Community Playgroup Handover Guide

Use this guide when handing over your community playgroup to new volunteers. It helps outgoing and incoming volunteers work through the handover together, so the new team has the information and access needed to keep the playgroup running smoothly.

Best practice is for volunteer handover to occur at the Annual General Meeting (AGM) each year. However, if a volunteer needs to step down during the year, it is acceptable to hold a general meeting to seek nominations, elect new volunteers, or invite members to take on volunteer roles. The newly elected volunteer committee should be formally recorded in the meeting minutes.

If you cannot hold a meeting, please notify all members via email and/or social media. Invite members to express their interest in volunteering with the playgroup and let them know to contact either a current volunteer or Playgroup NSW for support and further information.

Once the new volunteers are confirmed, outgoing and incoming volunteers can work through the checklist together. It's a chance to share helpful information and give the new team a great start to keep the playgroup running smoothly.

If your playgroup needs to close because it cannot recruit volunteers, please notify Playgroup NSW and complete the Playgroup Closure Form on the Volunteer Resource Hub.

Completed	Step 1: Financial Handover
☐	Gather and hand over all financial records, including bank account information, financial reports, receipts, and any other relevant financial documentation.
☐	Pay any outstanding debts or invoices, wherever possible, before the handover is completed.
☐	Update bank account authorities and signatories to reflect the new volunteer committee. Please read the Finance Playbook on the Volunteer Resource Hub for more information.

Completed	Step 2: Playgroup Records Handover
☐	Provide all attendance records and Day Books, including any incident reports that have been recorded.

Completed	Step 3: Venue Handover
☐	Contact the venue and update the authorised contact person in accordance with your venue agreement.

☐	Hand over access to the venue, including keys, alarm codes, swipe cards, and any other access information.

Completed	Step 4: Update Contact Details
☐	Update contact details on websites, flyers, promotional materials, social media pages, and any other public-facing information.
☐	Inform all families and members of the new volunteer team's contact details and any changes to the playgroup committee.
☐	Provide membership information and contact details for current members to the new volunteer team, in accordance with applicable privacy requirements.

Completed	Step 5: Digital Access Handover
☐	Hand over access to digital accounts, including playgroup email accounts, Facebook pages or groups, any other social media platforms and websites.

Completed	Step 6: Contact Playgroup NSW
☐	Provide the new volunteer members' contact details to Playgroup NSW by completing the Playgroup Change Notification Form on the Volunteer Resource Hub.
☐	Confirm the handover with Playgroup NSW and ensure all relevant records have been updated before the transition is considered complete.

Tips:

- Organise a meeting with outgoing and incoming volunteers for a handover conversation. Use the checklist to guide your discussion, share local knowledge, routines, key contacts, and any useful information that will help the playgroup continue running smoothly.
- For any unfinished task, record what still needs to happen, who will follow it up and the agreed follow-up date. Keep this with the handover records so all volunteers know what remains outstanding.

Support from Playgroup NSW

You can ask Playgroup NSW for help at any stage of the handover. Support is available for both outgoing and incoming volunteers and includes:

- Providing guidance and advice to both outgoing and incoming volunteers.
- Updating Playgroup NSW records and website information.
- Assisting with volunteer recruitment if additional support is needed.
- Conducting a follow-up check-in with the new volunteers.
- Providing ongoing support to help ensure a successful transition.