

INTRODUCTION TO – NATIONAL STANDARDS FOR INVOLVING VOLUNTEERS 2015



Learning Outcomes

- Why standards are important
- Overview of the new National Standards
- What's changed about the Standards
- What tools are provided to support implementation & where to start

Firstly.....

- Trainer Background

A changing environment

‘Volunteering’ over the previous 15 years – what’s changed?:

- Who volunteers (and why)
- The roles of volunteers
- How volunteers are managed

Australian National Standards for Involving Volunteers

- First set of standards for involving volunteers in not-for-profit organisations was developed by Volunteering Victoria in 1996
- Volunteering Australia further developed the standards then released them nationally in 1997
- Reviewed in 2003, 2009 & 2014
- New standards released in 2015.

Why review the standards?

- Old version – too detailed & prescriptive
- Not applicable in all settings
- Volunteering has changed since the standards were originally developed
- Need for simpler and clearer language

Benefits of using standards

- Greater volunteer job satisfaction.
- Volunteers treated fairly and rights protected.
- Enhanced customer satisfaction.
- Increased volunteer recruitment and retention.
- Less exposure to risk.
- Demonstrate 'best practice'.
- Improved ability to innovate.
- Increased efficiency and cost savings.
- Sustainable advantage over competitors.
- Enhanced organisational credibility.

Aims of the new National Standards

Designed to help organisations:

- incorporate values and maximise the benefits of volunteer involvement
- develop effective volunteer involvement strategies & practices
- involve volunteers in meaningful and useful activities positive outcomes
- rights of volunteers protected and relevant support provided

National Standards 2015

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer recognition
8. Quality management and continuous improvement

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.

2. Commitment to volunteer involvement

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

3. Volunteer roles

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

4. Recruitment and selection

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

5. Support and development

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

6. Workplace safety and wellbeing

The health, safety and well being of volunteers is protected in the workplace.

7. Volunteer recognition

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

8. Quality management and continuous improvement

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

Supporting Tools

- National Standards For Involving Volunteers
- Implementation Guide
- Workbook & worksheets
- Quality Mark

More information required?