



# Member and Volunteer Recognition of Service (Badges and Certificates) Procedure

## Approval and amendment history

Version	Approval authority	Date	Amendment summary
Doc #1	Board approval	August, 2016	New Initiatives and Policy
Doc #2	Jey Natkunarathnam	May, 2018	Approval of New Lifetime Service Award
Doc #3	Ngairie McCubben	7 June 2021	General review and update following organisation restructure Introduction of 5-year badge for members as per State Council

## Purpose

The purpose of the Member and Volunteer Recognition of Service (Badges and Certificates) Procedure is to guide society personnel when they wish to recognise members and volunteers who have provided 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60 or 65 years of service, to the St Vincent de Paul Society NSW (the Society) or are eligible for a lifetime service award.

The Procedure explains:

1. Ways the Society recognises contributions made by members and volunteers.
2. Steps society personnel should take when nominating a member or volunteer for a Recognition of Service Badge and Certificate, or a Lifetime Service Badge and Certificate (Appendix 1).
3. Key aspects of the Society's statewide Member and Volunteer Recognition of Service Program.

## Scope

This procedure applies to:

1. Society personnel who wish to nominate a member for a recognition of service badge and certificate or a lifetime member badge and certificate.
2. Society personnel who wish to nominate a volunteer for a recognition of service badge and certificate or a lifetime member badge and certificate.
3. Society personnel who administer the nomination process, including procuring and storing badges and certificates.

## Procedural principles

The Society acknowledges the great contribution members and volunteers make to the work of the organisation and the people it serves.

The Volunteer Policy states that the Society formally recognises volunteer efforts by:

- Recognising individual contributions or achievements, such as length of service.
- Recognising groups or teams of volunteers (not individuals) for external awards, such as nominations for community or not-for-profit sector awards.
- Participating in annual events such as National Volunteer Week and International Volunteer Day.

This procedure facilitates the provision of badges and certificates, which are part of the recognition process. It describes the process that society personnel should follow when they identify a member or volunteer who is eligible to be recognised for their contribution to the Society.

Central Council, Regional Council and Conference Presidents, supported by staff in regions, may also hold local events such as morning teas; arrange for special mentions at Mass; or organise a card and gift for members reaching significant milestones in their service.

It is recommended that Volunteer Managers/Coordinators organise a celebratory event and invite a person in a leadership role, e.g. Regional Director/Executive Director or Chief Executive Officer where appropriate for volunteers celebrating a significant milestone e.g. 20 years and above.

## Roles and Responsibilities

The Member Support Officer (MSO) and Volunteer Support Officer (VSO) in the Membership, Volunteers and Regional Operations Directorate are responsible for ensuring:

1. Badges and certificates are procured, stored securely, and accounted for.
2. Badges and certificates are issued in accordance with the Procedure.
3. Society Personnel are aware of the Procedure.

## Member Procedure

### Recognition of Service Badge and Certificate

1. Society Personnel who wish to nominate a Member for a Recognition of Service badge and certificate should send an email with the words 'Recognition of Service Nomination - Member' in the subject line to the MSO at [service.badges@vinnies.org.au](mailto:service.badges@vinnies.org.au) with the following information:
  - The first name of the nominee
  - The surname of the nominee
  - The Society People database unique reference number of the nominee (if known)
  - The years of service of the nominee
  - The postal address to send the badge and certificate
  - The cost code for postage
  - The date by which the badge and certificate are required.
2. The MSO should verify the years of service stated in the email by cross-checking the information with the Member record in the Society People database.
3. When the MSO has verified the details in the application, the MSO should send the Recognition of Service badge and certificate to the address and by the date specified in the nomination application.

### Lifetime Member Badge and Certificate

1. A member must meet the following eligibility criteria for a Lifetime Member badge and certificate:
  - a. A demonstrated commitment to Vincentian spirituality and the Vincentian vocation; and
  - b. Completion of a minimum period of 20 years Conference work or service.
2. If the nominee has not completed 20 years Conference work or service, the State Council may consider a nomination if:
  - a. A nominee member has otherwise made a significant contribution to the Society through their activity or service; or
  - b. A nominee member is in special circumstances i.e., terminal illness, permanently relocating overseas.
3. The person nominating a member for a Lifetime Member badge and certificate should download a copy of the Lifetime Member Nomination Form from MAVS or the Staff Portal or request a copy from their regional office.

