

## Club Welcome Pack

Your Club Welcome Pack could be your prospective member's first impression of your club. It is essential to ensure it is attractive, professional and well presented.

Here are some things you could include in your club welcome pack. Some of this may be on your website and you can provide some links to help them find out where you put your information.

- A personal welcome from the Club chairperson
- Membership application form (if they have not already joined)
- Club information:
  - History
  - Aims and objectives
  - Club policies and procedures
  - Accreditation information
- Club handbook
  - Training session details
  - Contact information
  - Events
  - Membership categories and fees
  - Codes of conducts (paddlers, parents/guardians, coaches, volunteers)
  - Social calendar
- A who's who guide to the club (with important contact details - specific attention to be paid to the Welfare Officer)
- Information on how they can help out the club (e.g. key volunteer roles needed at that current time).

### Other useful information

Other information you may wish to provide your new member may include:

- A specific invitation to the next social event to help welcome them to club - you may even organise a new members social evening.
- Provide details of any key meetings they may wish to attend - at the relevant time during the year they would also need to be invited to the Annual General Meeting.
- Within the Club's 'Who's Who' guide make sure you emphasise who their main point of contact is so they always have someone to go to with any queries they may have.
- You may want to give them information on the clubs development plan to demonstrate that you are a forward thinking proactive club and to help them feel a part of the clubs future.
- You may want to introduce a buddy system to partner them with a current member so again they feel more welcomed at the club.

When you first introduce a welcome pack for your club it may be advisable to ensure all current members also receive a copy. This will ensure they are informed on all the key information, policies and procedures.