



ANNUAL REPORT


2022
EDITION





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2021-2022 WRAP UP

WE DELIVERED...

14,192

volunteer referrals to date - with the largest number of referrals in a year given across 2021-2022

Concluded the VolConnect program

funded by a \$1 million grant from the Working for Victoria initiative

Support, connections, and knowledge-sharing to

85 members of the Volunteer Engagement Network

Workshops, training, and outreach events

that were freely available to all - bringing volunteering closer to people's lives and neighbourhoods

We launched VoIREACH

Volunteering Research, Engagement & Advocacy Community Hubs, our long-term vision for uplifting volunteering as community building for Melbourne's West



"Volunteer West, and their innovative programs such as VoIREACH, should receive investment equal to the value it provides the community."

- *Bill Shorten MP | Federal Member for Maribyrnong*

Images - (front cover) VolConnect staff outside Kensington Town Hall March 2021, (above) Volunteer West staff and Board members at the end of year celebrations, November 2022

WHAT PEOPLE ARE SAYING ABOUT VOLUNTEER WEST...



"I am now a volunteer professional and have the privilege of representing, supporting and advocating for the volunteer sector. I completed my 'Professional Leader of Volunteers' CPD accreditation, which I began thanks to VolConnect."

- Pete Wingate, Volunteer West staff member part of the VolConnect program (July 2022)

"A BIG thank you for introducing us to such a fine volunteer. We have already had a meeting with them and are in the process of onboarding them. Thanks again, this was an amazing experience and huge help!"

- Volunteer Coordinator, Jesuit Social Services (August 2021)

"I learned about the variety and value of volunteering; hence I started volunteering! The VolConnect experience was an empowering experience. The relationship I had with the leadership team and colleagues gave me confidence to advance my career."

- Ash Youkyoung Lee, former Volunteer West staff member (July 2022)

"The last referral from you has been a great addition to our team. He is such a fantastic volunteer!"

- L2P Project Coordinator, Laverton Community Integrated Services Inc. (September 2021)

ABOUT VOLUNTEER WEST

Volunteer West is the regional peak Volunteer Resource Centre servicing the western metropolitan region of Melbourne since 2006. The west is a diverse region, boasting unique community strengths and cross-culturalism. Concurrently, the growth area requires better infrastructure solutions which impacts volunteerism.

MISSION

Volunteer West's mission is to uplift the profile and practice of volunteering as community building for social and economic wellbeing.

OUR VALUES DRIVE OUR WORK

AUDACITY



IMPACT



AMPLIFY



EMPATHY



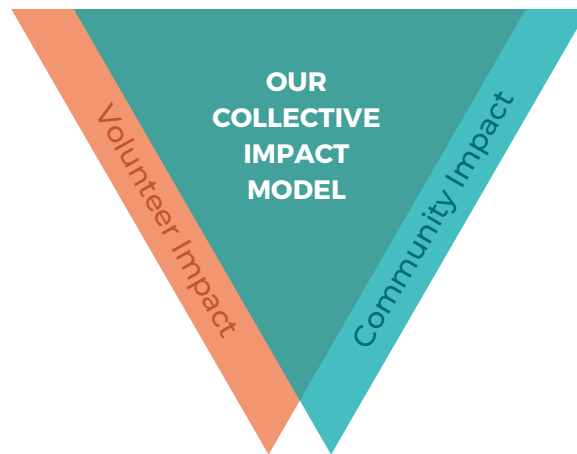
Our collective impact model centres around people and community.

Social cohesion

Volunteer Wellbeing

Active citizenship & Participation

Volunteering Confidence



Volunteer-to-Job Potential
Economic contribution of volunteering

People and communities benefit from volunteering in multiple ways including personal wellbeing, confidence building, employment pathways and connectedness.

The flow on effect from this is creating enduring systemic change through enhanced social cohesion, active citizenry, and economic contribution.

OUR WORK

» Personalised guidance and support to help community members find volunteer opportunities.

» Building a Volunteer Engagement Network through the delivery of training, network meetings and resources.

» Advocating for an inclusive volunteering movement across Melbourne's West backed by research and practice.

FROM THE BOARD & CEO

Since its formation in 2006, Volunteer West has grown to be more than just a volunteer support service for those in the West of Melbourne.

Amidst ongoing uncertainties, Volunteer West stepped up in the last three years to be a champion for the West and volunteering. Its advocacy and services are galvanised by an unwavering focus on impact through collaborations with people and organisations.

We are a small organisation, yet have made a big impact to uplift volunteerism, our highlights include:

» Developed VolREACH (Volunteering Research, Engagement and Advocacy Community Hubs), a collaborative approach to address the entrenched under-resourcing of community volunteering, policy development and practice leadership.

» Successfully finalised VolConnect with \$1 million from the Victorian Government, scaling up from four to 28 staff across a six-month period, delivering eight successful programs launches, connecting 119 small community organisations through WestSeed, and servicing more volunteers in Melbourne's West than ever before.

