

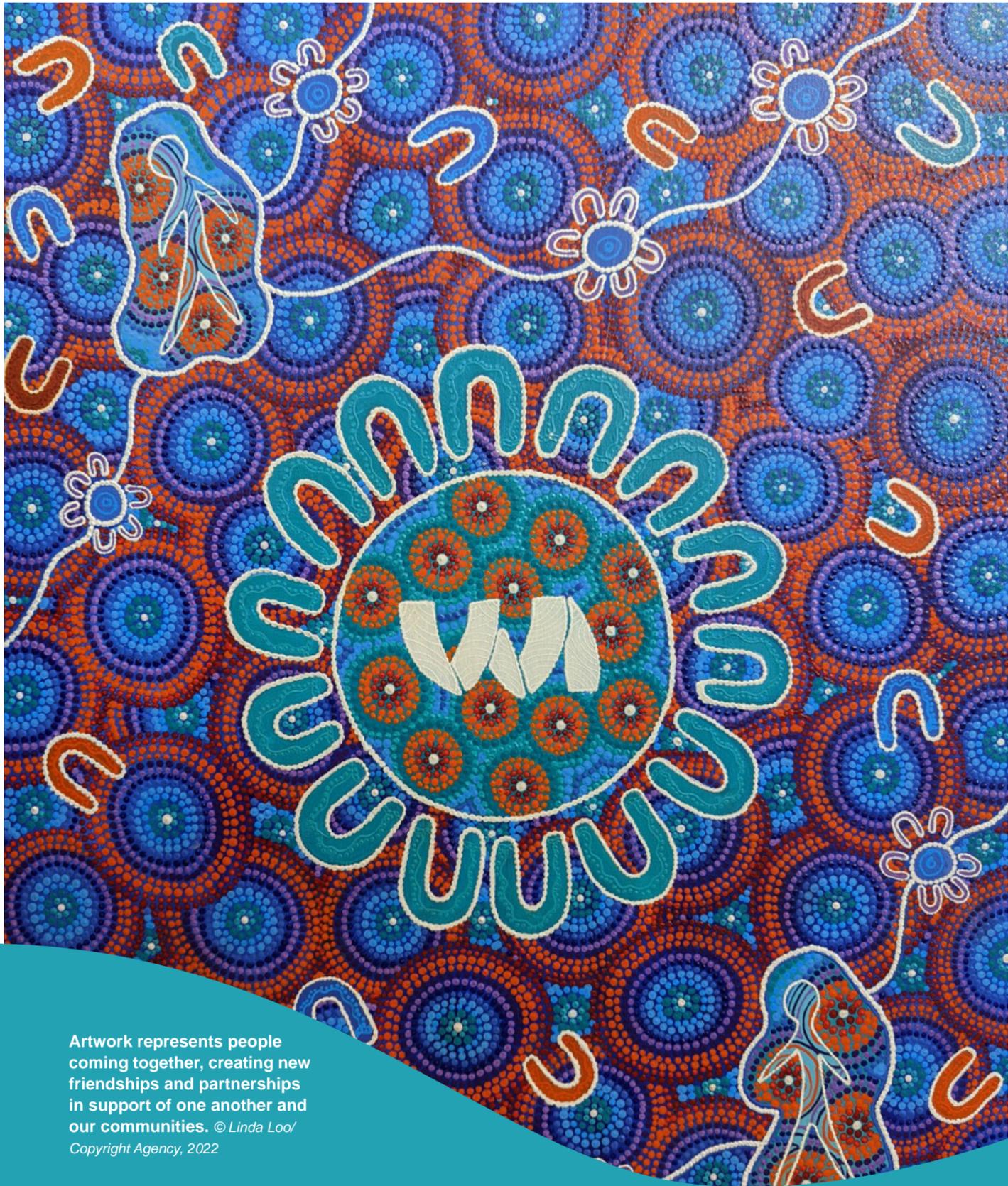
*Empowering people and
communities to enrich WA*



volunteeringWA

ANNUAL REPORT

2023-24



Artwork represents people coming together, creating new friendships and partnerships in support of one another and our communities. © Linda Loo/ Copyright Agency, 2022

Volunteering WA acknowledges the Traditional Custodians of Country throughout Western Australia. We recognise their continuing connection to land, waters and community and we pay our respect to them, their cultures, and to Elders both past and present.

Volunteering WA is committed to forging stronger relationships and a deeper respect for Aboriginal and Torres Strait Islander Australians. By acknowledging and respecting the diversity and history of the

Aboriginal and Torres Strait Islander community, we will continue to realise our vision for reconciliation.

Volunteering WA is committed to ensuring Aboriginal and Torres Strait Islander Australians have a seat at the table, an opportunity to share their knowledge, to lift up Aboriginal-run organisations and suppliers, and celebrate the unique ways in which Aboriginal Peoples volunteer.

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Where to find a copy

Volunteering WA's Annual Report and Financial Statements can be downloaded via our website (scan QR code above or visit www.volunteeringwa.org.au/keydocuments).

In line with Volunteering WA's commitment to sustainability the Annual Report can be found online with limited hardcopy versions available.



VOLUNTEERING WA

Established in 1988, Volunteering WA is the peak body for volunteering in Western Australia. With a membership of more than 800 volunteer involving organisations we work in partnership with community, corporate, educational and government organisations to provide leadership, advancement and promotion of volunteering to achieve the greatest impact for Western Australia.

As the leading voice for volunteers and volunteer involving organisations, we work to strengthen the sector and promote the benefits of volunteering and its value in transforming and enriching the communities in which we live.

Volunteering WA proudly represents over 1.5 million volunteers across the state including 742,000 people aged over 15 who volunteer formally with an organisation or group.



OUR STRATEGIC APPROACH 2022 - 2025

VOLUNTEERING WA's 2022-2025 Strategic Plan identifies four strategic priorities to ensure we achieve our purpose and support volunteering in Western Australia.

- PURPOSE** | Volunteering WA empowers people and communities to enrich Western Australia.
- VISION** | A society in which everyone is inspired to make a difference.
- VALUES** | We use our integrity in all we do and are committed to being inclusive, collaborative and innovative.

<p><i>Enable</i></p> <p>Integrity Inclusion Innovation</p> <hr/> <p>Strengthen Volunteering WA by building capacity and capability in our systems and workforce.</p>	<p><i>Engage</i></p> <p>Connect Communicate Celebrate</p> <hr/> <p>Promote volunteering and foster opportunities for participation and partnerships.</p>	<p><i>Lead</i></p> <p>Research Policy Advocacy</p> <hr/> <p>Unearth the latest trends in volunteering, and champion the needs and interests of the sector.</p>	<p><i>Advance</i></p> <p>Training Advice Support</p> <hr/> <p>Support people and organisations to strengthen volunteering.</p>
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CHAIR & CEO Statement



As the peak body for volunteering in Western Australia, Volunteering WA continues to strive towards its mission of empowering people and communities to enrich WA.

We are pleased to report an extremely productive 2023-24 year with collaboration from more than 800 valued members and thousands of their volunteers which has allowed us to support communities statewide.

Volunteering WA's 2023-24 Annual Report and accompanying Financial Report demonstrates our commitment to sustainability in serving our members and advancing volunteering in Western Australia.

It has been another highly successful year for our flagship corporate volunteering program, allowing us to invest in new strategies and initiatives to strengthen our sector.

Underpinning our advocacy to achieve the best policy settings for volunteering is the need for a strong evidence base. In 2023-24, Volunteering WA collected the richest data set on volunteering in Western Australia in more than a decade, leading to the publication of the WA State of Volunteering Report which was proudly launched at Parliament House and hosted by the Minister for Volunteering.

