



National Standards for Volunteer Involvement

Evidence Guide

National Standards for Volunteer Involvement (2024)

The National Standards for Volunteer Involvement (National Standards) are a best practice framework to guide volunteer involvement. Any organisation, group, club, or association that involves volunteers can implement these standards.

This Evidence Guide is a compilation of examples of evidence that can be used to show how criteria have been met or could be met for each standard.

This Guide identifies the practices, processes, policies and documentation that can be used to show that an organisation has implemented the National Standards.

This Guide includes the following:

- A summary and the intention of the standard
- The specific criteria required for the standard
- The requirements to show how a standard has been met or can be met
- Specific examples of evidence that could be used to show criteria have been met.

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

The governing body and organisation leaders promote volunteering and implement effective systems to support volunteer participation.

This standard provides guidance on the role of organisational leadership and governance in creating a culture that is supportive of volunteering and ensures there is clear accountability for the implementation of volunteering programs.

Adoption of this standard shows organisational commitment to provide direction and guidance for the work of volunteers, as well as understand and mitigate any risks related to engaging volunteers.

Governance arrangements vary depending on the type, nature and size of an organisation or group, and are scalable, but the standards provide a broad foundation for best practice.

Criterion 1.1 Responsibility for engaging, leading and managing volunteer participation is defined and supported.

This criterion requires:

- Overall responsibility for volunteer involvement is assigned at a senior level, e.g., board or executive.
- Responsibilities are documented in position descriptions, delegation authorities, policies and procedures.
- Employees or organisation members assigned with direct responsibility for volunteer involvement have relevant qualifications, skills or experience for the role.

Evidence may include
Employee or volunteer position descriptions (that detail volunteer responsibilities)
Organisation or group charter
Policies and procedures that specifically address volunteer involvement responsibilities
Communication evidence informing employees and volunteers of volunteer involvement responsibilities
Confirmation of training and professional development completed
Certification and qualifications
Enrolment and participation in Continuing Professional Development (CPD) Program
Enrolment in Certificate IV in Coordination of Volunteer Programs or equivalent study
Delegations chart
Processes for assessing employees' capacity to lead and manage volunteer involvement
Documents that guide governance practice identify processes for leading and managing volunteer involvement
Processes for informing employees and volunteers of volunteer involvement responsibilities

Criterion 1.2 Governance and risk management arrangements facilitate safe and meaningful volunteer participation.

This criterion requires:

- Risk management systems are in place to identify, assess and respond to risks relating to volunteer participation.
- The governing body and senior leadership oversee volunteer risk management.
- Volunteers are informed of potential risks and are supported to manage or mitigate risk factors.

Evidence may include
Risk assessment documentation such as risk registers
Risk management policies and procedures
Volunteer, staff and governing body orientation
Strategies for managing risk
Risk management systems and planning
Volunteer policy
Employee and volunteer performance reviews addressing compliance with volunteer policies and procedures
Volunteer and employee training - initial training or updates and ongoing training
Volunteer induction documentation
Volunteer handbooks
Volunteer agreement forms
Code of Conduct
Positions description identifying reporting structure for identified issues
Volunteer communications sharing risk information and mitigation strategies

Criterion 1.3 Policies and procedures applying to volunteers are communicated, understood, and implemented across the organisation or group.

This criterion requires:

- Employees, governing body members and volunteers receive relevant induction and training on the organisation’s volunteer policies and procedures.
- Compliance with volunteer policies and procedures is regularly monitored and improved.

Evidence may include
Staff induction and training including volunteer policies and procedures
Volunteer training
Volunteer induction documentation
Volunteer handbooks
Volunteer agreement forms
Volunteer and organisation communication examples
Volunteer feedback forms
Volunteer performance reviews
Improvement logs and evidence of updates made
Policies and procedures

Criterion 1.4 Volunteer records are maintained, and volunteers and employees understand their obligations on information sharing, record keeping and privacy.

This criterion requires:

- Information required to engage volunteers is identified.
- Information from screening checks for volunteers is documented and secured.
- The organisation has documented and implemented processes that comply with privacy legislation for securely managing volunteers' personal and confidential information.
- Records of volunteer contribution, achievements and acknowledgement are maintained.
- Volunteers understand their obligations relating to information and privacy legislation.

