



volunteering
TASMANIA
Be Connected



annual report 2020-21

www.volunteeringtas.org.au

our vision

The contribution of volunteering is understood, respected and valued as a powerful driver of community prosperity and inclusion in Tasmania.

our purpose

We connect and build an inclusive community to make a difference through the impact of volunteering

our values

**be informed
be inspired
be connected
make a difference**



the year that was

2021 State Volunteering Awards:

135 
nominations across
10 award categories

185 people
across
three
regions

 participated in the
**Safeguarding
Project**

6,514 
Facebook followers

Find a Volunteer web page:

20,000
unique page views




1,572 
Twitter followers



96,791
views on our
Volunteer Opportunities portal

916
LinkedIn connections

We provided  certificates of
recognition for
8,447 individual volunteers
during National
Volunteer Week

3,600 
eNews subscribers

19 
organisations
referred prospective
volunteers to the Inclusive
Volunteering Program

21
people
are, or have been,
supported into
volunteering

joint welcome message

Our purpose at Volunteering Tasmania is to connect and build an inclusive community that makes a difference through the impact of volunteering. This year has shown what an amazing impact volunteers make as we recover and continue to respond to the impacts of COVID-19.

We saw such incredible examples of community resilience and much of that is attributed to our volunteers, both those that support others through formal organisations and those that self-organised to support their communities and friends. Although we are recovering from the impacts of COVID-19 here in Tasmania, we can still feel its impact. Volunteers have slowly returned to their volunteering as they were safe and able to do so, and volunteer organisations redesigned their programs and re-established their work to welcome back their volunteers in a safe and productive manner.

Volunteering Tasmania received additional funding through the Tasmanian Budget 2020/21 to support COVID-19 recovery through a broad-scale engagement campaign – telling the stories of our wonderful volunteers and encouraging Tasmanians to volunteer. This program also included funding to support organisations to innovate to meet the changing needs of volunteers.

We continued to support our sector through online and in-person training and networking opportunities as well as the development of resources to support our member organisations as they recovered from the impacts of COVID. Our annual state conference was delivered online in 2020 which demonstrated the agility and responsiveness of our sector as well as our commitment to innovation and leadership.

We celebrated the amazing work of Tasmania's volunteers at our annual Volunteering Awards ceremony and congratulate the following volunteers:

- Diane Reynoldson was awarded Volunteer of the Year 2020 at our delayed online Volunteering Awards
- Nicky van Dijk was awarded Volunteer of the Year 2021 at our face-to-face Volunteering Awards held during National Volunteering Week.

The needs of our volunteers are always changing and Volunteering Tasmania has refocused our work with volunteers on promoting inclusion and diversity of volunteers in all areas of Tasmanian life. We have focussed on supporting people living with disability into volunteering and supporting volunteer organisations to change practices to be more inclusive of people with a disability. We look forward to expanding this work into the future. Through our EVCREW (emergency volunteer platform), we also deployed 280 volunteers to local organisations looking after the most vulnerable in our community during the COVID-19 lockdown in 2020.

Volunteering Tasmania is a champion and advocate of volunteers and the volunteering sector. We made submissions to the Premier's Economic and Social Recovery Advisory Council, the Tasmanian Health Futures – Health Strategy and the Child and Youth Wellbeing Strategy Consultations, as well as being a representative voice on the Tasmanian Aged Care Emergency Operations Centre Stakeholder Group and supporting the work of the Tasmania Food Security Strategy.

We have worked closely with three local Councils and their communities to build community-based volunteering strategies to ensure their volunteer organisations will still have enough volunteers to keep their doors open into the future.

We thank the Tasmanian Government for their ongoing support and commitment of the 290,000+ volunteers we represent. We look forward to implementing their election commitment for a youth volunteer army, which is in addition to continuing to support and fund our core work as the volunteering sector's peak body.

The Board and team at Volunteering Tasmania want to sincerely thank all our supporters, members and Tasmania's volunteers for their passion and commitment to Tasmania.

