

National Standards Volunteer Experience

Checklist for Volunteer Leaders

The National Standards for Volunteer Involvement (National Standards) provide a framework for how to involve volunteers safely and effectively in an organisation or group.

This checklist is a tool for volunteer managers and senior leaders to understand the National Standards from a volunteer perspective. It can be used as a tool to compare current practices against best practices.

If organisations or groups would like to undertake a full review against the National Standards for Volunteer Involvement contact your [State or Territory Volunteering Peak Body](#).

1. Volunteering is embedded in leadership, governance and culture.

- Volunteers feel supported by senior leadership.
- Volunteers know who to report to and who is responsible.
- Volunteers are aware of risks and procedures for managing risks.
- Volunteers are aware of expectations and regulations and how these are monitored.
- Volunteers are aware of what information about them is held and why.
- Volunteers know what's expected of them when working with clients, staff and other volunteers' personal information.
- Volunteers are aware of performance measures.
- Volunteers are clear about who (which organisation or group) they are volunteering with.

2. Volunteer participation is championed and modelled.

- Volunteers are aware of organisation leaders' objectives for involving volunteers.
- Volunteers feel valued by senior leadership.
- Volunteers are aware of the organisation's purpose goals and objectives and volunteering roles and programs are aligned with these.
- Volunteers are supervised by experienced, trained and resourced people.
- Volunteers are represented by leaders who have authority and a voice in the organisation.
- Volunteers have the support they need for the role.
- Volunteers have the resources they need to undertake their role.
- Volunteers are aware of whether reimbursement is offered and if so what the policies and procedures are, and how to access these and make a claim.

3. Volunteer roles are meaningful and tailored.

- Volunteer roles meet the needs and availability of volunteers.
- Volunteers hold the required skills and attributes for their role.
- Volunteers are aware of how their volunteer role contributes to the organisation's purpose, goals, and objectives.
- Volunteers are not volunteering more than 16 hours per week.
- Volunteers are aware of and understand their rights and responsibilities as volunteers and are aware of paid staff's responsibilities.
- Volunteers are aware of role descriptions and where to locate these.
- Volunteers are clear on the activities they are expected to do, as well as the activities they should not undertake.
- Volunteers are asked to give feedback on their role and involvement in the organisation.
- Volunteer roles are developed with contributions from paid staff and leadership.

4. Recruitment is equitable and diversity is valued.

- Volunteers and potential volunteers can find out about roles through a range of contemporary methods.
- Volunteers and potential volunteers have access to information about the organisation.
- Volunteers were aware of the role requirements and selection process before applying formally.
- Volunteers and potential volunteers are aware of contact points in the recruitment process.
- Volunteers and potential volunteers are informed of outcomes for role applications.
- Potential volunteers are aware of the knowledge, skills and attributes that are required for the role.
- No discrimination is experienced by volunteers.
- Volunteers are familiar with the organisation's inclusion principles and diversity policies.
- Volunteers feel included and accepted.
- Volunteers of varied abilities and skills are supported in roles.
- Volunteers are aware of screening requirements.
- Volunteer files and documentation is securely stored.
- Volunteers give consent to screening checks before screening.
- Potential volunteers are advised if criminal records will affect their application.

5. Volunteers are supported and developed.

- Volunteers receive an appropriate induction.
- Volunteers are aware of how their role contributes to the organisation's purpose, goals and objectives.
- Volunteers are aware of and agree to the organisation's conduct expectations.
- Volunteers understand the relevant policies related to them and where and how to find out more information.
- Volunteer knowledge and skills are reviewed when new roles or new duties are introduced.
- Volunteer needs and interests are accounted for when workforce development planning takes place.
- Volunteers receive training on how to perform their roles safely and effectively.
- Volunteers receive relevant training and development opportunities throughout their involvement.
- Volunteers are aware of who their assigned manager/supervisor is and feel the contact is appropriate for the role.
- Volunteers are supervised.
- Volunteer programs are well-managed.
- Volunteers are consulted regarding role changes, and these are applied fairly
- When the volunteer relationship ends, it is done fairly, and in line with policies and procedures.
- When the volunteer relationship ends, volunteers are given the opportunity for an exit interview.
- Volunteers are aware of their responsibilities and the potential outcomes of misconduct.
- In any performance or misconduct meetings, volunteers can present their position and have a representative attend.

6. Volunteer safety and well-being is protected.

- Volunteers can meet with other volunteers in the organisation about their volunteering.
- Volunteers have effective working relationships with paid staff.
- Volunteering takes place in a safe working environment.
- Volunteer hours are designated and agreed to.
- Volunteers only volunteer in designated hours and with a comfortable workload.
- Volunteers are aware if they are covered by insurance and have access to this information.
- Volunteers know who to speak to and have support following an incident.
- Volunteers are aware they can express complaints or grievances and the process to follow.
- Volunteer complaints are managed fairly and follow the organisation's policy and procedure.
- Volunteer complaints are recorded, reviewed, and actioned.

7. Volunteers are recognised.

- Volunteers are involved when the governing body and employees are evaluating volunteer participation.
- Volunteers are recognised through celebration activities.
- Volunteers can obtain a statement of service or reference.
- Volunteers are recognised by organisation leadership.
- Volunteers are asked how they would like to be recognised.
- Volunteers are recognised in a variety of ways.
- Volunteer recognition is aligned with volunteer culture and perspectives.
- Volunteers have the option not to be recognised if they choose.

8. Policies and practices are continuously improved.

- Volunteers are informed of any changes to policies and procedures.
- Volunteers are asked for feedback on the organisation and their experience
- Volunteers know of multiple ways that they can provide feedback.
- Feedback is used to make improvements.

If you are interested in learning more about the National Standards for Volunteer Involvement and understand how you might improve your volunteer involvement practices, you can visit the **[National Standards page of the Volunteering Australia website](#)** or contact your **[State or Territory Volunteering Peak Body](#)**.

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