

# Getting familiar with new resources

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NSW Volunteer Charter  
NSW Youth Volunteering Guidelines

6 June 2024

## NSW Volunteer Charter

- Launched 9 November 2023.
- **NSW Volunteering Strategy 2020-2030**, Focus Areas 1: Growth and Support.
- Listened to the sector.
- Best practice - integrated.
- Flexible and adaptive tool.

## NSW Youth Volunteering Guidelines

- Launched on 22 May 2024.
- **NSW Volunteering Strategy 2020-2030**, Focus Areas 1 : Growth and Support.
- Listened to the sector.
- Best practice - integrated.
- Flexible and adaptive tool.

# NSW Volunteer Charter



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# NSW Volunteer Charter

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Supporting volunteers, making a difference

# Background – NSW Volunteer Charter



## Why

- The sector asked for help.
- The volunteer journey can be challenging.
- People want to volunteer.
- Need volunteers of all ages, abilities and backgrounds.
- Tools - sustainability, growth, inclusion.

## How

- 2022 NSW Volunteering Taskforce.
- NSW State of Volunteering Reports – 2021 and 2023.
- Best practice in volunteering, community development, participation and inclusion.
- Domestic and overseas research.



**1**  
**CHOICE**

Volunteer involvement is a freely made choice

**2**  
**INVOLVED**

Volunteers are involved in the life of an organisation and decisions that impact them

**3**  
**RESPECT**

Volunteers are treated with respect and dignity

**4**  
**SAFETY**

Volunteers are able to carry out their duties in a safe environment

**10**  
**RECOGNITION**

Volunteers are recognised and celebrated for their contributions

**NSW**  
**Volunteer Charter**  
**10 principles**

**5**  
**TIMELY**

Volunteers are supported and provided with timely and practical resources

**9**  
**LEADERSHIP**

Volunteer managers and leaders are supported to deliver best practice

**8**  
**REASONABLE**

Volunteers should be reasonably reimbursed for 'out-of-pocket' expenses

**7**  
**CLARITY**

Volunteers are provided with clear role descriptions and responsibilities

**6**  
**TRAINING**

Volunteers are provided with training and professional development opportunities

# Overview – NSW Volunteer Charter

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- Do not replace the National Standards for Volunteer Involvement.
- First step tool, adaptive, free and easy to use.
- Support - reflection to improve the volunteer journey – all types and sizes of organisations.

## **Principles in practice help with:**

- Promoting positive relationships
  - Providing practical support
  - Review your volunteer recruitment, retention and recognition approach
  - Reimbursements and expenses
  - Investing in your volunteer program.
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# NSW Youth Volunteering Guidelines