Recognising the need for funding across our sector, we actively worked to increase support. In 2023-24 we were extremely proud to grant a record \$684,574 to volunteer involving organisations across Western Australia thanks to our supporters, Lotterywest, Department of Social Services, RAC, and the Stan Perron Charitable Foundation.

Our State Volunteering Conference in November 2023 was the largest yet, with over 240 delegates from a wide range of organisations across Western Australia. Our bi-annual conference has become a must attend event for volunteer managers, policy makers, and nonprofit

leaders to come together to exchange their expertise, knowledge and trends shaping the volunteering sector.

With an increase in natural disasters, Volunteering WA identified and addressed an urgent need for a spontaneous volunteer management system in WA. The system helps manage emergency preparedness and recovery, involving the development of disaster and risk reduction policies and procedures and an emergency volunteering platform. This work will ensure that we are better equipped to prepare and respond more effectively to future disasters.

It has been a challenging year for the community services sector with cost-of-living pressures affecting everyone including those who generously volunteer. Our advocacy has been on reducing costs and barriers to volunteering, understanding that it costs people in WA \$13.75 an hour to volunteer – that's up 120% since 2015.

We would like to thank Volunteering WA's volunteers, staff, members, partners and supporters for their contribution to the considerable achievements of 2023-24. This support and our successes firmly reinforce Volunteering WA's leadership as the peak body for volunteering in Western Australia, an industry that spans across almost every area in the community. We look forward to another year of engaging, leading and advancing volunteering.

David

David Morrison | Chair

Tina

Tina Williams | Chief Executive Officer

VOLUNTEERING WA Board



David Morrison
Chair



Pat Scally
Deputy Chair



Vivian Molan
Deputy Chair



Libby Hewton
Treasurer



Justine Colyer
Board Member



Karesa Dias
Board Member



**Emeritus Professor
Gary Martin**
Board Member



Craig Spencer OAM
Board Member



Matthew Pham
Co-opted Director
Appointed June 2024

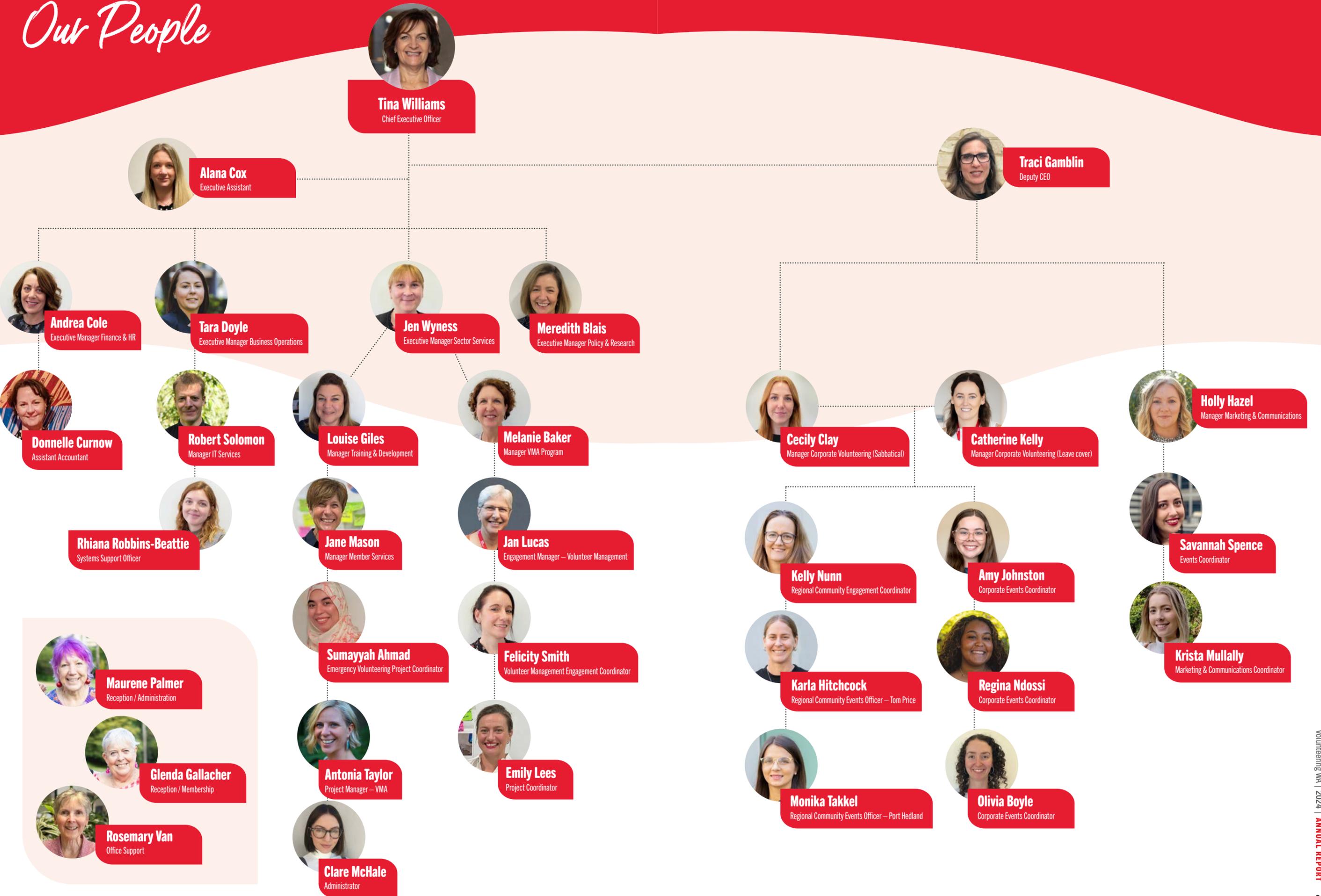


Craig Hollywood
Co-opted Director
Appointed June 2024



Rebecca Hamilton
Co-opted Director
Appointed June 2024

Our People



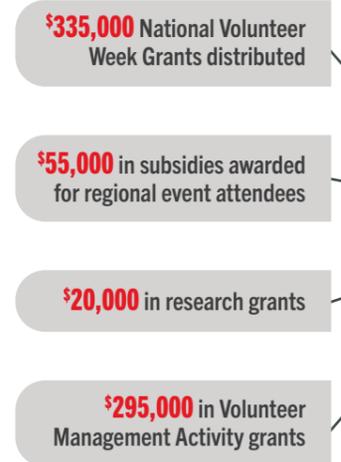
OUR DELIVERY AND PERFORMANCE

2023-2024 *At a Glance*

The 2023-24 Annual Report outlines Volunteering WA's activities over the past 12 months across our Strategic Priority areas: Enable, Engage, Lead, Advance.