Evidence may include
Volunteer application form
Volunteer handbook
Volunteer Management System details, description, demonstration
Evidence showing how secure records kept
National police check portal, NDIS worker screening and working with children check systems if applicable
Volunteer training
Volunteer induction documentation
Privacy policy
Volunteer agreement
Confidentiality agreement
Records and reports of volunteer contributions and achievements
Volunteer management processes or systems
Feedback from clients, staff or community

Criterion 1.5 Processes are in place to manage relationships with partner agencies in collaborative volunteering activities.

(This criterion only applies to organisations working with other organisations in a collaborative activity involving volunteers and/or sharing responsibility for volunteers).

This criterion requires:

- Principles for co-designed volunteer participation are documented.
- Expectations about respective roles are documented with partners and volunteers.
- Procedures for evaluating progress and outcomes are documented.
- Arrangements and agreements are reviewed on a regular basis.

Evidence may include
Partnership agreements, contracts or memorandum of understanding
Volunteer role descriptions
Volunteer Management System
Communication exchanges
Memorandum of Agreements
Evidence of updates to documents
Regular meeting schedule or minutes detailing review
Evidence of volunteer feedback and reviews related to collaboration
Reports of review and evaluation of collaboration

Standard 2: Volunteer participation is championed and modelled.

Commitment to volunteer participation is set out through vision, planning and resourcing, and supports the organisation’s or group’s strategic direction.

This standard describes a culture with a strong commitment to volunteer involvement, modelled through all levels of the organisation.

Adopting this standard assists the organisation to approach the involvement of volunteers in a planned way, ensuring that resources are allocated and that it is accountable for the way it works with volunteers.

Criterion 2.1 The organisation publicly declares its commitment to volunteer participation.

This criterion requires:

- The governing body and leaders publicly communicate the organisation’s philosophy, direction and broad objectives for involving volunteers.
- Key documents are publicly available.

Evidence may include
Website information
Annual reports
Information on social media pages, flyers or event details
Public statements
News articles
Evaluation reports include volunteer outcomes or impact summary

Criterion 2.2 A volunteering culture is championed and modelled at all levels of the organisation.

This criterion requires:

- The organisation’s leadership models and reinforces attitudes and behaviours that value volunteer involvement.
- The organisation’s commitment to volunteer involvement complies with legislation, industry standards, guidelines and codes of practice.
- Leaders promote good practice.

Evidence may include
Annual report
Media and communications with Volunteer recognition from senior leadership
Specific legislation and industry evidence of compliance - such as for health, emergency services, sporting
Screening checks
Volunteer role descriptions
Policies and procedures
Board governance records
Details of leaders engaging in volunteering
Leaders undertaking relevant continuing professional development
Code of conduct

Criterion 2.3 Volunteer participation is part of the organisation’s vision, purpose, goals and objectives and is developed through engagement with volunteers.

This criterion requires:

- Volunteer participation is reflected in the organisation’s strategic plan and goals and aligns with the organisation’s purpose and objectives.
- Planning identifies strategies for volunteer recruitment, recognition, management and development.
- Proposed volunteer involvement is assessed to ensure appropriateness and benefit.
- The organisation is open to opportunities for collaborating with other agencies on volunteering programs (where appropriate).

Evidence may include
Annual reports
Organisation strategic plans including volunteer engagement
Mission, vision and organisation objectives
Volunteer training
Volunteer induction documentation
Volunteer handbooks
Records of staff orientation, training, and performance development for volunteer management
Volunteer and organisation communication examples
Planning documentation
Minutes of relevant meetings
Strategies for volunteer involvement
Policies and procedures
Feedback on programs for example volunteer satisfaction survey
Reports on effectiveness
Volunteer participation in focus groups or advisory committees
Public communications that indicate openness to collaboration
Formal and informal partnerships or collaborations with other agencies for volunteer involvement

Criterion 2.4 Volunteering programs are supported by adequately resourced volunteer managers or officers.