» Exploring gender dynamics in volunteering in partnership

with Melbourne Social Equity Institute at the University of Melbourne through a three-year PhD research project.

» Exploring the impact of volunteering on health and wellbeing in partnership with Dr Danielle Hitch at Deakin University.

» Expanding our understanding of culturally diverse volunteering practices, led by researcher Dr Mursha Gapasin, in collaboration with the Victorian Government, Department of Families, Fairness, and Housing.

» Elevate practice leadership by forming the cross-sector Practice Leadership and Research Reference Group.

In all our undertakings, we enlivened our values of amplifying the practices of volunteering, introducing powerful ideas such as the 'fluid volunteering' approach for more inclusive and transformative volunteering.

We audaciously questioned and challenged underlying inequality in current volunteering approaches. We focused on the holistic impacts of volunteering and achievements of our community builders, particularly small-to-medium organisations, with empathy.

We could not have done it without Regional Programs

Manager Marijke Fotia and Volunteer Support Service Team Lead Ash Youkyoung Lee, whose leadership were recognised in awards and new Board appointments.

Having secured a sustainable level of project funding for the next four years, we are exploring new ventures to ensure we best position these hard-won gains to build community through volunteerism.

This report will be our last as we each take our next steps. We are grateful for the commitment and support of the Board, staff, volunteers and the goodwill of stakeholders, to realise the vision to uplift meaningful and inclusive volunteering in the West. We will continue to carry forward the spirit of generosity that has been our Volunteer West world.



**THU-TRANG
TRAN**
CEO



**ROLAND
SELVANAYAGAM**
BOARD PRESIDENT

HERE FOR VOLUNTEERS...

VOLUNTEER SUPPORT SERVICES

Our Volunteer Support Services supports local community organisations, service providers and volunteers through referrals, training, and outreach.

While facing the pandemic, seeing a decrease in people taking up volunteering positions, our team still had successes. We strive to make our referral services accessible for all.

We supported
1,188
individuals
through our
volunteer referral
service this year.

"Thank you to Volunteer West, we have found two young Vietnamese volunteers who are helping us to kick start tennis programs for children and parents."

- *President, St Albans East Tennis Club*

"You guys were amazing. Such enormous help with so little fuss! I will certainly reach out again!"

- *Treasurer, Duke St Community House (September 2021)*

In June 2021, federal government stopped providing funds to centres across the country to support individual community members. We responded with our own resources to continue this vital service.

We secured funding to service the two municipalities of Moonee Valley City Council and Maribyrnong City Council and prioritised those living or working within those areas. Where we had capacity, we serviced people from other local government areas.



WITH AN AUDACIOUS VISION, COMES GREAT OPPORTUNITIES.

Our CEO Thu-Trang Tran secured \$1 million in 2020 as part of the Victorian Government's Working for Victoria initiative, which was the largest amount of funding received in Volunteer West's history. We successfully implemented VolConnect over six months, between March 2021 to August 2021, focussing on practical supports for volunteers in the community.

What was made possible through VolConnect.

- We grew from four to 28 employees, increasing organisational capacity to provide focused COVID-19 recovery.

- We enhanced inclusive community volunteering through WestSeed, VolPro and VoltAge projects to build community capacity and networks.
- We broadened the skills and experience of VolConnect employees who developed skills including, but not limited to; logistics, public speaking, business analysis, change management, advocacy, partnerships, communications and facilitating workshops.

The program was supported with an independent evaluation and an ongoing internal reflective evaluation that found VolConnect staff benefitted from the program.

27

of the VolConnect staff then went on to secure employment after their time with Volunteer West.

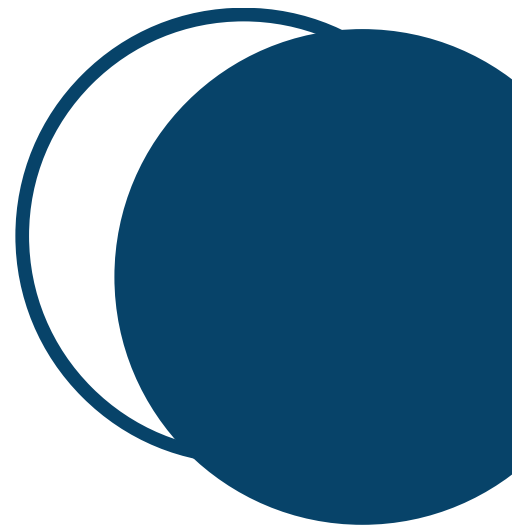
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secured certifications as Professional Leaders of Volunteers. Three continued to work in the volunteering sector in professional and community leadership capacities.



"The exposure to strategy, advocacy and program evaluation has been important to building my competence and confidence in this sector. I've been able to leverage my new skills to thrive in my current role, which is a bit of a dream role for me, so I'm deeply thankful to Volunteer West and VolConnect for the opportunity to participate and grow."

