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# HIGHLIGHTS

2021

# 2021 at a glance...

We grew our network of community organisations to

**210**

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We participated

**10**

research projects

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**8**

Successful program launches:

VolBoost, VolPro, VolConnect, VoltAge, VolREACH, WestSeed, VolQ, PD Pivot

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We delivered

**741**

volunteer referrals - the largest number of yearly referrals since we opened in 2012

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**41**

Workshops, training and outreach events

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**\$1 million**

Grant from the Working For Victoria initiative

# Here for Volunteers

*Bringing volunteering closer  
to people's lives and values*



## OUR ETHOS

Bring volunteering into people's lives and meeting people in their daily routines



We went to shopping centres, farmers' markets, and other community spaces to meet people in their daily routines



**6** outreach events held in March-June

Make it easier for people to seek help in the comfort of their own home



We referred volunteers through our Volunteer Support Service via phone and email



**741** volunteers referred to help support their local communities

People of all backgrounds can volunteer



We supported, coached and trained organisations to practice inclusive volunteering



Assisted **58** organisations to write & advertise **79** volunteer positions that are inclusive & meaningful

People have a chance to share their stories, learn and find volunteering roles meaningful to them



We elevate the needs and wellbeing of volunteers



**21** stories shared as blog pieces



# Here for Community

*Building strong connections deeply with our community*

## OUR ETHOS

## OUR ACTIONS

## OUR IMPACT

Support COVID-19 adaptation and resilience



Deliver adaptation skillset training to volunteer managers



23 sessions of VolBOOST training delivered to 39 participants. Satisfaction rating of 4.71 out of 5

Active listening helps you empathise with people around you



All Volunteer West staff completed Accidental Counsellor training



*“Actionable strategies are very helpful to assist with professional or personal accidental counsellor situations”*  
- Participant

Relationships and community networks are vital assets & catalysts for social change



Established the WestSeed regional network, and visually mapped for public visibility



A mutually supportive network of 119 grassroots & multicultural organisations to share community assets

Uplift the profile of volunteer managers and their craft of volunteer engagement



Pioneered VolPro, a bursary program to sponsor volunteer engagement practitioners to complete professional development



13 volunteer managers will gain the title of Professional Leader of Volunteers

Impactful research to advance volunteering policy and practice



Participated in 10 research projects  
Launched VolREACH platform for research, engagement & advocacy



We are shifting the conversation, elevating practice-leadership, and amplifying the voices that need to be heard

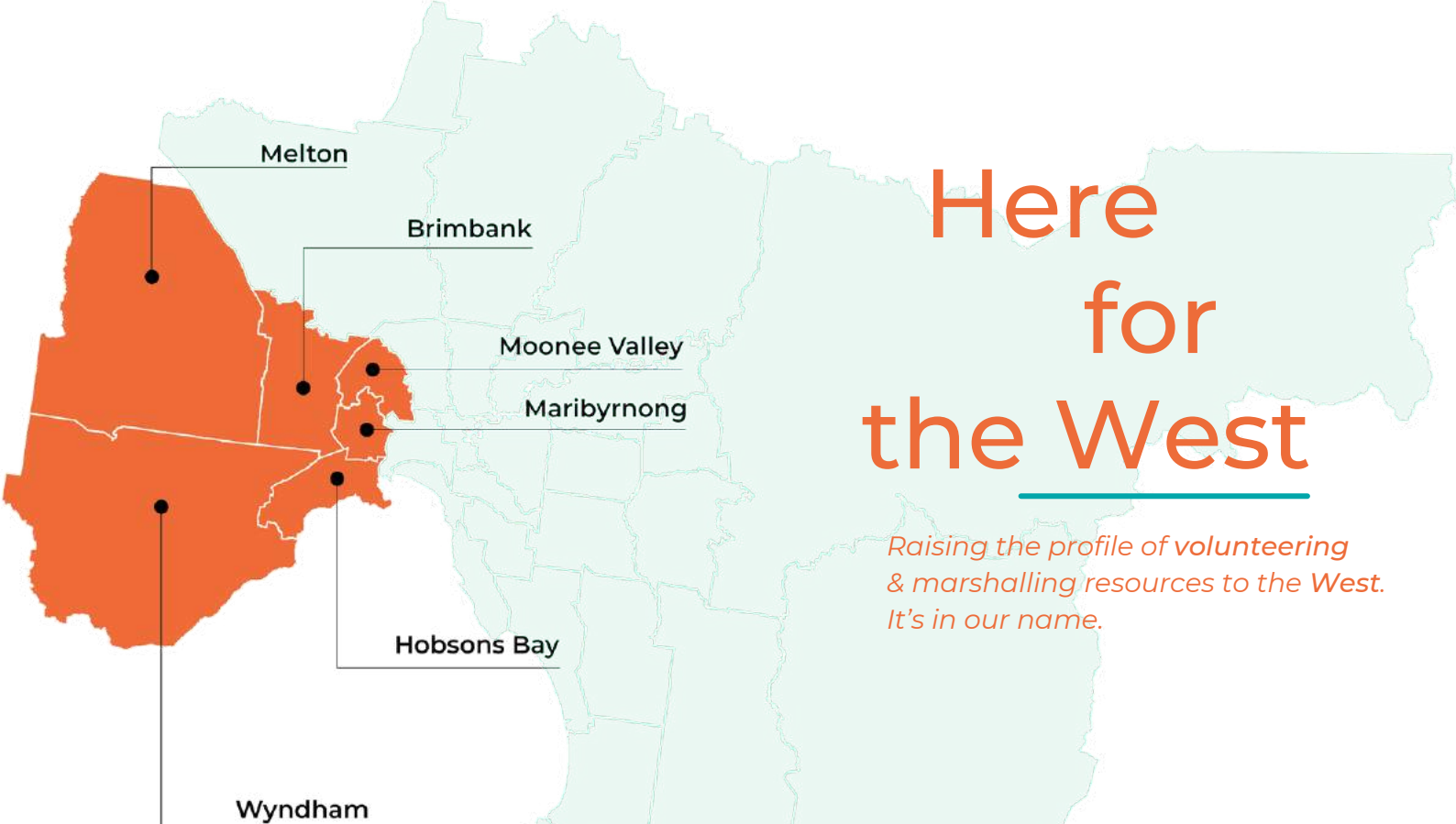
Increase skills in volunteers and volunteer managers as community builders



