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# The Volunteer Coordinator's Guide to Agntic AI

From an inbox of enquiries that never get a reply to a digital coordinator that welcomes every volunteer, fills the roster, and knows exactly where the safeguarding line sits.

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**FOREWORD**

# Demand is rising. The volunteers are walking out the door.

In 2025, around 9.5 million Australians volunteered, formally or informally, about 42.8% of everyone aged 15 and over.<sup>1</sup> Volunteers are the engine of the community sector, and the country still runs on them. Yet the numbers are moving the wrong way: between 2019 and 2022, the count of formal volunteers fell by an estimated 1.86 million.<sup>2</sup> More organisations are competing for fewer hands.

Most organisations that involve volunteers are not short of goodwill. They are short of capacity at the one point where goodwill arrives: the enquiry. Someone fills in a form or rings to offer their time, and then they wait. The reply takes a week, or never comes. The sign-up process asks for a police check they do not understand and they quietly give up. A shift goes unfilled because nobody had ten clear minutes to ring around. None of it appears on a balance sheet, which is exactly why it is tolerated year after year.

This guide is about a specific, practical answer to that problem: an agentic artificial intelligence (AI) voice agent that handles the phones, the enquiries and the routine administration around volunteering, so your coordinator can do the parts of the job that actually need a person. It is written for volunteer managers, coordinators and the leaders of not-for-profits, charities, sporting clubs, emergency services and care providers who want to understand what this technology does, what it must never do, and how to put it to work without ever cutting a corner on safeguarding.

We have tried to be honest throughout. There is a clear line we will keep coming back to, the line between handling an enquiry and deciding who is safe to place with children or vulnerable people, and a good deal of this guide is spent making sure the technology stays firmly on the right side of it.

**Brad Riley**

CEO, Agntic.ai

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1. Volunteering Australia, Key Volunteering Statistics (2025), drawing on the Australian Bureau of Statistics (ABS) General Social Survey: 9.5 million people volunteered in 2025, 42.8% of the population aged 15 and over. 2. Volunteering Australia: the number of formal volunteers fell by an estimated 1.86 million between 2019 and 2022.

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**WHAT IS INSIDE**

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# Agentic AI, in plain language

Before the benefits, the basics. What a digital worker is, why it is different from the chatbots you have already met, and the single boundary that makes it safe to use in a volunteer-run organisation.



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**THE IDEA**

## A worker, not a chatbot.

You have used generative AI already. You type a question, it writes you an answer, and the conversation ends there. It is a clever tool, but it waits for you and does nothing on its own.

Agentic AI is the next step. An **agent** does not just talk. It is given a goal, a set of rules and access to the tools it needs, and it carries the task through from start to finish. For an organisation that runs on volunteers, the goal is usually simple to state: answer the enquiry, understand what the person is offering, and move them along the path to a confirmed, screened, rostered volunteer, the same way a good coordinator would.

That is why we call it a **digital worker** rather than a chatbot. It speaks naturally on the phone, it listens, it asks the follow-up questions your coordinator would ask, and then it acts: it captures the details, explains which checks the role needs, books the induction, and fills the gap in Saturday's roster. When something falls outside its rules, it hands over to a person.

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## A chatbot answers. A digital worker finishes the job, then knows when to step back.

The difference matters most in the evenings and on weekends, when most volunteers are free to enquire and no paid coordinator is at a desk. A chatbot on your website might capture a message into a queue nobody clears. A digital coordinator actually picks up, holds a real conversation, answers the questions that decide whether someone signs up, and leaves a warm, half-onboarded volunteer ready for your team by morning.

None of this replaces your coordinator. It removes the repetitive, interruptive work that stops them from doing the parts of the role that genuinely need a person: building relationships, recognising the volunteers you have, and making the judgements that keep people safe.

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**THE ONE RULE**

## What it must never do.

A digital coordinator in a volunteer-run organisation is built around a boundary that does not exist in most other businesses. It handles the administration around recruiting and rostering. It does not, under any circumstances, decide who is safe to place with children or vulnerable people.

