



National Standards for Volunteer Involvement

User Guide - Accreditation

National Standards for Volunteer Involvement (2024)

Quality guidelines and evidence requirements for organisations to be endorsed by Volunteering Peak Bodies for demonstrating implementation of the National Standards for Volunteer Involvement.

Acknowledgments



Funded by the Australian Government
Department of Social Services.



Australian Government
Department of Social Services

The seven State and Territory volunteering peak bodies acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present.

Publication	National Standards for Volunteer Involvement User Guide – Accreditation
Version	1.0
Date	June 2024
Published by	The Centre for Volunteering

Contents

Definitions	5
Overview.....	5
Principles	5
How to use this guide	7
Standard 1: Volunteering is embedded in leadership, governance and culture.	9
Criterion 1.1 Responsibility for engaging, leading and managing volunteer participation is defined and supported.	10
Criterion 1.2 Governance and risk management arrangements facilitate safe and meaningful volunteer participation.	11
Criterion 1.3 Policies and procedures applying to volunteers are communicated, understood, and implemented across the organisation or group.....	12
Criterion 1.4 Volunteer records are maintained, and volunteers and employees understand their obligations on information sharing, record keeping and privacy.	13
Criterion 1.5 Processes are in place to manage relationships with partner agencies in collaborative volunteering activities.....	15
Standard 2: Volunteer participation is championed and modelled.....	16
Criterion 2.1 The organisation publicly declares its commitment to volunteer participation.	16
Criterion 2.2 A volunteering culture is championed and modelled at all levels of the organisation.	17
Criterion 2.3 Volunteer participation is part of the organisation’s vision, purpose, goals and objectives and is developed through engagement with volunteers.	18
Criterion 2.4 Volunteering programs are supported by adequately resourced volunteer managers or officers.	20
Criterion 2.5 Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.	21
Standard 3: Volunteer roles are meaningful and tailored.....	22
Criterion 3.1 Volunteer roles are designed and negotiated with volunteers, considering the needs and interests of volunteers.....	23
Criterion 3.2 Volunteer roles contribute to the organisation’s purpose, goals and objectives.....	24
Criterion 3.3 Volunteer roles are defined, documented and communicated.	25
Criterion 3.3 Volunteer roles are defined, documented and communicated.	26
Standard 4: Recruitment is equitable and diversity is valued.	27
Criterion 4.1 Organisations and groups involve volunteers using equitable and innovative approaches to attract people with relevant interests, knowledge and skills.	Error! Bookmark not defined.
Criterion 4.2 Potential volunteers are provided with information about the organisation, how volunteers contribute to its purpose, available opportunities and the selection process.....	28
Criterion 4.3 Volunteers are selected based on their interests, knowledge, skills and suitability for the role, and consistency with anti-discrimination law.	29

Criterion 4.4 Diversity, inclusivity, and accessibility principles are built into recruitment activities, reflecting and promoting awareness of, and respect for, diversity and inclusion.	30
Criterion 4.5 Screening processes maintain the safety and security of service recipients, employees, volunteers, and the organisation, in line with legal requirements and regulations.	31
Standard 5: Volunteers are supported and developed	32
Criterion 5.1 Volunteers are provided with relevant induction and training.	33
Criterion 5.2 Volunteers’ knowledge and skills are reviewed to identify support and development needs.	35
Criterion 5.3 Volunteers are engaged with throughout their time in an organisation or group and provided with supervision and support that enables them to participate fully.	36
Criterion 5.4 People with responsibility for volunteers have sufficient time and resources to engage with and provide proper support to volunteers.	37
Criterion 5.5 Changes to the role of a volunteer are fair and consistent and achieved through engaging with the volunteer.	38
Standard 6: Volunteer safety and wellbeing is protected.	39
Criterion 6.1 Effective working relationships with employees, and between volunteers, are facilitated by the organisation.	Error! Bookmark not defined.
Criterion 6.2 Organisations and groups meet their legal and ethical obligations to protect volunteers from harm.	40
Criterion 6.3 Processes are in place to protect the health, safety and wellbeing of volunteers in their capacity as volunteers, including relevant insurances, such as personal injury and liability.	Error! Bookmark not defined.
Criterion 6.4 Volunteers understand and have access to complaints procedures.	43
Criterion 6.5 Complaints, concerns and safety incidents are analysed to identify causes and inform continuous improvement.	44
Standard 7: Volunteers are recognised.....	45
Criterion 7.1 How volunteers benefit the organisation, service recipients and the community is clearly understood.	45
Criterion 7.2 Volunteer effort is measured and acknowledged in the organisation’s reporting and used to demonstrate impact.....	46
Criterion 7.3 The organisation regularly engages with volunteers about the impact of their contribution.	47
Criterion 7.4 Volunteer acknowledgement is appropriate to the volunteer and respectful of cultural values and perspectives.	48
Standard 8: Policies and practices are continuously improved.	49
Criterion 8.1 Policies and procedures are implemented to effectively guide all aspects of volunteer involvement.	50
Criterion 8.2 Volunteer involvement is regularly reviewed in line with the organisation’s evaluation and quality management frameworks.	52
Criterion 8.3 The organisation’s performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers and stakeholders.....	53
Criterion 8.4 Opportunities are available for volunteers to provide feedback on their experience and relevant areas of the organisation’s work.....	54

Definitions

In this guide, the term **organisation** refers to any not-for-profit concern, institute, association, community collective, club, community group, union, council, or government department that involves volunteers.

Overview

The National Standards for Volunteer Involvement (National Standards) are a best practice framework to guide volunteer involvement.

Implementing the National Standards benefits volunteers and the organisations and groups they are involved with.

The process for accreditation for achieving the National Standards for Volunteer Involvement is a 2-part process.

The first part of the accreditation process is an assessment of relevant documentation that supports and verifies the implementation of the standards.

The second part is a review conducted directly with volunteers and where applicable staff to verify experience, awareness and knowledge that cannot be determined in a desktop audit.

This evidence guide shows the documentation evidence requirements for organisations to demonstrate that they have met the National Standards for Volunteer Involvement.

Principles

The following principles apply to the application of the National Standards for Volunteer Involvement:

- **Currency:**
Evidence is from volunteering policies and processes that are applied and used in practice. Policies and procedures should be reviewed at least once every 3 years, and if any major changes in legislation affect policies.
- **Consistency:**
Practices, policies and procedures are applied across the organisation as appropriate to all levels and positions.

- **Communication:**
Policies and procedures should be communicated to staff and volunteers; inclusive language should be used, and forms and systems should encourage and support diversity.

- **Context:**
Demonstration of adherence to the National Standards depends on the context in which the organisation operates and the complexity of the volunteering program.

Factors considered may include:

- size of the organisation
- revenue
- location
- number of paid staff
- number of volunteers
- sector
- vulnerability of clients
- variety of volunteer roles.

- **Continuity:**
It is essential to show that the organisation is up to date and has systems to maintain quality to meet the National Standards for the foreseeable future.

- **Compliance:**
Compliance with legislation and any additional industry-specific standards is the responsibility of the organisation. Legal practices are assumed and neither reviewed nor assessed directly in the National Standards accreditation. Where evidence criteria relate to compliance with legislation and industry-specific standards, the requirements are to demonstrate that the systems, processes, and procedures are in place to support ensuring and maintaining compliance.

How to use this guide

There are 8 National Standards for Volunteer involvement:

1. Volunteering is embedded in leadership, governance and culture
2. Volunteer participation is championed and modelled
3. Volunteer roles are meaningful and tailored
4. Recruitment is equitable and diversity is valued
5. Volunteers are supported and developed
6. Volunteer safety and wellbeing is protected
7. Volunteers are recognised
8. Policies and practices are continuously improved.