This criterion requires:

- People with volunteer involvement responsibilities are provided with training, supervision and resources to effectively undertake their role.
- People with responsibility for volunteers have a voice in the organisation.

Evidence may include
Role descriptions
Available volunteer involvement resources
Budget for volunteer engagement
Financial records
Confirmation of training and professional development undertaken
Certification and qualifications
Records of staff orientation, training, and performance development for volunteer management
Details of engagement with programs such as Continuing Professional Development program for Professional Leaders of Volunteers
Volunteer manager participation in mentor programs or professional networks
Organisation chart
Reports from staff
Communication evidence between leaders and volunteer supervisors
Annual reports
Governing body, staff and organisation meeting agendas and minutes with time allocated for volunteer management

Criterion 2.5 Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.

This criterion requires:

- Where feasible, a budget is allocated and used for planning volunteering programs, operations and review.
- The governing body, employees and volunteers dedicate time to managing volunteer involvement.
- Equipment, materials, technology and space are provided to support volunteers in their roles.
- Policy and procedures for reimbursement are developed for volunteer out-of-pocket expenses.

Evidence may include
Budget (allocated for volunteering)
Financial records
Role descriptions
Activity work plans
Meeting agendas or minutes with records of governing body, employees and volunteer meetings and time allocated for managing volunteer involvement
Equipment evidence
Records of technology and materials
Details of volunteer workplace space - Images floor plans
Reimbursement policy
Reimbursement procedures

Standard 3: Volunteer roles are meaningful and tailored.

Volunteers are involved in meaningful roles that contribute to the organisation's or group's purpose and meet volunteer interests and preferred style of participation.

This standard outlines important considerations for the way volunteer roles are designed and ways to meet both the needs of contemporary volunteering and the objectives of the organisation.

Adopting this standard assists the organisation to match volunteers with appropriate roles and provide a positive volunteer experience.

Criterion 3.1 Volunteer roles are designed and negotiated with volunteers, considering the needs and interests of volunteers.

This criterion requires:

- Volunteer roles reflect the contemporary volunteering environment, volunteer availability and ways of involving volunteers, such as increased flexibility.
- Design of roles considers the contemporary volunteer experience and preferences, such as growth in skills-based volunteering, activity-based volunteering, spontaneous volunteering, cause-based, virtual and micro-volunteering.
- Volunteer roles and activities are designed to attract people with relevant attributes and a diversity of experience and interests.

Evidence may include
Volunteer role descriptions
Organisation environmental analysis
Assessment of the organisation's community, service users and other stakeholders
Flexibility built into roles
Evidence of research needs, interests and preferences of potential volunteers.
Recruitment marketing materials
Recruitment processes and procedures allow for diversity and address skills and attributes sought
Variety of volunteer roles available

Criterion 3.2 Volunteer roles contribute to the organisation’s purpose, goals and objectives.

This criterion requires:

- Descriptions of volunteer roles indicate how the role contributes to the organisation’s purpose, goals and objectives.

Evidence may include
Volunteer role descriptions
Volunteer handbooks
Volunteer plans and strategies align with organisation plans and strategies
Annual reports
Organisation strategic plans including volunteer engagement
Mission, vision, and organisation objectives
Volunteer induction or orientation documentation
Volunteer and organisation communication examples

Criterion 3.3 Volunteer roles are defined, documented and communicated.

This criterion requires:

- Where relevant, the relationship between volunteer and employee roles is defined.
- Volunteer roles meet the requirements of the Fair Work Act, or subsequent legislation addressing volunteer work, where required.
- Volunteer roles have written descriptions that include duties, responsibilities, and accountabilities.

Evidence may include
Distinct volunteer roles and staff role descriptions
Volunteer involvement policies and procedures
Staff policies and procedures
Volunteer agreement
Volunteer handbook
Volunteer role descriptions including duties, responsibilities and accountability

Criterion 3.4 Volunteer roles are reviewed regularly including feedback and engagement with volunteers about their experience.

This criterion requires:

- Feedback from volunteers is sought throughout their involvement with an organisation or group and used to review the relevance and appropriateness of volunteer roles and activities.
- The governing body, leadership and staff contribute to the development and review of volunteer roles.

