

## **STANDARD 1: LEADERSHIP AND MANAGEMENT**

**The governing body and senior employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.**

- 1.1 Responsibilities for leading and managing volunteer involvement are defined and supported.
- 1.2 Policies and procedures applying to volunteers are communicated, understood, and implemented by all relevant staff across the organisation.
- 1.3 The organisation's risk management processes are applied to the organisation's volunteer involvement.
- 1.4 Volunteer involvement records are maintained.
- 1.5 Processes are in place to manage relationships with partner agencies in collaborative volunteer activities.  
*(This criteria only applies to organisations working with other organisations in a collaborative activity involving volunteers and/or sharing responsibility for particular volunteers).*

## **STANDARD 2: COMMITMENT TO VOLUNTEER INVOLVEMENT**

**Commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation's strategic direction.**

- 2.1 The organisation publicly declares its intent, purpose and commitment to involving volunteers.
- 2.2 Volunteer involvement is planned and designed to contribute directly to the organisation purpose, goals and objectives.
- 2.3 Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.

## **STANDARD 3: VOLUNTEER ROLES**

**Volunteers are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives.**

- 3.1 Volunteer roles are designed to contribute to the organisation's purpose, goals and objectives.
- 3.2 Volunteer roles are appropriate for the community, service user or stakeholder groups with which the organisation works.
- 3.3 Volunteer roles are defined, documented and communicated.
- 3.4 Volunteer roles are reviewed with input from volunteers and employees.

## STANDARD 4: RECRUITMENT AND SELECTION

**Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.**

- 4.1 If the organisation recruits volunteers, it uses planned approaches to attract volunteers with relevant interests, knowledge, skills or attributes.
- 4.2 Potential volunteers are provided with relevant information about the organisation, the volunteer role and the recruitment and selection process.
- 4.3 Volunteers are selected based on interest, knowledge, and skills or attributes relevant to the role, and consistent with anti-discrimination legislation.
- 4.4 Screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation.

## STANDARD 5: SUPPORT AND DEVELOPMENT

**Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.**

- 5.1 Volunteers are provided with orientation relevant to their role and responsibility.
- 5.2 Volunteers knowledge and skills are reviewed to identify support and development needs.
- 5.3 Volunteers knowledge and skill needs relevant to their roles are identified, and training and development opportunities are provided to meet these needs.
- 5.4 Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.
- 5.5 Changes to the involvement of a volunteer are undertaken fairly and consistently.

## STANDARD 6: WORKPLACE SAFETY AND WELLBEING

**The health, safety and wellbeing of volunteers is protected in the workplace.**

- 6.1 Effective working relationships with employees, and between volunteers, are facilitated by the organisation.
- 6.2 Processes are in place to protect the health and safety of volunteers in their capacity as volunteers.
- 6.3 Volunteers have access to complaints and grievance procedures.

## STANDARD 7: VOLUNTEER RECOGNITION

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

- 7.1 The governing body and employees understand how volunteers benefit the organisation, service users and the community.
- 7.2 Volunteers are informed about how their contributions benefit the organisation, service users and the community.
- 7.3 The organisation regularly acknowledges contributions made by volunteers and the positive impact on the organisation, service users and the community.
- 7.4 Volunteer acknowledgement is appropriate to the volunteer role and respectful of cultural values and perspectives.

## STANDARD 8: QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT

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

- 8.1 Policies and procedures are implemented to effectively guide all aspects of volunteer involvement.
- 8.2 Volunteer involvement is regularly reviewed in line with the organisation's evaluation and quality management frameworks.
- 8.3 The organisation's performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers and stakeholders.
- 8.4 Opportunities are available for volunteers to provide feedback on the organisation's volunteer involvement and relevant areas of the organisation's work.