- Morgan MacDonald,
VolConnect program
staff member, August
2022



MEET OUR VOLUNTEERS



Meet Neha Dave, someone who has garnered her experience with us to gain a paid position in Melbourne.

Her volunteer role was within the Volunteer Support Services team, referring potential volunteers to organisations who had roles suiting their skills, experience and schedules.



Neha says volunteering gave her “the ability to work in a team and communicate with other volunteers” as well as “learn Australian work culture”, helping her to settle into her new home.

She volunteered whilst looking for work, using her time at Volunteer West to gain confidence and believes anyone “can learn and develop important, transferable work skills”.

THROUGH THE
YEARS WE HAVE
BEEN
FORTUNATE TO
HAVE MANY
CREATIVE,
EXPERIENCED,
EAGER
VOLUNTEERS
FROM DIVERSE
BACKGROUNDS
JOIN US AT
VOLUNTEER
WEST.

MEET OUR VOLUNTEERS



Meet Jack Fawcett, who dedicates up to 15 hours a week in not one, not two, but three volunteering roles! In his role at Volunteer West, Jack maintains relationships with local organisations looking for volunteers and assists with administrative tasks.

He juggles volunteering with studying and working, and says “breaking up projects into manageable chunks makes it easier.”

Jack enjoys the positive rewards of volunteering like “the connection with the community” which makes him feel good. His top tip for any students thinking about volunteering is to “just get for it! You get experience you might never get from study or work!”

Neha and Jack are amongst many volunteers in Melbourne who are looking to up-skill and gain experience. Volunteering can help them secure paid positions in the future, as well as increase their self-esteem and have positive benefits to their wellbeing.

Jack is now employed by Volunteer West to coordinate the Inclusive Volunteer Toolkit project (his employment begins after this reported period).

HERE FOR COMMUNITY...

UPLIFTING THE PRACTICE OF VOLUNTEERING

There are organisational and cultural influences that contribute to differences in types of volunteering. The labels 'informal' and 'formal' do not recognise or demonstrate understanding of how volunteering is conducted.

Through our action-research to amplify community practices, we advocate for a more inclusive framework that values both 'role-based volunteering' and 'fluid volunteering' to better reflect the different approaches to volunteering in our communities.

We are translating and putting into practice the ground-breaking findings from our *Pathways to Volunteer Participation for Culturally and Linguistically Diverse Communities in the Brimbank and Melton LGAs for COVID Recovery* research, funded by the Department of Families, Fairness and Housing - Western Division. We shared and workshopped the findings at a launch event convened with Volunteering Victoria.

To continue the excitement and interest from stakeholders, we pursued and secured further funding to develop an Inclusive Volunteering Toolkit.

» The toolkit will integrate stories and practices and put

new ideas into action to uplift volunteering practice.

» The toolkit will be a co-designed volunteer management guide that leverages existing research to elevate the role of fluid volunteers in the community and its development will be informed by the experiences of Culturally and Linguistically Diverse (CALD) groups using an action research model.

» The project is comprised of two distinct phases – the development of the toolkit with key CALD community stakeholders and the dissemination of the toolkit state-wide.

ROLE-BASED VOLUNTEERING

FLUID VOLUNTEERING

Ethos/narrative	Exchange/transaction, 'free will', input of time and labour, psychic income	Volunteering as a way of life, civic/community connection, sense of place and 'being'
Volunteering experience	Bounded by role, contractual	Open, bounded by needs of circumstance, the organisation, community, and capability of the individual
Tools and approaches	Human resources management based on recruitment, retention, reward, and recognition framework	Culture-based, customary procedures, hands on deck, mobility moving from role to role

VOLUNTEER ENGAGEMENT NETWORK

Volunteer West's Volunteer Engagement Network is a group of volunteer managers and coordinators in Melbourne's West. Meetings for the network are held throughout the year featuring a different theme, providing opportunities for volunteer engagers to discuss issues related to volunteering, problem solving, share information and celebrate success.

The Volunteer Engagement Network was formally known as Volunteer Managers Network; however, we felt the name adjustment better represents the members. The network has seen significant increases in participation with 90 engaged members.

All meetings are conducted online, to make it convenient for members to join from home, work or remotely.

The topics for network meetings throughout 2021-2022 included:

- Partnerships and collaboration
- Diversity and excellence
- Advocating for your program
- Research and evaluation
- VMA 5
- Networking, connection and opportunities
- Celebrating volunteering
- Trauma in the Community
- Inclusive Volunteering – Disability Awareness Workshop

PROJECT MANAGEMENT MADE EASY WITH PAUL MULLER

A half-day workshop for volunteer engagers, hosted at Victoria University, was run by project management expert Paul Muller.

During the workshop, attendees learnt about managing projects and networked with other volunteer engagers.

“One thing volunteer organisations will have to do is more with less”
- Paul Muller

In this sector, it can sometimes feel overwhelming. We have a million project ideas, but often not enough time or resources to see them come to life.