Evidence may include
Volunteer feedback results
Minutes of meetings or consultations
Performance reviews
Complaints
Role update evidence
Role review records
Meeting minutes
Records of role development and changes over time
Survey results
Volunteer exit interviews or surveys
Evidence of leadership and staff input into role review

Standard 4: Recruitment is equitable and diversity is valued.

Volunteer recruitment and selection strategies meet the needs of the organisation and volunteers; they facilitate and value diversity and ensure equity and accessibility.

This standard describes the recruitment policies, including appropriate screening, that ensure organisations are effective in attracting suitable volunteers while also building diversity, inclusivity, and accessibility principles into recruitment activities.

Meeting this standard helps organisations ensure prospective volunteers are provided with information to make informed decisions about working with the organisation and to implement consistent procedures for assessing, selecting and placing new volunteers.

Criterion 4.1 Organisations and groups involve volunteers using equitable and innovative approaches to attract people with relevant interests, knowledge and skills.

This criterion requires:

- Recruitment and selection of volunteers is guided by the organisation's broader plan for volunteer involvement.
- Innovative outreach methods are used to advertise and communicate volunteer opportunities, such as through social media.

Evidence may include
Volunteer engagement strategy
Information on social media pages, flyers or event details
Public statements
Volunteer recruitment plans
Communications advertising roles
Records of recruitment activities
Examples of methods used
Screenshots of posts, details of podcasts, blogs, and other innovative approaches

Criterion 4.2 Potential volunteers are provided with information about the organisation, how volunteers contribute to its purpose, available opportunities and the selection process.

This criterion requires:

- Clear and accessible information is available to potential volunteers about the organisation and volunteer roles.
- Details of volunteer roles, organisation expectations of the role, and the recruitment and selection process are provided in print, electronically and/or face-to-face.
- A contact point is identified for potential volunteers throughout the recruitment and selection process.
- Volunteers are informed of recruitment and selection outcomes and offered feedback.

Evidence may include
Marketing and advertising
Volunteer role descriptions
Volunteer handbook
Organisation website
Records of volunteer and volunteer applicant communication
Communication examples such as email, text or call records
Volunteer Management System contact templates

Criterion 4.3 Volunteers are selected based on their interests, knowledge, skills and suitability for the role, and consistency with anti-discrimination law.

This criterion requires:

- A documented selection process is followed to match volunteer interest, knowledge, skills or attributes with suitable roles.
- Volunteer recruitment and selection complies with anti-discrimination law.

Evidence may include
Volunteer role description detailing requirements
Volunteer application form
Volunteer recruitment policies and procedures
Recruitment and selection records
Reference screening checks
Volunteer agreement forms
Volunteer interview notes and documentation
Anti-discrimination policies
Recruitment policies to minimise the risk of unconscious bias
Examples of inclusive approaches

Criterion 4.4 Diversity, inclusivity, and accessibility principles are built into recruitment activities, reflecting and promoting awareness of, and respect for, diversity and inclusion.

This criterion requires:

- The organisation’s diversity and inclusion principles and policies frame and inform volunteer involvement.
- The inherent value of volunteer diversity, such as gender, age and cultural and linguistic diversity, is communicated and respect for diversity is cultivated.
- Accessibility is specifically considered to support the inclusion of people with all abilities.

Evidence may include
Reconciliation Action Plan
Diversity and inclusion policies
Communications promoting diversity and inclusion
Annual reports
Organisation mission, values and principles
Staff and volunteer diversity and inclusion training
Accessibility arrangements
Examples of customised roles

Criterion 4.5 Screening processes maintain the safety and security of service recipients, employees, volunteers, and the organisation, in line with legal requirements and regulations.

This criterion requires:

- Volunteer screening requirements are documented, applied and meet legal and regulatory requirements as required for specific sectors (e.g. criminal history, aged care and working with children and/or vulnerable people).
- Potential volunteers are informed about screening processes and consent to them.
- In addition to legally required screening processes, guidelines are applied to determining the types of convictions or disciplinary actions that preclude people from becoming volunteers, and to informing people about how their personal history may be used for decision-making.