That means it does not approve a volunteer, it does not waive a screening requirement, it does not judge whether a worrying answer is acceptable, and it never places someone into a role with vulnerable people on its own say-so. If an applicant needs a Working with Children Check (WWCC) or a National Disability Insurance Scheme (NDIS) Worker Screening clearance, the agent's job is to explain that plainly, help them start it, and hold the placement until a person has signed it off.

**THE LINE, IN ONE SENTENCE**

**The agent handles enquiries, onboarding and rostering. The decision about who is safe to volunteer always belongs to a person.** If anything in a conversation raises a safeguarding concern, the agent is built to pause, escalate to your team, and never to wave the applicant through. It never tries to assess suitability itself.

This is not a limitation we apologise for. It is the design. An organisation that adopts this technology should be able to say, hand on heart, that no volunteer was ever cleared, placed or vouched for by a machine. Everything in the rest of this guide is built on top of that promise, and Section Five sets out exactly how it is enforced.

# A day in the coordinator's diary

The cost of an overloaded volunteer program does not appear on any report. It shows up as a willing recruit who drifted away, an unfilled Saturday shift and a coordinator running on empty. Here is the day as your team actually lives it.



## — RENEE'S TUESDAY · A COMMUNITY NOT-FOR-PROFIT

# One coordinator, two hundred volunteers, one inbox.

Renee coordinates volunteers three days a week for a community organisation. Nothing here is unusual. That is the point.

## MORNING

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9:05 **Inbox open, eleven new enquiries overnight.** Renee starts replying while the office phone rings about a cancelled shift she now has to backfill.

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9:40 Two of last week's keen enquiries email to say they have signed up elsewhere. They waited eight days and heard nothing, so they moved on.

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11:00 **The checks question.** A new volunteer rings, confused about the Working with Children Check. Renee talks them through it gently, which takes fifteen minutes she had not planned for.

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12:30 Lunch, in theory. Three calls offering help go to voicemail. None leave a number. Renee will never know who they were.

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## AFTERNOON

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2:00 **Rostering.** Renee meant to ring around to fill the weekend gaps this morning. She has not had a clear ten minutes. The roster rolls on, two short, again.

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4:15 Tomorrow's shift reminders were supposed to go out today. They half went out.

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5:30 Renee leaves. From now until morning, every enquiry hits a form or a voicemail. The most motivated ones go looking for an organisation that answered.

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**THE INVISIBLE COST**

## None of it was anyone's fault.

Renee is good at her job. The organisation is well run. And yet by the end of the day two willing recruits drifted away, the weekend roster is still short, and a slice of tomorrow's shifts is quietly at risk because the reminders went out late.

This is the trap of volunteer coordination. The losses are real but invisible. An enquiry that goes unanswered is not recorded as a lost volunteer; it is simply a form that never turned into a person. An unfilled shift does not announce itself; it just becomes a heavier day for everyone who did show up. A no-show looks like one absent face, not like the chain of small omissions that led to it.

Because nobody can see the cost, nobody can justify resourcing against it, and the coordinator is asked to absorb a little more each year. The work that gets dropped is always the same work: the enquiry that came in after hours, the patient walk-through of the checks, the cheerful reminder. The work, in other words, that a digital coordinator is built to pick up.

The rest of this guide is about handing that specific layer of work to an agent, so the next Tuesday looks different: every enquiry answered, every new volunteer guided through the checks, the roster filled, every reminder sent, and Renee free to do the human part of her job properly.

# The five jobs a digital coordinator does best

Not everything should be automated, and a good deal of coordination never will be. These five jobs are where an AI voice agent is genuinely strong, and where organisations see the change first.



## — WHERE IT EARNS ITS PLACE

# Five jobs, done properly, every time.

**JOB 01****ANSWERED**

## Answering every enquiry, the moment it lands

Every call and web enquiry picked up at once, at every hour, including the evening and weekend, when most people offer their time. No form left in a queue, no voicemail, no willing volunteer lost to the organisation that replied first.

