

National Standards for Volunteer Involvement

Refresh Project

Insights from the National Strategy for Volunteering

The National Standards for Volunteer Involvement are being refreshed to ensure they reflect the contemporary environment and continue to support the volunteering ecosystem.

During 2022, extensive consultation and research was undertaken to develop the new National Strategy for Volunteering. This process has provided a wealth of information to guide the refresh of the National Standards for Volunteer Involvement. Six key insights have been drawn from this information on which we are now seeking feedback.

Insight 1: Accessibility, Inclusion and Diversity

The National Standards could better reflect contemporary requirements for accessibility, inclusion and diversity. Accessibility and inclusion could be championed throughout the National Standards and aspirational statements included for how volunteering could be more diverse.

Insight 2: Breadth of Volunteering

The National Standards work best for well-resourced and formalised volunteer involving organisations and volunteer programs. The current National Standards could also better reflect contemporary forms of volunteering such as virtual or micro volunteering.

Insight 3: The Volunteer Experience

The National Standards reflect what organisations want from their volunteers/volunteer programs rather than what volunteers want from their experience. The National Standards could highlight the importance of the volunteer experience and raise the voice of the volunteer.

Insight 4: Risk Landscape and Insurance

The National Standards could better reflect the contemporary risk and compliance framework and currently make no reference to insurance. The legal and ethical responsibilities organisations have to protect their volunteers from harm (beyond work, health and safety) could be enhanced.

Insight 5: The Volunteer Management Cycle

The National Standards identify important aspects of the Volunteer Management Cycle but some important considerations, such as distinguishing between leadership and management in planning and recognising the ongoing relationship between volunteers and Volunteer Managers, could be elevated.

Insight 6: Language and Terminology

The language and terminology used in the National Standards could support more universal relevance and application, for example to resonate with organisations and groups regardless of size, scope and structure.

Engaging with the refresh of the National Standards

We are seeking feedback on these insights and welcome any other comments or information that might improve the National Standards for Volunteer Involvement and how they are applied. Further information can be found [here](#).

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The refreshed National Standards will build on the new National Strategy for Volunteering to support a vision for inclusive, safe, and sustainable volunteering in Australia.