“Paul was fantastic! He broke down how to better manage projects in an ‘informative and personable’ way”
- Workshop attendee

The life cycle of project management goes into four buckets:

- » Initiate
- » Plan
- » Deliver
- » Close

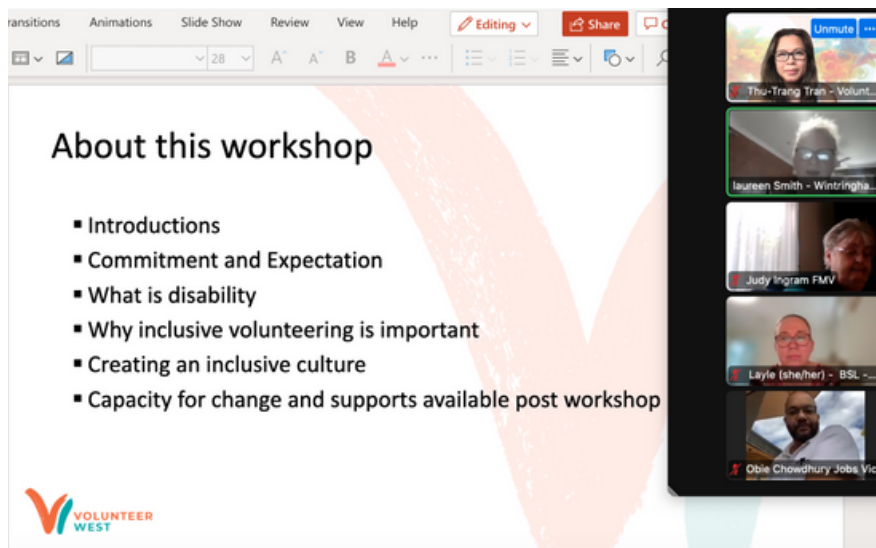


Image – Screenshot of Disability Awareness Online Workshop, March 2022

WESTSEED

Our theory of change is that forging and re-forging strong community connections across boundaries are vital for community building.

Relationships are instrumental to a volunteering movement, and in turn, social cohesion.

The WestSeed project supports and connects multicultural organisations and other service providers who are making Melbourne's West better, fairer, more sustainable, and an inclusive place to live and work.

In addition to connecting organisations with Volunteer West's core services, WestSeed promotes organisations through an online community map launched in June 2021, a series of blog posts highlighting linked United Nations sustainable development goals, and through networking and collaboration workshops which ran in July and August 2021.

From the one-on-one meetings with 119 community groups, the project team derived four common topics of community groups' interest:

Funding
Legal issues
Volunteer Engagement
Promotion & Events

These topics were further explored at three workshops where the community leaders brainstormed together.

Identified challenges were:

COVID-19 and difficult systems

Proposed solutions:

- Collective approach – collaboration and networking, asset library, community noticeboard and media
- Individual approach - capacity building, clear internal system
- Relational approach – community development approach to volunteer engagement

The workshops created a total of

272

new connections as connections are necessary for innovation and collaboration to thrive.

WestSeed's project lead Ash Youkyoung Lee was asked to present at the Environmental Volunteering event hosted by the Department of Environment, Land, Water and Planning in July 2021. With the theme diversity and inclusion, Ash had five minutes to present three slides focussed on how WestSeed was engaging people from multicultural backgrounds.



"WestSeed is three things: conversation, service package, and movement. When you work with diverse groups to problem solve together, inclusion and diversity is no longer a burden. You are already practicing inclusion at a higher level and build capacity to become more inclusive. Diversity will empower you by giving you connections with diverse community assets, resources and partners."
- Ash Youkyoung Lee – speech notes, Environmental Volunteering event

COMMUNITY PARTNERSHIPS & TRAINING

OUR ETHOS	OUR ACTIONS	OUR IMPACT
Volunteer managers should be acknowledged for their professional skills and experience	Sponsored 13 external organisations through VolPro to complete Volunteering Victoria's Continuous Professional Development program	13 volunteer managers gained the title of Professional Leader of Volunteers and can add "PLV" after their name
Community networks helps strengthen organisations through support and resources	Created and delivered WestSeed – connecting multicultural organisations across Melbourne's West	Connected 119 grassroots organisations via the WestSeed Community Map
Upskilling volunteers and volunteer managers contribute to building stronger communities	Volunteer Engagement Network meetings delivered, and Volunteer West volunteers trained	<p>"The ability to work in a team and communicate with volunteers has helped me learn about Australian work culture and gain transferable skills."</p> <p>- Volunteer West volunteer</p>