**JOB 02****GUIDED**

## Onboarding and walking people through the checks

The agent captures the details your team needs, explains which screening a role requires, points the applicant to the right official check, and prompts them until it is done. It holds the placement until a person signs it off.

**JOB 03****FILLED**

## Filling shifts and the roster

When a gap opens, the agent works through your available pool by phone or message, offers the shift, confirms the taker, and updates the roster. The slow ring-around that always lands on the coordinator's desk, done in minutes.

**JOB 04****REMINDED**

## Reminders, confirmations and check-ins

Shift reminders sent without fail, confirmations gathered the day before, and a friendly check that the volunteer is still coming. The quiet routine that closes the gap between a roster on paper and a roster that turns up.

**JOB 05****KEPT**

## Recognition and re-engaging lapsed volunteers

The agent thanks people after a shift, marks milestones, and patiently reaches back out to volunteers who have drifted, the outreach that always gets dropped first and matters most to retention. It captures why people leave so your team can act on it. Personal information is collected only with clear consent and stored to your organisation's privacy rules.

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 WHY THESE FIVE

## High volume, low judgement, high impact.

The jobs worth handing over share a shape. They happen often, they follow rules you already have, and getting them wrong costs you volunteers you can no longer afford to lose. That is precisely the shape an agent handles well, and where a person is wasted.

# 42.8%

of Australians aged 15 and over volunteered in 2025, so for most organisations the goodwill is there; the constraint is responding to it.

VOLUNTEERING AUSTRALIA / ABS, 2025

# 1.86m

fewer formal volunteers between 2019 and 2022, which is why keeping the ones who offer matters more than ever.

VOLUNTEERING AUSTRALIA, 2023

# ~4.5 hrs

contributed by the average volunteer each week in one state study, a reminder that every recruit you keep is real capacity.

STATE OF VOLUNTEERING IN SA, 2023

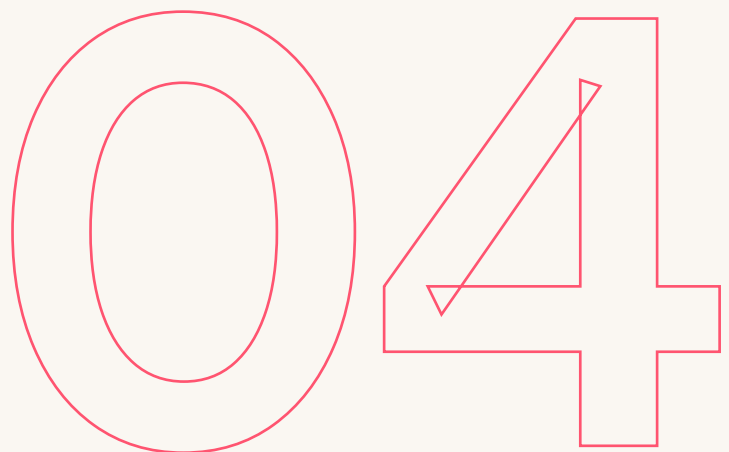
Read those numbers together and the case is straightforward. The willingness to volunteer is still there, but the pool is shrinking and every person who offers is harder to replace. The problem is the narrow set of moments where someone tries to reach you and cannot, or where a rostered volunteer is not reminded in time. Hand those moments to an agent and you keep the people you were already winning.

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Sources: Volunteering Australia, Key Volunteering Statistics (2025), drawing on the ABS General Social Survey (42.8% of those aged 15 and over volunteered in 2025). Volunteering Australia: formal volunteers fell by an estimated 1.86 million between 2019 and 2022. State of Volunteering in South Australia 2023: an average of about 4.5 volunteering hours per week; this is a South Australian figure, shown as indicative.

# What an unanswered enquiry really costs

A slow reply feels like nothing. A handful of them, every week, for a year, is a different story. Here are the four quiet leaks, and what they add up to.