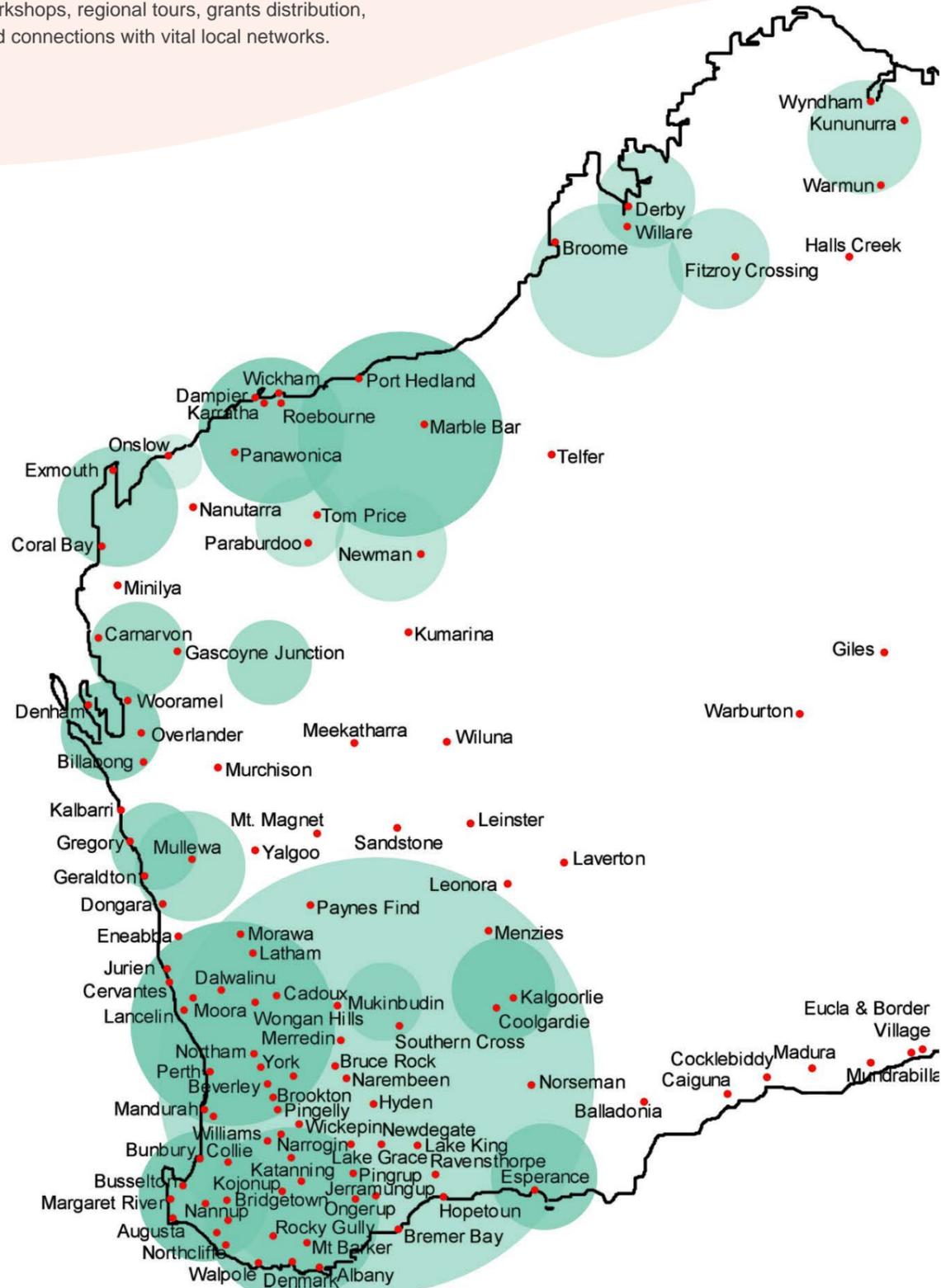


The support from Volunteering WA and Lotterywest has been instrumental in bringing the community together



CONNECTING WITH THE SECTOR

Volunteering WA's reach across Western Australia continues to grow through membership, corporate volunteering, workshops, regional tours, grants distribution, and connections with vital local networks.



CALENDAR OF EVENTS

- Inclusion & Accessibility
- Youth
- Advocacy & Research
- Volunteer Management Development
- Celebrating Volunteering
- Emergency Volunteering

JULY 2023

- The Importance of Cultural Safety
- Attracting Youth Volunteers
- Volunteer Managers Network Meeting

AUGUST 2023

- National Student Volunteer Week Uni Challenge
- Volunteering WA X WACOSS The Voice Referendum Information Session
- External Workshop for Circuitwest
- Recruitment, Retention And Burn Out For WA P&C's
- Making The Most of Your Volunteering WA Membership
- Attracting And Retaining Young People - Part 1
- Writing Successful Grant Applications
- Writing Successful Grant Applications
- Acknowledging Country
- Inclusion Ready
- Volunteering Community Reference Group
- Research Committee

SEPTEMBER 2023

- CEO Roundtable with The Productivity Commission
- Understanding Management, Challenges and Opportunities
- Making The Most of Your Volunteering WA Membership
- Attracting And Retaining Young People - Part 2
- Volunteer Managers Network Meeting
- Writing Accessible Web Content
- Advocating For You
- External Workshop for The City of Fremantle
- Understanding Management, Challenges and Opportunities

OCTOBER 2023

- Volunteering WA Annual General Meeting
- Sustainable Fashion Social Volunteering at Good Sammys
- Making The Most of Your Volunteering WA Membership
- Writing Successful Grant Applications
- Volunteer Engagement Planning
- Recruitment And Retention
- External Guest Speaker - Parliament House: Recruiting and Retaining Employees to Volunteer
- Attracting And Recruiting Volunteers (For DLGSC Perth)

NOVEMBER 2023

- Volunteering WA State Conference (2-Days)
- International Volunteer Managers Day Session
- Making The Most of Your Volunteering WA Membership
- Designing Volunteer Position Descriptions
- Spontaneous Volunteering in Emergency Management
- Volunteering Community Reference Group
- Research Committee
- External Workshop - The Centre for Volunteering

DECEMBER 2023

- International Volunteer Day Garden Party

FEBRUARY 2024

- Making The Most of Your Volunteering WA Membership
- Writing Successful Grant Applications
- Writing Successful Grant Applications
- Understanding Management, Challenges and Opportunities
- Understanding Management, Challenges and Opportunities
- Building A Volunteer Engagement Plan Workshop
- External Workshop - City of Joondalup

MARCH 2024

- WA State of Volunteering Report Launch (Parliament House)
- Member-Only State of Volunteering Report Launch
- Making Your Online Content Accessible to Everyone
- Emergency Platform Demonstration
- Volunteer Managers Network Meeting
- Making The Most of Your Volunteering WA Membership
- External Workshop - City of Fremantle: Writing Successful Grant Applications
- Volunteering Community Reference Group
- Research Committee

APRIL 2024

- Shark Bay Community Volunteer Engagement
- VMA Project-Based Grants Information Session
- Making The Most Out of Your VWA Membership
- VMA Project-Based Grants Information Session
- Attracting And Retaining Young Volunteers
- Acknowledging Country with Tania Harris
- Building A Volunteer Engagement Plan Workshop

MAY 2024

- WA Volunteer of The Year Awards 2024
- State of Volunteering Report Public Session
- Corporate Volunteer Council National Volunteer Week Activity
- See Me, See You
- Volunteer Managers Network Meeting
- Implementing The National Standards
- Making The Most of Your Volunteering WA Membership
- Leading Volunteers and Dynamic Teams
- Writing Effective Position Descriptions
- External Workshop - City of Fremantle - Volunteer Capacity Building
- External Workshop - Volunteer Engagement Planning
- External Workshop - DLGSC Wheatbelt: Understanding Volunteer Management Challenges and Opportunities
- External Workshop - DLGSC Wheatbelt: Guiding Volunteer Managers Through Effective Leadership

JUNE 2024

- Volunteer Management Activity Grant Project Showcase
- Volunteering WA Volunteer Resource Centre Meeting
- Building A Volunteer Engagement Plan
- Seeing Behind Your Cultural Lens
- Engaging With Spontaneous Volunteers - Lessons Learnt
- Implementing The National Standards
- Making The Most of Your Volunteering WA Membership
- External Workshop - DLGSC Wheatbelt: Attracting and Retaining Generations in Sport
- External Workshop - DLGSC Wheatbelt: Succession Planning and Volunteer Management Plans
- Volunteering Community Reference Group
- Research Committee
- External Workshop - DLGSC Wheatbelt: Governance Journey for
- Volunteer Leaders in Sport