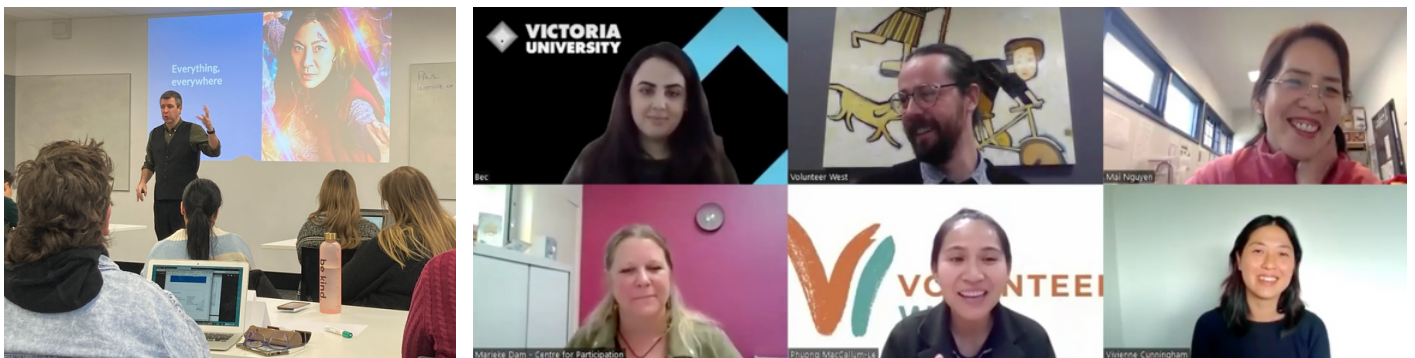


Image – (left) 'Project management made easy with Paul Muller' workshop, July 2022, (right) Inclusive Volunteering Toolkit online workshop, December 2022

PRACTICE LEADERSHIP AND RESEARCH REFERENCE GROUP

In March 2022, we formed a new group of researchers and practice leaders with established links to Volunteer West.

The group (shown on the right) will share their experiences and expertise to help shape practice and future policy, in community volunteering in Melbourne's west.

There is already cross-fertilisation of practice and insights amongst the group and with other researchers and community practitioners across the region and states. In what might be the first, there'll be a component of research, conducted by Paul, that seeks to understand the experiences of volunteers with racism.

The findings, soon to be released, will no doubt shape inclusive volunteering practice leadership. The group also supports all projects with links to action-researchers and evaluators that are paired with Volunteer West projects - such as the Inclusive Volunteering Toolkit.



Dr Danielle Hitch
Senior Lecturer in Occupational Therapy at Deakin University, and Allied Health Research and transition Lead at Western Health



Tracey O'Neill, CVA
Senior Manager of Volunteer Engagement at the Brotherhood of St. Laurence



Ash Youkyoung Lee
Community Development Professional with expertise in strength-based community development and program & partnership development



Dr Mario Peucker (PhD)
Senior Research Fellow at the Institute for Sustainable Industries and Liveable Cities at Victoria University



Paul Muller, CPD
Prior to co-founding the Institute of Project Management, Paul enjoyed 15 years of senior management experience across Australia, Asia and Europe



Marijke Fotia
Emerging Leader of the Year in the Third Sector Awards 2021 and has recently completed her Master of Health and International Development

CHANGE MAKERS: VICTORIA UNIVERSITY CALD SPORTS PROGRAM

Change Makers is a federally funded project to increase the social inclusion of migrants and refugees in sporting clubs in Melbourne's West.

Through our partnership with Victoria University, Volunteer West provided a workshop as part of the project in September 2021.

The workshop unpacked three powerful concepts to consider when designing inclusive sports programs:

- » Accessibility
- » Social Design
- » Relational Approach

Problem/Opportunity – The hat exercise



- The White Hat calls for information known or needed.
- The Yellow Hat symbolises brightness and optimism.
- The Black Hat signifies risks, difficulties, Problems
- The Red Hat signifies feelings, hunches and intuition
- The Green Hat focuses on creativity
- The Blue Hat is used to manage the thinking process

Problem/Opportunity

Wear a black hat



Why the position you've chosen won't work for John from club and John's perspective

10 minutes in breakout rooms
Use the shared workbook



Wear a yellow hat



Why the position you've chosen is perfect for John from club and John's perspective

Images – (above) slides from 'Designing inclusive volunteer positions and environments' presentation, September 2021, (below) Volunteer West VolConnect staff, May 2021



HERE FOR THE WEST...

VOLREACH -

VOLUNTEERING RESEARCH, ENGAGEMENT & ADVOCACY COMMUNITY HUBS

VoIREACH is 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.