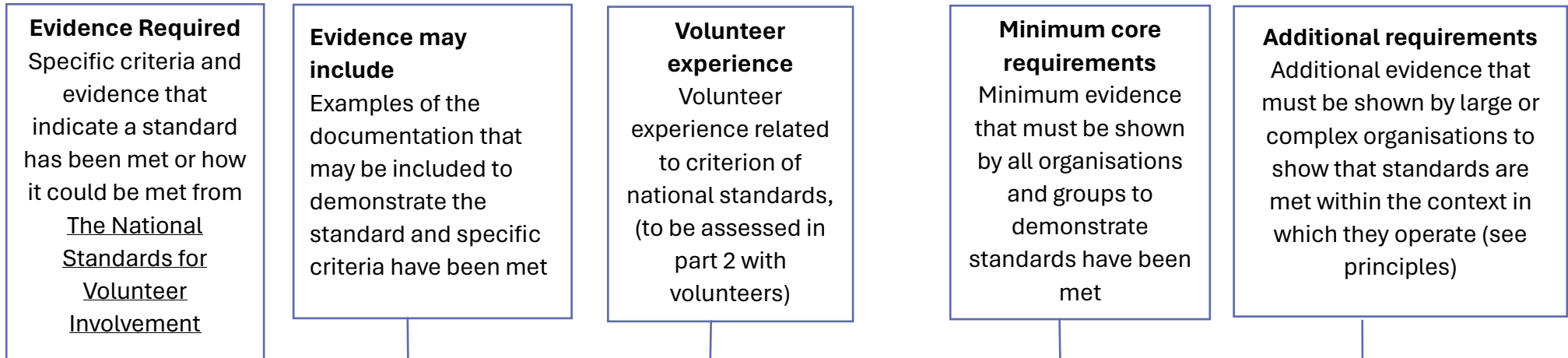
Each standard is accompanied by 4 or 5 specific criteria and examples of evidence that indicate a standard has been met or how it could be met.

The criteria reflect the core components of the National Standards, and the evidence acts as a guide as to whether the organisation or group is implementing that standard in practice.

To demonstrate implementation of the standards, evidence must be supplied to address all evidence requirements, indicators and criteria. If there are any criteria or evidence items that an organisation may deem not applicable based on the context an organisation operates in supporting evidence to show this must be provided.

Organisations are encouraged to use this guide when developing quality systems and processes that shape their volunteer involvement.

Criteria, evidence and requirements for accreditation are demonstrated in this guide as follows:



Criterion 1.1 Responsibility for engaging, leading and managing volunteer participation is defined and supported.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Overall responsibility for volunteer involvement is assigned at a senior level,	Position descriptions (showing assigned responsibilities) Organisation charter	Volunteers feel supported by senior leadership.	The person at a senior level with overall responsibility for volunteers must be clearly	The organisation must have a qualified staff member dedicated to volunteer engagement,

Standard 1: Volunteering is embedded in leadership, governance and culture.

The governing body and organisation leaders promote volunteering and implement effective systems to support volunteer participation.

This standard provides guidance on the role of organisational leadership and governance in creating a culture that is supportive of volunteering and ensures there is clear accountability for the implementation of volunteering programs.

Adoption of this standard shows organisational commitment to provide direction and guidance for the work of volunteers, as well as understand and mitigate any risks related to engaging volunteers.

Governance arrangements vary depending on the type, nature and size of an organisation or group, and are scalable, but the standards provide a broad foundation for best practice.

Criterion 1.1 Responsibility for engaging, leading and managing volunteer participation is defined and supported.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Overall responsibility for volunteer involvement is assigned at a senior level, e.g. board or executive.	Position descriptions (showing assigned responsibilities) Organisation charter	Volunteers feel supported by senior leadership.	The person at a senior level with overall responsibility for volunteers must be clearly defined and in writing.	The organisation must have a qualified staff member dedicated to volunteer engagement, leadership and management.
Responsibilities are documented in position descriptions, delegation authorities, policies and procedures.	Position descriptions (that detail volunteer responsibilities) Policies and procedures Process documentation Delegations chart Human resources policies and procedures specifically address volunteer involvement responsibilities Communication evidence informing employees and volunteers of volunteer involvement responsibilities	Volunteers know who to report to and who is responsible.	Roles and responsibilities for engaging, leading and managing volunteer participation are articulated in writing, in a format that is accessible to leaders and volunteers.	Relevant staff members must have position descriptions that detail the responsibility and relevant duties for volunteer involvement.
Employees or organisation members assigned with direct responsibility for volunteer involvement have relevant qualifications, skills or experience for the role.	Confirmation of training and professional development completed Certification and qualifications Enrolment and participation in Continuing Professional Development (CPD) Program Enrolment in Cert IV in Coordination of Volunteer Programs or equivalent study Processes for assessing employees' capacity to lead and manage volunteer involvement	Volunteers are supervised by individuals with appropriate knowledge and skills.	People responsible for managing volunteers must have qualifications and skills directly relevant to volunteer management, to a Certificate III level, or be able to indicate equivalent knowledge and skills through relevant experience. Those responsible for volunteer leadership should demonstrate continuing professional development in their role.	Volunteer leaders must have relevant training and skills such as the Certificate IV in Coordination of Volunteer Programs and actively participate in Continuing Professional Development.

Criterion 1.2 Governance and risk management arrangements facilitate safe and meaningful volunteer participation.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Risk management systems are in place to identify, assess and respond to risks relating to volunteer participation.	Risk assessment documentation such as risk registers Risk management policies and procedures Volunteer, staff and governing body orientation	Risks related to volunteers are managed.	Evidence of risks and mitigation strategies identified and communicated.	Formal ongoing and scheduled risk management processes are in place, and actively used, such as risk registers.
The governing body and senior leadership oversee volunteer risk management.	Risk registers Strategies for managing risk Risk management systems and planning Volunteer policy Employee and volunteer performance reviews addressing compliance with volunteer policies and procedures	Risks related to volunteers are overseen by senior leadership.	Evidence of risk management overseen by governing body and senior leadership such as minutes.	Specific evidence of risk management practices and policies such as risk planning documentation, strategies for managing risk and risk registers.
Volunteers are informed of potential risks and are supported to manage or mitigate risk factors.	Volunteer and employee training - initial training or updates and ongoing training Volunteer induction documentation Volunteer handbooks Volunteer agreement forms Volunteer communications sharing risk information and mitigation strategies Code of conduct Positions description identifying reporting structure for identified issues	Volunteers are aware of risks and procedures for managing risks.	Evidence that volunteers are informed of risks and how to manage these.	Volunteer onboarding documentation and training, and evidence of ongoing volunteer communications that inform of risks and supports the management and mitigation of risks.

Criterion 1.3 Policies and procedures applying to volunteers are communicated, understood, and implemented across the organisation or group.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Employees, governing body members and volunteers receive relevant induction and training on the organisation's volunteer policies and procedures.	Staff induction and training including volunteer policies and procedures Volunteer training Volunteer induction documentation Volunteer handbook Volunteer agreement forms Volunteer and organisation communication examples	Volunteers are aware of policies and procedures and where to locate these.	Volunteers and any staff or members are informed of organisation expectations, policies and procedures. Agreement is obtained from volunteers.	Board, employee and volunteer onboarding documentation and training detail policies and procedures and agreement is obtained from workers that they have read, understood and will adhere to these.
Compliance with volunteer policies and procedures is regularly monitored and improved.	Volunteer feedback forms Volunteer performance reviews Improvement logs and evidence of updates made Policies and procedures	Volunteers are aware of expectations and regulations and how these are monitored.	Evidence of monitoring practice against policies and procedures and changes made to these.	

Criterion 1.4 Volunteer records are maintained, and volunteers and employees understand their obligations on information sharing, record keeping and privacy.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Information required to engage volunteers is identified.	Volunteer application form Volunteer handbook	Volunteers are aware what information about them is held and why.	Communication to potential volunteers which shows what information will be required to participate.	Application form or application process details what information is held and why.
Information from screening checks for volunteers is documented and secured.	Volunteer Management System Secure records kept National Police Check Portal, NDIS worker screening and Working with Children Check systems if applicable	Volunteers undertake the required screening.		Processes and systems are in place so that any information held is securely managed.
The organisation has documented and implemented processes that comply with privacy legislation for securely managing volunteers personal and confidential information.	Privacy policy Volunteer agreement Confidentiality agreement	Volunteers are aware of what information about them is held and why.	Processes and systems are in place so that any information held is securely managed.	Privacy policy is in place and applied.

Criterion 1.4 Volunteer records are maintained, and volunteers and employees understand their obligations on information sharing, record keeping and privacy.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Records of volunteer contributions, achievements and acknowledgement are maintained.	Volunteer Management System details, description or demonstration Records and reports of volunteer contributions and achievements Volunteer management processes or systems Feedback from clients, staff or community	Volunteer records are kept.	Records of volunteer contributions or impact are kept.	A Volunteer Management System is in place.
Volunteers understand their obligations relating to information and privacy legislation.	Volunteer training Volunteer induction documentation Volunteer handbooks Volunteer agreement forms Privacy policies and procedures	Volunteers know what's expected of them when working with clients, staff and other volunteers' personal information.	A volunteer acknowledgement and agreement is obtained if any private information accessed or shared.	