Enable



OUR TEAM

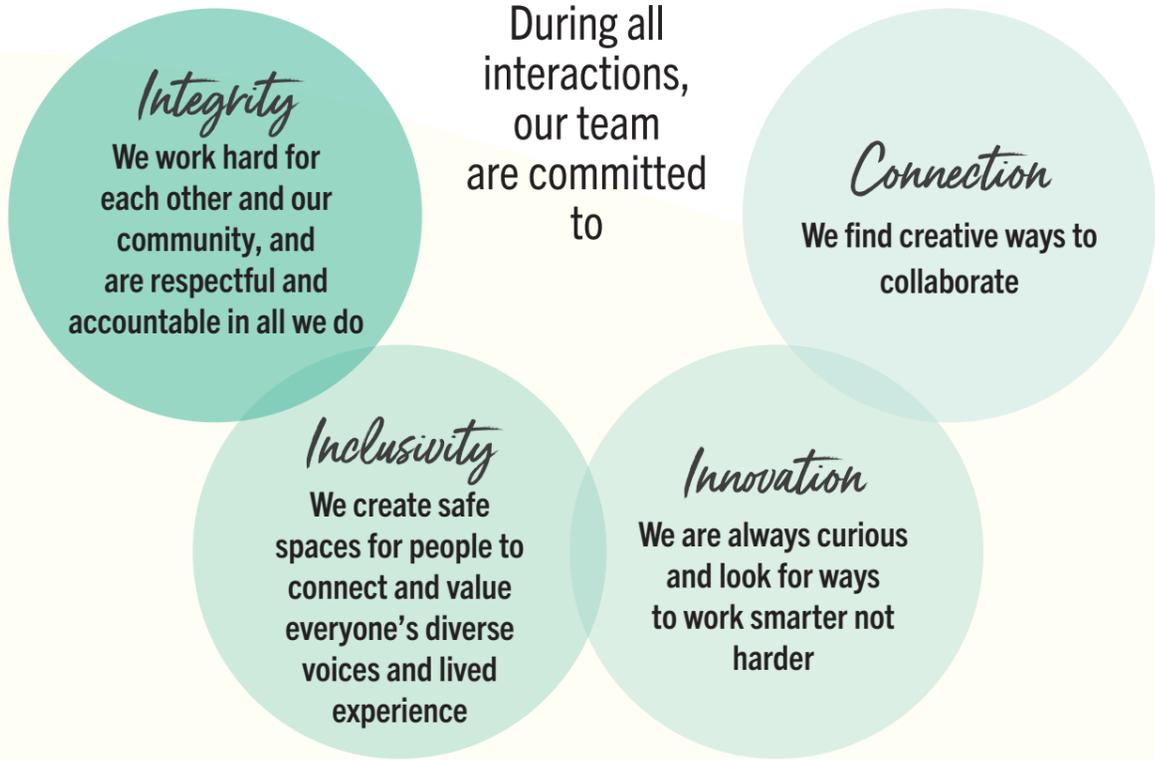
are incredibly passionate about volunteering for organisations that empower lasting change for the communities in which we live.

OUR SERVICE COMMITMENT

Volunteering WA is committed to being a dynamic organisation that delivers effective services and maintains a strong internal team focus. Through this commitment, Volunteering WA will achieve its goal of being an employer of choice and leading Western Australia's volunteer sector.

The Volunteering WA team developed staff vision statements, which underpin everything we do:

- We believe in our collective power to make a difference – this drives everything we do.
- We create deeper connections between people and places.
- We listen to and respect every person's voice and overcome challenges as a team.
- Every day, we strengthen our volunteering community through collaboration, leadership and support.



Investing in our team – We empower the team to strengthen WA's volunteering sector through ongoing investment in their professional and personal development enabling them to have the skills and mindset to deliver our purpose and vision.

Annual planning and continuous improvement – As the people on the ground engaging with volunteer involving organisations, we all contribute to Volunteering WA's planning of business activities and strategic direction, and development of internal visions and commitments.

Areas of growth – A diverse team is a great strength. Everyone benefits from new perspectives and lived experiences that can better support the community. Volunteering WA has identified inclusion and accessibility as an area for enhanced capability in 2024-25.

Some of the organisations and causes our team volunteer across include: POOPS, Curtin University Women in Business, FIFA Women's World Cup, Leighton Action Coalition, Little Things for Tiny Tots, Northern Lights Music, Motion by the Ocean, WA Charity Direct, Reconciliation Australia Voice to Parliament, Local P&Cs



BUSINESS OPERATIONS

Volunteering WA is committed to linking people into community organisations that need support - we do this by connecting people through technology.

Connecting organisations with thousands of volunteers

VIKTOR/VIKTOR Lite are Volunteering WA's volunteer advertising, referral and recruitment platforms that are used nationally by more than **7,000 volunteer involving organisations** to find prospective volunteers.

VIKTOR is free for Volunteering WA members to access, and all listed volunteer adverts are displayed automatically across the Volunteering WA, SeekVolunteer, and YVolunteer (if suitable for youth) websites, maximising exposure. More than **2,300 volunteering positions are advertised on Volunteering WA's website at any one time, with over 30,000 views on the main directory page every month.**

VIKTOR continues to play an extremely important role in supporting Volunteer Resource Centres and organisations that advertise their volunteering opportunities online.

Emergency Volunteering Portal

Volunteering WA's role in an emergency is to help organisations and community groups plan, prepare and recruit spontaneous emergency volunteers (non-frontline community volunteers) before, during and following the event.

Throughout 2023-24 Volunteering WA implemented a streamlined Spontaneous Emergency Volunteer System across Western Australia, ensuring we can effectively connect prospective volunteers to organisations via our emergency.volunteer.org.au portal.

Read more on the Community Emergency Volunteering project on page 36.

YVolunteer.org.au

Youth-friendly volunteer opportunities posted by our members will now be automatically displayed on Volunteering WA's youth platform, **yvolunteer.org.au**. Schools, agencies, youth groups, and Volunteer Resource Centres share this portal with young people enabling them to complete job-readiness courses and gain real world experiences through youth volunteering.

1,086,521 volunteers are registered on VIKTOR nationally!

FINANCIAL REPORT

Volunteering WA is pleased to present the audited Financial Report for the year ended 30 June 2024.

The 2023/24 financial year has been one of consolidation in carefully managing and investing our resources to ensure our long-term financial health and sustainability. During the year investment into internal IT infrastructure, business processes and continuous improvement projects across the organisation has been a priority.

We have successfully managed our diverse income streams, from a wide array of corporate partners, NFP clients, member volunteer involving organisations and government departments. There has been a modest overall increase in revenue compared to last year.

Expenditure on direct program costs and outgoing grants to Western Australian volunteer involving organisations increased by 6% to 39% of total costs in 2023/24. At Volunteering WA we place a high value on our people and continue to invest in our workforce with 55% of expenditure related to staffing. Administration and operating costs continue to be tightly controlled, accounting for just 6% of total expenditure.

The result for the year was a deficit of \$46,949 which resulted from the Board's decision to fund strategic volunteering initiatives from accumulated reserves.

AUDIT GOVERNANCE

Volunteering WA engages Hall Chadwick as an external auditor to independently review its financial systems and reporting and to uphold the integrity of the reporting process.

NOT FOR PROFIT STATUS

Volunteering WA operates as a not-for-profit incorporated association with status as a Public Benevolent Institution.

