

National Standards of Volunteer Involvement

The National Standards for Volunteer Involvement (the Standards) represents what Volunteering Australia, the peak body for volunteering in Australia, regards as 'best practice' in the management of volunteers. The Standards may seem intimidating at first – but you will likely find that you are implementing many of the Standards without even realising it.

The Standards are primarily for the use of organisations and cover all aspects of volunteer management, including:

- Commitment to volunteer involvement
- Leadership and management
- Quality management and continuous improvement
- Recruitment and selection
- Support and development
- Workplace safety and wellbeing
- Volunteer recognition
- Volunteer roles

“The National Standards have been designed to help organisations:

- incorporate the values and maximise the benefits of volunteer involvement
- develop effective volunteer involvement strategies and practices
- involve volunteers in meaningful and useful activities that contribute to the outcomes of the organisation's work
- ensure the rights of volunteers are protected and that they are supported to carry out their roles and responsibilities.” (Volunteering Australia Inc., 2015)

The Standard itself is listed, as well as certain **criteria and evidence**, by which organisations can judge whether they are implementing the Standard effectively.

The Standards have many practical uses. Your organisation can use them to:

- Audit your organisation in terms of best practice for volunteer involvement
- Identify opportunities for making improvements
- Assist in planning and establishing a new volunteer management program
- As a baseline from which improvements can be monitored and measured.

If you would like to implement the National Standards, but do not know where to start, please contact The Centre for Volunteering at info@volunteering.com.au or by phone on 02 9261 3600 – we will be happy to point you in the right direction!