Criterion 1.5 Processes are in place to manage relationships with partner agencies in collaborative volunteering activities. (This criterion only applies to organisations working with other organisations in a collaborative activity involving volunteers and/ or sharing responsibility for volunteers).

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Principles for co-designed volunteer participation are documented.	Communication exchanges Partnership agreements, contracts or memorandum of understanding	Volunteers are clear who they are volunteering with.		Consultation records and memorandum of understanding.
Expectations about respective roles are documented with partners and volunteers.	Partnership agreements, contracts or memorandum of understanding Volunteer role descriptions Volunteer Management System	Volunteers are aware who they are reporting to, and who is responsible.	Clear agreements in writing and detailed expectations shared with volunteers if working with another organisation.	Documented details of expectations, responsibilities and supervision authority.
Procedures for evaluating progress and outcomes are documented.	Communication exchanges Memorandum of Agreements Partnership or collaboration policies and procedures	Volunteers are aware of performance measures.		Details of feedback and review.
Arrangements and agreements are reviewed on a regular basis.	Evidence of updates to documents Regular meeting schedule or minutes detailing review Evidence of volunteer feedback and review related to collaboration Reports of review and evaluation of collaboration	Volunteer feedback sought on activities in collaboration with partner agencies.		

Standard 2: Volunteer participation is championed and modelled.

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

This standard describes a culture with a strong commitment to volunteer involvement, modelled through all levels of the organisation.

Adopting this standard assists the organisation to approach the involvement of volunteers in a planned way, ensuring that resources are allocated and that it is accountable for the way it works with volunteers.

Criterion 2.1 The organisation publicly declares its commitment to volunteer participation.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
The governing body and leaders publicly communicate the organisation's philosophy, direction and broad objectives for involving volunteers.	Website information Annual reports Information on social media pages, flyers or event details Public statements News articles Evaluation reports include volunteer outcomes or impact summary	Volunteers are aware of organisation leaders' objectives for involving volunteers.	Public declaration of intentions in charter, organisation's website or social pages.	Information on volunteer involvement is clearly shown on the organisation's website and in publicly available annual reports. Information can be found through external search.
Key documents are publicly available.	Evidence as listed above is publicly available.	Volunteers can publicly access information about the organisation.	Information on the organisation and commitment to volunteer participation is publicly available.	

Criterion 2.2 A volunteering culture is championed and modelled at all levels of the organisation.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
The organisation's leadership models and reinforces attitudes and behaviours that value volunteer involvement.	Annual reports Media and communications with volunteer recognition from senior leadership	Volunteers feel valued by senior leadership.	Statement from leadership about volunteer involvement intentions.	Leadership strategies, actions and evidence of practice demonstrating volunteer involvement is valued.
The organisation's commitment to volunteer involvement complies with legislation, industry standards, guidelines and codes of practice.	Specific legislation and industry evidence of compliance - such as for health, emergency services, sporting Screening check processes Volunteer role descriptions Policies and procedures	Volunteer involvement is legal and adheres to industry standards.	Demonstration of policies, procedures, and systems the organisation uses to check and maintain compliance with legislation, industry standards, guidelines, and codes of practice.	
Leaders promote good practice.	Board governance records Details of leaders engaging in volunteering Leaders undertaking relevant continuing professional development	Volunteers have positive view of practices of leadership teams.		

Criterion 2.3 Volunteer participation is part of the organisation’s vision, purpose, goals and objectives and is developed through engagement with volunteers.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteer participation is reflected in the organisation’s strategic plan and goals and aligns with the organisation’s purpose and objectives.	Annual reports Organisation strategic plans including volunteer engagement Mission, vision and organisation objectives Volunteer training Volunteer induction documentation Volunteer handbooks Records of staff orientation, training, and performance development for volunteer management Volunteer and organisation communication examples	Volunteers are aware of organisation's purpose and objectives and volunteering is aligned with these.	Strategic planning documentation identifies volunteer involvement that aligns with organisations purpose in charter.	Strategic planning documentation identifies volunteer involvement that aligns with organisation's purpose, mission, objectives and goals.
Planning identifies strategies for volunteer recruitment, recognition, management, and development.	Planning documentation Minutes of relevant meetings Strategies for volunteer involvement Policies and procedures	Volunteer engagement is planned.	Planning documentation addressing recruitment, support, and recognition of volunteers.	Organisations have scheduled strategic planning for volunteer recruitment, recognition, management, and development.
Proposed volunteer involvement is assessed to ensure appropriateness and benefit.	Feedback on programs Reports on effectiveness Planning documentation Minutes of relevant meetings Strategies for volunteer involvement Policies and Procedures	Volunteer involvement is checked for appropriateness.	Evidence of volunteer involvement assessment and evaluation such as in feedback, notes, and reports.	Evidence of volunteer involvement assessment and evaluation such as in impact statements, strategies, feedback findings and in planning documentation.

Criterion 2.3 Volunteer participation is part of the organisation’s vision, purpose, goals and objectives and is developed through engagement with volunteers.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
The organisation is open to opportunities for collaborating with other agencies on volunteering programs. (where appropriate).	Public communications that indicate openness to collaboration Formal and informal partnerships or collaborations with other agencies for volunteer involvement	Volunteers are consulted when volunteering programs are undertaken in collaboration with other agencies.	Invitations to agencies to collaborate.	

Criterion 2.4 Volunteering programs are supported by adequately resourced volunteer managers or officers.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
People with volunteer involvement responsibilities are provided with training, supervision and resources to effectively undertake their role.	<ul style="list-style-type: none"> Role descriptions for leaders of volunteers Available resources to facilitate volunteer involvement Budget for volunteer engagement Financial records Confirmation of training and professional development undertaken Certification and qualifications Records of staff orientation, training, and performance development for volunteer management Details of engagement with programs such as Continuing Professional Development program for Professional Leaders of Volunteers Volunteer manager participation in mentoring programs and professional networks 	Volunteers are supervised by trained and resourced people.	<p>Evidence of existing skills, qualifications and experience to support relevant supervision has been identified and applied.</p> <p>Evidence of training delivery to support the level of supervision required.</p>	<p>Evidence of existing skills, qualifications and experience to Certificate IV level or equivalent training or experience.</p> <p>Records of training, budget allocations, as well as evidence of support from senior leadership in undertaking the role.</p>
People with responsibility for volunteers have a voice in the organisation.	<ul style="list-style-type: none"> Organisation chart Reports from staff Annual reports Governing body, staff and organisation meeting agendas and minutes with time allocated for volunteer management 	Volunteers are represented by leaders who have authority and a voice in the organisation.	<p>If only one core leader is also the volunteer supervisor, no additional evidence is required.</p> <p>Communication evidence between leaders and volunteer supervisors shows that the volunteer supervisors have a say, and their opinions are taken into account.</p>	Reporting structures show that volunteer leadership is a senior position or has a direct line to organisational decision-making.

Criterion 2.5 Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Where feasible, a budget is allocated and used for planning volunteering programs, operations and review.	Budget (allocated for volunteering) Financial records	Volunteers have the support they need for the role.	Relevant costs for ensuring successful volunteer engagement are listed and accounted for in planning documentation.	The organisation's volunteer programs have a budget of their own, or direct line items on budget documentation to evidence they have been considered, planned and accounted for.
The governing body, employees and volunteers dedicate time to managing volunteer involvement.	Role descriptions Activity work plans Meeting agendas or minutes with record of governing body, employees and volunteer meetings and time allocated for managing volunteer involvement	Time is dedicated by leaders, staff and supervisors for volunteer involvement.	Evidence of time allocated to managing volunteer involvement such as statement from leadership.	Volunteer leadership role descriptions, performance measures and activity plans indicate time dedicated to managing volunteer involvement.
Equipment, materials, technology, and space are provided to support volunteers in their roles.	Equipment evidence Records of technology and materials Details of volunteer workplace space - Images floor plans	Volunteers have the resources they need to undertake their role.	Evidence of equipment provided to volunteers to support role, could be evidenced in images, communications, or physical equipment and space.	Records of equipment, materials and technology used to support volunteers in their roles.
Policy and procedures for reimbursement are developed for volunteer out-of-pocket expenses.	Reimbursement policy Reimbursement procedures	Volunteers are aware of whether reimbursement is offered and if so what the policies and procedures are and how to access these and make a claim.	Communications to volunteers (in emails or handbook or role descriptions) to indicate whether reimbursement of expenses offered and under what circumstances. Reimbursement policy and reimbursement procedures and evidence these are accessible to volunteers.	

