

# Commitment to Volunteer Involvement

Standard 2 of the National Standards for Volunteer Involvement is about organisational commitment to involving volunteers.

To meet National Standard 2 organisations must demonstrate that, *commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation's strategic direction.*

Underpinning this high-level strategic statement are the following three criteria:

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

Each of the above criterion is accompanied by examples of evidence that an organisation may have to demonstrate its commitment to volunteer involvement. This evidence can be found in the full National Standards for Volunteer Involvement by [clicking here](#).

When setting out your organisation's commitment to volunteer involvement, Volunteering Australia recommends consideration of the following:

- Have a clear understanding of WHY your organisation involves volunteers. Volunteering roles should be meaningful and add value for both parties and assist your organisation to deliver enhanced programs or services.
- Consider what values and principles you will apply to your volunteer involvement processes. As part of this, determine whether volunteers will fall within your organisation's broader human resources framework, or will be treated as a bespoke part of your organisation.
- Detail how the involvement of volunteers will enhance the work of your organisation. By creating a clear value proposition for your volunteering program and for the volunteer roles, you are demonstrating the need for volunteer involvement and highlighting the benefits to the volunteer.
- Understand what resourcing is available to support volunteer involvement in your organisation. This includes both human and financial resourcing. Consider how your organisation will approach things like out-of-pocket expenses, which otherwise could be a barrier to participation for some volunteers.
- Be inclusive by carefully considering how your volunteer involvement can be adapted to meet the needs of people from diverse cultures and of diverse abilities.

To assist organisations with meeting National Standard 2, Volunteering Australia has created the following draft statements of intent that an organisation can adapt and use:

*“(Organisation name) recognises volunteer involvement as integral to its operation and makes a commitment to run a safe, supported and sustainable volunteering program that meets the needs of the organisation, including service users and volunteers.”*

*“(Organisation name) is committed to continuous improvement and prioritises collecting and implementing the feedback of volunteers who have a nuanced understanding of how our programs and services run, and how they can be improved to deliver better outcomes.”*

*“(Organisation name) is committed to recognising the contribution of volunteers and highlighting their critical role in delivering services and programs.”*

*“(Organisation name) undertakes to consider volunteer involvement at a strategic level and build a volunteer-focused organisation that embeds volunteering in planning processes.”*

*“(Organisation name) has planned strategies for recruiting, supporting and recognising its volunteer workforce.”*

*“(Organisation name) adequately resources volunteer involvement, including reimbursement for out-of-pocket expenses.”*

## Organisational Self-Assessment

The below checklist can be used to assess if your organisation is meeting National Standard 2.

- My organisation has a formal statement, endorsed by the governing body, that articulates our commitment to safe, supported and sustainable volunteer involvement.
- My organisation considers volunteer involvement in strategic and operational planning.
- My organisation captures information on volunteer involvement, including information on the benefits of volunteering to the organisation, volunteer, and beneficiary of the volunteering program.
- My organisation has a planned approach to volunteer recruitment, support, recognition and retention.
- My organisation regularly reviews our volunteering program and roles to ensure they are fit-for-purpose and are meeting the needs of our volunteers.
- My organisation has a formal, accessible process for handling volunteer feedback and complaints.
- My organisation dedicates human and financial resources to support volunteer involvement.
- My organisation has a budget for reimbursement of pre-approved out-of-pocket expenses for volunteers to ensure there are no financial barriers to participation.
- My organisation has a dedicated person responsible for coordinating or managing volunteers and this person has the skills and knowledge to undertake their role safely and effectively.

If your organisation can tick some but not all of the above boxes it may be worth reviewing your volunteering programs, policies and processes to understand how your commitment to volunteer involvement could be strengthened.