

National Standards for Volunteer Involvement

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

Presentation 8 of 8

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Standard 8

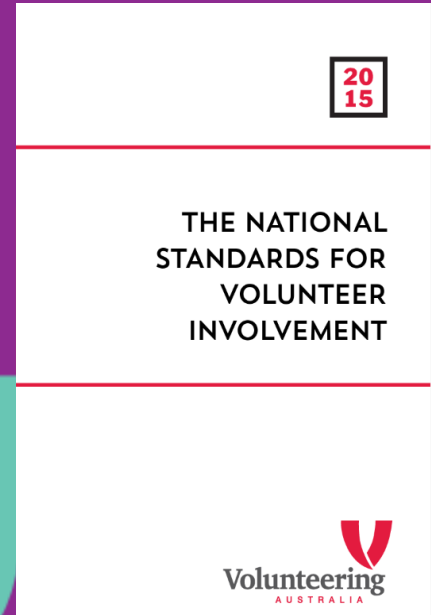
QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT

Effective volunteer involvement results from a system of good practice, review and continuous improvement

Quality management and continuous improvement ensures that the organisation has a way of monitoring how well its involvement of volunteers is working, and of identifying and implementing ways of improving the outcomes for both volunteers and the organisation.

This includes monitoring and reviewing:

- how well volunteer recruitment and management systems are working for volunteers and the organisation;
- the extent to which volunteer involvement is providing a positive impact on the organisation outcomes;
- how effectively volunteer time is being used. Meeting this standard assists the organisation to follow good practice in its policies and procedures, implement processes for review and evaluation, and systematically make ongoing positive change



STANDARD 8: QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT

Effective volunteer involvement results from a system of good practice, review and continuous improvement.

8.1 Policies and procedures are implemented to effectively guide all aspects of volunteer involvement.

8.2 Volunteer involvement is regularly reviewed in line with the organisation's evaluation and quality management frameworks.

8.3 The organisation's performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers and stakeholders.

8.4 Opportunities are available for volunteers to provide feedback on the organisation's volunteer involvement and relevant areas of the organisation's work.



8.1 Policies and procedures are implemented to effectively guide all aspects of volunteer involvement.

- Volunteer involvement strategies, policies and procedures are informed by current best practice and meet legislative requirements.
- The organisation's policies and procedures effectively guide volunteer involvement practice.
- All employees and volunteers are made aware of and understand policies and procedures relating to volunteer involvement.
- Volunteer involvement policies and procedures are reviewed and improved on a regular schedule.
- Processes are in place for identifying, implementing and communicating required changes to volunteer involvement policies and procedures.

SCHF Evidence

FY23 Business Plan
SCHF Strategic Plan
CASB volunteer report

Rising to the standards

Policy, procedures, processes

- In 2019 when SCHF launched the current volunteer program Volunteer Policy was imbedded in SCHF policies and procedures. As the program was designed an SCHF Volunteer Policy was created.
- The Centre for Volunteering assisted with policy creation with the use of templates.
- All staff who work with SCHF volunteers are made aware of volunteer policy and procedures relating to volunteer involvement.
- SCHF is currently creating a staff and volunteer training program for Leading Volunteers. This training will include policy, legal and WHS information
- Volunteer policy and procedures are regularly reviewed and any changes are communicated using internal processes.



8.2 Volunteer involvement is regularly reviewed in line with the organisation's evaluation and quality management frameworks.

- Quantitative and qualitative performance data is used to monitor, review and improve the organisation's volunteer management systems, effectiveness of volunteer contribution and impact on outcomes.
- Feedback from volunteers, employees and other stakeholders is used to inform improvements to volunteer involvement.

SCHF Evidence

2022 Volunteer Celebration presentation

Rising to the standards

Listen and Learn

- Volunteers, Volunteer Leaders and Event Organisers are surveyed after each event for feedback. A post event briefing meeting is also attended to give and receive feedback. This feedback is used to improve the program, review and change processes and policy.



7.3 The organisation's performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers and stakeholders.

- Quantitative and qualitative performance data relating to the organisation's volunteer involvement objectives are identified, collected and analysed.
- Performance data is used to regularly evaluate the organisation's volunteer involvement.
- Targeted reports on the organisation's volunteer involvement performance are communicated to the governing body, employees, volunteers and stakeholders on a regular schedule.

SCHF Evidence

2022 Volunteer Celebration presentation
CASB volunteer report

Rising to the standards

Volunteers in spotlight

- Volunteers are surveyed directly post events and indirectly at events by staff. This data is collected and analysed and used to pivot and redesign the program when needed.
- Volunteer data is reported to management and the board regularly
- Volunteer data and experience is celebrated on social media, in SCHF newsletters and annually in both Board and Impact Reports



8.4 Opportunities are available for volunteers to provide feedback on the organisation's volunteer involvement and relevant areas of the organisation's work.

- Feedback and input from volunteers about their experience as volunteers is regularly sought.
- A range of methods is used to gain volunteer feedback, appropriate to volunteers and their roles.
- Volunteers are provided opportunities to contribute to the review and development of the organisation.
- Data is collected, analysed and used to evaluate volunteer role satisfaction.

SCHF Evidence

2022 Volunteer Celebration presentation
CASB volunteer report

Rising to the standards

Volunteers' voices are valued

- In staff training on leading volunteers it is expressed the importance of feedback. To ask for feedback in each conversation not just wait for the post event survey.
- All volunteers are asked for feedback on their experiences post events.
- All volunteers are asked if they have feedback on their experiences at events and how SCHF recognises and rewards them.
- All volunteer feedback is welcome and encouraged. Volunteers are informed and thanked when changes are made based on their feedback.



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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>

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