## — THE LEAKS LEDGER

## Four leaks, one total.

The weekly figures below are illustrative drivers for a mid-size organisation with around 120 active volunteers, not a quote. Lost volunteer time is valued at \$45 an hour, a conservative replacement rate. Every organisation's numbers differ. The value of laying them out is that the leaks stop being invisible.

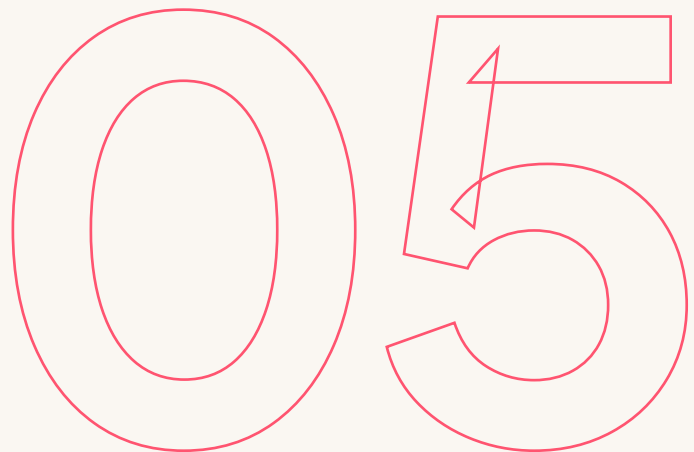
<p><b>Enquiries that never get a reply</b></p> <p>~4 willing recruits a week lost to a slow or absent response; each would have given ~3 hours a week, valued at \$45.</p>	<b>\$480</b> /wk
<p><b>Coordinator time lost to repetitive admin</b></p> <p>~10 hours a week on enquiries, check questions and ring-arounds an agent can take, at a \$45 fully-loaded rate.</p>	<b>\$450</b> /wk
<p><b>Shifts left unfilled, covered by paid staff</b></p> <p>~6 gaps a week that fall back on paid staff or go uncovered, valued at \$60 each in backfill and lost output.</p>	<b>\$360</b> /wk
<p><b>No-shows from reminders that did not go out</b></p> <p>~12 volunteer hours a week lost when confirmations and reminders slip, valued at \$45.</p>	<b>\$540</b> /wk
<p><b>The combined leak</b></p>	<b>\$1,830</b> /wk

That is roughly \$88,000 a year leaking quietly through four holes, none of which shows up on an invoice. You do not need these exact numbers to act; even at half the assumptions the annual cost dwarfs the price of closing it. A digital coordinator addresses all four at once: it answers every enquiry, it takes the repetitive admin, it fills the roster, and it sends every reminder. Section Eight builds the full model with your own numbers.

Replacement value of volunteer time (\$45/hour) is illustrative and broadly consistent with the replacement-wage approach used in State of Volunteering reports. Figures are drivers for a worked example, not a quote.

# Safeguarding, privacy and the line you never cross

This is the section that matters most in the community sector and the one most guides skip. How volunteers' information is protected, how screening works, and exactly how the agent is kept on the right side of every suitability decision.



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**SCREENING IS NOT PAPERWORK**

## The check is the safeguard.

Many volunteer roles in Australia require a formal background check before a person can start. A Working with Children Check (WWCC) is required, in the relevant state or territory, for roles involving children. Roles delivering supports under the National Disability Insurance Scheme (NDIS) in a risk-assessed position require an NDIS Worker Screening clearance, and that requirement covers volunteers as well as paid staff.<sup>3</sup> These checks are not interchangeable: one does not stand in for the other, and a role can need both.

A digital coordinator has to treat screening as the safeguard it is, not as a form to be rushed. The agent can explain which check a role needs, point the applicant to the correct official process, and prompt them until it is complete. What it cannot do, ever, is decide that someone is safe, place an unscreened person, or treat a check as optional. A placement is held until a named person in your organisation has confirmed the clearance.