Standard 3: Volunteer roles are meaningful and tailored.

Volunteers are involved in meaningful roles that contribute to the organisation's or group's purpose and meet volunteer interests and preferred style of participation.

This standard outlines important considerations for the way volunteer roles are designed and ways to meet both the needs of contemporary volunteering and the objectives of the organisation.

Adopting this standard assists the organisation to match volunteers with appropriate roles and provide a positive volunteer experience.

Criterion 3.1 Volunteer roles are designed and negotiated with volunteers, considering the needs and interests of volunteers.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteer roles reflect the contemporary volunteering environment, volunteer availability and ways of involving volunteers, such as increased flexibility.	Volunteer role descriptions Organisation environmental analysis Assessment of the organisation's community, services users and other stakeholders	Volunteer roles meet the needs and availability of volunteers.	Volunteer role descriptions and outlines that show appropriate flexibility and alignment with environment.	A variety of volunteer roles are aligned with the operating environment and have suitable flexibility.
Design of roles considers the contemporary volunteer experience and preferences, such as growth in skills-based volunteering, activity-based volunteering, spontaneous volunteering, cause-based, virtual and micro-volunteering.	Volunteer role descriptions Flexibility built into roles Evidence of research into needs, interests and preferences of potential volunteers.	Volunteer roles match preferences for volunteers in contemporary environment.	Volunteer role descriptions appropriate to the contemporary environment.	Evidence of roles such as role descriptions, showing a variety of volunteer roles appropriate to the contemporary environment.
Volunteer roles and activities are designed to attract people with relevant attributes and a diversity of experience and interests.	Recruitment marketing materials Recruitment processes and procedures allow for diversity and address skills and attributes sought Variety of volunteer roles available	Volunteers hold suitable skills and attributes for their role.	Volunteer roles and recruitment evidence showing what relevant skills and attributes are required, and are designed to attract these.	

Criterion 3.2 Volunteer roles contribute to the organisation's purpose, goals and objectives.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Descriptions of volunteer roles indicate how the role contributes to the organisation's purpose, goals and objectives.	Volunteer role descriptions Volunteer handbooks Volunteer plans and strategies align with organisation plans and strategies Annual reports Organisation strategic plans including volunteer engagement Mission, vision and organisation objectives Volunteer induction or orientation documentation Volunteer and organisation communication examples	Volunteers are aware of how their volunteer role contributes to the organisations purpose, goal and objectives.	Volunteer role descriptions that show how the role contributes to the organisation's purpose, goals and objectives	

Criterion 3.3 Volunteer roles are defined, documented and communicated.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Where relevant, the relationship between volunteer and employee roles is defined.	Distinct volunteer and staff role descriptions Volunteer involvement policies and procedures Staff policies and procedures	Volunteers are aware of their own and staff's responsibilities.	Distinct volunteer and staff role descriptions.	Policies and procedures around creation or update of volunteer roles that distinguished volunteer role requirements from paid role requirements.
Volunteer roles meet the requirements of the Fair Work Act, or subsequent legislation addressing volunteer work, where required.	Volunteer agreement Volunteer role descriptions Volunteer handbook Volunteer policies	Volunteers are not working more than 16 hours per week and are aware of their rights and responsibilities as volunteers.	Volunteer roles are under 16 hours per week. The roles must benefit the volunteer. The roles must not entail the same work a paid role.	
Volunteer roles have written descriptions that include duties, responsibilities, and accountabilities.	Volunteer role descriptions including duties, responsibilities and accountability Volunteer agreement Volunteer handbook Volunteer policies and procedures	Volunteers are aware of role descriptions and where to locate these. Volunteers are clear on the activities they are expected to do, as well as the activities they should not undertake.	Volunteer roles have written descriptions that include duties, responsibilities, and accountabilities.	

Criterion 3.4 Volunteer roles are reviewed regularly including feedback and engagement with volunteers about their experience.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Feedback from volunteers is sought throughout their involvement with an organisation or group and used to review the relevance and appropriateness of volunteer roles and activities.	<ul style="list-style-type: none"> Volunteer feedback results Minutes of meetings or consultations Performance reviews Complaints Role update evidence Volunteer exit interviews or surveys 	Volunteers are asked to give feedback on their role.	Demonstration of feedback provided by volunteers such as in follow up surveys.	Volunteer feedback is provided in various forms such as in surveys and performance reviews and roles are reviewed in response to this feedback.
The governing body, leadership and staff contribute to the development and review of volunteer roles.	Evidence of staff input into role review	Volunteer roles are developed with contributions from staff and leadership.	Communication with evidence of input from leadership.	Records of Volunteer Program review at a senior level that shows input from governing body, leadership and staff.

Standard 4: Recruitment is equitable and diversity is valued.

Volunteer recruitment and selection strategies meet the needs of the organisation and volunteers; they facilitate and value diversity and ensure equity and accessibility.

This standard describes the recruitment policies, including appropriate screening, that ensure organisations are effective in attracting suitable volunteers while also building diversity, inclusivity, and accessibility principles into recruitment activities.

Meeting this standard helps organisations ensure prospective volunteers are provided with information to make informed decisions about working with the organisation and to implement consistent procedures for assessing, selecting and placing new volunteers

Criterion 4.1 Organisations and groups involve volunteers using equitable and innovative approaches to attract people with relevant interests, knowledge and skills.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Feedback from volunteers is sought throughout their involvement with an organisation or group and used to review the relevance and appropriateness of volunteer roles and activities.	Volunteer feedback results Minutes of meetings or consultations Performance reviews Complaints Role update evidence Volunteer exit interviews or surveys	Volunteers are asked to give feedback on their role.	Demonstration of feedback provided by volunteers such as in follow up surveys.	Volunteer feedback is provided in various forms such as in surveys and performance reviews and roles are reviewed in response to this feedback.
The governing body, leadership and staff contribute to the development and review of volunteer roles.	Evidence of staff input into role review	Volunteer roles are developed with contributions from staff and leadership.	Communication with evidence of input from leadership.	Records of Volunteer Program review at a senior level that shows input from governing body, leadership and staff.

Criterion 4.2 Potential volunteers are provided with information about the organisation, how volunteers contribute to its purpose, available opportunities and the selection process.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Clear and accessible information is available to potential volunteers about the organisation and volunteer roles.	Marketing and advertising Volunteer role descriptions Volunteer handbook Organisation website	Volunteers and potential volunteers have access to information about the organisation.	Evidence of volunteer advertising showing clear information about the volunteer role and organisations purpose.	
Details of volunteer roles, organisation expectations of the role, and the recruitment and selection process are provided in print, electronically and/or face-to-face.	Marketing and advertising Volunteer role descriptions Volunteer handbook Organisation website Records of volunteer and volunteer applicant communication	Volunteers were aware of the role requirements and selection process before applying formally.	Evidence of how role expectations and selection process can be found in writing and clarified in person, by phone or electronically.	Clear volunteer role descriptions are provided that include organisation expectations of the role and evidence that these are available to potential volunteers.
A contact point is identified for potential volunteers throughout the recruitment and selection process.	Communication examples such as email, text or call records Volunteer role descriptions Volunteer handbook Organisation website	Volunteers and potential volunteers are aware of contact points in the recruitment process.	A clear contact point is identified for interested parties in relations to role.	Potential volunteers are advised of the contact points expected in the recruitment process, and the timeframes expected.
Volunteers are informed of recruitment and selection outcomes and offered feedback.	Communication examples such as email, text or call records Volunteer Management System contact templates	Volunteers and potential volunteers are informed of outcomes for role applications.	Potential volunteer notification if the role application is successful or not, which could be by text, email or phone call. Unsuccessful applicants are advised of the reasons for selection. If any additional applicant feedback would be helpful or appropriate in context, contact information should be provided.	Details are recorded and managed in a system, such as a Volunteer Management System or CRM.