35 training sessions delivered with 301 participants



*“Often as volunteer managers/coordinators we are working in isolation so the opportunity to come together is valued very much”* - Participant



# Here for the West

*Raising the profile of volunteering & marshalling resources to the West. It's in our name.*

## OUR ETHOS

**Audacity** - to follow new paths, to think and do big for our region and for national policy change



## OUR ACTIONS

Working with VoIREACH collaborators to address the ongoing under-resourcing of community volunteering



## COLLECTIVE IMPACT

VoIREACH has been well received by stakeholders and has short, medium and long-term impacts predicted

**Amplify** - the strengths of people and communities to flourish by marshalling resources to them



Telling the stories of volunteering in the West through blog series, social media, traditional media, and the VoltAge project



More connections and opportunities. Increased the visibility of volunteers, leaders in volunteering, and community groups

**Impact** - for volunteers and their communities through our approach of convening, championing, and collaborating for enduring change



Impactful collaborative projects:  
- Western Bulldogs Community Foundation 'Digital Connectors'  
- Victoria University's Changemakers



Digital Connectors: participation of 400+ women. Change Makers: 60 volunteers lead inclusion projects in sports

**Empathy** - volunteering is empathy in action



Empathetic leadership providing employment and support for people in Melbourne's West



The VolConnect program hired and trained 28 new staff and equipped them to be champions of inclusive and meaningful volunteering

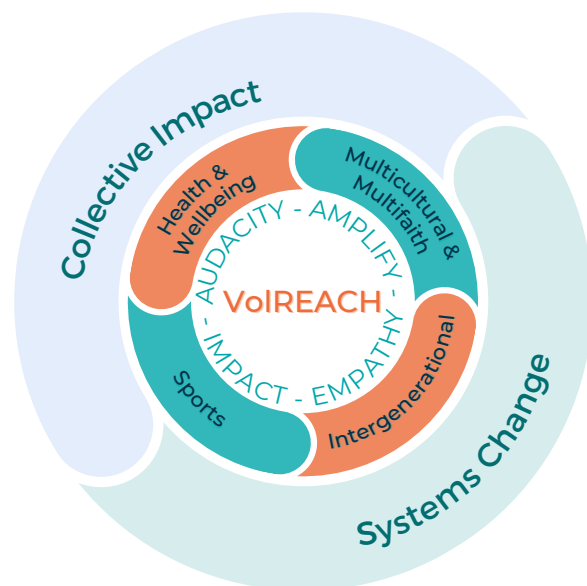
# VoIREACH »

## VOLunteering Research, Engagement & Advocacy Community Hubs

We unveiled VoIREACH, a collaborative platform that works to address the ongoing under-resourcing of community volunteering, and to advance volunteering policy and practice.

Success means community volunteering is better resourced, better trained, and better respected.

