

National Standards Gap Assessment

		Met	Partially Met	Not Met
Standard 1: Leadership and Management				
1.1	Responsibilities for leading and managing volunteer involvement are defined and supported.			
1.2	Policies and procedures applying to volunteers are communicated, understood, and implemented by all relevant staff across the organisation.			
1.3	The organisation's risk management processes are applied to the organisation's volunteer involvement.			
1.4	Volunteer involvement records are maintained.			
1.5	Processes are in place to manage relationships with partner agencies in collaborative volunteer activities. <i>(This criteria only applies to organisations working with other organisations in a collaborative activity involving volunteers and/or sharing responsibility for particular volunteers).</i>			
Standard 2: Commitment to Volunteer Involvement				
2.1	The organisation publicly declares its intent, purpose and commitment to involving volunteers.			
2.2	Volunteer involvement is planned and designed to contribute directly to the organisation's purpose, goals and objectives.			
2.3	Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.			
Standard 3: Volunteer Roles				
3.1	Volunteer roles are designed to contribute to the organisation's purpose, goals and objectives.			
3.2	Volunteer roles are appropriate for the community, service user or stakeholder groups with which the organisation works.			
3.3	Volunteer roles are defined, documented and communicated.			
3.4	Volunteer roles are reviewed with input from volunteers and employees.			
Standard 4: Recruitment and Selection				
4.1	If the organisation recruits volunteers, it uses planned approaches to attract volunteers with relevant interests, knowledge, skills or attributes.			
4.2	Potential volunteers are provided with relevant information about the organisation, the volunteer role and the recruitment and selection process.			
4.3	Volunteers are selected based on interest, knowledge, skills or attributes relevant to the role, and consistent with anti-discrimination legislation.			
4.4	Screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation.			

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Standard 5: Support and Development				
5.1	Volunteers are provided with orientation relevant to their role and responsibility.			
5.2	Volunteers' knowledge and skills are reviewed to identify support and development needs.			
5.3	Volunteers' knowledge and skill needs relevant to their roles are identified, and training and development opportunities are provided to meet these needs.			
5.4	Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.			
5.5	Changes to the involvement of a volunteer are undertaken fairly and consistently.			
Standard 6: Workplace Safety and Wellbeing				
6.1	Effective working relationships with employees, and between volunteers, are facilitated by the organisation.			
6.2	Processes are in place to protect the health and safety of volunteers in their capacity as volunteers.			
6.3	Volunteers have access to complaints and grievance procedures.			
Standard 7: Volunteer Recognition				
7.1	The governing body and employees understand how volunteers benefit the organisation, service users and the community.			
7.2	Volunteers are informed about how their contributions benefit the organisation, service users and the community.			
7.3	The organisation regularly acknowledges contributions made by volunteers and the positive impact on the organisation, service users and the community.			
7.4	Volunteer acknowledgement is appropriate to the volunteer role and respectful of cultural values and perspectives.			
Standard 8: Quality Management and Continuous Improvement				
8.1	Policies and procedures are implemented to effectively guide all aspects of volunteer involvement.			
8.2	Volunteer involvement is regularly reviewed in line with the organisation's evaluation and quality management frameworks.			
8.3	The organisation's performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers and stakeholders.			
8.4	Opportunities are available for volunteers to provide feedback on the organisation's volunteer involvement and relevant areas of the organisation's work.			