# NSW Youth Volunteering Guidelines



# Background – ‘The Guidelines’

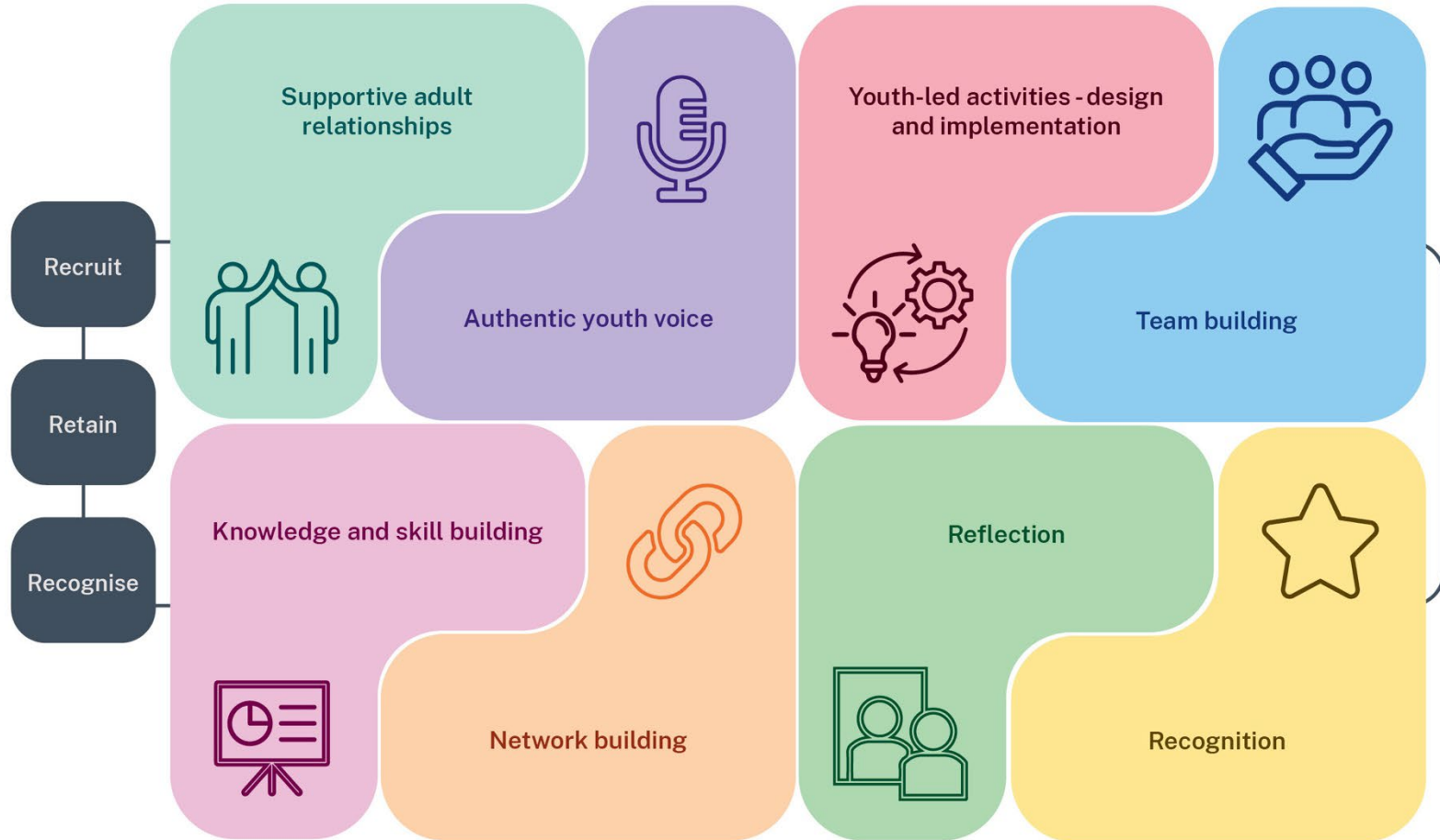
## Why

- Young people and volunteer involving organisations asked for help.
- Young people volunteer.
- Young people want to volunteer.
- Organisations need volunteers of all ages.
- Tools - sustainability, growth, inclusion.

## How

- 2022 NSW Volunteering Taskforce.
- NSW State of Volunteering Report – 2021 and 2023.
- Best practice in both volunteering and youth development, participation and inclusion.
- Domestic and overseas research.

