

Volunteering leadership and support

Victorian Volunteer Strategy

Help develop Victoria's new Volunteer Strategy

The Victorian Government has committed to develop and implement a Volunteer Strategy to support and enhance volunteerism in Victoria.

Volunteers are a vital part of Victoria's social, economic, cultural and environmental fabric, and deliver immense value to Victoria – for communities, places and individuals.

It is estimated that more than 1.5 million Victorians participate in formal volunteering activities per year. The actual number of volunteers and their impact is thought to be far greater, with many more people contributing through informal or community support and not self-identifying as volunteers.

But while Victoria is home to a vibrant culture of giving, volunteers and volunteering are changing. For volunteering to thrive into the future it requires both a bold vision and practical approaches.

How can you participate?

Have your say - as community members, volunteers, leaders and managers of volunteers or community organisations, or supporting organisations.

We have developed two surveys to capture insights from different groups with an interest in volunteering. Both surveys will help us to better understand the current state of volunteering in Victoria - from a community and volunteer sector perspective - and will be used to inform the development of the Volunteer Strategy.

Volunteering leadership and support

Leadership in volunteering takes many forms, including the direct management of volunteers or programs; the strategic direction and governance of organisations; sector development and representation by peak bodies; research and advocacy; and the stewardship role that governments can play.

We encourage you to share your thoughts by completing the *Volunteering leadership and support* survey, online at <https://engage.vic.gov.au/victorian-volunteer-strategy>.

You may also complete this paper survey and return to:

Victorian Volunteer Strategy
Department of Health and Human Services
Level 12, 50 Lonsdale Street
Melbourne VIC 3000

The survey is open until 24 November 2019.

Privacy Collection Notice

The Department of Health and Human Services (the department) is committed to protecting your privacy.

The department will collect and handle demographic information collected via this form for the purposes of informing Victoria's new Volunteer Strategy, and ensuring the Strategy reflects the diversity of views across Victorian communities. The collection of this information will not directly identify an individual, and the department will not share the information you provide via this survey with any third parties.

If you choose not to complete the survey, the department will not be able to take your views and experiences into account in developing the Victorian Volunteer Strategy.

The personal information we collect through the 'stay up to date' form will only be used for providing you with updates on the consultation process and development of the strategy.

You are able to access your information at any time by emailing volunteer.strategy@dhhs.vic.gov.au or for more information on the department's privacy management, please visit our website on <https://www.dhhs.vic.gov.au/publications/privacy-policy>.

To receive this publication in an accessible format email [Volunteer.Strategy](mailto:Volunteer.Strategy@volunteer.strategy@dhhs.vic.gov.au) <volunteer.strategy@dhhs.vic.gov.au>

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Available at [Volunteer.Strategy](http://www.volunteer.vic.gov.au/strategy) <www.volunteer.vic.gov.au/strategy>

Survey

Please answer this survey if you wish to give us feedback about how we can support and strengthen volunteering into the future.

Please note: To help you answer questions 8 - 15 of this survey, it may be helpful to first read the *Priorities for strengthening volunteering* framework at Appendix 1 that was developed by the former Ministerial Council for Volunteers in 2018.

About you

To help us understand the diverse needs of Victorians, please tell us a little about yourself.

1. What is your age?

- 18 - 25
- 26 - 35
- 36 - 50
- 51 - 75
- 75+
- Prefer not to say

2. What is your gender?

- Male
- Female
- Non-binary
- Other
- Prefer not to say

3. In what capacity are you providing feedback?

- Committee member / board member
- Member of an organisation
- Chief executive / executive
- Volunteer leader, manager or coordinator
- Program coordinator
- Researcher / academic
- Advisor / provider of services to community organisations
- Other, please specify

4. In your role, are you:

- Paid
- Unpaid
- Prefer not to say

5. What type of organisation are you from?

- Not applicable
- Community group
- Incorporated association
- Not-for-profit company
- Peak body
- Volunteering support organisation
- Local government
- Don't know
- Other, please specify

6. Where are you (or your organisation) located? Please provide the postcode.

7. In providing feedback, what aspects of society are you (or your organisation) most interested in? You may select up to 5 responses.

- Arts, culture and media
- Business, professional or union
- Welfare and community
- Education and training
- Emergency services
- Environment
- Health
- Parenting, children and youth
- Religious
- Sport and recreation
- Other, please specify

Part one: Priorities for strengthening volunteering

In 2018, the former Ministerial Council for Volunteers published its *Priorities for strengthening volunteering* framework (Appendix 1), which may provide a starting point for the development of the Volunteer Strategy.

