

PROGRAM MANAGEMENT POLICY

Policy Name:	3.10 Volunteer Recognition
Date(s) Revised:	June 2004, March 2005, Dec 2012
Review Cycle:	Bi-annual
Authority:	National Board
National Handbook Reference (s)	Section 2.2 Volunteers
Related Policies:	4.14 Volunteer Code of Conduct Form 4.15 National Code of Conduct for Award Employees

Introduction

The Board recognises that each State/Territory Award Operating Authority (also known as State/Territory Award Operating Authorities) will have policies and procedures that recognise and support all Volunteers and are based on the twin premises of:

1. Open access to information and support from the State/Territory Award Operating Authority Office; and
2. Regular personal contact by the State/Territory Award Operating Authority with Award Units, Award Leaders and other key volunteers.

This policy addresses the recognition of long-term or significant Volunteers at the National Level. In June 2004, the NAA approved in principle, a uniform national standard recognising long-term Volunteers encompassing a Bronze plaque (10 years), a Silver plaque (15 years) and a Gold plaque (20 years' service). Further discussion recognised that "time" alone may not necessarily be the sole criteria for recognition and that a National Volunteer Recognition Program should include other aspects including specific support for Award Participants.

Purpose of the Policy

Volunteers are essential to the Australian Duke of Edinburgh's Award Program. While the program places a number of requirements and obligations on its Volunteers (training, qualifications, experience etc.) these Volunteers constitute an enormous resource for the Program and add, through their efforts, to its "branding" in the community.

This policy recognises this essential role of the Volunteer and the need to ensure they are appropriately supported, acknowledged and recognised.

Policy

- 1.1 The National Award Authority, through the National Office, will maintain a series of recognition certificates and plaques to be used by the National Award Authority to present to individuals, organisations and corporations for:
 - 1.1.1 Recognition of service
 - 1.1.2 Recognition of financial and resource contributions.
- 1.2 The levels of a National Recognition are:
 - 1.2.1 **A Certificate of Recognition** signed by a facsimile of HRH Prince Philip's signature
 - 1.2.2 **A personalised Bronze A4 plaque** signed by the State/Territory Chair and the Chair of the National Award Authority
 - 1.2.3 **A personalised Silver A4 plaque** signed by the Australian Patron and the Chair of the National Award Authority
 - 1.2.4 **A personalised Gold A4 plaque** signed by the Australian Patron and the Chair of the National Award Authority
 - 1.2.5 **A personalised glass plaque** signed by the Australian Patron and the Chair of the National Award Authority with a citation.

1.3 A Certificate of Recognition can be presented to a person or organisation that in the opinion of the NAA or the State/Territory Award Operating Authority has made an outstanding contribution to the Award Program and where this contribution:

- 1.3.1 Is deemed worthy of special recognition; and
- 1.3.2 Falls outside the criteria for a Gold, Silver or Bronze plaque.

1.4 A Glass Plaque can also be presented to a person, organisation or Board Director, that in the opinion of the NAA or the State Award Authority has made an outstanding and materially significant contribution to the Award Program and where this contribution:

- 1.4.1 Is deemed worthy of special recognition; and
- 1.4.2 Falls outside the criteria for a Gold, Silver or Bronze plaque.
- 1.4.3 Is approved by the Chairman and significant personal contributions have been made to the Award.

The glass plaque will include a citation summarizing the significant contribution

1.5 A Plaque can be awarded to a person or organisation that meets the following criteria:

	Active Volunteer Service	Award Leaders	Assessors	Ambassadors Donors or Sponsors	
Bronze Plaque	10 years	25 Gold Awards; or 75 Silver/Bronze Awards	100 Assessments	\$25,000	Signed by the State/Territory Chair and the Chair of the National Award Authority
Silver Plaque	15 years	50 Gold Awards; or 150 Silver/Bronze Awards	250 Assessments	\$50,000	Signed by the Australian Patron and the Chair of the National Award Authority
Gold Plaque	20 years	100 Gold Awards; or 300 Silver/Bronze Awards	500 Assessments	\$100,000	Signed by the Australian Patron and the Chair of the National Award Authority

1.6 Nominations & Plaque Submissions

- 1.6.1 Nominations for a National Volunteer Recognition Award must be made in writing to the NAA, outlining the nominee's service and achievements as a volunteer.
- 1.6.2 Nominations must be received at least three months prior to the proposed presentation.
- 1.6.3 Submissions will be made to the National Patron on a quarterly basis.
- 1.6.4 Bronze, Silver and Gold Plaques should be presented (in preference order) by a Member of the Royal Family, the National Patron, the National Chairman, the State/Territory Chairman.
- 1.6.5 The NAA has no obligation to accept a nomination for an Award or to give reasons for a rejection of a nomination.
- 1.6.6 The cost of plaques will be shared 50/50 between the National Award Authority and the relevant State/Territory Award Operating Authority.

1.7 All National Recipients will receive a lapel pin pending availability.

1.8 The NAA will retain a register of all recipients of plaques. Gold and glass plaque recipients will also be included in the honour roll on The Award's Website.