

National Standards for Volunteer Involvement

**Case study: How SCHF were the first NSW
organisation to implement the standards**

Presentation 2 of 8

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Acknowledgment of Country



Standard 2

Commitment to Volunteer Involvement

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

Setting out your commitment to volunteer involvement ensures your organisation has a clear idea of why it is involving volunteers, the values and principles it will apply in its work with volunteers, and how the involvement of volunteers will enhance and support the work of your organisation.

Meeting this standard assists your organisation in approaching volunteers in a planned manner, making sure that resources are effectively allocated and that your organisation is accountable for the way it works with volunteers.



Standard 2

Commitment to Volunteer Involvement

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

- 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.



2.1 The organisation publicly declares its intent, purpose and commitment to involving volunteers.

A formal statement endorsed by the governing body articulates the organisation's philosophy, direction and broad objectives for involving volunteers. The benefits of involving volunteers is recognised through the organisation's planning processes and documents. The organisation's commitment to volunteer involvement complies with legislation, industry standards, guidelines and codes of practice.

SCHF Evidence

SCHF Volunteer Policy
SCHF Strategic Plan
SCHF Volunteer Business Plan

Rising to the standards

As a new Volunteer Manager for Sydney Children's Hospitals Foundation, I felt that it was my responsibility to ensure the organisation was working within industry standards and guidelines. To ensure these standards were met I:

- attended training from Fair Work to ensure volunteers are treated within the act
- signed the organisation up with the Centre for Volunteering to ensure I was informed of new trends and training
- ensured the volunteer program was represented in decision making meetings
- trained staff on how to supervise and request volunteers
- educated staff on the boundaries required due to legislation
- reported on the success and progress of the Volunteer Program in all quarterly board reports and annual reports.



2.2 Volunteer involvement is planned and designed to contribute directly to the organisation's purpose, goals and objectives.

- The organisation's broader planning processes incorporate volunteer involvement.
- Volunteer involvement planning identifies strategies for recruitment, recognition, management and development of volunteers.
- Proposed volunteer involvement is assessed to ensure appropriateness and benefit.
- Volunteer involvement plans align with the organisation's purpose, goals and objectives, and volunteer activity contributes directly to these.
- The organisation is open to opportunities for collaborating with other agencies in involving volunteers.

SCHF Evidence

SCHF Volunteer Policy
SCHF Strategic Plan
SCHF Volunteer Business Plan

Rising to the standards

In order to achieve these standards I:

- Collaborated with staff initially and educated them on the importance of volunteer management involvement in planning. This resulted in the introduction of a stand-alone volunteer business plan.
- Introduced a new volunteer promise where the code of conduct and volunteer agreement is directly aligned with SCHF values (see example on next page).
- Ensured the volunteer program voice was heard at all planning meetings.
- Collaborated with various management teams inside the organisation as well as volunteer management teams outside of the organisation, building a volunteer ecosystem.
- Ensured volunteers are supported in the same way and can expect the same high standards when working with partnering agencies at third-party events.
- Surveyed volunteers post events to ensure this level of support was achieved.



Be **Courageous** to question

- be open to hearing other's perspectives
- be mindful and set an appropriate tone
- seek to understand
- take responsibility for how your comments impact others

Be **Supportive** to others

- be as inclusive as possible
- don't presume there is only one way to complete a task
- be understanding and accepting everyone has differing experiences and viewpoints
- don't ignore constructive suggestions or make assumptions
- don't have an accusatory, disrespectful or intrusive tone

Be **Collaborative**

- we harness and welcome people's ideas and enable others to see the big picture
- we won't take action without considering how it will impact others
- we value differing opinions and seek expertise from others
- we are responsive, we share knowledge, we collaborate when making decisions and constructively challenge ideas
- we do not undermine the work of others or say one thing and do another

Be **Accountable** always

- we engage positively when faced with constructive feedback
- we do not believe that any one of us is above learning
- we know it's OK to make mistakes, so long as we work to improve

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

- A budget is allocated and used for volunteer involvement planning, operations and review.
- The governing body, employees and volunteers dedicate time to plan, discuss and manage volunteer involvement.
- Equipment, materials, communication technology and space are provided, which support volunteers to undertake their roles.
- A policy and procedure exists for reimbursement for volunteer out of pocket expenses.
- Staff with volunteer involvement responsibilities are provided with training, supervision and resources to effectively undertake this role.

SCHF Evidence

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SCHF Strategic Plan
SCHF Volunteer Business Plan

Rising to the standards

As the first paid staff member in the SCHF Volunteer Program I had to advise the organisation of the needs to run the program by:

- Respecting the legacy.
- Adapting what we had to what we needed and identifying the gaps.
- Creating volunteer specific policy. You don't rewrite the book, use the organisation policy as a foundation!
- Being savvy. You don't need a huge budget to run a program. Be strategic and use what you have.



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**Let's keep the conversation going in the NSW Volunteer
Managers Forum and share ideas and ask questions**

<https://volunteering.freshdesk.com/support/discussions>

schf.org.au