FINANCE, AUDIT AND RISK COMMITTEE

Members of this Committee are appointed by the Board on an honorary basis and meet 5 times per year.

Elizabeth Hewton (Chair)

Justine Colyer

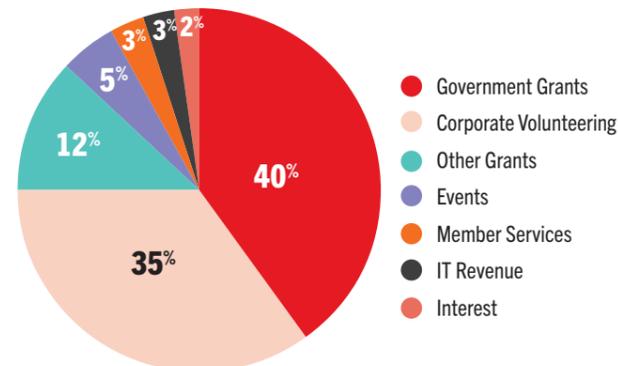
Pat Scally

Craig Spencer

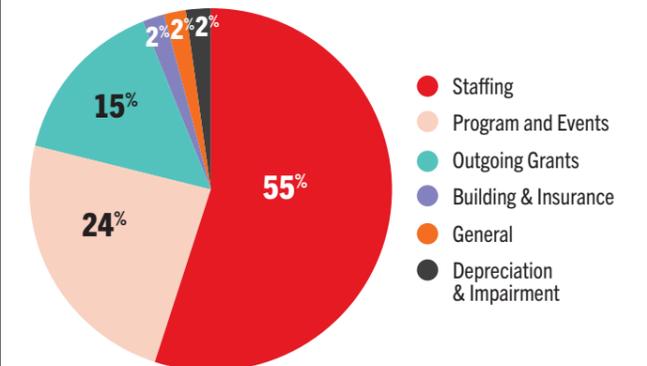
Andrea Cole - Executive Manager Finance and HR, Volunteering WA

Tina Williams - CEO, Volunteering WA

REVENUE



EXPENDITURE



Engage



78%
of 15-25 year olds
volunteer in Western
Australia!"

~ WA State of Volunteering Report



KEY RESULT AREA: ENGAGE

In line with the National Strategy for Volunteering 2023-2033, Volunteering WA prioritises the individual potential of the volunteer experience; ensuring volunteering is recognised as an activity with inherent value.

Through our engagement activities, Volunteering WA focuses on achieving key outcomes for the sector through targeted strategic communications and sector events; promoting volunteering and fostering opportunities for participation across the sector; and with our flagship Corporate Volunteering program, proudly setting a national benchmark in corporate social responsibility.

OUTCOMES:

Corporate Volunteering

- Community benefits: volunteer involving organisation capacity and service delivery increased through corporate volunteering.
- Employee benefits: corporate employees have meaningful opportunities to make a genuine difference and feel engaged in the community.
- Corporate benefits: facilitation of a targeted connection between the business community and volunteer involving organisations, providing an effective and authentic channel to support the community.

Strategic Communications and Purpose-driven Events

- Volunteering WA is recognised as the voice and go-to place for everything volunteering.
- The contribution of volunteering is recognised and celebrated.

Stakeholder Engagement

- Inform and represent: provide information and raise awareness.
- Consultation and research: provide communication channels and use research to inform the sector.
- Collaboration: partner with stakeholders, and increase connections.
- Empowerment and capability: build skills in the sector.

Engage

Volunteering WA promotes volunteering and fosters opportunities for participation and partnerships



Engage



CORPORATE VOLUNTEERING

Empowering people and businesses

Volunteering WA manages a highly reputable, professional, and comprehensive corporate volunteering service, which provides valuable and meaningful volunteering experiences to corporate employees and much needed support and resources to the Western Australian community.

Each year, Volunteering WA's corporate volunteering program strives to work with community organisations across WA to provide hands-on volunteer support.

In 2023-2024, we supported 103 community organisations, which was a **32% increase** on last year and our highest engagement to date. Over half of the supported organisations were based regionally.

We are proud of the positive impact our corporate volunteering program had this year, with 3,397 volunteers placed into the community – a **volunteering value of more than \$714,000**.

This past year we **delivered 325 Corporate Team Days**, with 229 in Perth metro and 96 team days across regional WA - **increasing our coverage across Bunbury, Hedland, Kalgoorlie, Karratha and Surrounds, Newman, Pannawonica, Paraburdo, and Tom Price.**

Our corporate volunteers donated 14,882 hours of volunteering time.

Looking ahead, Volunteering WA is committed to becoming a centre of excellence in corporate volunteering, providing expertise to our partners, and championing its benefits. We will further expand our reach to assist even more community organisations across WA.

“
Our Corporate
Volunteers donated
\$714,000
of volunteering hours to
the WA community



“The volunteers were able to cook over 150 meals and pack the same amount of lunches for the kids representing the club in the Northwest. The day ran very smoothly - maybe I should have got in contact sooner because the work that the group was able to get through has blown me away. Let's hope we can get the crew back again”. – Tom Price Soccer Club

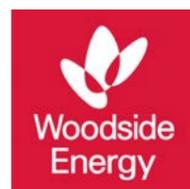


“Thanks to the work of the Volunteering WA corporate volunteers, our children have a wide range of healthy food options. By taking care of this time consuming and labour-intensive task, the youth workers have more time to spend doing fun activities with the kids”. - Yaandina Community Services – Roebourne Youth Centre

“Awesome day, interacting with my team, the Volunteering WA team, the Salvation Army and the recipients of the goodwill.” – Rio Tinto Volunteer at the Salvation Army



2023-24 CORPORATE PARTNERS



Engage

PROMOTING VOLUNTEERING AND FOSTERING OPPORTUNITIES FOR PARTICIPATION

through strategic communications and purpose-driven events

2023-24 was a fun filled and jampacked year for Volunteering WA, across our marketing, communications, and events activities. We increased our presence across numerous communication channels and social media platforms, helping Volunteering WA connect with more volunteer managers, organisations and sector stakeholders.

National Volunteer Week (20 – 26 May 2024)

National Volunteer Week is the annual celebration to acknowledge the generous contribution of our nation's volunteers. Each week in May, we say 'thank you' to more than 1.5 million Western Australian volunteers that contribute their time to help the community.

A record number of organisations were granted funds this year due to an increased 2024 program, thanks to the increased support of Lotterywest. **Volunteering WA distributed over \$335,000** to 253 volunteer involving organisations across Western Australia from Albany to Kununurra, to Merredin, Bunbury and Perth.

WA Volunteer of the Year Awards

Held during National Volunteer Week, the WA Volunteer of the Year Awards shine a spotlight and promote the important contribution of volunteering to the social, cultural, economic and environmental well-being of Western Australia. With over 240 nominations from across the State, Volunteering WA was excited to announce the 2024 Recipients as:

- WA Excellence in Volunteer Management - Alanagh Godderidge, Motion by the Ocean (Sorrento)
- WA Inclusive Volunteering Award - First Hike Project (Perth)
- WA Lifetime Contribution to Volunteering - Joan Ward (Albany)
- WA Young Volunteer of the Year - Zac Cawdron, Youth At Risk Network (Bedford)
- WA Excellence in Corporate Volunteering - Bankwest
- WA Community Volunteer Organisation of the Year - Worthy Australia (Baldivis)
- RAC WA Volunteer of the Year - Peter Geraghty, St John WA (Mukinbudin)

Share Your Story #VoicesofVolunteering

Through Volunteering WA's campaigns, we aim to showcase the diversity of people and motivations within volunteering. To reach a wider audience we published over 45+ editorials and interviews with The West Australian, Kimberley Echo, 9News, Channel 7, ABC Radio, The Age, Farm Weekly, 6PR – securing interviews for members including Short Back and Side Walks, Good Sammy, Peel Volunteer Resource Centre, Motion by the Ocean, and Worthy Australia (to name a few).