Criterion 4.3 Volunteers are selected based on their interests, knowledge, skills and suitability for the role, and consistency with anti-discrimination law.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
A documented selection process is followed to match volunteer interest, knowledge, skills or attributes with suitable roles.	<ul style="list-style-type: none"> Volunteer role description detailing requirements Volunteer application form Volunteer recruitment policies and procedures Recruitment and selection records Volunteer agreement forms Volunteer interview notes and documentation Volunteer recruitment processes and procedures 	Potential volunteers are aware of knowledge, skills and attributes that are desired for the role.	A documented process such a policy or record shows how volunteers are selected to match interest, knowledge, skills and attributes, such as an application form with relevant details.	Records of volunteer selection processes and policies are provided, which show that a selection process followed to match volunteer interests, knowledge, skills and attributes. This could be documented in official policy and procedure records or can be shown with documentation such as position descriptions, application forms, interview procedures and records. Records of interests, skills and attributes are maintained.
Volunteer recruitment and selection complies with anti-discrimination law.	<ul style="list-style-type: none"> Anti-discrimination policies Recruitment policies to minimise risk of unconscious bias Examples of inclusive approaches 	No discrimination is experienced by volunteers.	Examples of recruitment practices that have been designed to be inclusive or remove any unconscious bias.	An organisation policy on anti-discrimination and inclusive approaches is shared widely, available to all and practiced.

Criterion 4.4 Diversity, inclusivity, and accessibility principles are built into recruitment activities, reflecting and promoting awareness of, and respect for, diversity and inclusion.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
The organisation's diversity and inclusion principles and policies frame and inform volunteer involvement.	Diversity and inclusion policies Reconciliation Action Plan	Volunteers are familiar with the organisation's inclusion principles and diversity policies.	Organisation diversity and inclusion principles apply to volunteers.	The organisations diversity policy, inclusion principles and policies, and other diversity documentation such as reconciliation action plans actively include volunteers.
The inherent value of volunteer diversity, such as gender, age and cultural and linguistic diversity, is communicated and respect for diversity is cultivated.	Diversity and inclusion policies Communications promoting diversity and inclusion Annual reports Organisation mission, values and principles Staff and volunteer diversity and inclusion training	Volunteers feel included and accepted.	Communication that shows that the value of diversity is promoted.	Multiple varied communications that show that the value of diversity is promoted, such as on the organisation's social pages, website, in annual reports and through training about diversity.
Accessibility is specifically considered to support the inclusion of people with all abilities.	Accessibility arrangements Examples of customised roles	Volunteers of varied abilities and skills are supported in roles.	Examples are provided when accessibility is considered to support the inclusion of people of all abilities.	Evidence of applied accessibility arrangements to support the inclusion of all abilities, these could be physical or technological, or other specific customisation arrangements.

Criterion 4.5 Screening processes maintain the safety and security of service recipients, employees, volunteers, and the organisation, in line with legal requirements and regulations.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteer screening requirements are documented, applied and meet legal and regulatory requirements as required for specific sectors (e.g. criminal history, aged care and working with children and/or vulnerable people).	Volunteer screening checks, systems and processes relevant to the role and industry sector	Volunteers are aware of screening requirements. Documentation is securely stored.	Volunteer screening requirements are documented.	Volunteer screening meets legal requirements of the industry and role. Evidence of how screening is managed to ensure legal requirements are met is provided including processes for managing document expiry and new applications.
Potential volunteers are informed about screening processes and consent to them.	Recruitment advertisements and information Volunteer handbooks Volunteer application forms Volunteer agreement	Volunteers give consent to screening checks before screening.	Communications or documentation showing how potential volunteers are informed about screening processes and consent to them.	Communications or documentation showing how potential volunteers are informed about screening processes and consent to them, consent can be provided in volunteer agreement, application forms and in response to clearly articulated requirements.
In addition to legally required screening processes, guidelines are applied to determining the types of convictions or disciplinary actions that preclude people from becoming volunteers, and to informing people about how their personal history may be used for decision-making.	Recruitment advertisements and information Volunteer handbooks Volunteer application forms Volunteer role description specifying requirements Volunteer recruitment policies and procedures detail requirements	Potential volunteers are aware of the requirements of the role, and whether past records will affect their application.	Information is provided to potential volunteers about screening procedures, and any previous convictions or actions that would affect application.	Screening guidelines and processes clear to ensure no discrimination for irrelevant offences, and clear information is provided to applicants on requirements for the role. This information could be shared in role descriptions, handbooks, policies, procedures and application forms.

Standard 5: Volunteers are supported and developed

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

This standard outlines how organisations can support and develop volunteers to perform their roles well and in line with the organisation's needs.

Adopting this standard assists the organisation to identify and provide induction, skills development and the ongoing support needed to ensure the volunteer experience is positive.

Criterion 5.1 Volunteers are provided with relevant induction and training.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Induction requirements for volunteer roles are documented and implemented.	Volunteer induction or orientation plans and records Volunteer training Volunteer induction documentation Volunteer orientation documentation Volunteer handbook	Volunteers receive an appropriate induction.	Evidence of volunteer induction such as guide or checklist.	Evidence of volunteer induction includes induction plans, training arrangements and documentation shared in induction and orientation.
Volunteer induction includes information about the organisation, their volunteer role and how it contributes to the organisation's purpose, goals and objectives.	Organisation 'About us' information, charter or mission, vision goals and objectives as it has been shared with volunteers Volunteer induction Volunteer handbook Volunteer welcome sessions and presentations Induction plans	Volunteers are aware of how their role contributes to the organisation's purpose, goals and objectives.	Evidence of how volunteer induction includes information on role and contribution to the organisation. This could be in welcome information, volunteer handbook or introductory communications.	
Volunteers are made aware of their rights and responsibilities.	Volunteer agreement signed Volunteer handbook Volunteer induction or orientation plans and records	Volunteers are aware of their rights and responsibilities.	Communication evidence of when and how volunteers are made aware of their rights and responsibilities.	Volunteer agreement agreeing to rights, responsibilities and role is signed.
Where appropriate, volunteers understand and agree to a code of conduct and/or rights and responsibilities statement.	Volunteer agreement signed Code of conduct signed or agreed Volunteer role description or position description agreed Volunteer handbook Volunteer induction and orientation records and details	Volunteers are aware of expected conduct (as well as rights and responsibilities).	Evidence that role requirements including expected conduct are shared and agreed to, which should be recorded in writing, and could include a checklist or agreement.	Signed volunteer agreement and Code of conduct agreed by volunteers, this could be in agreement to information held in the handbook or detailed in an application form, training documentation and orientation and induction records.

Criterion 5.1 Volunteers are provided with relevant induction and training.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Relevant policies, such as reimbursement of out-of-pocket expenses, are explained to volunteers.	Volunteer Management System templates Onboarding communications Induction or orientation documentation Volunteer policies and procedures with clear evidence of where and how these are accessed or explained to volunteers	Volunteers understand the policies related to them and where and how to find out more information.	Where additional policies apply, such as reimbursement of expenses, volunteers are advised in person and in writing, and a contact is provided should any questions arise.	

Criterion 5.2 Volunteers' knowledge and skills are reviewed to identify support and development needs.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Processes are in place to review volunteers' knowledge and skills.	<p>Volunteer records (with interests, knowledge, skills, attributes) initially and throughout volunteering role</p> <p>Volunteer Management System records</p> <p>Performance assessment plans and records</p> <p>Record of review or consultation about volunteer knowledge and skills that are required</p>	<p>Volunteer knowledge and skills relating to ability to conduct role have been assessed and reviewed.</p>	<p>Examples provided of methods used to review volunteer knowledge and skills such as application forms, interviews, questionnaires, client feedback surveys, training completed.</p>	<p>Volunteer interests, knowledge and skills and relevant qualifications are recorded. Inputs such as application forms, interviews, questionnaires, client feedback surveys, and training undertaken.</p> <p>Volunteer performance management framework in place to review volunteer knowledge and skills.</p>
Development opportunities are offered to existing volunteers where appropriate.	<p>Volunteer training</p> <p>Volunteer communication examples such as emails to volunteers</p> <p>Offers of development opportunities</p> <p>Records of relevant development functions and events</p>	<p>Volunteers are offered training (where applicable).</p>	<p>Examples of training or other development opportunities that are offered to existing volunteers.</p>	
Volunteers' knowledge and skills are reviewed when new roles and duties are implemented.	<p>Communications to volunteers</p> <p>New role orientation and inductions</p> <p>Role buddy system or mentoring program</p> <p>Record of review or consultation about volunteer skills and needs</p>	<p>Volunteer knowledge and skills are reviewed when new roles or new duties are introduced.</p>	<p>Procedure in place for reviewing skills when new duties are implemented, such as with a new application form and training, a buddy system or mentoring program, or a formal review of skills.</p>	