4. The person making the nomination should then fill out the Lifetime Member Nomination Form and send a scanned copy to [service.badges@vinnies.org.au](mailto:service.badges@vinnies.org.au) with the words 'Lifetime Member Badge and Certificate Nomination - Member' in the subject line and allow at least four (4) weeks for the Lifetime Member badge and certificate nomination to be processed.
5. The MSO should verify the information provided by the person making the nomination (see selection criteria above).
6. The MSO should submit a verified Lifetime Service Nomination Form to the State Council President for consideration by the State Council.
7. After the nomination has been assessed by the State Council, the MSO should advise the person who made the nomination of the outcome and send a Lifetime Service badge and certificate to the designated address when a nomination is approved or provide feedback on the State Council's decision if a nomination is not approved.

## Volunteer Procedure

### Recognition of Service Badge and Certificate

1. Society personnel who wish to nominate a volunteer for a recognition of service badge and certificate should send an email with the words 'Recognition of Service Nomination - Volunteer' in the subject line to [service.badges@vinnies.org.au](mailto:service.badges@vinnies.org.au) with the following information:
  - The first name of the nominee
  - The surname of the nominee
  - The Society People database unique reference number of the nominee (if known)
  - The years of service of the nominee
  - The postal address to send the badge and certificate to
  - The cost code for postage charges
  - The date by which the badge and certificate are required.
2. The VSO should verify the years of service stated in the email by cross-checking the information with the volunteer record in the Society People database.
3. When the VSO has verified the details in the nomination, the VSO will send the Recognition of Service badge to the address and by the date specified by the person who submitted the nomination.
4. The Volunteer Manager/Coordinator to download the certificate and cover letter from the Staff Portal and fill in volunteers name, years of service and signature, an electronic signature may be used if appropriate.
5. VSO to update the Volunteer Recognition of Service Register with volunteer details.

### Lifetime Service Badge and Certificate

1. A Volunteer must meet the following criteria to be eligible for a Lifetime Service badge and certificate:
  - a. An exemplary commitment to the Society through their compassionate support for those in need; and
  - b. Completion of 20 years' service at a Vinnies Retail Shop or in another Society-approved volunteering activity.

2. Society Personnel who wish to nominate a volunteer for a Lifetime Service badge and certificate should download the Lifetime Service Nomination Form from MAVS or the Staff Portal.
3. Society Personnel who make a nomination should fill out the Lifetime Service Nomination Form and send it to the VSO at [service.badges@vinnies.org.au](mailto:service.badges@vinnies.org.au) with the words 'Lifetime Service Badge and Certificate Nomination - Volunteer' in the subject line and allow at least four (4) weeks for the nomination to be processed.
4. The VSO should verify the information provided (see selection criteria above).
5. When verified, the VSO should submit the Lifetime Service Application Form to the Chief Executive Officer (CEO) for approval.
6. After the nomination has been assessed by the CEO, the VSO should advise the person who made the nomination of the outcome and send a Lifetime Service badge and certificate to the designated address where an application has been approved or provide feedback of the outcome of the nomination if an application is not approved.

## Review

The procedure is scheduled for review every two years from its date of endorsement, ideally on the first of July each year, or more frequently if necessitated by a change in practice.

## Further assistance

For further advice or assistance please email [service.badges@vinnies.org.au](mailto:service.badges@vinnies.org.au)

## Definitions

MAVS	The Member and Volunteer Support website, where members, volunteers and the public may access information that is of importance to members and volunteers of the Society ( <a href="https://mavs.vinnies.org.au/">https://mavs.vinnies.org.au/</a> )
Member Support Officer (MSO)	The Member Support Officer processes nominations for members to receive a recognition of service badge and certificate or a lifetime badge and certificate.
Membership, Volunteers and Regional Operations Directorate	The Membership, Volunteers and Regional Operations Directorate administers the Member and Volunteer Recognition of Service (Badges and Certificates) Procedure
Service Badge	A badge awarded to a member or volunteer recognising their years of service with the St Vincent de Paul Society.
Society Personnel	Members, volunteers, and employees of the Society.
Volunteer Support Officer (VSO)	The Volunteer Support Officer processes nominations for volunteers to receive a recognition of service badge and certificate and a lifetime badge and certificate.