

## **ISO Accreditation for Volunteering Victoria in 2021**

### **21 October 2021**

Volunteering Victoria is committed to providing professional services and resources to exceed members' and stakeholders' expectations, thereby assisting them in achieving their strategic objectives.

The International Organisation for Standardization (ISO) is a worldwide federation of national standards bodies (ISO member bodies). For Volunteering Victoria, the decision to progress toward ISO 9001 standard accreditation was made in early 2021.

“The adoption of a quality management system was a strategic decision that has helped improve Volunteering Victoria’s overall performance as the State Peak body,” says Scott Miller, Chief Executive of Volunteering Victoria.

The objective of this Standard is to specify requirements for a quality management system. The potential benefits of implementing a quality management system based on this International Standard are:

- a) the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- b) facilitating opportunities to enhance customer satisfaction;
- c) addressing risks and opportunities associated with its context and objectives;
- d) the ability to demonstrate conformity to specified quality management system requirements.

“The ISO 9001 system provides a systematic way to ensure we deliver a quality service to all who use Volunteering Victoria services. It also allows us to focus on what is important to our customers and ensures a process for continuous improvement within Volunteering Victoria for years to come,” adds Liz Ross, Business and Quality Officer at Volunteering Victoria.

During 2021, a Quality Committee was formed including the Volunteering Victoria leadership team and representation from three member organisations - Zoos Victoria, Parks Victoria and Lort Smith Animal Shelter.

The project team worked on policy & process documentation, review of processes via internal audits, management review of risks & opportunities and defining the system to monitor quality within Volunteering Victoria.

“We are thrilled to announce we received our ISO 9001 accreditation in late August 2021,” adds Liz.

Volunteering Victoria uses the certified logo to acknowledge its accreditation across all staff email signatures and the website footer.



[ISO - International Organization for Standardization](#)



ISO 9001:2015  
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