



Welcome

Let's build stronger systems together. ♥



Strong systems don't just make things easier – they create better experiences for the people who rely on your organisation every day.

This Systems Health Check will help you take a step back, reflect on what's working well, and identify areas where small changes could have the biggest impact.

It's designed for charities, not-for-profits and purpose-led organisations who want to build more effective, sustainable and people-centred systems.



By the end, you'll have clarity on your current strengths and a focus for where to make improvements next.

Hi, I'm Tuesday

I help organisations design, build and improve the systems that support volunteers, staff and service users.

With a background in volunteer management and a passion for practical, people-first solutions, I love bringing clarity to complexity and creating systems that make a real difference.

You're in the right place.



WHAT TO EXPECT



7 Key Areas

We'll explore the core areas that keep your organisation running smoothly.

Reflect. Review. Improve.



Honest Insights

Answer a few simple questions to reveal your strengths and opportunities.

Awareness creates opportunity.



Clear Next Steps

You'll walk away with clarity and ideas for where to focus your energy.

Small changes. Big impact.



TIP: There are no right or wrong answers.

Be honest, be kind to yourself, and focus on progress, not perfection.



“ When your systems support your people, everyone can focus on what matters most.



Let's get started!

Turn the page to begin your Systems Health Check.





1. Recruitment & Onboarding

Great starts build strong foundations.

The way you attract, welcome and onboard people sets the tone for their experience from day one. When it's clear, inclusive and well-organised, people feel confident, valued and ready to get involved.

Let's take a look at how things are working for you right now.

HOW IT WORKS

For each statement, choose the option that best reflects your current situation.

- Healthy**
Things are working well
- Needs Attention**
Things are inconsistent or could be improved
- High Priority**
This is causing problems or risk

There's no right or wrong answer. Honesty is what makes this useful.

HOW THINGS ARE NOW	HEALTHY (Things are working well)	NEEDS ATTENTION (Things are inconsistent or could be improved)	HIGH PRIORITY (This is causing problems or risk)	NOTES (Optional)
1. We attract the right people who are well-suited to our mission and culture.	☐	☐	☐	
2. Our role descriptions and information are clear, engaging and up to date.	☐	☐	☐	
3. The application / sign-up process is simple and straightforward.	☐	☐	☐	
4. New people receive a warm welcome and feel supported from the start.	☐	☐	☐	
5. Our onboarding helps new people feel confident in their role.	☐	☐	☐	
6. We capture important information and consent in the right way.	☐	☐	☐	



Quick wins you could explore

- Review your volunteering / role information for clarity and impact.
- Simplify any forms or sign-up steps.
- Create a consistent welcome for everyone.
- Check your onboarding materials are up to date and easy to access.
- Ask new people what would have made their start even better.



Things to note

Use this space for any thoughts, ideas or observations as you go through this area.

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“ The best experiences begin long before someone starts – they begin the moment they discover you. ”



Ready for the next area?

Turn the page to explore how people move through your organisation.





2. Volunteer Journey & Systems

A clear journey. Simple systems. Strong impact. ♥

From the first hello to long-term involvement, every step should be clear, supportive and meaningful for everyone involved.

This section explores how people move through your programme and how your systems help (or get in the way).

Let's map the journey and see what's working well.

HOW IT WORKS

For each statement, choose the option that best reflects your current situation.

 **Healthy**
Things are working well

 **Needs Attention**
Things are inconsistent or could be improved

 **High Priority**
This is causing problems or risk

 *Small changes in the journey create big impact for people.*

 HOW THINGS ARE NOW	HEALTHY (Things are working well)	NEEDS ATTENTION (Things are inconsistent or could be improved)	HIGH PRIORITY (This is causing problems or risk)	NOTES (Optional)
1. The volunteer journey is well designed, clear and easy to follow.	☐	☐	☐	
2. Information, training and resources are easy to find and access.	☐	☐	☐	
3. Communication keeps volunteers informed and engaged.	☐	☐	☐	
4. We have the right systems in place to support volunteers day to day.	☐	☐	☐	
5. We recognise, celebrate and thank volunteers in meaningful ways.	☐	☐	☐	
6. Our systems help us retain volunteers and reduce drop-off.	☐	☐	☐	



Things to consider

-  Is the journey easy to understand from start to finish?
-  Are key documents, training and information easy to access?
-  Do volunteers know who to go to if they need support?
-  Are we gathering feedback and acting on it?
-  What could make the experience even better?



