

Club Chair or Committee Member

- For broader issues or if you're unsure who else to speak to.

You should never feel unsure about who to approach. If you are, it's okay to ask. Clarity is part of support.

If you need additional guidance beyond the club, support is also available through the wider rugby network.

Clubs can help signpost you to the right place if needed.

Keep these contacts somewhere accessible.

It's better to know who to speak to before you need to.

Support is there so you don't have to handle things on your own.



DIOLCH

Thank you for choosing to volunteer.

By giving your time, energy, and care, you are helping to create positive rugby experiences for players, families, and communities across Wales.

Your contribution whether regular or occasional matters more than you may ever fully see.

Volunteering is not about perfection.

It is about presence, effort, and care.

There will be moments that feel rewarding, moments that feel challenging, and moments that feel ordinary.

All of them matter.

Every hour you give helps make rugby possible.

You are part of the game not because of a title or a role, but because you show up.

If at any point you need support, reassurance, or a conversation, it is okay to ask.

You are not expected to carry things alone.
Rugby is stronger because of people like you.

Clubs are stronger because of people like you.
And whatever your journey in volunteering looks like now or in the future your contribution is valued.

Thank you for being part of it.



THE WELSH RUGBY VOLUNTEER CHARTER

Volunteering is at the heart of Welsh rugby.

This charter sets out a shared understanding between volunteers, clubs, and the wider rugby community. Built on respect, care, and belonging

As a rugby volunteer, you can expect:

- To be welcomed and treated with respect
- Clear and honest expectations about your role
- Support, guidance, and someone to turn to
- A safe, inclusive, and positive environment
- Recognition and appreciation for your contribution
- Respect for your time, boundaries, and wellbeing

You should never feel pressured, overlooked, or expected to give more than you can.

Your rugby clubs commits to:

- Valuing volunteers as people, not just helpers
- Providing clear roles, support, and check-ins
- Creating environments where volunteers feel they belong
- Supporting volunteers to speak up and be heard
- Looking after volunteers' wellbeing, not just delivery

Strong clubs are built on shared responsibility and mutual respect.

As a rugby volunteer, you commit to:

- Treat others with respect and fairness
- Act in a way that reflects the values of rugby
- Work within agreed roles and boundaries
- Ask for support when something feels unclear
- Help create a safe and welcoming environment

You are not expected to know everything, only to act with care and integrity.

As Welsh rugby, we believe:

- Volunteering should be positive and sustainable
- Belonging is the starting point
- Support matters more than pressure
- People matter more than process

Rugby in Wales exists because people choose to give their time.

Our shared commitment

This charter is a reminder that volunteering works best when it is:

- Agreed, not assumed
- Supported, not stretched
- Valued, not taken for granted

This Together, we commit to making Welsh rugby a place where volunteers feel proud to belong.

YOUR FIRST 90 DAY CHECKLIST

This is not a test.

You do not need to complete or return this.

It is here to help you understand what a supported volunteer experience should look like.

If some of these things don't feel true for you, that's a reason to talk not a reason to worry.

In your first 7 days, you should:

- ☐ Be contacted and told where and when you are needed.
- ☐ Know exactly what your role is and what your first task will be.
- ☐ Know who to report to on training nights, match days or other dates.
- ☐ Know what equipment, access, or information you need.
- ☐ Understand what you are not responsible for.
- ☐ Have had the clubs policies shared to you and read over.

In your first month, you should:

- ☐ Be confidently carrying out your agreed tasks.
- ☐ Know the normal routine (e.g. training nights, match days, set-up)
- ☐ Understand how your role fits into the wider club operation.
- ☐ Know how to raise issues, swap duties, or ask for help.
- ☐ Have clarity on how much time your role usually takes.

By around 3 months, you should:

- ☐ Feel settled and capable in your role.
- ☐ Know what “a good job” looks like for what you do.
- ☐ Be trusted to carry out tasks without constant supervision.
- ☐ Know how to adjust or step back if your availability changes.
- ☐ Have a clear sense of whether you want to continue, change, or grow your involvement.

Volunteering should help the club and feel manageable for you.

Clear tasks, clear expectations, and shared responsibility are what make volunteering enjoyable and sustainable.

If you feel like you need further support, reach out to your Volunteer Coordinator.

FURTHER SUPPORT & RESOURCES

Use these only if they are helpful to you. Everything on this page is optional.

You are not expected to read or complete anything here unless it applies to your role or is something you choose to explore

This page is here so you know where to go if you ever need more information or support.

Safeguarding & Welfare

If your role involves working with children or adults at risk, your club will guide you through any required training or checks and explain what is needed and why.

You can find further information on:

- Safeguarding training and workshops
- How to raise a concern
- What happens after a concern is raised

If you ever have a concern about someone's safety or wellbeing, speak to your Club Safeguarding Officer as soon as possible.

You will be supported for doing so.

For further Safeguarding information and support please email:

safeguarding@wru.wales

dbs@wru.wales

Training & Learning

Some volunteers enjoy learning new skills or gaining qualifications. Others are happy contributing without additional training. Both are completely valid.

Optional opportunities may include:

- Coaching or refereeing courses
- First aid training
- Welfare or wellbeing workshops
- Personal or leadership development

Any training should:

- Be optional
- Be supported by your club
- Fit around your availability

There is no expectation that you take part unless you want to.

For optional training and learning opportunities please email:

ref.admin@wru.wales

coach.admin@wru.wales

clubvolunteering@wru.wales

FURTHER SUPPORT & RESOURCES

Looking After Yourself

Volunteering should feel positive and manageable.

If at any point volunteering begins to feel stressful, overwhelming, or difficult, it's okay to pause and talk to someone.

Support may include:

- Adjusting your role
- Reducing your time commitment
- Taking a break
- Stepping away if needed
-

Looking after yourself helps you enjoy volunteering and stay involved for longer.

Wellbeing and support resources:

integrity@wru.wales

clubdevelopment@wru.wales

WRU Volunteer Support

Further guidance, updates, and support for volunteers are available through the WRU.

This may include:

- Volunteer guidance
- Updates and information
- Additional support signposting

Your club can help you access the right support if you're unsure where to go.

WRU Volunteer Support can also be accessed via these emails:

clubvolunteering@wru.wales

clubdevelopment@wru.wales

