

National Standards for Volunteer Involvement

Implementation and Support

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**NSW
Strategy and
Charter**

**National
Standards
for
Volunteer
Involvement**

**Assessment
and
Accreditation**

**The Centre for
Volunteering**





Engage with the NSW Strategy and Charter

- The NSW Volunteering Strategy has been developed to create a vision to grow, value and invest in volunteers.
- The Strategy is not designed to replace the National Standards and can be used as a “first step tool” for organisations.





Implement the National Standards

- The National Standards for Volunteer Involvement:
 - Provide good practice guidance and benchmarks to help organisations attract, manage and retain volunteers.
 - Help manage risk and safety in their work with volunteers.
 - Help improve the volunteer experience.
- Refreshed and released in 2024
- Resources to support implementation are available on the National Knowledge Base.





Utilise Resources and Support through The Centre

- The National Knowledge Base provides articles and resources to support you in implementing The Standards.
- The Centre runs regular Workshops and Events, including Implementation Sessions, to further support you.
- The Volunteer Management Help Desk is available to answer your questions and offer guidance along the way.





Embark on Assessment and Accreditation

- Attend a National Standards Overview and Implementation Session
 - Complete a Gap Analysis
- Register for the National Standards Volunteer Involvement Tool
 - Collect and upload your evidence
- Have your evidence assessed
 - Two-part check:
 - Review of Evidence
 - Volunteer Experience Interview



Recognising Volunteers

National Standards for Volunteer Involvement (2015) > Standard 7: Volunteer Recognition (Volunteer Involvement)

This evidence guide is about how organisations understand, appreciate and recognise the contribution made by volunteers. [PREV](#) [NEXT ASSESSMENT](#)

Where the organisation has evidence to support an answer, use the Link Evidence button to attach evidence. A guide to the types of evidence applicable for this assessment is here - [Evidence Guide: Recognising Volunteers](#)

Underway
22%

Filter:
 ALL QUESTIONS

Evidence Pack [LINK EVIDENCE](#)
[OPEN EVIDENCE PACK](#)

There are 0 evidence document(s) attached

Are volunteers informed of reasons and benefits for their involvement?

Yes
 No

Are volunteers provided with feedback on their contribution's impact and value to the organisation, service users and the community?

Yes
 No

? Does the organisation regularly acknowledge volunteers' contribution and impact through:

planning and scheduling recognition activities;
 individual and group recognition;
 provision of references and statements of service, as appropriate?

Link Evidence

Choose a document already uploaded to your Document Library or upload a new one below.

[Service's Library](#) [+ Add New Evidence](#)

Q Search

Code of Conduct Policy Nov 2023
code-of-conduct-policy-nov-2023.docx (0.03 mb)
Not linked to any assessments

Code of Ethics Template Mar 2023
code-of-ethics-template-mar-2023.doc (0.11 mb)
Not linked to any assessments

Complaint Meeting Record Template Aug 2023
complaint-meeting-record-template-aug-2023.docx (0.03 mb)
Not linked to any assessments

Complaints policy
complaint-handling-procedure-template-aug-2023.docx (0.04 mb)
Not linked to any assessments

Conflict of Interest Policy Mar 2023
conflict-of-interest-policy-mar-2023.docx (0.04 mb)
Not linked to any assessments

< 1 2 3 >

[LINK](#) [CANCEL](#)

Home Reading Room

Q Search resources by resource title, keyword or filename [SEARCH](#)

Volunteering Knowledge Base Resources

- VKB - Acceptable Use of Electronic Media
- VKB - Access Equity Policy
- VKB - Affirmative Action Policy
- VKB - Anti-Discrimination Policy
- VKB - Board Dispute Resolution
- VKB - Bullying Policy Template
- VKB - Client Intake Template
- VKB - Code of Conduct Template
- VKB - Code of Ethics
- VKB - Complaint Handling Procedure
- VKB - Complaint Meeting Record Template
- VKB - Complaints Handling Policy
- VKB - Conflict of Interest
- VKB - Continuous Improvement Policy
- VKB - Continuous Improvement Procedure
- VKB - Copyright Policy
- VKB - Credit Card Financial Transactions Cards Policy
- VKB - Crisis Response Policy
- VKB - Cyber Security
- VKB - Disciplinary Letter Template
- VKB - Disciplinary Meeting Record
- VKB - Email Retention Archiving Policy
- VKB - Ethical Fundraising Policy
- VKB - First Aid Policy
- VKB - Injury and Incident Reporting Policy
- VKB - Interviewing and Screening Volunteers
- VKB - Legislative Compliance Policy
- VKB - Media Relations Policy
- VKB - Misconduct Policy

National Standards for Volunteer Involvement Tool

- Self-assess against the criteria
- Upload evidence
- Access resources and documentation through the Reading Room
- Allocate tasks and track your progress
- Create an Action Plan

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