The same care applies to information. Under the Privacy Act 1988 (Commonwealth) and the thirteen Australian Privacy Principles (APPs) that flow from it, much of what you hold on a volunteer, including anything to do with a criminal-history check or health, is **sensitive information**, which carries a higher standard of consent, handling and security than ordinary personal details. The agent collects information only for the purpose the person is contacting you about, only with their clear knowledge and consent, and it tells callers plainly that they are speaking with an automated assistant.

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## Volunteers should never have to wonder who, or what, they are talking to, or where their information goes.

Data stays inside boundaries you control: held securely, encrypted in transit and at rest, with access limited to the people who need it. Every interaction leaves an audit trail, so you can answer the question every coordinator eventually faces: what exactly was said, what was collected, and what was done with it.

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3. NDIS Quality and Safeguards Commission, Worker Screening: workers in risk-assessed roles, including volunteers, must hold a current NDIS Worker Screening clearance (valid up to five years). Working with Children Check requirements are set by each state and territory. A National Disability Insurance Scheme Worker Check does not replace a Working with Children Check; a role may require both.

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**THE SAFEGUARDING BOUNDARY, ENFORCED**

## How the line is held.

Section One set the rule: the agent handles administration, never the decision about who is safe to volunteer. This is how that rule is enforced in the way the agent is actually built.

### THE AGENT WILL

- + Answer enquiries and capture an applicant's details against your rules

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- + Explain which checks a role needs and point to the official process

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- + Prompt applicants until their checks are complete, then hold the placement

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- + Send reminders, confirmations and recognition messages

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- + Pause and escalate to a named person the moment a safeguarding concern appears

### THE AGENT WILL NOT

- Approve a volunteer or decide that someone is suitable

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- Waive, shortcut or treat as optional any required check

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- Place an unscreened person into a role with children or vulnerable people

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- Judge whether a concerning answer is acceptable

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- Make any decision that belongs to a person

### HUMAN IN THE LOOP

A person is never removed from the decisions that keep people safe. The agent is a layer in front of routine administration, with clear escalation paths back to your team and a standing instruction to hand over the moment a conversation needs human judgement. You set the rules; the agent keeps to them; you can see everything it did.

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**GOVERNANCE YOU CAN SHOW**

## Built to be inspected.

The community sector runs on trust, and a digital coordinator should add to it, not subtract from it. Because every interaction is logged, you have a clearer record of recruitment and rostering activity than most organisations keep today, when an enquiry call leaves no trace at all.

That record supports the obligations you already meet: your privacy policy and consent practices, your handling of sensitive information under the APPs, and the good-practice expectations set out in frameworks such as the National Standards for Volunteer Involvement. The agent operates inside those frameworks rather than around them, and it makes your screening trail easier to evidence, not harder.

It also makes review simple. You can listen back, read transcripts, and adjust the agent's rules in plain language. If you decide a particular role must always require two checks, or that a particular kind of enquiry should always go straight to a person, that change is made once and applied to every conversation from then on. Consistency, in other words, becomes a setting rather than a hope.

This guide is general information, not legal advice. Before you go live, your own privacy obligations and the screening requirements for each role should be confirmed with the relevant state or territory authority and the appropriate adviser. What the technology gives you is a volunteer program that is easier to govern, not harder.

# Under the bonnet

You do not need to be technical to use this, but it helps to know what is happening when the phone rings. Here is the whole thing, in six parts.



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**HOW IT WORKS**

# Six parts, one conversation.

**PART 01**

## It picks up and listens

The agent answers in a natural voice, on the first ring, and tells the caller they are speaking with your organisation's automated assistant. It understands ordinary speech, accents and interruptions.

**PART 03**

## It writes to your system

It connects to your volunteer management or rostering software through permissioned access, reads who is available, and records enquiries, placements and shifts straight in. No double entry.

**PART 05**

## It works after hours

Evenings and weekends, when most people offer their time, are covered without extra rostering. The enquiries that greet your team in the morning are already answered and half-onboarded.

**PART 02**

## It follows your rules

Which roles need which checks, your induction steps, your rostering rules and your recognition wording: it works from the rules you set, in plain language, not from guesses.