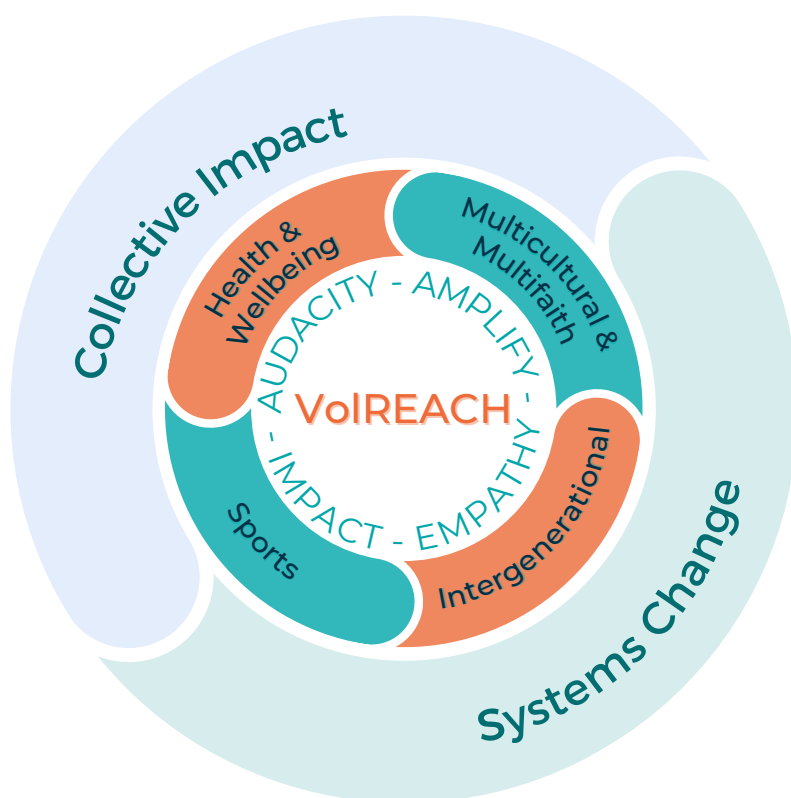
The aim of VoIREACH will be to provide a viable platform to:

- Raise the profile and importance of community volunteering
- Unlock resources and investment into people and communities in the West
- Innovate practice-leadership to scale up collaborative community volunteering projects

- Deliver employment and wellbeing outcomes by meeting increasing demands for volunteer-to-job and social prescription support mechanisms.

VoIREACH will ensure shared power with community to co-design output and outcomes.

Volunteering is community building



CHAMPIONING THE WEST AND VOLUNTEERING

We advocated for volunteering to be a strategic priority with government decision-makers and organisations

We submitted to the Treasurer our 2022 State Budget Submission proposal for VoIREACH which includes asking for \$600,000

investment over three years to unlock latent potential of volunteering as a public policy solution to boost employment, wellbeing, and social cohesion.

Our CEO Thu-Trang Tran presented Volunteer West's State Budget submission for VoIREACH in a meeting with Western MPs, which included Victorian Treasurer Tim Pallas.

Thu-Trang Tran also received support from the Western Metropolitan Partnership who engages with local communities to advise the Victorian Government on key priorities for the region.

We have received enthusiastic support for this audacious vision from many collaborators, including endorsement from community leaders and organisations 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
- » Western Metro Partnership

