

# Definitions

To improve clarity for both nominators and judging panel members, the definitions below outline the key terms used throughout the nomination questions and what each one means.

**Collaboration:** Working together with volunteers, staff, communities, and partners to achieve shared goals. Collaboration is shared decision-making and the effective use of everyone's skills and expertise. Collaboration can be within a team, organisation, or community.

**Contribution:** The time, skills, and energy volunteers give. Contribution recognises the effort, both visible and invisible, that strengthens communities and creates positive change and includes sharing expertise or lived experience, or the hours spent supporting the service recipients.

**Engagement:** How volunteers are inspired, supported, and connected. Meaningful roles that align with volunteers' interests and strengths ensures volunteers feel valued, included, and builds strong relationships and a sense of belonging.

**Evidence:** Reliable information or documentation that demonstrates the value, effectiveness, or impact of volunteering such as volunteer hours, feedback, case studies, or program data.

**Impact:** The difference volunteering makes for volunteers, the people they support, organisations, and the wider community. Impact focuses on meaningful and measurable change. This includes improved access to services, enhanced wellbeing, and increased civic participation and social responsibility.

**Inclusion:** Ensuring all people feel welcome, respected, represented, and able to participate fully in volunteering, regardless of background, identity, or ability. Inclusion reduces barriers and supports equitable access by designing roles and communication while considering different needs, abilities, and circumstances of all involved.

**Innovation:** Creative approaches that improve the reach, effectiveness, or inclusivity of volunteering. Innovation developing creative solutions to meet community needs, adapting programs, tools, or approaches to be more effective and using technology to improve volunteer connection and contribution.

**Partnership:** A collaborative relationship between organisations, groups, or individuals working together to achieve shared goals in volunteering. Partnerships increase capacity and long-term benefit by combining skills, resources, and expertise to deliver greater impact.

**Testimonial:** A personal statement or reflection that shares someone's experience of volunteering. Testimonials help illustrate the real impact of volunteer involvement. A testimonial can be a volunteer describing their experience, a recipient of an organisation's services, or a partner explaining the difference volunteer support made.