**PART 04**

## It escalates cleanly

When a conversation needs a person, or raises any safeguarding concern, it pauses and hands over to your team. It never approves a volunteer or makes a suitability call itself.

**PART 06**

## It reports back

Every conversation is logged, transcribed and summarised. You see enquiry volumes, conversion, filled shifts and anything escalated, and you tune the rules from there.

# Before you switch it on

You can stand up a working agent quickly. The organisations that get the most from it spend a little time first, getting the groundwork right. Here is what to map across two weeks.



## — THE GROUNDWORK

# An hour of mapping saves a month of patching.

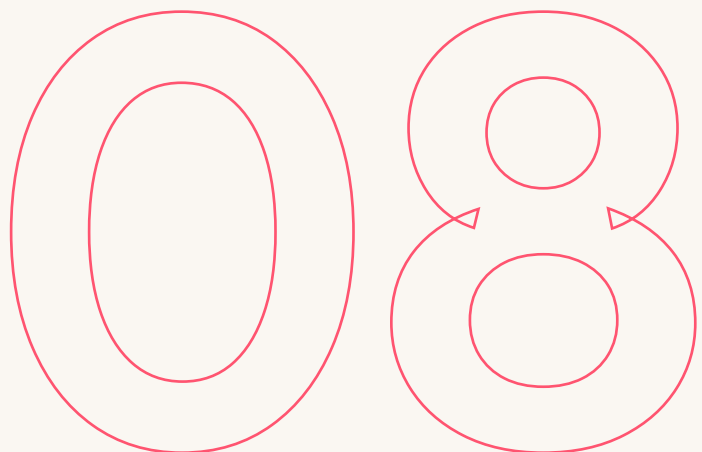
Getting an agent live is fast. The difference between a good launch and a frustrating one is whether you have written down the things your coordinator currently holds in their head. Work through this list before you go live.

- Your volunteer roles, and the checks each one requires
- Who signs off a placement, and how a clearance is confirmed
- What must always go to a person, and to whom
- The lapsed-volunteer lists you want re-engaged, and how often
- Consent wording for collecting volunteer information
- Your onboarding steps, in the order they happen
- Your rostering rules: shifts, availability, swaps and limits
- Your safeguarding concerns and the exact words for escalation
- Your reminder timing and message wording
- Who owns the agent's rules and reviews its reports

This is a fortnight of light work, not a project. Most of it is writing down decisions you have already made informally. Once it is on paper, the agent can be configured to match exactly how your organisation already runs, which is the whole point: it should sound and behave like your program, on its best day.

# Building the business case

An illustrative model, not a promise. Plug in your own numbers and the shape of the return tends to hold: it pays for itself on recovered capacity alone, before you count the coordinator's hours.



## — AN ILLUSTRATIVE MODEL

## Where the return comes from.

A worked example to show the mechanism, not a quote. The numbers are illustrative and rounded; replace them with your own. Volunteer time is valued at a conservative \$45 an hour. The point is that the three returns stack, and the first one usually covers the cost by itself.

### THE SCENARIO · A MID-SIZE COMMUNITY ORGANISATION

Around 120 active volunteers and roughly 8 enquiries a week, about half of which are currently lost to slow follow-up. It runs about 80 shifts a week with a no-show and gap rate that quietly costs capacity. One coordinator, stretched across three days, carries the phones, the checks and the roster.

Where the return comes from	Illustrative annual figure
<b>Volunteer capacity recovered</b> Answering every enquiry and onboarding faster keeps ~6 more volunteers over the year x ~3 hours/wk each x \$45 x 48 weeks. The biggest line, and the hardest to replace.	<b>\$39,000</b>
<b>Coordinator hours returned</b> About 10 hours/wk no longer spent on repetitive enquiries, check questions and ring-arounds, at a \$45 fully-loaded rate x 48 weeks. Capacity, not cash, but real.	<b>\$22,000</b>
<b>Better-filled shifts, fewer no-shows</b> Reliable reminders and faster gap-filling recover ~10 volunteer hours/wk x \$45 x 48 weeks.	<b>\$22,000</b>
<b>Cost of the agent</b> Indicative annual platform cost for an organisation of this size, plus the groundwork time in your first fortnight.	<b>(\$9,000)</b>
<b>Net illustrative return</b> Recovered capacity and returned hours, less the cost of running it.	<b>\$74,000</b>

Read it conservatively and the case still holds. Halve every assumption and the model clears the cost of the agent several times over, on recovered volunteer capacity alone, before the returned coordinator hours and the better volunteer experience are counted. We will build this with your real numbers in a short call rather than ask you to take a generic figure on faith.