Evidence may include
Volunteer screening checks, systems and processes relevant to the role and industry sector
Volunteer agreement
Recruitment advertisements and information
Volunteer handbooks
Volunteer application forms
Volunteer role description specifying requirements
Volunteer recruitment policies and procedures detail requirements

Standard 5: Volunteers are supported and developed.

Volunteers understand their roles and gain the knowledge, skills and feedback needed to participate safely and effectively.

This standard outlines how organisations can support and develop volunteers to perform their roles well and in line with the organisation’s needs.

Adopting this standard assists the organisation to identify and provide induction, skills development and the ongoing support needed to ensure the volunteer experience is positive.

Criterion 5.1 Volunteers are provided with relevant induction and training.

This criterion requires:

- Induction requirements for volunteer roles are documented and implemented.
- Volunteer induction includes information about the organisation, their volunteer role and how it contributes to the organisation’s purpose, goals and objectives.
- Volunteers are made aware of their rights and responsibilities.
- Where appropriate, volunteers understand and agree to a code of conduct and/or rights and responsibilities statement.
- Relevant policies, such as reimbursement of out-of-pocket expenses, are explained to volunteers.

Evidence may include
Volunteer training
Volunteer onboarding documentation such as induction and orientation
Volunteer handbook
Organisation ‘About us’ information, charter or mission, vision goals and objectives as it has been shared with volunteers
Volunteer welcome sessions and presentations
Volunteer agreement signed
Code of conduct signed or agreed
Volunteer role description or position description agreed
Volunteer management system templates
Onboarding communications
Volunteer policies and procedures with clear evidence of where and how these are accessed or explained to volunteers

Criterion 5.2 Volunteers’ knowledge and skills are reviewed to identify support and development needs.

This criterion requires:

- Processes are in place to review volunteers’ knowledge and skills.
- Development opportunities are offered to existing volunteers where appropriate.
- Volunteers’ knowledge and skills are reviewed when new roles and duties are implemented.

Evidence may include
Volunteer records (with interests, knowledge, skills, attributes) initially and throughout the volunteering role
Volunteer Management System records
Performance assessment plans and records
Record of review or consultation about volunteer knowledge and skills that are required
Volunteer training
Volunteer communications examples such as emails to volunteers
Offers of development opportunities
Records of relevant development functions and events
Communications to volunteers
New role orientation and inductions
Feedback from volunteers in surveys
Role buddy system or mentoring program

Criterion 5.3 Volunteers are engaged with throughout their time in an organisation or group and provided with supervision and support that enables them to participate fully.

This criterion requires:

- The organisation’s workforce development planning incorporates the needs and views of volunteers.
- Where appropriate, volunteers receive practical instruction on how to perform their roles and responsibilities safely and effectively.
- Relevant training and development opportunities are offered to volunteers throughout their involvement with the organisation.

Evidence may include
Organisation strategic plans
Volunteer workforce development plans
Volunteer feedback
Record of review or consultation about volunteer skills and needs such as email, messages, phone
Volunteer training records (including safety)
Volunteer onboarding
Volunteer mentor details
Volunteer communication examples such as emails to volunteers
Offers of development opportunities
Evidence of multiple ongoing opportunities

Criterion 5.4 People with responsibility for volunteers have sufficient time and resources to engage with and provide proper support to volunteers.

This criterion requires:

- Volunteers are assigned managers or support contacts appropriate to their role.
- Volunteer supervision and review is conducted for individuals and/ or teams of volunteers, matched to roles.
- Where applicable, organisation employees are offered training about how to effectively work with volunteers.

Evidence may include
Volunteer manager, volunteer coordinator or volunteer supervisor role descriptions
Performance assessment plans and records
Record of review or consultation about volunteer skills and needs
Staff training records and training plans
Staff feedback
Staff qualifications
Staff position descriptions
Records of volunteer supervision and development meetings and activities
Organisation chart or delegation chart

Criterion 5.5 Changes to the role of a volunteer are fair and consistent and achieved through engaging with the volunteer.