Criterion 5.3 Volunteers are engaged with throughout their time in an organisation or group and provided with supervision and support that enables them to participate fully.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
The organisation's workforce development planning incorporates the needs and views of volunteers.	Organisation strategic plans Volunteer workforce development plans Volunteer feedback Record of review or consultation about volunteer skills and needs such as email, message, phone	Volunteer needs are accounted for when workforce development planning takes place.	Evidence of volunteer needs and views provided by volunteers, such as through communication channels, and examples of actions taken to incorporate these.	Volunteer workforce planning documentation that includes consultation and input from volunteers. Strategic planning documentation shows review and consultation about volunteer needs and views accounted for, and addressed.
Where appropriate, volunteers receive practical instruction on how to perform their roles and responsibilities safely and effectively.	Volunteer training records (including safety) Volunteer onboarding documentation such as induction and orientation Volunteer mentor details	Volunteers receive training on how to perform their role safely and effectively.	Evidence of practical guidance provided appropriate to the volunteer role, such as orientation and induction records and documentation, WHS briefings, training, buddy systems and mentoring programs.	
Relevant training and development opportunities are offered to volunteers throughout their involvement with the organisation.	Volunteer training Volunteer communications examples such as emails to volunteers Offers of development opportunities Evidence of multiple ongoing opportunities	Volunteers receive relevant training and development throughout their involvement.	Volunteer communications examples such as emails to volunteers with opportunities for training.	Evidence of multiple ongoing training opportunities for volunteers at all stages. Records of training offered to volunteers could be stored in Volunteer Management System or through evidence of communication offering training and participation in training.

Criterion 5.4 People with responsibility for volunteers have sufficient time and resources to engage with and provide proper support to volunteers.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteers are assigned managers or support contacts appropriate to their role.	Volunteer manager, volunteer coordinator or volunteer supervisor role descriptions Organisation chart or delegations chart	Volunteers are aware who is assigned manager/supervisor and feel that the contact is appropriate for the role.	Details of contacts available to volunteers and evidence of how this has been shared with volunteers. Check for availability of contact and skills and seniority for appropriateness.	Volunteer roles have written guidance on supervision and relevant contact details in role descriptions. Volunteer leaders have support and management of these volunteers expressly identified in role descriptions and requirements. Check for availability of contact and skills and seniority for appropriateness.
Volunteer supervision and review is conducted for individuals and/ or teams of volunteers, matched to roles.	Volunteer records (with knowledge, skills, and attributes) such as in a Volunteer Management system Performance assessment plans and records Record of review or consultation about volunteer skills and needs	Volunteers are supervised.	Evidence of volunteer supervision and review, such as feedback provided which may be a text, email, phone call and ongoing discussions which could be evidenced with examples.	Volunteer review is conducted and recorded by supervisors. Review and support can be provided in a variety of ways both formally and informally. There should be multiple channels for review, and records kept which could be reports, feedback records or volunteer management system.
Where applicable, organisation employees are offered training about how to effectively work with volunteers.	Staff training records and training plans Staff feedback Staff qualifications Staff position descriptions Records of volunteer supervision and development meetings and activities	Volunteer programs are well managed.	Evidence of communication to volunteer leaders and others working alongside volunteers showing where to find additional information and support to guide working with volunteers.	Evidence of training offered to and undertaken by staff such as training recorded in employee files. Evidence of training undertaken by all staff when onboarding. Evidence of ongoing updates and training, such as in organisation information updates.

Criterion 5.5 Changes to the role of a volunteer are fair and consistent and achieved through engaging with the volunteer.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
The organisation's diversity and inclusion principles and policies frame and inform volunteer involvement.	Diversity and inclusion policies Reconciliation Action Plan	Volunteers are familiar with the organisation's inclusion principles and diversity policies.	Organisation diversity and inclusion principles apply to volunteers.	The organisations diversity policy, inclusion principles and policies, and other diversity documentation such as reconciliation action plans actively include volunteers.
The inherent value of volunteer diversity, such as gender, age and cultural and linguistic diversity, is communicated and respect for diversity is cultivated.	Diversity and inclusion policies Communications promoting diversity and inclusion Annual reports Organisation mission, values and principles Staff and volunteer diversity and inclusion training	Volunteers feel included and accepted.	Communication that shows that the value of diversity is promoted.	Multiple varied communications that show that the value of diversity is promoted, such as on the organisation's social pages, website, in annual reports and through training about diversity.
Accessibility is specifically considered to support the inclusion of people with all abilities.	Accessibility arrangements Examples of customised roles	Volunteers of varied abilities and skills are supported in roles.	Examples are provided when accessibility is considered to support the inclusion of people of all abilities.	Evidence of applied accessibility arrangements to support the inclusion of all abilities, these could be physical or technological, or other specific customisation arrangements.

Standard 6: Volunteer safety and wellbeing is protected.

The health, safety and wellbeing of volunteers is protected and volunteers understand their rights. This includes considering physical, psychological, and cultural safety of volunteers.

This standard commits the organisation to protecting volunteer safety and wellbeing and recognises its duty of care to volunteers.

Adopting this standard assists the organisation to meet its obligations for the health, safety and wellbeing of volunteers, manage risk and provide a supportive and responsive workplace for volunteers.

Criterion 6.1 Effective working relationships with employees, and between volunteers, are facilitated by the organisation.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Where requested, volunteers are provided with opportunities and resources to meet collectively regarding their work with the organisation.	Records of meetings and activities	Volunteers can meet with other volunteers who work at the organisation about the work they are doing at the organisation.		Records of meetings of volunteers.
Where applicable, employees are offered training in how to effectively work with volunteers.	Training details Qualifications Human resource records	Volunteers have effective working relationships with paid staff.	Evidence of communication to volunteer leaders and others working alongside volunteers showing where to find additional information and support to guide working with volunteers.	Evidence of training offered to and undertaken by staff such as training recorded in employee files. Evidence of training undertaken by all staff when onboarding. Evidence of ongoing updates and training, such as in organisation information updates.

Criterion 6.2 Organisations and groups meet their legal and ethical obligations to protect volunteers from harm.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Work, health and safety policies and procedures include volunteers.	Workplace health and safety policies and procedures Records of workplace health and safety orientation, information provision and training for volunteers Employee and volunteer incident debriefing and support procedures such as Employee Assistance Program (EAP) Risk mitigation policies and procedures	Volunteering takes place in a safe working environment.	Work health and safety policies and procedure documentation explicitly include volunteers.	Work health and safety policies and procedure documentation, guidelines, and reports explicitly include volunteers.
Expectations and limits of volunteer roles, including time commitments and any designated hours are agreed with volunteers, and individual workloads of volunteers are monitored.	Volunteer role descriptions Volunteer attendance records Volunteer supervision information Records of meetings or consultations Induction records Training records	Volunteers work only expected designated and agreed hours with a comfortable workload.	Position descriptions and role expectations are detailed and agreed. Evidence of the methods used to monitor volunteer workloads and time commitment.	Formal records kept of volunteer time commitments, and workloads.
Volunteers understand and are aware of their rights and responsibilities.	Volunteer agreement form Volunteer handbook Volunteer induction and training Rights and responsibilities document Volunteer role description	Volunteers understand and are aware of their rights and responsibilities.	Communication evidence of when and how volunteers are made aware of their rights and responsibilities and examples of how understanding is checked.	Volunteer agreement agreeing to rights, responsibilities and roles is signed. Additional induction, orientation and training show how rights and responsibilities are reiterated and volunteer understanding of these is checked.