# What you don't need

Some of what holds organisations back is not cost or risk, but a set of assumptions that are simply not true. Here are the ones worth retiring before you start.



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**MYTHS WORTH RETIRING**

# Less than you think.

**YOU DON'T NEED**

- To replace your coordinator. The agent takes the repetitive layer, not the relationships

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- To rip out your volunteer management system. It connects to what you already run

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- To be technical. The rules are written and changed in plain language

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- A long IT project. A working agent is a matter of days, not quarters

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- To let it near a suitability decision. By design, it never goes there

**YOU DO NEED**

- + A clear picture of your roles and the checks each one requires

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- + Agreement on what always goes to a person

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- + Your privacy and consent wording confirmed

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- + One owner inside the organisation who watches the reports

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- + A willingness to start with one job and grow from there

The honest summary is that the barrier is smaller than the reputation of "AI in the community sector" suggests. You are not rebuilding your organisation. You are adding a reliable, well-governed layer to recruitment and rostering, and keeping a firm hand on what it is allowed to do.

# In practice

Three composite organisations, drawn from the kinds of deployments this technology suits. The names are illustrative; the situations are not.



## COMPOSITE CASE STUDIES

# What changed, and how fast.

**COMPOSITE · COMMUNITY  
CHARITY**

## A welfare charity with ~150 volunteers

High enquiry volume, slow  
follow-up, recruits drifting away.

# 0

enquiries left unanswered after  
going live, day or night

### The eight-day reply, gone.

The charity's biggest leak was time: keen people enquired and waited over a week for a response, by which point many had moved on. The agent now answers every enquiry at once, captures the details, and walks the applicant into the right check the same evening.

Within the first fortnight the coordinator stopped starting each morning behind, and the lapsed-volunteer list, which had sat untouched for months, was being worked through patiently in the quiet hours.

**COMPOSITE · SPORTING  
CLUB**

## A junior sporting club

Weekend rosters, every coach  
role needs a check, all-volunteer  
committee.

# Wkend

shifts filled before Friday, instead  
of scrambled on the day

### The Saturday scramble, ended.

Filling weekend gaps fell to a volunteer committee that did it by group text on Friday night. The agent now rings the available pool as soon as a gap appears, confirms the taker, and checks every coaching role holds a current Working with Children Check before it rosters them on.

**COMPOSITE · DISABILITY  
SUPPORT****A multi-site  
disability support  
service**

NDIS volunteer roles, strict screening, one shared enquiry line across sites.

**3→1**

sites, one consistent intake, every role screened the same way

**One intake for three sites.**

Enquiries bounced between locations and were handled differently at each, and screening for NDIS roles was easy to let slip. The agent gave the service a single, consistent intake: it explains the NDIS Worker Screening requirement up front, prompts each applicant until the clearance is in hand, and holds every placement until a coordinator signs it off.

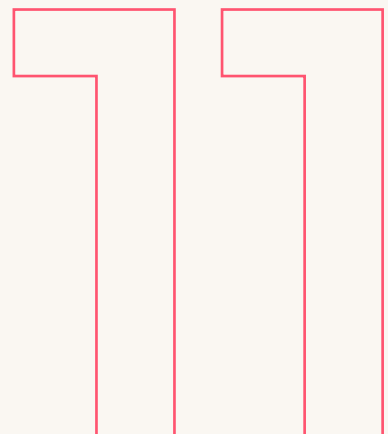
Coordinators across all three sites were freed from repetitive intake calls, and the service could finally see, in one place, how many enquiries came in and what happened to them.