Dr Lisa Schimanski & Georgie Ibbott



Dr Lisa Schimanski
CEO
Volunteering
Tasmania



Georgie Ibbott
CHAIR OF THE BOARD
Volunteering
Tasmania

strategic plan 2018-2022

strategic focus areas

VOLUNTEER ENGAGEMENT	SECTOR DEVELOPMENT	POLICY AND ADVOCACY	INNOVATE AND LEAD
<ul style="list-style-type: none"> Promote and support contemporary volunteering Engage community to volunteer through supportive, efficient and agile recruitment and engagement processes Provide access to inclusive and diverse volunteering opportunities Celebrate excellence and recognition of volunteering 	<ul style="list-style-type: none"> Coordinate networking between volunteer involving organisations to exchange knowledge and experience Deliver learning and development opportunities to build sector capacity and sustainability Increase capacity of organisations to align to best practice volunteer management practices Support and promote the professionalism of Tasmanian volunteer managers 	<ul style="list-style-type: none"> Advocate and champion volunteering in Tasmania Engage in Government decision making processes to influence positive outcomes for volunteering in Tasmania Develop evidence-based resources and policy statements for volunteering 	<ul style="list-style-type: none"> Undertake, participate in research to inform and influence the future of volunteering Use and support innovative frameworks and research to increase resilience and relevance Collaborate and build strategic partnerships for investment in volunteering

strategic enablers

OUR PEOPLE	ORGANISATIONAL STRENGTH	KNOWLEDGE BASE
<ul style="list-style-type: none"> Engage our people to be active participants in the design and implementation of our services Provide opportunities for our people to reflect, share and develop a shared understanding of success Provide opportunities for our people to develop their knowledge and apply their skills Develop clear and realistic performance expectations for our people 	<ul style="list-style-type: none"> Maintain and seek to diversify current income streams Maintain sound financial management processes Ensure an effective governance structure is maintained Build a diverse and engaged membership base Develop a Partnerships Strategy to leverage existing and future priorities Partner and collaborate with the national volunteering network 	<ul style="list-style-type: none"> Lead and partner in the development of Tasmanian volunteering research Participate in National volunteering research projects and discussions Instigate and facilitate conversations on volunteering research across the Tasmanian volunteering community

finances

Our full Financials for 2020-2021 are available in a separate Audited Financial Report on our website.

www.volunteeringtas.org.au/about-us/core-documents



volunteer story:
The Give Back program

How two teens are challenging stereotypes and leading the way

They have experienced hardships that one could scarcely imagine as they narrowly escaped conflict between ethnic groups in Ethiopia, fleeing through Sudan and Egypt and eventually calling Tasmania, home. Yet despite all they have been through, two teenage boys, Obsa Shafee and Ahmed Omer, have adapted smoothly to their new lives in a new part of the world, and they display an astute awareness and appreciation for their situation.

The boys relate how they were saddened when, not long after arriving in Tasmania, they heard of the discontent surrounding alleged African youth gangs on the mainland and how some people feared people from different ethnic backgrounds because they 'weren't doing good things in Australia.' "We want to do a good thing to change people's minds," Ahmed says. "That's what encouraged us to start the program."

So, less than a year after arriving in Tasmania, in 2019, they approached Will Smith, the director of JCP Empowering Youth with their idea to create and run the Give Back program. Will gave them the nod, provided the logistics and since then, they have travelled the state, donating clothes, shoes and housing supplies to those in need.

Through the program, the boys have also mentored at-risk youth and have helped to run camps and programs for youth across the state.

Obsa says it's been a positive experience all round. "For me, the first time I've ever given back to someone, such as giving a box of shoes to someone, and them saying, thank you, is a good feeling in my heart."

Ahmed adds that they would love to see more young people become empowered to make a difference.

"Our aim is to get other young people to do the same thing. We want to build up our next generation to be able to give back to the community and do something good.

"The power in giving back is when you give something and you get nothing in return, the power is in your heart. You feel good in your heart because you know you've done something good, and it betters you as a person."