International Volunteer Garden Party

Each year, Volunteering WA marks International Volunteer Day with the annual Garden Party. This year's event was kindly supported by the McCusker Foundation and hosted once again in the stunning gardens of Government House. **550 volunteers from over 70 organisations** joined us - how lucky we were to celebrate with so many of you! We heard addresses from His Excellency The Honourable Chris Dawson AC APM Governor of Western Australia, Honourable Don Punch MLA Minister for Volunteering, Volunteering WA CEO Tina Williams, and Mary McCusker.



Volunteering promoted to over **1,000,000** people through digital platforms



Engage

2023 volunteeringWA STATE CONFERENCE

14 & 15 November, Optus Stadium



2023 VOLUNTEERING WA STATE CONFERENCE

240 delegates joined Volunteering WA on Tuesday 14 and Wednesday 15 November 2023 in Perth for two days (and three streams) of keynotes, discussions, and workshops analysing the latest volunteering research, trends, techniques, and case studies to help volunteer involving organisations make the greatest impact in the community.

The conference brought together experts, academics, and industry leaders, and is the primary forum for volunteer coordinators and managers within the not-for-profit and community sectors.

With the theme of 'Reimagine the Volunteering Experience', the Conference challenged delegates to share their stories and to address some of the most significant issues faced by the sector.

An incredible number of topics were covered to help volunteer management professionals reimagine the volunteering experience:

Strategy, Policy and Research

- Minister for Volunteering, Hon Don Punch MLA
- Curtin University
- Department of Communities
- Murdoch University
- Perron Institute
- Volunteering Australia
- Volunteering WA

Leadership & Governance

- Australian Institute of Management WA
- Mosaic Community Care

Perspective Panels on Reimagining the Volunteer Experience

- The Executive Perspective Panel: St John WA, SportsWest, Advocare, WA Wildlife
- The Corporate Perspective: Volunteering WA, RAC, Woodside, Deloitte, Bankwest, Beyond Bank, Foodbank
- The Youth Perspective: Fair Game Australia, UWA Guild Volunteering, Ignite Mentoring

Marketing, Media and Storytelling

- Master of Ceremonies: Shil Shanghavi AFAIM
- Welcome to Country: Ingrid Cumming - Kart Koort Wiern
- Brandable
- Media Stable
- Modern Media Training

Volunteer Recruitment and Engagement

- Activate Mental Health
- Awards WA
- Befriend
- Centre for Accessibility Australia
- FIFA Women's World Cup 2023/Football West
- Living Proud WA
- Teach Learn Grow
- Kimberley Aboriginal Women's Council
- Rotary Western Australia
- 12 Buckets
- Northwest Multicultural Association
- Rotary of Elizabeth Quay
- Ronald McDonald House Charities Western Australia
- Multilingual Australia
- UnitingWA
- Yourtoolkit.com
- Wheatbelt & Beyond Youth Mentoring



“The Honourable Don Punch MLA Minister for Volunteering spoke about how volunteering is vital to the WA community, and that the sector requires continued investment at all levels.”

“Love the phrase that volunteers are there for the micro moments in society!”

“Speakers were all incredible. We took a lot of learnings away from the conference. Some really inspiring topics.”

“I really enjoyed the sessions I went to and there was such a great atmosphere and vibe during the whole conference.”

“The personal stories and ‘human touch’ made it feel more relatable and not too ‘corporate’. Sarah Wilson from Volunteering Australia was amazing and the presentation of her study was moving and motivating! It was also nice to see the neurodiverse community represented.”

“Networking - and I loved the micro volunteering task with the WA AIDS Council folks - enabled the introverts of the world to engage with each other while our focus was on a task.”

Lead



Lead

Unearth the latest trends in volunteering, and champion the needs and interests of the sector

Research

Policy

Advocacy

WESTERN AUSTRALIA'S STATE OF VOLUNTEERING

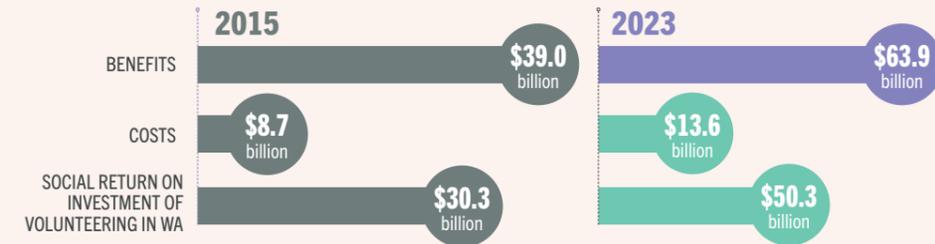
The results are in! 1.5 million people dedicate their time to volunteering in Western Australia, generating a substantial value of \$63.9 billion for the state.

The **WA State of Volunteering Report** serves as a comprehensive overview of the volunteering landscape in WA, offering insights into various aspects of the sector.



SCAN to read the WA State of Volunteering Report

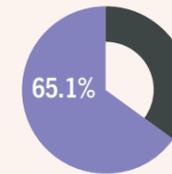
The Economic Value of Volunteering



Total hours volunteered in WA



All volunteers (WA residents aged 15 and over)



1.5 million people



or **\$4.8 billion** to Gross State Product similar to the contribution of WA's accommodation and food services sector of \$4.7 billion

Key inclusion metrics

(the percentage of volunteer managers that include these volunteer demographics in their programs)



Aged 65+



Aged under 25

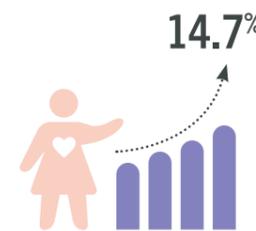


Culturally and linguistically diverse (CALD)



Online or remote

Corporate Volunteering



The extent to which volunteering improves workplace productivity

Top trends reported for the 3 years to 2022

- 1 Increasing regulatory and administrative complexity
- 2 Loss / interruption of volunteer participation due to COVID-19
- 3 Increasing diversity of volunteers



Real time progress in our policy and advocacy work can be followed at volunteeringwa.org.au or in our monthly newsletter

ADVOCACY AND POLICY

Creating conditions for volunteering to thrive

As the leading voice for volunteers and volunteer involving organisations, Volunteering WA works to strengthen the sector and promote the benefits of volunteering to enrich the communities in which we live.

One of the primary focal areas in 2023-24 was the future of the not-for-profit sector across Australia – which saw continued benefits through a reduction of red-tape for charities in particular.

The Productivity Commission initiated and completed a review of how to double philanthropy in Australia by 2030. Volunteering WA participated through formal submissions, attending public hearings, providing case studies and co-hosting a forum on volunteering (pictured). The final report “Future Foundations for Giving” highlights and acknowledges the irreplaceable role that volunteers play in our society. In particular, we welcome one of the key recommendations requiring governments to consult with the sector, before implementing changes which may impact volunteers.

In 2023-24 we contributed a number of written submissions on key reform areas with a focus on improving the volunteer experience in:

- Aged care
- Community services
- Disability services
- Disaster response and recovery
- Multi-cultural participation
- Not-for-profit sector
- Sports



Underpinning all advocacy work, is the need for accurate data – in 2023-24 Volunteering WA collected the largest data set on volunteering in Western Australia in more than a decade, leading to the publication of the WA State of Volunteering Report launched at WA Parliament.