Criterion 6.3 Processes are in place to protect the health, safety and wellbeing of volunteers in their capacity as volunteers, including relevant insurances, such as personal injury and liability.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Workplace health and safety management policies and procedures include volunteers.	Workplace health and safety policies and procedures Records of workplace health and safety orientation, information provision and training for volunteers Employee and volunteer incident debriefing and support procedures (e.g. EAP Employee Assistance Program) Risk mitigation policies and procedures	Volunteers are included in workplace health and safety management policies and procedures.	Workplace Health and safety <i>management</i> policies, documentation, guidelines or reports that explicitly include volunteers.	Workplace health and safety <i>management</i> policies and procedures explicitly include volunteers.
Where applicable, volunteers are insured for personal injury and liability.	Volunteer personal accident insurance Public liability insurance Volunteer agreement Volunteer handbook	Volunteers are aware if covered by insurance and have access to this information.	Where volunteers are undertaking any activity that can present a risk of injury in the line of work of volunteering, they are covered by volunteer personal accident insurance while volunteering.	The organisation holds both public liability insurance and volunteer personal accident insurance that covers volunteers while volunteering.
Volunteers have access to post-incident debriefing, e.g., an Employee Assistance Program.	Communications to volunteers Role buddy system or mentoring program Volunteer incident debriefing and support procedures such Employee Assistance Program (EAP) Volunteer handbook Volunteer induction and training	Volunteers know who to speak to and support is available following an incident.	Evidence of communications to volunteers advising contacts they can talk to in relation to incidents.	Post-incident debriefing is available to volunteers. Volunteers are informed of procedures and options for contact.

Criterion 6.3 Processes are in place to protect the health, safety and wellbeing of volunteers in their capacity as volunteers, including relevant insurances, such as personal injury and liability.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteers understand and are aware of their rights and responsibilities.	Volunteer agreement form Volunteer handbook Volunteer induction and training Rights and responsibilities document Volunteer role description	Volunteers understand and are aware of their rights and responsibilities.	Communication evidence of when and how volunteers are made aware of their rights and responsibilities and examples of how understanding is checked.	Volunteer agreement agreeing to rights, responsibilities and roles is signed. Additional induction, orientation and training show how rights and responsibilities are reiterated and volunteer understanding of these is checked.

Criterion 6.4 Volunteers understand and have access to complaints procedures.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteers are given information about how to make a complaint or raise a concern within the organisation and to relevant external bodies.	Complaints Policy and Procedure Evidence of access to make a complaint such as on the website or forms available Volunteer agreement form Volunteer handbook detailing complaints process Volunteer orientation, Induction and training providing information on the complaints process	Volunteers know they can make a complaint and how to do it.	Evidence that volunteers are invited to raise concerns, provide feedback and complain. These could be in role confirmation communications or in onboarding documentation.	Organisation complaints and grievance policy and procedure, which is accessible and known to volunteers. Details of how to make a complaint can be found by volunteers and may appear on website, in onboarding documentation, or volunteer management software.
Complaints from volunteers are managed consistently, transparently and equitably.	Documented procedures for managing concerns, grievances and complaints Complaints register or log Continuous Improvement register or log Records of meetings and communications Records of management of volunteer concerns, complaints and grievance	Volunteer complaints are managed fairly.	Example of complaint handling processes to ensure fairness.	Complaints and grievance procedures for managing complaints fairly. Records kept of complaints and management of these.

Criterion 6.5 Complaints, concerns and safety incidents are analysed to identify causes and inform continuous improvement.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Complaints and concerns from volunteers and safety incidents are managed consistently and recorded to inform continuous improvement, induction and training.	Documented procedures for managing concerns, grievances and complaints Complaints register or log Continuous Improvement register or log Records of meetings or communications Evidence of improvement actions following complaints Records of management of volunteer concerns, complaints and grievances Volunteer exit interview records	Volunteer complaints are recorded, reviewed, and actioned.	Examples of how complaints, concerns and safety incidents have been recorded, and how these have informed changes in volunteer programs.	Evidence of log of complaints, concerns, and safety incidents. Evidence of meetings held, communications, management of volunteer concerns, and changes made in response to maintain continuous improvement.

Standard 7: Volunteers are recognised.

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

This standard sets out how organisations and groups can recognise volunteer contribution and their positive impact on the organisation and its work.

Adopting this standard assists the organisation to develop and maintain a respectful relationship with its volunteers, ensuring that volunteers feel valued for their efforts.

Criterion 7.1 How volunteers benefit the organisation, service recipients and the community is clearly understood.

Examples of Actions, Evidence and Experience		Accreditation Assessment Guide		
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
People at all levels of the organisation are informed of, and can articulate, the organisation's reasons and benefits for involving volunteers.	<ul style="list-style-type: none"> Annual report Interviews with organisation staff at all levels to show can articulate volunteer benefits. Role and benefits of volunteers in organisation's values, plans and strategies Public declarations such as website Social media posts Documented volunteer objectives and plans 	The value of volunteers is clear to all in the organisation.	Evidence of articulation from the organisation of benefits of volunteers such as communications from leadership and other members or participants.	Evidence from multiple sources and levels including senior leadership, middle management and frontline services shows the benefits of volunteering are understood. This could be from CEO, board, volunteer leaders, staff and community. Multiple diverse sources should be displayed, such as social media, marketing videos, staff reports, annual reports, media and statements.

Criterion 7.2 Volunteer effort is measured and acknowledged in the organisation’s reporting and used to demonstrate impact.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteers are informed of the organisation’s reasons and benefits for involving volunteers.	<ul style="list-style-type: none"> Organisation website Organisation's social media sites Volunteer handbook Volunteer communications Volunteer orientation and induction Volunteer impact reporting Performance management records showing shared reasoning and benefits 	Volunteers know why the organisation involves volunteers and how it benefits the organisation.	Communication evidence showing where information on volunteer benefits is shared with volunteers.	Evidence of multiple channels where reasons and benefits for volunteer involvement are shared. These could be on the website, social media, though onboarding, and ongoing records of impact shared.
Volunteers are provided with feedback on the impact and value of their contribution to the organisation and its work.	<ul style="list-style-type: none"> Organisation website Organisations social media sites Newsletters to volunteers Volunteer handbook Volunteer communications Volunteer impact reporting Volunteer performance reporting Annual reports Communications such as email 	Volunteers know what the impact and the value of their contribution has been.	Examples provided of how volunteers are offered feedback directly on the impact and value to the organisation.	Multiple examples of feedback must be provided and could be in standardised catch-ups, formal performance reviews, ongoing impact reporting, or in person, communications such as letters or emails, or through frequent well-accessed channels such as newsletters.
The governing body, employees and volunteers are involved in the evaluation of volunteer participation.	<ul style="list-style-type: none"> Meeting minutes showing volunteer participation discussed. Documented role of volunteers in organisation plans and strategies Volunteer feedback and consultation evidence 	Volunteers are involved when the governing body and employees are evaluating volunteer participation.	Examples provided that show how volunteers and organisation leadership are involved in evaluation of volunteer participation.	Evidence of governing body and employees' involvement such as meeting minutes, consultation notes, survey responses or reports. Evidence of volunteers' involvement through evidence of performance reviews, feedback survey responses, consultation reports or meeting evidence.

Criterion 7.3 The organisation regularly engages with volunteers about the impact of their contribution.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
The organisation plans and schedules activities to acknowledge and celebrate the value, contribution and impact of volunteers at the individual and group level.	<p>Schedule of planned and completed activities acknowledging individual and team volunteer contribution, value and impact</p> <p>Public documents acknowledging volunteer contribution, value and impact</p> <p>Public recognition of volunteer award recipients</p> <p>Organisation's strategic plans include volunteer recognition and celebration</p>	Volunteers are recognised through celebration activities.	Evidence of arrangements made for acknowledgement at individual and group levels, such as individual Thank you letters, and a group celebration such as an event. Evidence could be invitations, images, social media posts from the event.	
References and statements of service are provided to volunteers.	<p>Example references, logs or statements of service</p> <p>Templates for volunteer reference letters and service statements</p> <p>Records of volunteer engagement and details of activities undertaken</p>	Volunteers can obtain a statement of service or reference.	<p>Examples of statements of service provided.</p> <p>Evidence of communications informing volunteers of opportunities for obtaining references or statements of service.</p>	Volunteer management system and details of records, logs and templates that are used to support providing references.
The governing body and leaders champion and lead volunteer acknowledgement.	<p>Public documents acknowledging volunteer contribution, value and impact (from board and senior management)</p> <p>Website showing acknowledgement and recognition</p> <p>Social media posts showing volunteer acknowledgment</p> <p>Public recognition of volunteer award recipients</p> <p>Communications to volunteers sharing results of impact and contribution</p>	Volunteers are recognised by the governing body and organisation leaders.	Examples of organisation senior leadership championing volunteer acknowledgment, this could be publicly online, at events or in person.	Public documents from senior leadership or board acknowledging volunteer contribution, value and impact. Public recognition of volunteer award recipients.