8. To what extent do you agree with the framework’s proposed vision?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

9. Do you have any other comments, or an alternative vision for volunteering? (1,000 characters)

10. The framework suggested nine priority areas of focus. Please choose your top five areas.

- Ensuring all people have equitable access to participate and lead
- Harnessing diverse perspectives and experiences
- Improving pathways into volunteering and transferability of skills between organisations
- Promoting a culture of volunteering throughout the life journey
- Providing meaning and purpose during industry transition or retirement
- Providing skills of the future and pathways to employment
- Reciprocal benefits are realised through safe and rewarding experiences
- Supporting social cohesion and community resilience through volunteering
- The value and impact of volunteering is realised and celebrated

11. Please consider these enablers and rate them in order of priority (1 – 3).

Your rating	Enabler
	Leadership and governance <i>Strategic recognition and support, and best practice management approaches</i>
	Innovation and technology: <i>Continuous adaption to new technology and modern volunteer expectations</i>
	Collaboration and partnerships <i>Effective partnerships and sharing strengths to maximise impact</i>

12. How might volunteering change or evolve to be relevant into the future? (1,000 characters)

13. Considering your above answers, which of these contributions from government do you think will best strengthen volunteering into the future?

- Supporting volunteer manager training and networking
- Enabling innovation in technology
- Culture and diversity awareness
- Formal recognition of volunteers
- Promotion of the value of volunteering efforts
- Consultation/ information sharing/ promotion of best practice
- Streamline processes for identity checks/ police checks
- Better access to public transport
- Not sure
- Other, please specify

14. Do you have any other comments on strengthening volunteering? (1,000 characters)

Part two: Volunteer management

The following questions are optional and are intended for people who manage or coordinate volunteer effort, and/or are leaders of community groups and organisations.

Please note: if this section does not apply to you, please skip to question 22.

15. What does a great volunteering experience look like to you? (1,000 characters)

16. What do you think are the top 3 attitudes needed for a good leader? Please select 3 responses.

- Empathy
- Agility
- Resilience
- Imagination/ Creativity
- Action orientated
- Innovative
- Reflective
- Courageous
- Outcomes focused

17. What are your professional development needs?

- Seminars, workshops and conferences
- Networking and mentoring opportunities
- Formal qualifications
- Digital literacy
- Role design and matching of volunteers
- Media awareness/ presentation skills
- Personal leadership development
- Governance, strategic planning, risk management etc.
- Project management/ community development
- Legislation and regulatory updates
- Other (please specify)

18. Where do you currently go for support?

- Within my organisation
- Volunteering support services / resource centres
- Volunteering Victoria
- Volunteering network groups
- Other leaders and managers
- Other (please specify)

19. In your opinion, how important are outcomes and evaluating impact?

- Very important
- Important
- Neither
- Unimportant
- Very unimportant

20. Does your organisation evaluate outcomes, or the impacts of your volunteering programs?

- Yes
- No
- Not sure

21. Do you have any other comments on outcomes and evaluation? (1,000 characters)

Final thought

22. What does a strong community look like to you? (1,000 characters)

Appendix 1: Priorities for strengthening volunteering in Victoria

Vision

Volunteers are engaged, supported and valued, and undertake their roles in a volunteering community that is effective, sustainable and valuable to all Victorians.

Outcomes

- Victorians will benefit from more effective volunteering effort.
- Victorian volunteering programs and organisations will be more sustainable.
- Victorians can participate in volunteering across all sectors of the volunteering community.
- Barriers for Victorians to access volunteering will be reduced.

Enablers

The following enablers contribute to both the outcomes and the priority areas.

- **Leadership and governance:** Strategic recognition and support, and best-practice management approaches.
- **Innovation and technology:** Continuous adaption to new technology and modern volunteer expectations.
- **Collaboration and partnerships:** Effective partnerships and sharing strengths to maximise impact.

Priority areas

The following priority areas contribute to the outcomes.

Diversity and inclusion

- Harnessing diverse perspectives and experiences.
- Ensuring all people have equitable access to participate and lead.
- Supporting social cohesion and community resilience through volunteering.

Volunteering for all ages

- Providing skills of the future and pathways to employment.
- Promoting a culture of volunteering throughout the life journey.
- Providing meaning and purpose during industry transition or retirement.

Quality volunteer experiences

- Reciprocal benefits are realised through safe and rewarding experiences.
- Improving pathways into volunteering and transferability of skills between organisations.
- The value and impact of volunteering is realised and celebrated.

Priorities for strengthening volunteering in Victoria

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Strategic recognition and support, and best practice management approaches.

Innovation and technology

Continuous adaption to new technology and modern volunteer expectations.

Collaboration and partnerships

Effective partnerships and sharing strengths to maximise impact.

Priority areas

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