

# Exemplary Volunteer Involving Organisation (EVIO)

## Endorsement

### GUIDE

#### What it is

The endorsement as an Exemplary Volunteer Involving Organisation is an accreditation that can be obtained from State/Territory Volunteering Peak Bodies to organisations who demonstrate that they meet the National Standards for Volunteer Involvement and have the systems and processes in place to continue to meet these standards.

The endorsement certification is valid for 3 years.

#### Who it is for

Any organisation, community association or group that involves volunteers, and can demonstrate that they are meeting best practice with the involvement of volunteers.

#### How it works

The endorsement is conferred by the Volunteering Peak bodies.

The assessment of the endorsement will take place in 2 parts.

1. Evidence Review - Self-assessment with accompanying evidence that addresses all standards, sub-standards, and criteria as per accreditation guide.
2. Volunteer Check - Direct random volunteer check to ensure that volunteer experience matches the claims of the organisation.

For example, to show how standard 6.4 Volunteers understand and have access to complaints procedures is met

- Evidence Review – Organisation shares evidence such as their complaints policy, volunteer handbook that details how to complain and website details where information provided, email examples and such.
- Volunteer Check – randomly selected current and active volunteer will be questioned on whether they feel they can complain and where and how to do it

## Fees

The cost for assessment against the national standards is dependent on the organisation's size and complexity and the level of service as per the table on the next page.

<b>Organisation size/ complexity</b>	<b>Description</b>
<b>Volunteer Association, Club or Group or Small Organisation</b>	No paid staff and income less than \$500k in income
<b>Medium Organisation</b>	Less than 20 paid staff, less than 100 volunteers and \$500k to \$2m in income
<b>Large Organisation</b>	Over 20 paid staff, more than 100 volunteers, or over \$2m in income

**It is important to note that payment of the fee does not ensure a satisfactory assessment.**



Level of Service	Description	Fee per Organisation Type		
		Association, Club, Group or Small	Medium	Large
Assessment Only	<p>Single Assessment of submitted evidence to check if the requirements for meeting the standards as an Exemplary Volunteer Involving Organisation (EVIO)</p> <p>Fee includes assessment, certificate, digital badge or basic report if unsuccessful</p>	\$400	\$800	\$1500
Review and Support	<p>Review and support and guidance submitted evidence to check if the requirements for meeting the standards as an Exemplary Volunteer Involving Organisation (EVIO).</p> <p>Includes initial consultation and gap assessment, initial documentation review and feedback, guidance and recommendations, report and feedback, up to 8, 12 or 16 respective hours support and follow-up accreditation assessment.</p> <p>Fee includes assessment, certificate, digital badge or detailed report if remains unsuccessful</p>	\$1500	\$2500	\$4000

## Steps

1. Organisation completes a gap analysis against the standards
2. Update policies, procedures and processes to meet the standards
3. Register for BNG portal – Currently Free on a first come first serve basis for use until May 2025 to organisations that can show on Expression of Interest how it will be of value and used.
4. This usual cost is \$350 (plus 10% GST) for a one-year subscription. This is an annual subscription.
5. Review each of the standards and upload evidence of adherence to each sub-standard and criteria on the BNG portal
6. Add any comments with supplementary evidence
7. Pay the Accreditation cost as per table
8. Evidence addressing all standards submitted to Peak body (by emailing authority to [team@bngonline.com.com.au](mailto:team@bngonline.com.com.au))
9. Evidence assessed against the National Standards Evidence Guide and Accreditation Guide
10. Peak Body reviews and shares feedback through portal to address any additional documentation, information, changes or supporting evidence required
11. The organisation makes changes and updates any additional required information.
12. Volunteer Check undertaken by Peak body with randomly selected volunteers to check volunteer experience and awareness meet the standards (Volunteer Questionnaire)
13. Receive certificate and badge volunteer endorsement for excellence
14. Recognition valid for 3 years

## Please Note

- Endorsement against the standards is optional and not a requirement
  - **Paying to be assessed won't guarantee endorsement if the organisation doesn't meet the requirements.**
  - The assessment of performance against the standards considers the context in which the organisation is operating.
  - The National Standards for Volunteer Involvement are independent of other standards.
  - There may be overlap and while context relevant to the organisation will be considered in assessment, the National Standards for Volunteer Involvement are completely independent of other industry standards such as Aged Care Standards and Child Safe Standards. The additional industry requirements and all legal requirements are assumed and are not assessed in this Volunteer Involvement performance pathway.
  - Evidence will be assessed against each criterion taking into account
    - Organisation Size
    - Number of Volunteers
    - Number of Paid Staff
    - Industry in which the organisation operates (eg Sports, Aged Care, Environment)
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