This criterion requires:

- Fair and transparent procedures are in place for changing the role of a volunteer and are achieved through engaging with the volunteer.
- Fair and transparent processes are in place for ceasing volunteer involvement, for whatever reason.
- Volunteer performance or misconduct issues are promptly identified, recorded and addressed in line with organisational policies and practices.

Evidence may include
Volunteer feedback
Records of volunteer position changes and role recruitment policies and procedures
Communication evidence
Volunteer Management System file notes
Volunteer agreement
Volunteer exit policy or farewell policy
Records of processes and communications addressing poor performance or misconduct
Exit interview records
Volunteer handbook
Volunteer role description specifying requirements
Performance management records
Volunteer application forms
Volunteer records
Email communications

Standard 6: Volunteer safety and wellbeing is protected.

The health, safety and wellbeing of volunteers is protected and volunteers understand their rights. This includes considering physical, psychological, and cultural safety of volunteers.

This standard commits the organisation to protecting volunteer safety and wellbeing and recognises its duty of care to volunteers.

Adopting this standard assists the organisation to meet its obligations for the health, safety and wellbeing of volunteers, manage risk and provide a supportive and responsive workplace for volunteers.

Criterion 6.1 Effective working relationships with employees, and between volunteers, are facilitated by the organisation.

This criterion requires:

- Where requested, volunteers are provided with opportunities and resources to meet collectively regarding their work with the organisation.
- Where applicable, employees are offered training in how to effectively work with volunteers.

Evidence may include
Records of meetings and activities
Training details
Qualifications
Human resource records

Criterion 6.2 Organisations and groups meet their legal and ethical obligations to protect volunteers from harm

This criterion requires:

- Work, health and safety policies and procedures include volunteers.
- Expectations and limits of volunteer roles, including time commitments and any designated hours are agreed with volunteers, and individual workloads of volunteers are monitored.
- Volunteers understand and are aware of their rights and responsibilities.

Evidence may include
Workplace health and safety policies and procedures
Records of workplace health and safety orientation, information provision and training for volunteers
Employee and volunteer incident debriefing and support procedures such as Employee Assistance Program (EAP)
Risk mitigation policies and procedures
Volunteer role descriptions
Volunteer attendance records
Volunteer supervision information
Records of meetings or consultations
Training records
Volunteer agreement form
Volunteer handbook
Volunteer onboarding documentation
Rights and responsibilities document

Criterion 6.3 Processes are in place to protect the health, safety and wellbeing of volunteers in their capacity as volunteers, including relevant insurances, such as personal injury and liability.

This criterion requires:

- Workplace health and safety management policies and procedures include volunteers.
- Where applicable, volunteers are insured for personal injury and liability.
- Volunteers have access to post-incident debriefing, e.g., an Employee Assistance Program.
- Volunteers understand and are aware of their rights and responsibilities.

Evidence may include
Workplace health and safety policies and procedures
Records of workplace health and safety orientation, information provision and training for volunteers
Employee and volunteer incident debriefing and support procedures such as Employee Assistance Program (EAP)
Volunteer personal accident insurance
Risk mitigation policies and procedures
Public liability insurance
Incident reporting procedures
Volunteer agreement
Volunteer handbook
Communications to volunteers
New role orientation and inductions
Role buddy system or mentoring program
Volunteer onboarding and training
Screening checks
Rights and responsibilities document
Volunteer role description
Code of conduct

Criterion 6.4 Volunteers understand and have access to complaints procedures.

This criterion requires:

- Volunteers are given information about how to make a complaint or raise a concern within the organisation and to relevant external bodies.
- Complaints from volunteers are managed consistently, transparently and equitably.

Evidence may include
Complaints policy and procedure
Evidence of access to make a complaint such as on the website or forms available
Volunteer handbook detailing complaints process
Volunteer orientation, induction and training providing information on complaints process
Volunteer agreement form
Documented procedures for managing concerns, grievances and complaints
Complaints register or log
Continuous improvement log
Records of meetings or communications
Records of management of volunteer concerns, complaints and grievance

Criterion 6.5 Complaints, concerns and safety incidents are analysed to identify causes and inform continuous improvement.