### VOLUNTEERING IS COMMUNITY BUILDING



We have received enthusiastic support for this audacious vision from many collaborators, including endorsement from community leaders for our trailblazing initiative:

- Hon Bill Shorten MP, Member for Maribyrnong
- Mr Steve McGhie, Member for Melton
- Mayor Clarke, Maribyrnong City Council
- Mayor Marsden, Hobsons Bay City Council

### How will we achieve this?

By reimagining and doing volunteering **differently**

By employing a **relational** approach to building a **human learning system** to drive **social change**

By seeking co-investors for a truly **collaborative platform** for collective impact & systems change

*Four hubs to foster greater collaboration, innovative research and evaluation, and leadership training: Health and Wellbeing, Sports, Intergenerational, Multi-cultural and Multi-faith. These themes reflect community strengths and policy priorities. What binds the hubs are shared values, our innovative Collective Impact Framework, and a systems-thinking approach to our work.*

- Short-term**
- Introduce the VoIREACH collaborative platform to a range of partners
  - Secure seed funding to initiate the collaborative projects to reimagine volunteering

- Medium-term**
- Provide more resources to people and communities in the West
  - Advance volunteering practice towards a person-centred, systems-change model for enduring impact, leveraging pioneering best-practice projects
  - Innovate data-informed evaluation, research, and policy insights to measure what counts for volunteers and communities
  - Raise the profile of the sector by educating volunteers, community and supporters of the positive impacts of volunteering
  - 'Build back better' by scaling up to meet growing unmet post-pandemic needs and stem the decline in volunteering in large segments

- Long-term**
- Ensure the long-term practice of inclusive volunteering experiences that sustain personal well-being and building community resilience becomes commonplace

## About

Volunteer West is the regional peak Volunteer Resource Centre servicing the western metropolitan region of Melbourne since 2006.

We are a registered charity and the only volunteer resource centre in the region. We work across six local government areas with a population of around 1 million people – that's 20 percent of greater Melbourne's population. With a diverse demographic, the region has unique community strengths. At the same time, it also has challenges as a growth area requiring more infrastructure.

## Mission

Our mission is to improve the health and wellbeing of people in Melbourne's West through volunteering that empowers and engages.

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We are driven by our values:

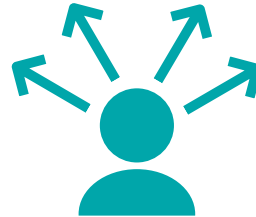
### AUDACITY



### IMPACT



### AMPLIFY



### EMPATHY



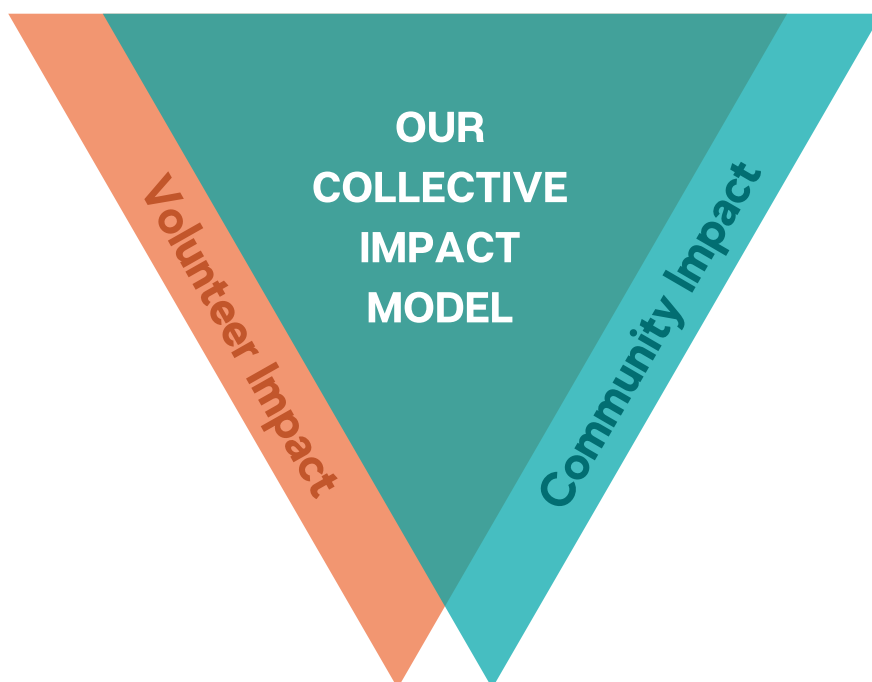
Our work is focused on **convening**, **championing** and **collaborating** to build an inclusive volunteer movement.

### Our Work

- Supporting community members find volunteer opportunities. Our strength is in providing personalised guidance and support through a volunteer-for-volunteers model
- Providing training and support to coordinators and managers of volunteers, and to organisations that run volunteering programs
- Advocating for the growth of socially inclusive volunteering - in all its forms - across Melbourne's West
- Advancing volunteering leadership through research and evaluations

**Social cohesion**  
**Volunteer Wellbeing**

**Active citizenship & Participation**  
**Volunteering Confidence**



**Volunteer-to-Job Potential**  
**Economic contribution of volunteering**




Our collective impact model is centred on people and the community.

The volunteering journey empowers people to bring about impacts for themselves and their community: personal wellbeing, confidence in the volunteering journey, and employment pathways.

We move forward with a systems-thinking approach. With people and community, we can create and enable enduring systemic changes: greater social cohesion, active citizenry, and economic contribution.



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