After many years of advocacy, we also welcomed the Australian Government's commitment to reinstate the collection of data on volunteering through the General Social Survey, including an allocation of funds in the Federal Budget.

Direct voice to Government

As the peak body, Volunteering WA is proud to convene the Volunteering Community Reference Group which is a direct channel to the Minister for Volunteering the Hon Don Punch MLA.

The Volunteering Community Reference Group discussed a number of key issues including insurance coverage, volunteer screening, data collection, corporate volunteering and support for regional volunteers.

National Strategy for Volunteering Action Plan 2024-2027

Volunteering WA is proud to be a member of the National Strategy for Volunteering Council. The first three-year Action Plan will see 22 actions led by stakeholders and networks, collectively making progress towards each of the National Strategy for Volunteering's Strategic Objectives.

RESEARCH

Volunteering WA is the voice for the sector, and in order to be that voice we invest in programs that support evidence-based innovation and knowledge sharing.

Understanding the state of volunteering in Western Australia is vital so we as a community can strengthen and future-proof it for generations to come.

In March, Volunteering WA launched the **WA State of Volunteering Report** at the Parliament of Western Australia.

Western Australia's State of Volunteering Report 2023, is an independent report led by Volunteering WA. It plays a vital role in telling the story of how volunteering is tracking in WA.

It provides information to answer four main questions benchmarking volunteering in Western Australia:

- Looking back, what has been our recent experience with volunteering?
- What is our experience of volunteering today?
- What is the economic value of volunteering in WA today?
- Looking forward, what is the outlook for the sector?

Volunteering WA sincerely thanks the thousands of WA residents and volunteer managers who generously gave their time to provide an insight into their experiences, to inform this report and future work in the sector.

Volunteering WA continued to play a leading role nationally in volunteering research with the support of our Research Committee, led by Professor Kirsten Holmes (Curtin University). We were very pleased to welcome two new members to the Committee, following an Expression of Interest process.

Another project completed with our support this year included an Edith Cowan University project to examine the volunteer experience in clinical settings during COVID-19.

Currently we have active projects exploring volunteering in rural areas, dementia settings, volunteering through Parents and Citizens groups active in WA public schools and informal volunteering.

Priorities for 2024-25

In March 2025, there will be a State Election and we expect a Federal election as well. We will be using the insights from the WA State of Volunteering Report 2023 to inform our election priorities, which are expected to include a focus on:

- Reducing the burden of costs and administration of volunteer screening in WA
- Addressing deficiencies in insurance coverage for volunteers
- Supporting spontaneous volunteers in emergency response and recovery
- Creating opportunities for more young people to volunteer.

Volunteering WA has a vision that Western Australia should be the easiest and most affordable place to volunteer in Australia. Addressing cost-of-living pressures for volunteers is an essential part of this vision.

Advance



Volunteering in WA generates ~41,800 jobs across the economy (community) ~ WA State of Volunteering Report

VOLUNTEERING WA SECTOR SERVICES

2023-2024 has been another busy and hugely successful year for Volunteering WA's Sector Services. Volunteering WA is proud to report we represent more than 800 volunteer involving organisations across Western Australia. This is the largest number in our 36-year history and this growth has been underpinned by our Membership Strategy and the collaboration across all teams within Volunteering WA.

Volunteering WA's Sector Services include:

- Membership
Consultancy
Training and Development
Volunteer Management Activity Capacity Building
Spontaneous Emergency Volunteering
Measuring Change Project

Thanks to Lotterywest, we are pleased to announce that we were successful in gaining funding to continue our work in the impact measurement space. Following on from the prototype developed last year to measure the change volunteering has on volunteers, the organisation and the service user/community at large we will now be developing this further into a fully-fledged change and impact measurement tool.

We have also been researching family volunteering and tested a model that could be rolled out across Western Australia. We know the ways in which people are volunteering is changing and the need for creating flexible, low barrier opportunities, particularly for certain demographics including children and youth and people that work full time, is paramount to addressing these changes.

As parents spend more time working than ever before, time spent as a family is reducing. Family volunteering creates an opportunity for families to spend time together whilst supporting worthwhile community initiatives that role model positive values.

Thank you to Awards WA's Ignite Award, Perth NRM and Friends of Mosman Park for assisting us with the development of this family volunteering model.

Advance

Support people and organisations to strengthen volunteering





MEMBERSHIP

Volunteering WA builds stronger communities by providing leadership and support to volunteer involving organisations throughout Western Australia. With the support of our members, we are able to work collaboratively to build volunteer capacity and empower people and communities to enrich Western Australia.

As part of our membership strategy a review was undertaken of our existing offerings and a new membership structure was introduced from 1 July 2023 with a new top tier for volunteer organisations with over \$5 million annual revenue.

The total membership, across all categories, rose to 814 (up from 791). The largest growth came from Regional Affiliates in the Pilbara, joining to take advantage of the team based corporate volunteering program, and from middle tier volunteer organisations with between \$10,000 and \$500,000 annual revenue joining for support with their volunteer program. Retention over all categories was in line with industry standards at 87%.

We continued to build connections with leaders at our member organisations. Two CEO Roundtable events were held; the first in September 2023, focussed on the Productivity Commission's Review of Philanthropy and in March 2024 we launched the State of Volunteering 2023 Report at Parliament with over 100 member CEOs in attendance, along with the Hon Don Punch MLA Minister for Volunteering.

A new Volunteering WA member logo was created for full members to use on their communications. It is pleasing to see members taking up the opportunity to show they belong and demonstrate they align with the values and ethos of Volunteering WA.

Our annual survey helps us to understand our members' needs and priorities to ensure we provide relevant and beneficial services and support.

Responses to the member survey (December 2023)

- 80% are very satisfied/satisfied with Volunteering WA's services overall.
- "Volunteering WA (VWA) plays an important role in advocacy in this state and all organisations with volunteers should support VWA to enable it to support volunteer organisations."
- "VWA is well resourced with really well-informed staff who are always helpful - great networking opportunities and a wealth of knowledge - what's not to love!
- "It's important to connect with others in this sector, very easy otherwise to become siloed - It's encouraging to speak with staff who understand the context and others who are also in the same environment."

Looking ahead, we will continue to engage members regularly to ensure we understand their needs; explore additional online and in-person networking between volunteer management peers; and offer additional support services for members to implement the National Standards for Volunteer Involvement and work towards accreditation.

Consultancy Services

Alongside member services, Volunteering WA offers fee-for-service consultancy to members.

This year, Volunteering WA worked with Brightwater Care Group to review their volunteer management practices against the *National Standards for Volunteer Involvement*, and to develop a volunteer strategy. We worked closely with Brightwater's Executive, operations staff, volunteer services and volunteers, collecting feedback and gathering ideas, to develop a volunteer strategy that aligns with the organisation's mission, values and strategic goals.

TRAINING AND DEVELOPMENT

Each day we strengthen the volunteering community by responding to the changing needs of the sector, through collaboration, leadership and support. Volunteering WA's Sector Services team delivers weekly workshops, forums, and learning opportunities to volunteer managers and coordinators across the State.

Our commitment to the professional development of volunteer managers meets a core strategic priority for Volunteering WA and aligns with the National Strategy for Volunteering.

In 2023-24 our team facilitated public workshops for more than 440 participants, and delivered custom on-site training for the Department of Local Government Sport and Cultural Industries, City of Joondalup, City of Fremantle, City of Wanneroo, WACSSO, Connect Groups, Shire of Northam, CircuitWest and The Centre of Volunteering (NSW).

The refreshed National Standards for Volunteer Involvement were released across the country, with Volunteering WA ensuring that updated resources and workshops were introduced to help volunteer involving organisations stay updated.