Obsa said he hoped the program would change perceptions. "Will always asks us how we're going to change the world. We're going to change the world by helping one person, and they'll go and help another person and they go and help another person and it'll keep going and the world will change."

Obsa and Ahmed shared their story as part of a video project for Volunteering Tasmania's recent awareness campaign to encourage Tasmanians to re-engage with volunteering or to start for the first time. The campaign is supported by the Tasmanian Government as part of its plan for recovery and rebuilding post-COVID.

innovate and lead



The Local Volunteer Network Group in Clarence LGA.

We know that the future of volunteering is changing. Much like our broader society, we are seeing shifts in the way people want to volunteer, changes to technology and changes to societal demands and sector regulations. In the Innovate and Lead portfolio, we support and explore new ways of working to inform and influence the future of volunteering.

This includes trialling innovative programs, building strategic partnerships and undertaking research to increase the investment in volunteering. We aim to test different ways of approaching the future of volunteering and supporting the sector to think and operate differently in order to build a more resilient and relevant sector.

Through the Safeguarding Volunteering Project, we partnered with three local councils (Clarence City Council, Devonport City Council and Huon Valley Council) and their communities to develop Volunteer Sustainability strategies. This has been a co-design process, with people that are engaged in the volunteering sector working alongside us and their local councils to build a strategy that invests in the future of volunteering locally. These strategies are now finalised, and we are building resources to support other councils to undertake this co-design work.

These three local councils were also supported through COVID-19 response and recovery. We undertook research and developed resources and tools that addressed the concerns and needs of each of these three regions including developing videos, running training and workshops, and building resources that have been shared across all 29 local councils in Tasmania.



Nettie Burr, manager of the Starting Point Neighbourhood House.

We have received funding to deliver new programs that support the long-term COVID-19 recovery for the sector. These programs are:

- Volunteer Engagement Project – partnering with UTAS to better understand the challenges to volunteer and the key conditions needed for positive volunteering experiences.
- Volunteer Management Innovation Program – supporting the sector to think differently and innovatively about how we can work in a more flexible and adaptable way for the future of volunteering.
- Through the State Election commitment, we have received funding to trial a Youth Volunteering Program that recognises the efforts of young people in volunteering and supports youth led volunteering projects. We have partnered with the New Zealand Student Volunteer Army to adapt and implement a model for Tasmania.
- We are working in partnership with UTAS to support students to undertake a research project that explores how young people want to be engaged in volunteering in Tasmania. This work will provide evidence-based strategies and tools, which will assist community organisations to increase their capacity to attract and retain young volunteers in meaningful and mutually rewarding roles.

sector development



We are focused on providing professional development for leaders in the sector, to assist them in making volunteering experiences as positive as they can be. We provide training, workshops, and networking opportunities to ensure managers of volunteers have the skills and resources they need to find volunteers for their programs and keep them coming back.

We support organisations with opportunities to maintain best practice volunteer management strategies that connect to each stage of the volunteer management cycle:

- Planning
- Recruitment
- Selection and screening
- Induction and training
- Performance and support
- Recognition

Each part of the cycle feeds into the overall success of retention of volunteers. In the past year, we have helped volunteer managers by providing training that encourages networking between volunteer-involving organisations and the volunteer management workforce to exchange knowledge and experience; we have delivered learning and development opportunities to build sector capacity; we have helped to increase the capacity of organisations to align to best practice volunteer management practices and the National Standards for Volunteer Involvement, and we've supported and promoted the professionalism of Tasmanian volunteer managers.