Your notes

Use this space to capture any thoughts, ideas or observations as you go through this area.

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When people feel supported and valued at every step, they stay, thrive and help others do the same.



Ready for the next area?

Turn the page to explore how you capture insights and improve over time.





3. Insights, Reporting & Processes

Good data. Smart decisions. Better outcomes. ♥

Insight helps you understand what's working (and what's not), so you can make confident decisions and tell the story of your impact.

Strong processes and clear governance keep your organisation running smoothly and sustainably.

Let's take a look at how things are working right now.

HOW IT WORKS

For each statement, choose the option that best reflects your current situation.

 **Healthy**
Things are working well

 **Needs Attention**
Things are inconsistent or could be improved

 **High Priority**
This is causing problems or risk

 *Small improvements today lead to stronger impact tomorrow.*

 HOW THINGS ARE NOW	HEALTHY (Things are working well)	NEEDS ATTENTION (Things are inconsistent or could be improved)	HIGH PRIORITY (This is causing problems or risk)	NOTES (Optional)
1. We know what data and information matter most to our organisation.	☐	☐	☐	
2. Our reporting helps us understand performance, trends and impact.	☐	☐	☐	
3. Data is accurate, up to date and easy to trust.	☐	☐	☐	
4. We use insights to inform decisions and improve our work.	☐	☐	☐	
5. Our key processes are documented, clear and followed consistently.	☐	☐	☐	
6. Roles, responsibilities and decision-making are clearly defined.	☐	☐	☐	



Things to consider

- Do we have the right information to make good decisions?
- Are reports clear, useful and easy to access?
- Do we regularly review our data and insights?
- Are our processes efficient and free from unnecessary steps?
- Are roles and responsibilities understood by everyone?



Your notes

Use this space to capture any thoughts, ideas or observations as you go through this area.

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Clarity in your data. Confidence in your decisions. Consistency in your processes. That's where sustainable impact is built.



Quick win ideas

- Review one report and remove what you don't use.
- Identify one key insight you want to track.
- Simplify one process this month.

Ready for the next area?

Turn the page to explore how people experience your work and feel supported.





4. People Experience

*Good experiences create engaged people.
Engaged people create greater impact.* 



When people feel supported, valued and heard, they're more likely to stay, thrive and go above and beyond. This section looks at how you support the people who power your mission – so everyone has the best possible experience.

Let's take a look at how things are working right now.

HOW IT WORKS

For each statement, choose the option that best reflects your current situation.

 **Healthy**
Things are working well

 **Needs Attention**
Things are inconsistent or could be improved

 **High Priority**
This is causing problems or risk

 *People are at the heart of your mission. Small changes make a big difference.*

 HOW THINGS ARE NOW	HEALTHY (Things are working well)	NEEDS ATTENTION (Things are inconsistent or could be improved)	HIGH PRIORITY (This is causing problems or risk)	NOTES (Optional)
1. People feel welcomed, included and able to be themselves.	☐	☐	☐	
2. We communicate in a clear, timely and respectful way.	☐	☐	☐	
3. People have the training, support and resources they need.	☐	☐	☐	
4. People feel recognised and appreciated for their contribution.	☐	☐	☐	
5. We listen to feedback and act on it.	☐	☐	☐	
6. People feel safe, supported and know who to turn to.	☐	☐	☐	



Things to consider

-  Do people feel supported in their role?
-  Is communication two-way and inclusive?
-  Do we celebrate successes and say thank you?
-  Do we remove barriers that make things harder than they need to be?
-  Do people feel part of a positive, values-led culture?



Your notes

Use this space to capture any thoughts, ideas or observations as you go through this area.

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“ *When people feel valued and supported, they do their best work – and stay for the long term.*



Quick win ideas

-  Send a thank you message this week.
-  Ask one person for feedback.
-  Share one update that helps people feel informed and connected.

Ready for the next area?

Turn the page to explore the results of your review and identify where you can have the biggest impact.