Continuous Professional Development (CPD) Program for professional leaders of volunteers

Exclusive to Volunteering WA members, volunteer managers and coordinators are encouraged to participate in the nationally endorsed Continuous Professional Development (CPD) program. In 2023-24, 34 Volunteering WA members were enrolled in the program and upon completion will have the right to use the post-nominals PLV (Professional Leader of Volunteers).

VIOHelp: Helpdesk for volunteer managers

Volunteering WA's VIOHelp desk is a free service that provides sector expertise to volunteer managers and aims to answer queries. Enquiries handled by Volunteering WA increased by 23 per cent this year, and we supported 164 different organisations through this service.

Backing up the key barriers to volunteering found in the WA State of Volunteering Report, the most frequent queries processed through VIOHelp included:

- Volunteer recruitment
- Health and safety (including insurance, risk management and mental health)
- Inclusion and accessibility
- Youth volunteering
- Payments for volunteers, such as honorariums, reimbursements and allowances
- Compliance and screening

Looking ahead

Volunteering WA is excited to grow our Training and Development team ensuring our organisation can meet the increased demand from volunteer managers for additional workshops, and by member-organisations requesting on-site tailored training solutions including in regional areas.





VOLUNTEER MANAGEMENT ACTIVITY

The Volunteer Management Activity (VMA) is funded by the Australian Government Department of Social Services and exists to build the capacity of volunteer involving organisations, through online volunteer management services, and breaking down barriers to volunteering for identified priority groups.

Volunteering WA has produced resources for volunteer involving organisations to help build volunteer management capability and through the program, we supported 60 volunteer involving organisations to participate in extensive inclusion training by SBS which continues until 2025.

Funding organisations to deliver inclusion projects

Volunteering WA offers grants to volunteer involving organisations that align with the key outcomes of the program, and in 2023-24 we distributed \$300,000 in Volunteer Management Activity funding.

In June, Volunteering WA hosted more than 100 volunteer leaders to hear presentations from our Diversity, Equity and Inclusion Advisory Group, and the eight funded project partners to expand their own volunteer management capacity.

RECIPIENT ORGANISATION	FUNDED PROJECT
Volunteer South West (regional)	CONNECT provided intensive support to volunteer involving organisations in the South West to make their organisation inclusive.
Peel Volunteer Resource Centre (regional)	A targeted program to intensely support local volunteer involving organisations to design, plan, recruit and engage with a new realm of volunteers.
Bunbury Fringe Festival (regional)	Development of strategies for the inclusion of young people and people living with disabilities to participate in event volunteering.
Kimberley Aboriginal Women's Council (regional)	A co-designed process for the development of a First Nations volunteer mentoring program called 'Rise & Shine'.
St Pat's Community Support Centre	This pilot program developed a framework for clients and residents to volunteer in roles at St Pat's to assist them in gaining skills and broaden their future opportunities.
Befriend	The Community Campfires project provided an open entry point for people from diverse backgrounds to discover volunteering and community contribution possibilities.
Ed Connect	EdConnect sought to develop a pilot project to connect newly arrived migrants with volunteering opportunities in School Canteens.
Riding for the Disabled Carine (RDA)	Development of a leadership mentoring program designed to include young people, the unemployed and people with disabilities in supporting participants in the RDA program.

VMA National progress

In 2023-24, we continued our national collaboration with the State and Territory volunteering peak bodies to pool our expertise, reduce duplication and deliver the greatest impact to Australia's volunteer involving organisations.

Volunteering WA is on the working group for the national Volunteer Management Activity and helps implement programs that can be utilised by each volunteer peak body, including:

- A new Volunteer Involvement Cycle following extensive consultation with the Sector. This will be released to the Sector in late 2024.
- A national knowledge base that hosts articles and tools from each peak body.
- A new Performance Measurement Framework to help evaluate the impact and outcomes of the program on the sector.

Looking ahead

In the 2024-25, \$300,000 will be provided to six volunteer involving organisations, with an additional \$300,000 provided by the Department of Social Services for six Volunteer Resource Centres to undertake projects aligned with the Volunteer Management Activity goals.

With the refreshed National Standards for Volunteer Involvement launched, a national online program is being developed for volunteer involving organisations to undertake a self-assessment against the new Standards. Volunteering WA will enable up to 60 members to participate.

“
1.5 million individuals dedicate their time to volunteering in Western Australia, generating a substantial value of \$63.9 billion for the state.
”

~WA State of Volunteering Report





SPONTANEOUS VOLUNTEER MANAGEMENT SYSTEM FOR WA

When a disaster strikes in your area, members of the public will step up to assist, regardless of whether the affected community are prepared to accommodate them. The support of these ‘spontaneous volunteers’ can be harnessed if managed effectively.

Volunteering WA’s emergency volunteering program received funding through the Australian Government’s National Recovery and Resilience Agency’s National Disaster Risk Reduction (NDRR) 2022-23 Grant, with the project due for completion at December 2024.

During 2023-24, Volunteering WA developed online training resources to assist in the attraction, recruitment and orientation of spontaneous volunteers across WA, built key relationships with existing agencies, volunteer involving organisations and communities to share knowledge about non-frontline community volunteer capability, and delivered a proactive large scale community awareness campaign to prospective spontaneous volunteers and emergency support organisations.

We extend thanks to the members of the Project Steering Committee:

- Erin Fuery – Department of Communities
 - Felicia Wong – Department of Communities
 - Rachel Armstrong – WALGA
 - Catharine Phillips – Department of Fire and Emergency Services
 - Lia Roberts – WALGA
- and previous members
- Kate White – Department of Communities
 - Karina Skipworth – Red Cross
 - Susie Moir – WALGA
 - Andrew Sanders – Department of Communities



MEASURING CHANGE PROJECT

Volunteering WA developed an innovative tool to ‘prototype’ stage that aims to support volunteer involving organisations to effectively measure change that occurs as a result of their volunteer activities and programs. The Measuring Change prototype tool has been developed with the aim of supporting organisations to apply outcomes measurement practice in their unique setting.

In the coming year, Volunteering WA will select 10 organisations from across Western Australia to participate in the Measuring Change Project through an expression of interest process.

Each organisation will nominate ideally one (two at the most) representative(s) to participate in Phase Two of the project, a peer-to-peer reflective learning to live test and co-design refinements to the tool and undertake a formal evaluation of the process.





Western Australians contribute 398 million volunteering hours each year

~ WA State of Volunteering Report



Volunteering WA strengthens the sector through building capacity and capability of volunteers and volunteer involving organisations across Western Australia. Through the ongoing support of our valued partners and supporters it is possible for us to achieve this goal and respond to the ever-increasing and diverse need for volunteers.

Our thanks and appreciation is extended to all our partners, supporters and collaborating stakeholders.

Patrons

His Excellency The Honourable Chris Dawson AC APM
Governor of Western Australia
and Mrs Darrilyn Dawson

Major Funders

- WA Government
- Australian Government Department of Social Services
- Lotterywest

Key Supporters

- AON
- Australian Institute of Management Western Australia
- Beyond Bank
- COTA WA
- McCusker Charitable Foundation
- NeonLogic
- RAC

Corporate Volunteer Council

- Bankwest
- Beyond Bank
- BHP
- Deloitte
- Horizon Power
- RAC
- Rio Tinto
- Woodside



The volunteering workforce is the largest industry by employment in WA

~ WA State of Volunteering Report

Volunteering Peak Bodies

Our volunteering peak bodies from across Australia come together monthly to collaborate and capitalise on collective resources, knowledge and capabilities.





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