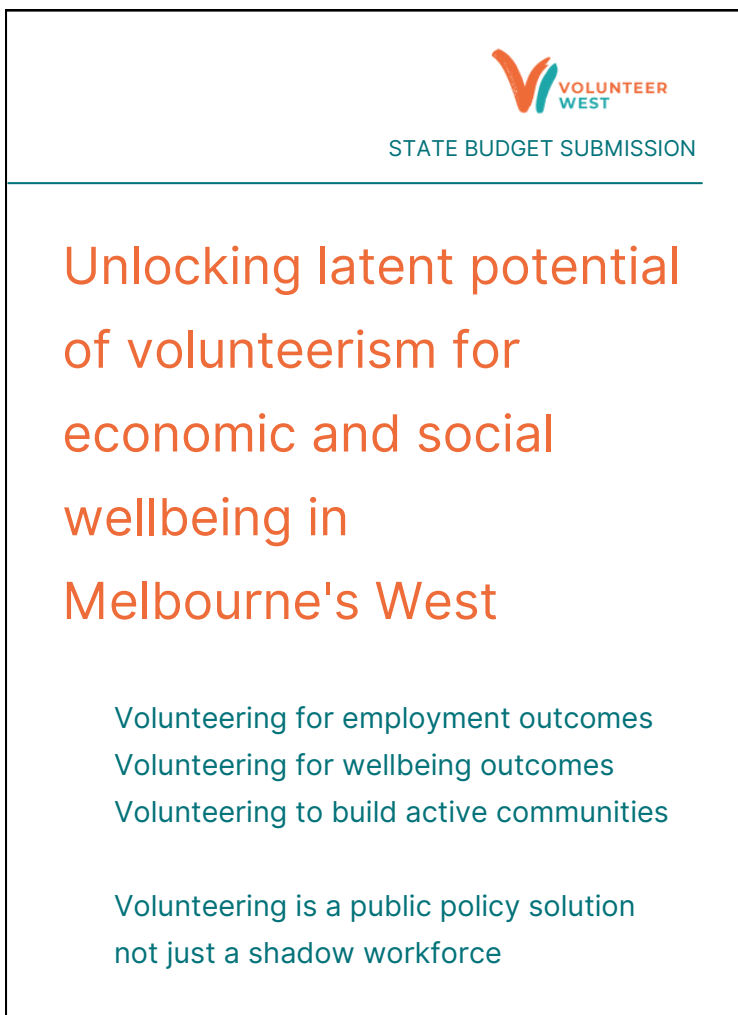


Image – screenshot of State Budget submission page 1

VOLUNTEER STRATEGY TASKFORCE

The Victorian Volunteer Strategy incorporates the development of a Victorian Government-led funding and coordination model to strengthen Volunteering Support Organisations (VSOs) across the state to support all Victorian communities.

Working in coalition with other leaders across the state, including Volunteering Victoria and Eastern Volunteering, Thu-Trang Tran lobbied to the State Government to save volunteer support organisations by:

» Costing and appraisal of existing volunteering support infrastructure

» Recurring funding for existing VSOs

» Comprehensive geographical coverage, expansion of existing VSOs and establish new VSOs

» Medium to long-term arrangements such as five year contracts



**save our
volunteer
support
organisations**

Dear Volunteer Strategy Taskforce Member,

RE: Investment in place-based VSOs through the Victorian Volunteer Strategy

The Victorian Volunteer Strategy incorporates the development of a Victorian Government-led funding and coordination model to strengthen Volunteering Support Organisations (VSSOs) across the state to support all Victorian communities.

Such an investment in structural sector-wide change is required to reform existing service delivery models and improve local capacity.

As a member of the Victorian Government's Strategy Taskforce, we are asking for you to support the following proposal:

1. Costing and appraisal of existing volunteering support infrastructure – to better understand:
 - o service delivery gaps and
 - o investment options for expanding place-based volunteering supports.
2. Recurrent funding for existing VSOs (where required due to an absence of other funding sources) to facilitate place-based service delivery.
3. Comprehensive geographical coverage (so all Victorian communities are supported equitably). This might include expansion of existing VSOs or seed funding/partnerships to establish new VSOs.
4. DFFH backbone and state-wide coordination for VSOs – to leverage place-based infrastructure to support the Victorian Government's priorities (e.g. mental health prevention, pathways to employment, youth participation, COVID recovery etc etc).
5. Medium to long-term arrangements (e.g. 5 year contracts) to reduce sector volatility and enable longer term planning.

Without State Government investment through the Victorian Volunteer Strategy, Volunteer Support Organisations across the State will close. Please help us **save our volunteer support organisations by supporting our people at the last taskforce meeting.**

Image – page 1 of letter to Victorian Volunteer Strategy Taskforce

ADVOCACY & RESEARCH

Not-for-profits are reporting more demand for services but lack volunteers. Volunteering has been severely disrupted from the COVID-19 pandemic, with people finding it increasingly difficult to volunteer due to systemic social and economic conditions.

Some research is still ongoing, and we are looking at implementing more projects with various partners to advance practice, innovation, and leadership in volunteering.

RESEARCH PARTNERSHIP WITH THE MELBOURNE SOCIAL EQUITY INSTITUTE, GENDERED DYNAMICS IN COMMUNITY VOLUNTEERING PRACTICES

We have partnered with The Melbourne Social Equity Institute at the University of Melbourne to explore the gender dynamics in volunteering and the coordination and management of volunteers.

The research will be conducted by PhD researcher Dominica Meade, contributing to practice and policy insights at a national level.



We are delighted to welcome and support Dominica, who states:

”

“I am very grateful for the opportunity to further my interest in gender and community volunteering practices. I am really looking forward to investigating how the practice can be improved to better serve women.”

- Dominica Meade, PHD
Research Student at
University of Melbourne

COLLABORATIVE RESEARCH WITH DEAKIN UNIVERSITY

Through a partnership between Deakin University and Volunteer West, Dr Danielle Hitch has conducted research exploring how volunteers and volunteer managers perceive the impact of their volunteering on their own occupational being, health and wellbeing, and on the wider community they serve.

We look forward to sharing the findings from the study when they are ready to be published.



Image – Call out for volunteers and volunteer managers to share their experiences for research

ADVOCACY AT THE GREAT DEBATE, VOLUNTEERING VICTORIA'S STATE CONFERENCE JUNE 2022

Our CEO Thu-Trang Tran was invited to be a guest debater for Volunteering Victoria's State Conference, debating alongside other volunteer professionals on the topic 'volunteering should be compulsory.'

The Great Debate is intended to give the audience a pause for reflection, with a dose of humour. Thu-Trang's provocation, as a member of the team for the negative, was that compulsory volunteering will result in VolunTEARS, and that volunteer managers will need to manage people whose heart is not in it.

