

National Standards Volunteer Experience

Checklist for Volunteers

The National Standards for Volunteer Involvement provide a framework for safe and effective volunteering.

Volunteers can use this checklist to check their experience volunteering against the expectations of the National Standards for Volunteer Involvement.

To find out more about the National Standards for Volunteer Involvement or to obtain support as a volunteer contact your [State or Territory Volunteering Peak Body](#).

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

- I feel supported by senior leadership.
- I know who to report to and who is responsible.
- I am aware of risks and procedures for managing risks.
- I am aware of expectations and regulations and how these are monitored.
- I know what information is held about me and why.
- I know what's expected of me when working with clients, staff, and other volunteers' personal information.
- I am aware of performance measures.
- When the organisation works with partner organisations, I am clear about who (which organisation or group) I am volunteering with.

2. Volunteer participation is championed and modelled.

- I am aware of organisation leaders' objectives for involving volunteers.
- I feel valued by senior leadership.
- I am aware of the organisation's purpose goals and objectives and my volunteering role is aligned with these.
- I am supervised by experienced, trained, and resourced people.
- I am represented by leaders with authority and a voice in the organisation.
- I have the support I need for my role.
- I have the resources I need for my role.
- I know whether reimbursement is offered and if so what the policies and procedures are, and how to access these and make a claim.

3. Volunteer roles are meaningful and tailored.

- My role meets my needs and availability.
- I hold the required skills and attributes for my role.
- I know how my role contributes to the organisation's purpose, goals, and objectives.

- I don't volunteer for more than 16 hours per week.
- I know and understand my rights and responsibilities and I'm aware of paid staff's responsibilities.
- I have a role description and know where to find a copy.
- I know what activities I'm expected to do, as well as those I shouldn't do.
- I am asked to give feedback on my role and involvement in the organisation.

4. Recruitment is equitable and diversity is valued.

- Available volunteer roles are shared using a range of contemporary methods.
- I have access to information about the organisation.
- I was aware of the role requirements and selection process before I applied.
- I was aware of contact points in the recruitment process.
- I was advised of the knowledge, skills and attributes that were required for the role.
- I was made aware of role screening requirements and checks and gave my consent to screening checks before they were done.
- I was advised whether having a criminal record would affect my application.
- I do not experience any discrimination.
- I am familiar with the organisation's inclusion principles and diversity policies.
- I feel included and accepted.
- My files and documentation at the organisation are securely stored.

5. Volunteers are supported and developed.

- I received an appropriate induction.
- I know how my role contributes to the organisation's purpose, goals, and objectives.
- I'm aware of and agree with the organisation's conduct expectations.
- I understand the relevant policies related to my role and where and how to find out more information.
- If new roles or new duties were introduced, my knowledge and skills were reviewed
- I received training on how to perform my role safely and effectively.
- I have received relevant training and development opportunities throughout my involvement.
- I am supervised.
- I know who my assigned manager/supervisor is and feel the contact is appropriate for the role.
- Volunteer programs are well-managed.
- I am consulted regarding role changes and feel these are applied fairly.
- I'm aware of my responsibilities and the potential outcomes of misconduct.

6. Volunteer safety and well-being is protected.

- I can meet with other volunteers in the organisation about our volunteering.
- I have effective working relationships with paid staff.
- Volunteering takes place in a safe working environment.
- The hours I volunteer are designated and agreed to.
- I only volunteer in designated hours and with a comfortable workload.
- I know if I'm covered by volunteer personal accident insurance and have access to this information.
- If there was an incident, I know who to speak to and have support.
- I know I can express complaints or grievances and the process to follow.
- Complaints are managed fairly and follow the organisation's policy and procedures.

7. Volunteers are recognised.

- Volunteers are involved when the governing body and employees are evaluating volunteer participation.
- Volunteers are acknowledged in a variety of ways.
- Volunteers are recognised through celebration activities.
- Volunteers are recognised by organisation leadership.
- Volunteers can obtain a statement of service or reference.
- I've been asked how I would like to be recognised.
- Volunteer recognition is aligned with my culture and perspectives.
- I have the option not to be recognised if I choose.

8. Policies and practices are continuously improved.

- I am informed of any changes to policies and procedures.
- I am asked for feedback on the organisation and my volunteer experience
- I know of multiple ways that I can provide feedback.
- Feedback is used to make improvements.

If you are interested in learning more about the National Standards for Volunteer Involvement visit the **[National Standards page of the Volunteering Australia website](#)** or contact your **[State or Territory Volunteering Peak Body](#)**.

Volunteering Peak Body Contact Details



Volunteering Australia

volunteeringaustralia.org

02 6189 4921

hello@volunteeringaustralia.org



Volunteering ACT

volunteeringact.org.au

02 6251 4060

info@volunteeringact.org.au



The Centre for Volunteering (NSW)

volunteering.com.au

02 9261 3600

info@volunteering.com.au



Volunteering Queensland

volunteeringqld.org.au

07 3002 7600

reception@volunteeringqld.org.au



Volunteering SA&NT

vsant.org.au

08 8221 7177

reception@vsant.org.au



Volunteering Tasmania

volunteeringtas.org.au

03 6231 5550

team@volunteeringtas.org.au



Volunteering Victoria

volunteeringvictoria.org.au

03 9052 4524

info@volunteeringvictoria.org.au



Volunteering WA

volunteeringwa.org.au as

a guide or check to see

08 9482 4333

info@volunteeringwa.org.au