**A NOTE ON THESE EXAMPLES**

These are composites built to illustrate common patterns, not named organisations. Your results depend on your enquiry volume, your roles and how you choose to use the agent. We are happy to talk through a realistic picture for your specific program.

# Questions organisations ask

The questions that come up in almost every first conversation, with straight answers.



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**FREQUENTLY ASKED**

# The honest answers.

## Will volunteers know they are talking to an AI?

Yes, always. The agent tells people plainly that they are speaking with your organisation's automated assistant. Transparency is a requirement, not an option, and they can ask for a person at any time.

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## Can it decide whether someone is safe to volunteer?

No. It does not approve volunteers, waive checks or judge suitability, by design. It explains which checks a role needs, prompts the applicant to complete them, and holds the placement until a named person signs off. The whole guide is built on that boundary.

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## Does it work with our volunteer management system?

It connects to common volunteer management and rostering systems through permissioned access, reading availability and recording enquiries, placements and shifts. We confirm compatibility with your specific system before you commit to anything.

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## Where does our volunteers' data go?

It is handled under your organisation's privacy policy and the Australian Privacy Principles, with screening and health details treated as sensitive information, encrypted, and held within boundaries you control. Every interaction is logged.

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### **Will it replace our volunteer coordinator?**

No. It takes the repetitive, interruptive layer of the work so your coordinator can focus on the volunteers in front of them and the relationships that keep people coming back. Organisations generally redeploy their people rather than reduce them.

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### **What happens when an enquiry is complicated or sensitive?**

It hands over. The agent is built to recognise when a conversation has left its rules or raises a safeguarding concern, and to escalate cleanly to your team. You decide in advance which situations always go to a person.

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### **How long until it is live?**

Days, not quarters. The groundwork in Section Seven is the main task, and most of it is writing down how your organisation already runs. After that, configuration and testing are quick.

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### **Can it help us re-engage volunteers who drifted away?**

Yes, and this is often where organisations feel the change first. The patient outreach that always gets dropped, thanking people and reaching back to lapsed volunteers, is exactly the work an agent does well and without fail.

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### **What if we want to change how it behaves?**

You change the rules in plain language and the change applies to every conversation from then on. Consistency becomes a setting. You can also listen back and read transcripts whenever you like.

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# Your first seven days

A short, concrete path from reading this guide to a live agent answering your enquiries. Three steps, one week.



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**FROM HERE TO LIVE**

# Start with one job. Grow from there.

**DAYS 1-2****Map the basics**

Work through the Section Seven checklist. Pin down your roles, the checks each one needs, your escalation points and your consent wording. This is the real work.

**DAYS 3-5****Configure and test**

We set the agent up to match your rules, connect it to your volunteer system in a controlled way, and test it together against real enquiry scenarios until it sounds like your organisation.

**DAYS 6-7****Go live on one job**

Start with a single job, often after-hours enquiries or shift reminders, watch the reports, then widen its remit once you trust it. Small start, fast confidence.

**THE ONE DECISION TO MAKE THIS WEEK**

You do not need to commit to a full rollout. Pick the single job that hurts most right now, the enquiries that go unanswered, the weekend roster, or the lapsed list that never gets worked, and let an agent take just that. The rest follows from what you learn.

When you are ready, the best next step is a short walkthrough where we build a realistic picture for your organisation: your numbers, your roles, and a clear view of what the agent would and would not do. No generic figures, no pressure.

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# Welcome every volunteer. Never skip a safeguard.

A digital coordinator that answers every enquiry, walks people through the checks and fills the roster, governed by your rules and kept firmly clear of every suitability decision. Built for Australian community organisations.

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## TALK TO US

Agntic.ai  
Book a 20-minute walkthrough for your organisation

## ABOUT THIS GUIDE

General information only.  
Not legal, privacy or safeguarding advice.  
Confirm your obligations with the appropriate adviser.