This criterion requires:

- Complaints and concerns from volunteers and safety incidents are managed consistently and recorded to inform continuous improvement, induction and training.

Evidence may include
Documented procedures for managing concerns, grievances and complaints
Complaints register or log
Continuous improvement log
Records of meetings or communications
Evidence of improvement actions following complaints
Records of management of volunteer concerns, complaints, and grievances
Volunteer exit interview records

Standard 7: Volunteers are recognised.

Volunteer contribution, value and impact is understood, appreciated and acknowledged.

This standard sets out how organisations and groups can recognise volunteer contribution and their positive impact on the organisation and its work.

Adopting this standard assists the organisation to develop and maintain a respectful relationship with its volunteers, ensuring that volunteers feel valued for their efforts.

Criterion 7.1 How volunteers benefit the organisation, service recipients and the community is clearly understood.

This criterion requires:

- People at all levels of the organisation are informed of, and can articulate, the organisation's reasons and benefits for involving volunteers.

Evidence may include
Annual report
Interviews with organisations staff at all levels to show can articulate volunteer benefits.
Role and benefits of volunteers in organisation's values, plans and strategies
Public declarations such as website
Social media posts
Documented volunteer objectives and plans

Criterion 7.2 Volunteer effort is measured and acknowledged in the organisation’s reporting and used to demonstrate impact.

This criterion requires:

- Volunteers are informed of the organisation’s reasons and benefits for involving volunteers.
- Volunteers are provided with feedback on the impact and value of their contribution to the organisation and its work.
- The governing body, employees and volunteers are involved in the evaluation of volunteer participation.

Evidence may include
Organisation website
Organisations social media sites
Volunteer handbook
Volunteer communications
Volunteer orientation and induction
Volunteer impact reporting
Performance management records showing shared reasoning and benefits
Newsletters to volunteers
Volunteer performance reporting
Annual reports
Meeting minutes showing volunteer participation discussed
Volunteer feedback and consultation evidence
Documented role of volunteers in organisation plans and strategies

Criterion 7.3 The organisation regularly engages with volunteers about the impact of their contribution.

This criterion requires:

- The organisation plans and schedules activities to acknowledge and celebrate the value, contribution and impact of volunteers at the individual and group level.
- References and statements of service are provided to volunteers.
- The governing body and leaders champion and lead volunteer acknowledgement.

Evidence may include
Schedule of planned and completed activities acknowledging individual and team volunteer contribution, value and impact
Public documents acknowledging volunteer contribution, value and impact (from the board and senior management)
Public recognition of volunteer award recipients
Organisation strategic plans that include recognition and celebration
Example references, logs or statements of service
Templates for volunteer reference letters and service statements
Records of volunteer engagement and details of activities undertaken
Website showing acknowledgement and recognition
Social media posts showing volunteer acknowledgment by senior leaders
Public recognition of volunteer award recipients
Communications to volunteers sharing results of impact and contribution

Criterion 7.4 Volunteer acknowledgement is appropriate to the volunteer and respectful of cultural values and perspectives.

This criterion requires:

- Volunteers are consulted on appropriate acknowledgement.
- Volunteer acknowledgement is provided in a variety of formats appropriate to the volunteer role and volunteer.
- Activities that acknowledge volunteers align with the volunteer’s culture and perspectives.
- It is accepted that some people may not wish to be recognised for their volunteering and view it as civic or community giving and responsibility, and that for some that requires no overt recognition.

Evidence may include
Evidence of communications such as emails with requests for suggestions
Records of volunteer communications such as emails, messages, or social media engagement
Multiple varied formats of acknowledgement evidenced such as events, media, organisation documents, letters, social media, references, gifts
Volunteer survey results
Minutes from meetings
Consultation notes
Evidence of how culture and perspectives have been accounted for
Volunteer motivations and preferred methods of recognition captured and recorded
Statement from the organisation with details of recognition opt-out
Examples of how volunteer preferences for recognition met

Standard 8: Policies and practices are continuously improved.

Effective volunteer involvement results from a system of good practice, regular review and continuous improvement.