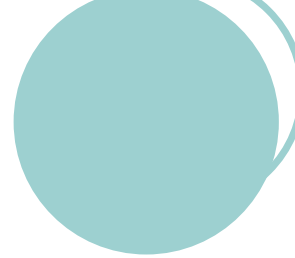


“My highlight of Volunteering Victoria's State Conference was the Great Debate, particularly when Thu-Trang Tran came up with the ingenious term **VOLUNTOLD**”.

- Pete Wingate, former VolConnect staff member at Volunteer West



VOLLIES OF THE WEST



IMPACT FRAMEWORK

Volunteering value is often quantified in terms of replacement cost of volunteers' labour, and not given enough credence to the community development impacts that need to be better quantified with meaningful and persuasive metrics.

People make friends, improve mental health, pick up new skills and build confidence while volunteering. This helps build up social capital which are often drawn upon to support community welfare services and community recovery post-crisis.

We developed a longitudinal impact measuring project to demonstrate the transformative power of volunteering in three areas:

- » Mental health
- » Employability
- » Volunteer confidence

The mental health promotion model "5 Ways to Wellbeing" is used to measure the wellbeing part.

The long-term aim is to provide a common data set to volunteer involving organisations. Volunteer West is seeking funding and partnerships to be co-contributors to build and invest in the dataset.

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

Development of the Evaluation Framework where two surveys will be conducted as part of the volunteer onboarding process

The long-term impact will be to provide a common data set to volunteer involving organisations to demonstrate the transformative power of volunteering

DOING THINGS DIFFERENTLY - INNOVATIVE CO-DESIGN PARTNERSHIP WITH MOONEE VALLEY CITY COUNCIL (MVCC)

Innovation comes in a co-design approach with sharing staff across two organisations and equalising the power dynamics between a large

institution such as a local government agency and a community organisation.

Devolving control, power and resources to community is part of an emerging view of government agencies as facilitators. This view enables community to lead social change, rather than the traditional hierarchical approach of government direct change from the centre.

We jointly plan and implement what volunteering looks like for MVCC's own

volunteer programs, and leverage each other's strengths and resources.

Volunteer West's practice leadership and impact framework can be operationalised and piloted in MVCC's internal volunteer management system.

MVCC provides us with the vast reach of its resources and networks so that volunteering is connected to other community building activities, and not a standalone silo.

ORGANISATIONAL INFORMATION

BOARD OF MANAGEMENT

Roland Selvanayagam, President
Bernard Fernandez, Secretary
Munyaradzi Kadzinga, Treasurer - Appointed March 2022, General Member from January 2022
William Burrows, General Member
Simone Singh, General Member
Nanthesh Sivarajah, General Member
Eylül Top, General Member
Christine White, General Member
Erin Holland, General Member – Appointed November 2021
Alastair Lee, General Member - Appointed May 2022
Karen O'Duil, Treasurer - Resigned March 2022

STAFF MEMBERS

Thu-Trang Tran, CEO
Marijke Fotia, Regional Programs Manager
Ash Youkyoung Lee, Team Lead - Volunteering Support Services
Phuong MacCallum-Le, Project Officer - Volunteer Support Services
Genevieve Helson, Digital Communications Officer

VOLCONNECT PROJECT STAFF

VolConnect Program ran from March 2021 to November 2021



Ibrahim Alromaihi, Project Officer- Volunteer Support Services
Ibrahim AL-Mahdi, IT Support Lead
Hazel Bout, Project Officer – Volunteer Support Services
Karin Bouvin, Digital Trainer
Avalon Carr, Project Officer – Volunteer Support Services
Clare Corbet, Project Officer – Partnerships
Gina Cotel, Project Officer – Programs Support
Lavanya Dillibabu, IT Project Officer
Ana Galvez, Project Officer - Trusts and Foundations
Mursha Gapasin, Project Officer
Rebecca Gleghorn, Strategic Engagement Officer
Dominique Haslam, Project Officer – Volunteer Managers Network
Genevieve Helson, Digital Communications Officer
Tania Hooper, Project Officer
Aldona Kmiec, Project Lead- Communications & Strategic Engagement
Louise Lane, Project Officer – Partnerships
Laura Lopriore, Project Officer – Volunteer Support Services
Morgan Macdonald, Operations Officer
Sana Naqvi, Business Support
Magdalena Ojeda, Corporate Partnerships Coordinator
Lachlan Kanoniuk, Project Officer – Communications & Strategic Engagement
Michelle Risk, Project Officer – Volunteer Support Services
Prithvi Raj Munday, Digital Project Officer
Pakiza Syed, Project Officer
Vaishnavi Sridhar, Digital Project Officer
Peter Wingate, Project Officer

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KEY SERVICE PROVIDERS

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Elite Counselling & Consulting
Eye to Eye Graphic Design & Web Design
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Volunteer West acknowledges our work is conducted on the traditional lands of the Woiwurrung and Boonwurrung peoples of the Kulin nation. We recognise their relationship to this land and pay respect to First Peoples across Victoria and Australia.

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