

How to onboard a new member

A checklist for sub-Branches

Some veterans and family members might not know what to expect when joining RSL NSW. So when bringing a new member onboard, it's critical to do so in a friendly way.

Here's a checklist of critical steps to get onboarding right and welcome a new member to the RSL NSW community.



A step-by-step guide to onboarding new members



Take a personal approach:

- ✓ When your sub-Branch receives notification of a new member, reach out to them by email, phone or text.
- ✓ Organise a casual meeting with a representative of the sub-Branch to onboard them.
- ✓ Get to know them on their own terms, without making assumptions about their background or jumping to conclusions about why they've become a member.



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- ✓ Encourage them to come along to future events, and to ask questions they have at any point.
- ✓ A few weeks in, reach out again. Ask if they feel supported and what assistance they might need.
- ✓ Foster a positive and inclusive atmosphere at the sub-Branch, at both group events and when talking with the new member, to encourage them to become active members.



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But don't forget the formalities:

- ✓ Once the member's application is approved, invite them to attend the next sub-Branch meeting or AGM to be formally recognised by the sub-Branch and introduced to their fellow members.
- ✓ Send a reminder text message a few days beforehand.
- ✓ On the day, present the new member with their member's badge, card and pack, including an introduction brochure, welcome postcard, car sticker and more.
- ✓ Ensure the new member is familiar with sub-Branch services and the RSL NSW Code of conduct.