5. Results & Impact

It's not about being perfect.

It's about making progress. ♥



Strong systems create the conditions for better outcomes – for your organisation, your volunteers, your staff and the people you support.

This section helps you reflect on the difference your volunteering (or people) function is making, and where there's potential to do even more.

Let's take a look at your impact right now.

HOW IT WORKS

For each statement, choose the option that best reflects your current situation.



Strong Impact

We're seeing positive results and making a real difference.



Some Impact

We're making progress, but there's more we could do.



Limited Impact

We're not yet seeing the results we'd like.



Every step forward creates momentum. Small actions today lead to meaningful change tomorrow.

	HOW WE'RE MAKING AN IMPACT	STRONG IMPACT	SOME IMPACT	LIMITED IMPACT	NOTES (Optional)
		(We're seeing positive results)	(We're making progress)	(We're not seeing the results we'd like)	
1.	Our volunteering/people work supports our mission and strategic goals.	☐	☐	☐	
2.	We reach and involve the right people.	☐	☐	☐	
3.	People have a positive experience and feel valued.	☐	☐	☐	
4.	Our work creates measurable benefits for the people we support.	☐	☐	☐	
5.	We use data and feedback to improve and grow.	☐	☐	☐	
6.	We're building a sustainable, future-ready volunteering/people function.	☐	☐	☐	



What your answers can tell you

- Where you're already creating strong impact.
- Where focusing your energy next will make the biggest difference.
- Quick wins you can action in the short term.
- Longer-term opportunities for greater impact.



Celebrate what's working – and give yourself credit for the difference you're already making.



A few things to reflect on

- Which areas do I feel most proud of right now?
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- Where could we have the biggest positive impact with a bit more focus or support?
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- What would make the greatest difference for the people we want to reach?
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Impact isn't measured by perfection, it's measured by progress and the people whose lives you touch.



What's next?

You've completed your review! Now, turn the page to explore practical next steps and ideas for where to focus your energy.





6. Next Steps

*You've taken the time to reflect.
Now it's time to take action. ♥*



Change doesn't happen all at once – and you don't have to do everything.

Start small, focus on what will make the biggest difference, and build momentum from there.

You're already on the right path.

Keep going – you've got this. ♥

WHAT NOW?



Celebrate your progress

You've taken an important step by investing time in your systems.



Focus on one area

Choose the area that will create the biggest positive impact.



Create a simple action plan

Break it down into small, achievable steps.



Involve your people

The best solutions are built together.



Keep reviewing and improving

Small, consistent improvements create lasting change.



*Progress over perfection.
Every step forward matters.*



WHERE TO START?

Not sure where to focus first? Here's a simple guide to help.

IF YOU SCORED MOSTLY STRONG IMPACT



- ✓ You're doing lots of great things! Keep going.
- ✓ Celebrate your wins and look for small ways to make things even better.
- ✓ Share what's working with your team and volunteers.
- ✓ Focus on sustainability and long-term impact.



Keep doing what you're doing – and keep growing.

IF YOU SCORED MOSTLY SOME IMPACT



- ✓ You're making progress – that's fantastic!
- ✓ Choose one or two areas to focus on first.
- ✓ Make a plan, take small steps and build momentum.
- ✓ Use this workbook to guide your next moves.



Small steps today create big change tomorrow.

IF YOU SCORED MOSTLY LIMITED IMPACT



- ✓ This isn't about doing more – it's about doing what matters.
- ✓ Start with one area that will make the biggest difference.
- ✓ Don't try to fix everything at once.
- ✓ You don't have to do it alone.



You've got this – and change is absolutely possible.



Need another pair of eyes?

If your results raised more questions than answers, I'd be happy to chat them through with you.

No pressure, no hard sell – just a practical conversation about what's working, what isn't, and where I'd start.

Let's explore how I can help you create stronger systems and greater impact.



GET IN TOUCH

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I'd love to hear from you. ♥

YOUR NEXT STEPS



Save your results



Choose your focus area



Take one small step



Involve your people



Review, learn and grow

*Here's to progress,
purpose and
positive impact. ♥*



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*You care deeply about your mission.
Strong systems help you deliver it
with confidence, clarity and impact.
Thank you for doing this important work. ♥*