A few highlights:

- 10 participants of our Continuous Professional Development program completed and obtained their Professional Leader of Volunteers (PLV) post nominal status.
- Our team supported the state-wide HACC Forum held in March 2021 in Launceston. This was the first in-person gathering after 12 months, and it saw 86 attendees discussing topics such as the Aged Care Royal Commission.
- We ran volunteer management reviews and volunteer program development projects with District Nurses, the Still Gardening Program – City of Hobart, Launceston VFC Services, Migrant Resource Centre Tasmania, Highlands Healthy Connect, and Football Federation Tasmania.
- We developed, tested, and released the Fundamentals of Volunteer Management workshop for paid or voluntary volunteer managers/coordinators.
- Along with our bi-monthly Managers of Volunteers Network Meetings, we offered a range of development opportunities including Grant Writing and Diversity and Inclusion.
- During the year, we signed up 2,671 volunteers on the EV CREW database. These are volunteers ready to act as surge capacity support to community and volunteer programs in response to crisis.
- Our digital state conference took place on 5 November 2020, on International Volunteer Managers Day, with the theme of *What's next in the world of volunteering management and volunteer engagement?*
- Due to COVID-19, we held two award ceremonies within the financial year. On 7 December 2020, we hosted the Tasmanian Volunteering Awards 2020 online, in celebration of International Volunteer Day.
- Then, the Tasmanian Volunteering Awards 2021 ceremony was held on 17 May 2021 at Blundstone Arena. Tasmanians from all over the state came together for a special afternoon of celebrations hosted by Patron of Volunteering Tasmania, Her Excellency, Professor the Honourable Kate Warner AC.

policy and advocacy



Nancy Serisiser, volunteer tutor with the Migrant Resource Centre North in Launceston.

As the peak body for volunteering in Tasmania, we have a responsibility to fully understand sector issues, and to make considered statements on behalf of the sector and those within it. Whether it be the hardworking staff within volunteer-involving organisations, or the volunteers themselves, we aim to advocate on their behalf and hear what their needs are.

We regularly work with government and other regulatory organisations to help them become aware of the issues faced by our members, as well as how volunteering can directly improve the economy, culture, and outcomes for individuals in Tasmania.

We play a vital role in researching and developing social policy that ensures volunteering is understood, respected, and valued as a powerful driver of community prosperity and inclusion in Tasmania. We achieve this through writing submissions, conducting surveys, attending forums and consultations, liaising with government, and keeping lines of communication open with those in our community.

Submissions

During the past year, we wrote and contributed multiple submissions at both the Federal and State level, including Our Healthcare Future Immediate Actions and Consultation paper, and the Child and Youth Wellbeing discussion paper. We called on Government to acknowledge, recognise and celebrate the invaluable contributions volunteers make to these industries.

State Election Priorities Statement

We prepared a document outlining election priorities that would assist in taking a strategic approach to planning and delivering volunteering to ensure we have enough volunteers into the future, and that volunteering continues to play a meaningful role in building the resilience of individuals and communities.

The statement outlined that volunteering rates are declining in Tasmania, and by 2029 there will be a 40% gap between the demand for volunteer services and supply of volunteers, unless we act now.

After consultation with our members, we proposed three key election priorities, which resulted in the re-elected Liberal Government committing \$300,000 to fund a Youth Volunteer Army, based off the successful New Zealand model.

Budget Priorities Statement

A Budget Priority Statement was prepared for the Tasmanian Budget 2020/21, which highlighted the need for a strategic state-wide approach to volunteering that maps the gaps in supply across communities and sectors, and identifies actions to be taken to ensure that volunteering is sustainable. We outlined the case for an increase and extension of our peak and project funding.

Volunteering is vital to Tasmania's economy, society and cultural wellbeing. Through sustainable investment in volunteering, we can help Tasmania's communities continue to be healthy, safe, connected and economically vibrant places to live.

Research

We partnered with the University of Tasmania to release an important piece of research, *Leading and Managing in Tasmania's Volunteer Sector*, based on a study conducted by the University of Tasmania's Volunteer Leadership Research group. The report looked at the role of volunteer coordinators across the state, and the challenges they face.

volunteer engagement

We recognise that volunteering is an important part of our community's well-being and provides important opportunities for people to create meaningful connections and contribute to the economic, social and civic growth of our state. We provide direct support to volunteers through education and access to contemporary volunteering placements.

