



### Why use this resource?

There are multiple ways to recognise the efforts of volunteers in your organisation and the vital contribution that they make. This tool provides thought provoking questions to ensure you have the culture for recognising volunteers.

**[Links to the 2015 National Standards for Volunteer Involvement – Standard 7]**



- Do paid staff within your organisation know the names of the volunteers
- Do paid staff use their names?
- Are individuals named in recognition?
- Are tea, coffee and biscuits available for volunteers?
- Do staff know what the Volunteers are working on?
- Are volunteers thanked often?
- Do you spend time talking with the volunteers regularly?
- Are special events or get-togethers held frequently?
- Do you acknowledge volunteer's birthdays?
- Do volunteers hear from the organisation when they're away or sick?
- Are awards, cards or gifts given?
- When recognition is given in response to a task is it given as soon as possible?
- Do volunteers get support when they need it?
- Do you know when volunteers need support?
- Do volunteers get breaks when they need them?
- Do they get time off when they feel it's needed?
- Are there opportunities for you to give feedback to volunteers?
- Do they know when there are problems with their behaviour/work?
- Do volunteers know when they've done a good job?
- Do you ask your volunteers for their opinion?
- Are there opportunities for volunteers to give feedback regarding the organisation of the volunteer program?
- How are policies that relate to volunteers worded?
- Do staff and volunteers have different rights?
- What are the organisations attitudes to volunteers and volunteering?
- Are staff positive about working with the volunteers?
- Are management positive about working with volunteers?
- How do volunteers feel about working with each other?
- What kind of language is used in conversations/meetings?
- Do volunteers have adequate work space and resources?
- Are volunteers involved in decision making processes?
- Is there confidence in the abilities of the volunteers?
- Are volunteers recognised in organisational material? OR are they hidden?
- Does the organisation provide effective:
  - Support
  - Supervision
  - Motivation
  - Recognition and Evaluation?

(Photo by **Senator Kate Lundy**)



**Volunteering Qld**