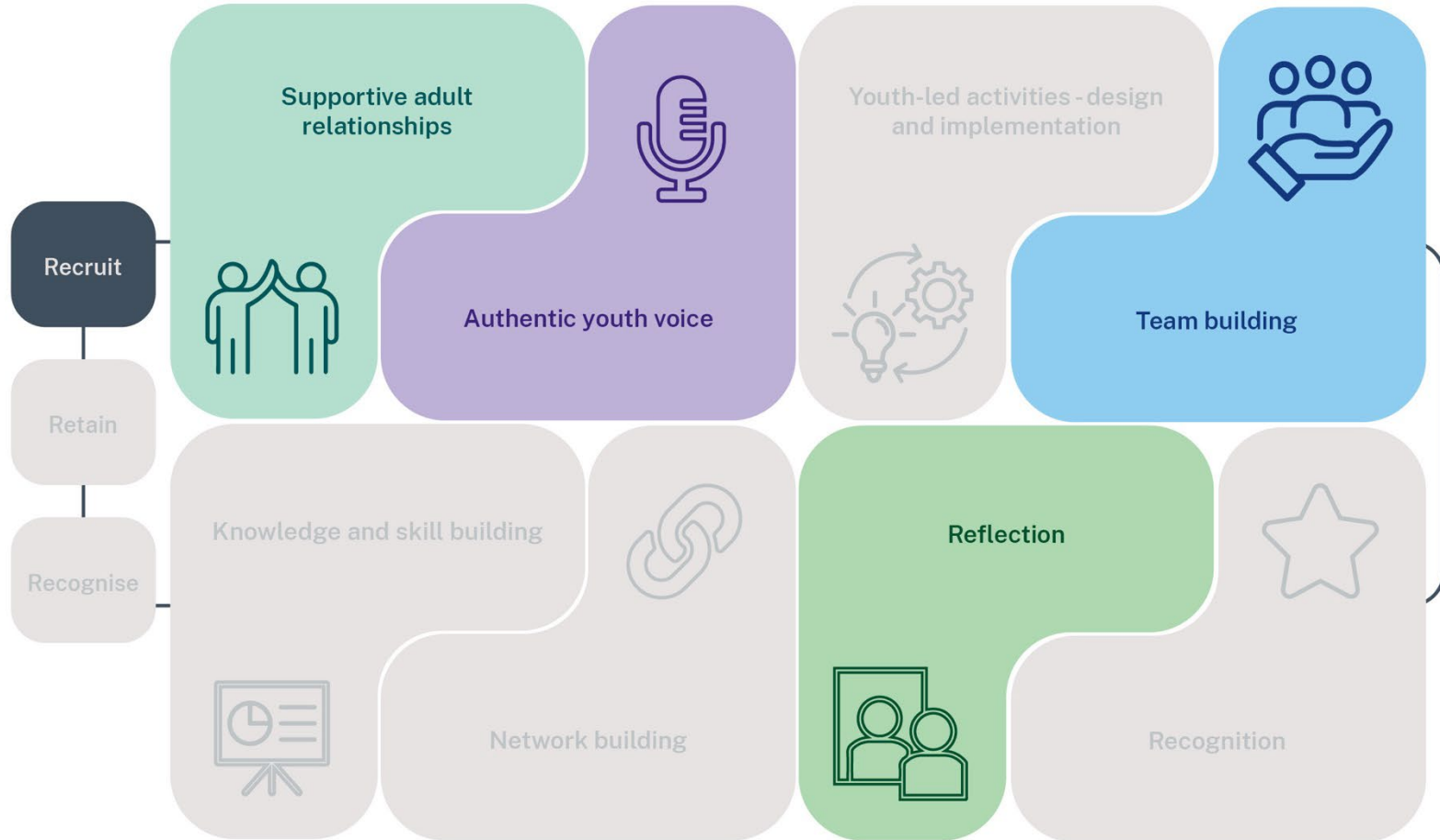
# Youth Volunteering Framework



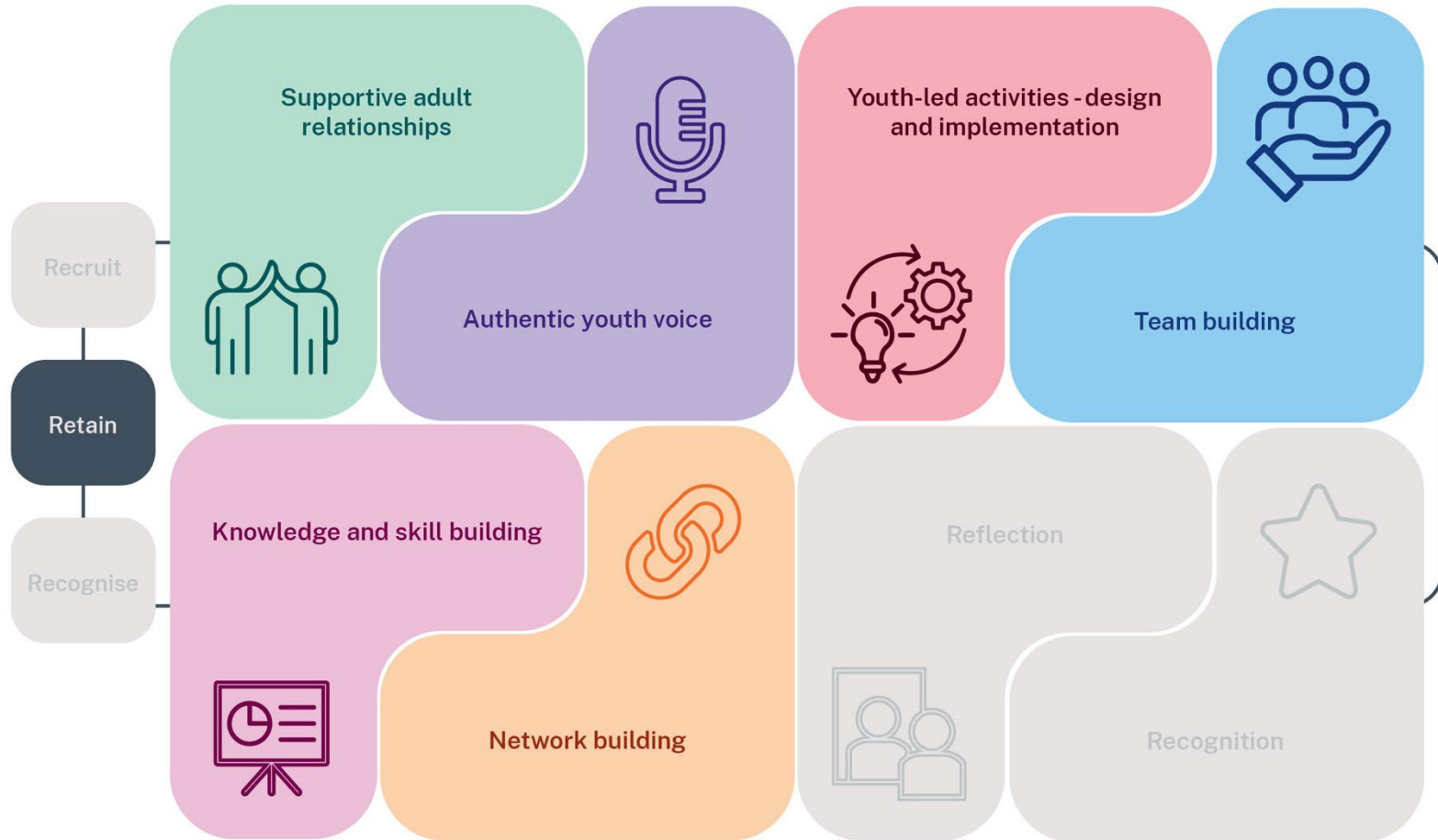
# Youth Volunteering Principles

<b>Supportive adult relationships</b>	Adults are available to support and/or mentor young people.
<b>Authentic youth voice</b>	Young people's voices and perspectives are prioritised, and all young people are encouraged to participate and be involved in decisions that impact them.
<b>Youth-led activities – design and implementation</b>	Young people are involved in the design and implementation of youth-related volunteer activities.
<b>Team building</b>	Develop a supportive and cohesive team of young people.
<b>Knowledge and skill building</b>	Focus on preparing young people to lead activities by building their confidence, knowledge and skills (e.g., leadership, critical thinking, decision making).
<b>Network building</b>	Develop community-based connections with internal and external stakeholders (e.g. fellow volunteers, community groups, local government). This legitimises their roles and empowers them to feel respected and capable of creating change in the community. These connections are a critical factor for success and are key to young volunteers establishing and maintaining ongoing volunteer participation and community connections.
<b>Reflection</b>	The activity is continuously evaluated to ensure it meets the motivations, interests and needs of young volunteers. This provides an opportunity for growth, role adaption and flexibility.
<b>Recognition</b>	Young people are recognised for the contribution they make to volunteering activities.