Criterion 7.4 Volunteer acknowledgement is appropriate to the volunteer and respectful of cultural values and perspectives.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteers are consulted on appropriate acknowledgement.	Records of volunteer communications such as emails, messages, or social media engagement Volunteer survey results Minutes from meetings Consultation notes Volunteer motivations and preferred methods of recognition captured and recorded	Volunteers are asked how they would like to be acknowledged.	Examples provided on when and how volunteers have been consulted.	Records kept of volunteer consultation about recognition such as communications such as emails with requests for suggestions, records of conversations, volunteer survey results, consultation notes or minutes.
Volunteer acknowledgement is provided in a variety of formats appropriate to the volunteer role and volunteer.	Multiple varied formats of acknowledgement evidenced such as events, media, organisation documents, letters, social media, references, gifts	Volunteers are acknowledged in a variety of ways.	Examples with evidence of more than one format for volunteer recognition.	
Activities that acknowledge volunteers align with the volunteer’s culture and perspectives.	Volunteer survey results Minutes from meetings Consultation notes Evidence of how culture and perspectives have been accounted for	Volunteer acknowledgment is aligned with volunteer culture and perspectives.	Acknowledgement and recognition aligns with volunteer preferences as per consultation with volunteers on appropriate acknowledgement.	
It is accepted that some people may not wish to be recognised for their volunteering and view it as civic or community giving and responsibility, and that for some that requires no overt recognition.	Statement from organisation Specific examples of how volunteer preferences for recognition met Volunteer communications such as emails, messages, social media	Volunteers have the option not to be recognised if they choose.	Examples provided of how volunteers can safely decline overt recognition if undesired.	

Standard 8: Policies and practices are continuously improved.

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

This standard details how quality management and continuous improvement can help organisations to monitor volunteer involvement programs and identify and implement ways of improving outcomes for both volunteers and the organisation.

This standard assists the organisation to follow good practice in its policies and procedures, implement processes for review and evaluation, and systematically make ongoing positive change.

Criterion 8.1 Policies and procedures are implemented to effectively guide all aspects of volunteer involvement.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Volunteer involvement strategies, policies and procedures are informed by current best practice and meet legislative requirements.	Volunteer involvement strategies Volunteer policies and procedures Evidence of improvements and revisions Regular assessment against standards Compliance checks and records of legal practice Self-audit against industry best practice Evidence of access to current resources and guidelines to inform best practice	Volunteer involvement informed by current best practice.	Evidence of regular audits conducted against these national standards and industry practices.	Volunteer involvement strategies, policies and procedures show they are regularly updated for any changes to industry best practices or requirements.
The organisation's policies and procedures effectively guide volunteer involvement practice.	Evidence that policies and procedures are accessed and used Continuous improvement records Employee and volunteer orientation and induction and ongoing communication procedures regarding volunteer involvement policies and procedures	Volunteering guided by organisation's policies and procedures.	Examples of how the organisation's policies and procedures are accessed and used.	
Volunteer involvement policies and procedures are reviewed and improved on a regular schedule.	Records of changes and improvements Schedule of planned volunteer involvement policy and procedure review and development activities	Volunteer policies and procedures are regularly reviewed.	Schedule for review of volunteer programs and records of changes made.	

Criterion 8.1 Policies and procedures are implemented to effectively guide all aspects of volunteer involvement.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Processes are in place for identifying, implementing and communicating required changes to volunteer involvement policies and procedures.	Ongoing communication procedures regarding volunteer involvement policies and procedures such as emails, newsletters, Volunteer Management system templates and tools	Volunteers are informed of any changes to policies and procedures.	Examples of how those involved in volunteer involvement are informed of changes. These could be in email updates, or live meetings.	Notifications of changes to volunteer involvement should be in writing and in multiple forms such as email updates, updates to the volunteer management portal, meetings, Workplace updates, newsletters, Teams notifications or other information-sharing methods.

Criterion 8.2 Volunteer involvement is regularly reviewed in line with the organisation’s evaluation and quality management frameworks.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Quantitative and qualitative performance data is used to monitor, review and improve the organisation’s volunteer involvement and management systems, effectiveness of volunteer contribution and impact on outcomes.	Volunteers, employees and other stakeholders' feedback data such as from surveys Reports from analysis of volunteer involvement data and evidence of how reports have led to improvements Performance management records Records of meetings and collaboration with volunteers Volunteer communications Volunteer Impact reporting Volunteer involvement development activities	Volunteering is improved following the monitoring and review of organisation data.	Evaluation reports on volunteer involvement show the use of numerical volunteer performance data and opinions and feelings that inform volunteer management.	Evidence to demonstrate how performance data has been used to improve effectiveness and impact outcomes.
Feedback from volunteers, employees and other stakeholders informs improvements to volunteer involvement.	Volunteer survey Stakeholder survey Staff survey Records of consultations Minutes of meetings Examples of how feedback from stakeholders has been used towards improvements Volunteering activity reports Plans and schedules for feedback data collection Continuous Improvement program	Volunteers are asked for feedback and this feedback is used to make improvements.	Records of volunteer feedback and other stakeholder feedback and examples of how this has informed improvements in volunteer involvement.	

Criterion 8.3 The organisation’s performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers and stakeholders.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Quantitative and qualitative performance data relating to the organisation’s volunteer involvement objectives are identified, collected and analysed.	Documented volunteer goals and plans Board reports Staff updated on volunteer involvement Volunteer reports Systems for reporting on volunteer involvement Feedback surveys Client feedback and reporting Evidence of community impact Public information about volunteer involvement objectives shared with stakeholders such as in annual reports	Opinions and statistics are used to evaluate volunteer programs.	Evaluation reports on volunteer involvement <i>objectives and performance</i> show the use of numerical volunteer performance data and opinions and feelings that inform organisation leadership of volunteer program performance.	
Performance data, including effective use of time, impact and delivered outcomes, is used to regularly evaluate volunteer involvement.	Reports from analysis of volunteer involvement data Examples of how information collected is used to evaluate volunteer involvement Evaluation reports Board reports Internal communications	Performance data is used to evaluate volunteer involvement.	Data on volunteer impact that is kept such as in database, or records and reports that show it has been evaluated, and the schedule or details on how this is regularly reviewed.	
Overall organisational performance related to volunteer involvement is communicated to the governing body, employees, volunteers and stakeholders.	Annual reports Board reports Internal communications Manager reports Website Newsletter and social media sites	Volunteers know what the organisation's volunteer involvement goals are and how the organisation is doing.	Communications showing that volunteer involvement performance information is shared with senior leadership, volunteers and other stakeholders.	Communications must include multiple documents demonstrating communications such as board reports, annual reports, volunteer communications or newsletters, on the organisation's website or on social media.

Criterion 8.4 Opportunities are available for volunteers to provide feedback on their experience and relevant areas of the organisation’s work.

Examples of Actions, Evidence and Experience			Accreditation Assessment Guide	
Evidence required	Evidence may include	Volunteer Experience	Minimum core requirements	Additional requirements for large or complex organisations
Feedback and input from volunteers about their experience as volunteers is regularly sought.	Evidence of communications such as emails Social media engagement and online suggestions Records of conversations Volunteer survey results Minutes from meetings Consultation notes	Volunteers are regularly asked to give feedback.	Communications showing that volunteers are invited to provide feedback.	
A range of methods is used to gain volunteer feedback, appropriate to volunteers and their roles.	Multiple varied forms of feedback options evidence such as conversations in person, by phone, email, feedback form, annual survey, comments, polls, quizzes	Volunteers know of multiple ways that they can provide feedback.	Evidence or examples of more than one method of feedback that can be used by volunteers.	Evidence or examples of more than two different methods of feedback that can be used by volunteers. At least one of these feedback methods should be set and applied on a regular schedule.
Volunteers are provided with opportunities to contribute to the review and development of the organisation.	Volunteer survey questions show organisation development questions Minutes from meetings Consultation notes Evidence of how volunteer feedback has been used	Volunteers have a chance to give their opinions and make suggestions for the organisation.	Examples of opportunities where volunteers are provided opportunities to contribute to both the review of and the development of the organisation.	
Data is collected and analysed to evaluate volunteer satisfaction.	Volunteer surveys Internal reports and analysis	Volunteers are asked about their satisfaction.	Evidence of survey or questions on volunteer satisfaction and details of how this is analysed.	Compiled reports or presentations showing analysis of volunteer data