

National Standards for Volunteer Involvement

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

Presentation 7 of 8

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Standard 7

Volunteer Recognition

Volunteer contribution, value and impact is understood, appreciated and acknowledged.

Volunteer recognition ensures that the organisation understands the contribution made by its volunteers and that it lets them know that this contribution is appreciated.

In assessing the impact of volunteer contribution, the organisation should consider the results of the work performed by volunteers, the value to the organisation, and less tangible benefits such as volunteer contributions to change and innovation.

Meeting this standard assists the organisation to develop and maintain a respectful relationship with its volunteers, ensuring that volunteers are encouraged to actively participate in the business of the organisation, provide feedback and appreciate the way their work benefits the organisation.

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THE NATIONAL
STANDARDS FOR
VOLUNTEER
INVOLVEMENT


Volunteering
AUSTRALIA

STANDARD 7: VOLUNTEER RECOGNITION

Volunteer contribution, value and impact is understood, appreciated and acknowledged. .

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.



7.1 The governing body and employees understand how volunteers benefit the organisation, service users and the community.

- People at all levels of the organisation are informed of, and can articulate, the organisation's reasons and benefits for involving volunteers.
- The governing body, employees and volunteers are involved in the evaluation of volunteer involvement.

SCHF Evidence

2022 Volunteer Celebration presentation
CASB volunteer report

Rising to the standards

Volunteers are part of the team!

- SCHF recognizes and celebrates the importance of volunteering. The volunteer program has and will continue to present at all staff forums and lunch and learn opportunities to educate and inform staff of changes to the volunteer program.
- Volunteer program updates and wins are published in staff newsletters and in staff teams posts.
- Volunteer program updates are sent to the SCHF board for their quarterly meetings
- Staff who run events or who volunteer as team leaders for volunteers at event are given detailed briefs pre event and are requested to provide feedback post event.
- After every event volunteers are asked about their experience at the event, if they feel their work made an impact, did they feel supported and if they have any suggestions to improve future events.
- Prior to the annual volunteer thank you function volunteers and staff are asked to nominate volunteers who impacted them. Volunteers are also asked to nominate staff who impacted their experiences too!

7.2 Volunteers are informed about how their contributions benefit the organisation, service users and the community.

- Volunteers are informed of the organisation's reasons and benefits for involving volunteers.
- Volunteers are provided with feedback on the impact and value of their contribution to the organisation and its work.

SCHF Evidence

2022 Volunteer Celebration presentation

Rising to the standards

Volunteers matter

- Volunteers are informed the reasons and benefits for their involvement at events at sign up, in the pre event briefing documents and then reinforced at the in person brief at the start of each event.
- SCHF recognizes the importance of portraying to volunteers the impact of their work and how it will impact the patients, clinicians in the Sydney Children's hospitals network as well as the staff and donors inside SCHF. Post each event this is relayed in a thank you email with a certificate. In this email we advise the outcome of the event and also any photos of the day.



7.3 The organisation regularly acknowledges contributions made by volunteers and the positive impact on the organisation, service users and the community.

- The organisation plans and schedules activities to acknowledge the contribution, value and impact of volunteers at individual and group level.
- References and statements of service are provided to volunteers as appropriate.
- The governing body and management take an active role in volunteer acknowledgement.

SCHF Evidence

2022 Volunteer Celebration presentation
CASB volunteer report

Rising to the standards

Volunteers are supported

- Annually SCHF holds a volunteer thank you function. This is attended by at least 30 staff who are there to just network and thank volunteers. At this event we host:
 - Volunteer impact awards
 - volunteers who have made an impact from other volunteers
 - Volunteers who have made an impact to staff
 - Staff who have made an impact to volunteers
- SCHF recognizes and nominates every volunteer who has volunteered that year at the NSW Volunteer of the Year Awards. Teams and outstanding individuals are nominated for judging too
- SCHF celebrates volunteers during national volunteer week, and international volunteer day.
- SCHF regularly checks in on volunteers in times of community crisis (COVID, bush fires, floods) to ensure they are OK and remind them authentically that we are here and we care.
- Volunteers can request statements of service and reference letters if required
- Executive team actively support the SCHF volunteer team by attending the annual thank you function, attended family zoom trivia nights (with their families) during COVID and celebrate and promote the SCHF program when possible. CEO attended the volunteer thank you function, made a speech and stayed all night networking with volunteers thanking them personally.

7.4 Volunteer acknowledgement is appropriate to the volunteer role and respectful of cultural values and perspectives.

- Volunteers are consulted on appropriate acknowledgement.
- Volunteer acknowledgement is provided in a variety of formats appropriate to the volunteer role and volunteer.
- Activities that acknowledge volunteers align with the volunteer's culture and perspectives.

SCHF Evidence

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Rising to the standards

Volunteers voices are acknowledged

- Volunteers were surveyed at the start of 2023 and some of the questions asked were: are you happy with how you are acknowledged. Do you have any feedback and do you have any suggestions.
- SCHF believes volunteer acknowledgement is more than just a certificate and an award nomination. It is about those and also conveying to volunteer their impact and thanking them authentically and organically.
- SCHF held a Lunar New Year Gala in 2023. When questioned the event team advised the majority of guests speak Mandarin and Cantonese. So we opened the volunteer role to volunteers who could fluently speak these languages so they could enjoy an event that was part of their culture.



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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