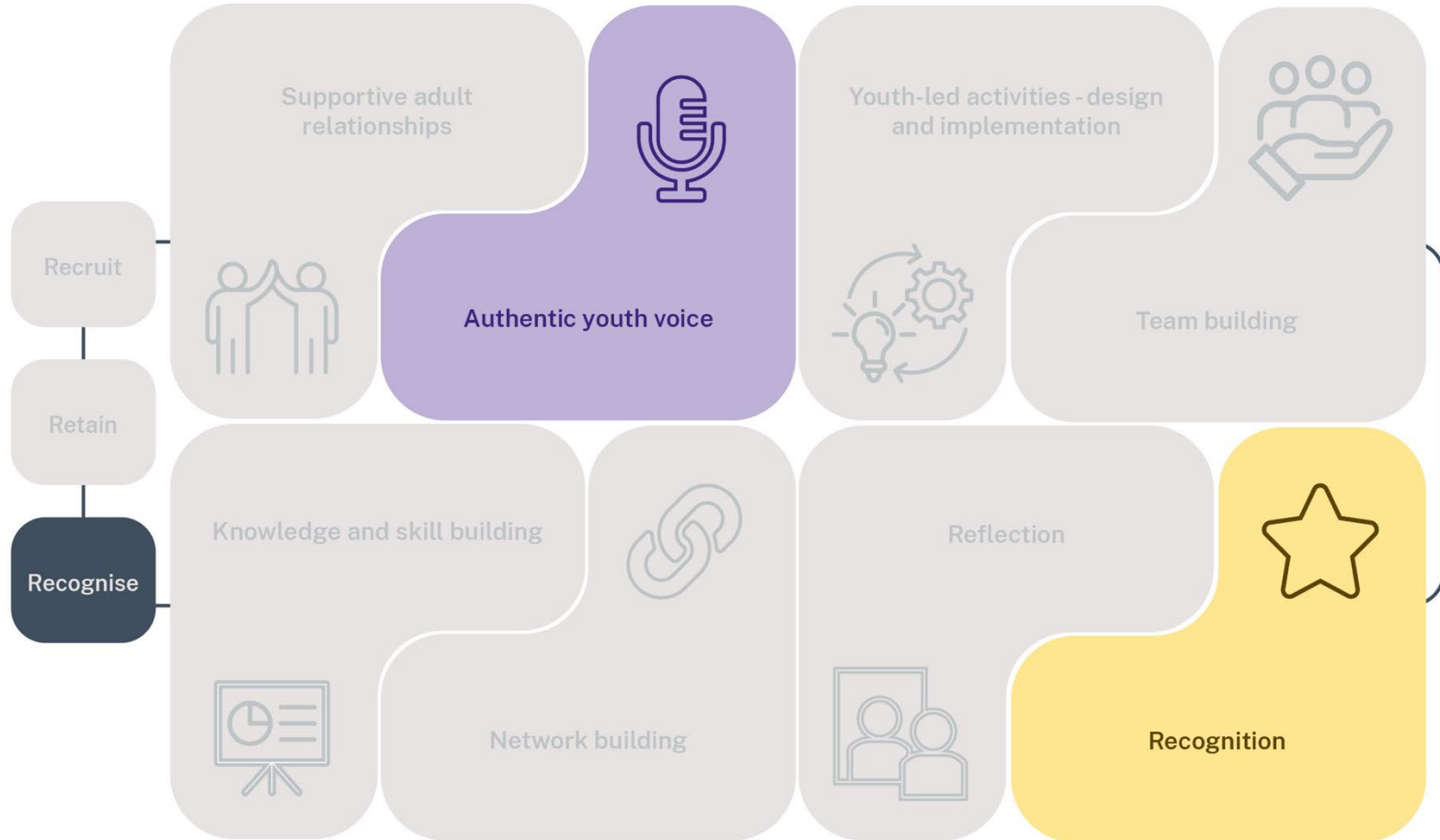
# Recruit - Principles



# Retain - Principles



# Recognise - Principles





# Pillars – Questions to think about

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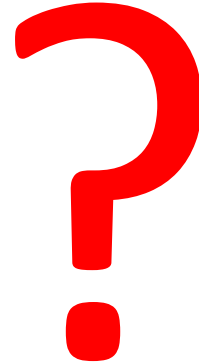
**Things we are doing?**

**Things we will keep?**

**Things we will change?**

**What we will do that's new?**

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# Where to download?

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[www.nsw.gov.au/volunteering](http://www.nsw.gov.au/volunteering)

Go to the **resource library** on our webpages

'GOOGLE' it!

Next steps ... watch this space!

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**In 2024 – coming soon!**

**NSW Youth Volunteering Guidelines:**

- mini videos
- online webinars – free!

**Watch this space for new resources...**

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# How to contact us...

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Volunteering Team**

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