This standard details how quality management and continuous improvement can help organisations to monitor volunteer involvement programs and identify and implement ways of improving outcomes for both volunteers and the organisation.

This standard assists the organisation to follow good practice in its policies and procedures, implement processes for review and evaluation, and systematically make ongoing positive change.

Criterion 8.1 Policies and procedures are implemented to effectively guide all aspects of volunteer involvement.

This criterion requires:

- Volunteer involvement strategies, policies and procedures are informed by current best practice and meet legislative requirements.
- The organisation's policies and procedures effectively guide volunteer involvement practice.
- Volunteer involvement policies and procedures are reviewed and improved on a regular schedule.
- Processes are in place for identifying, implementing and communicating required changes to volunteer involvement policies and procedures.

Evidence may include
Volunteer involvement strategies
Volunteer policies and procedures
Evidence of improvements and revisions
Regular assessment against standards
Compliance checks and records of legal practice
Self-audit against industry best practice
Evidence of access to current resources and guidelines to inform best practice
Evidence that policies and procedures are accessed and used
Continuous improvement logs and records
Employee and volunteer orientation and induction and ongoing communication procedures regarding volunteer involvement policies and procedures
Schedule of planned volunteer involvement policy and procedure review and development activities
Ongoing communication procedures regarding volunteer involvement policies and procedures such as emails, newsletters, volunteer management system templates and tools

Criterion 8.2 Volunteer involvement is regularly reviewed in line with the organisation's evaluation and quality management frameworks.

This criterion requires:

- Quantitative and qualitative performance data is used to monitor, review and improve the organisation's volunteer involvement and management systems, effectiveness of volunteer contribution and impact on outcomes.
- Feedback from volunteers, employees and other stakeholders informs improvements to volunteer involvement.

Evidence may include
Volunteers', employees,' and other stakeholders' feedback data such as from surveys
Reports from analysis of volunteer involvement data and evidence of how reports have led to improvements
Performance management records
Records of meetings and collaboration with volunteers
Volunteer communications
Volunteer impact reporting
Volunteer involvement development activities
Volunteer survey
Stakeholder survey
Staff survey
Records of consultations
Minutes of meetings
Examples of how feedback from stakeholders has been used towards improvements
Volunteering activity reports
Plans and schedules for feedback data collection
Continuous improvement program

Criterion 8.3 The organisation’s performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers and stakeholders.

This criterion requires:

- Quantitative and qualitative performance data relating to the organisation’s volunteer involvement objectives are identified, collected and analysed.
- Performance data, including effective use of time, impact and delivered outcomes, is used to regularly evaluate volunteer involvement.
- Overall organisational performance related to volunteer involvement is communicated to the governing body, employees, volunteers and stakeholders.

Evidence may include
Documented volunteer goals and plans
Staff updated on volunteer involvement
Volunteer reports
Systems for reporting on volunteer involvement
Feedback surveys
Client feedback and reporting
Evidence of community impact
Public information about volunteer involvement objectives shared with stakeholders such as in annual reports
Reports from analysis of volunteer involvement data
Examples of how information collected is used to evaluate volunteer involvement
Evaluation reports
Board reports
Internal communications
Annual reports
Manager reports
Website
Newsletter and social media sites

Criterion 8.4 Opportunities are available for volunteers to provide feedback on their experience and relevant areas of the organisation’s work.

This criterion requires:

- Feedback and input from volunteers about their experience as volunteers is regularly sought.
- A range of methods is used to gain volunteer feedback, appropriate to volunteers and their roles.
- Volunteers are provided with opportunities to contribute to the review and development of the organisation.
- Data is collected and analysed to evaluate volunteer satisfaction.

Evidence may include
Evidence of communications such as emails or conversations
Social media posts and online suggestions
Volunteer survey results
Minutes from meetings
Consultation notes
Multiple varied forms of feedback options evidence such as conversations in person, by phone, email, feedback form, annual survey, comments, polls, quizzes
Volunteer survey questions show organisation development questions
Evidence of how volunteer feedback has been used
Internal reports and analysis

Volunteering Peak Body Contact Details



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