The ways in which we continue to expand and improve our volunteering opportunities include:

- Refining the process for engaging communities to volunteer through supportive, efficient and agile recruitment and engagement processes
- Providing access to inclusive and diverse volunteering opportunities
- Celebrating excellence and recognition of volunteering

The past 12 months have provided great challenges and great opportunities for volunteer engagement. COVID-19 has impacted volunteering significantly and our usual ways of recruiting and supporting our volunteers and volunteer-involving organisations were compromised. However, the situation also gave us the chance to think of innovative ways to connect with the volunteering community, to find out about what was important to them and provide new ways of working together to improve volunteering connections.



Libby Johnstone, volunteer coach for the North Hobart Football Club and the Sandy Bay Junior Football Club.

Highlights:

- We developed new online volunteering resources for the community including two videos: *Introduction to Volunteering* and *How to become a Volunteer*, a range of fact sheets and a search portal to volunteering opportunities across Tasmania. People were able to access these resources individually or as part of a group online session, entitled Introduction to Volunteering.
- We partnered with several volunteer-involving organisations to expand their understanding of our volunteer engagement resources and together, we presented online Introduction to Volunteering sessions.
- We implemented the Inclusive Volunteering Program with the two objectives:
 - To improve volunteering opportunities for people who identify as living with disability or on a mental health recovery journey.
 - To grow the capability and capacity of volunteering-involving organisations to become more inclusive, flexible and responsive to expand their volunteering positions.
- We learned more about the impact of COVID-19 on volunteering through the Taking Care project, which worked with a range of volunteer-involving organisations and volunteers to understand the difficulties facing volunteers when they can't volunteer and some of the solutions that volunteer-involving organisations can implement to support volunteers when they leave.



Members of the Friends of Lillico Penguins group at a working bee.

our people

OUR BOARD

Georgie Ibbott (Chair)
Dr Sonia Shimeld
(Treasurer)
Dr Claire Ellis
Damian Gill
Stephen Davy
Suzy Kidd
Nicky Snare
Cameron Scott

OUR STAFF

Dr Lisa Schimanski
Kate Crawford
Maree Gleeson
Amy Bailey
Beth Rad
Shanthini Gurung
Vija Hughes
Sanne Reijenga
Angela Baker
Dawn Green

OUR VOLUNTEERS

Caroline Cochrane



Nicky van Dijk won the Premier's Tasmanian Volunteer of the Year award at the 2021 Tasmanian Volunteering Awards ceremony.

*Thank you
and farewell*

BOARD

Stephen Porter
Darren Pullen

STAFF

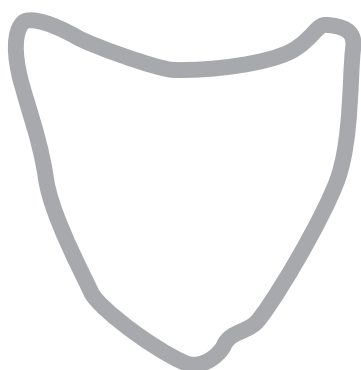
Sarah Martin
Julia Fassina
Clint Bertenshaw
Emily Carter
Jackie Merchant
Michael Vivarelli

VOLUNTEERS

Emily Morrisby
Callum Jones
Ornella Dandolo

organisational strength

(As at June 2021)



195 Members

126 Organisations

69 Individual (5 Life)

6 Corporate

142 South, 31 North, 22 North West

acknowledgements

We would like to thank the many individuals, organisations, and businesses who we have worked with and who have supported us this financial year. Those who have contributed their time, knowledge, expertise, funding, a platform for us to share, we thank you all.

Your support allows us to continue our work, and to continue the promotion of and access to best practice volunteering in our state.

The Australian Government – Department of Health
Department of Social Services
National Disability Insurance Agency
The Tasmanian Government – Department of Communities
Department of Health
Department of Premier and Cabinet
– Office of Security and Emergency Management



volunteering
TASMANIA
Be Connected

team@volunteeringtas.org.au Tel: 1800 677 895
75 Federal Street, North Hobart, Tasmania 7000

www.volunteeringtas.org.au