

STATE CONFERENCE 2024

shake it up:
BOLD CHANGE!

Highlights



The Volunteering Victoria State Conference returned in 2024, and it was bigger and bolder than ever before!

55
speakers



362
delegates

2

regional hubs



2,110

Slido
interactions

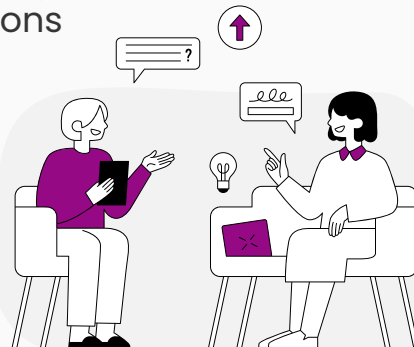
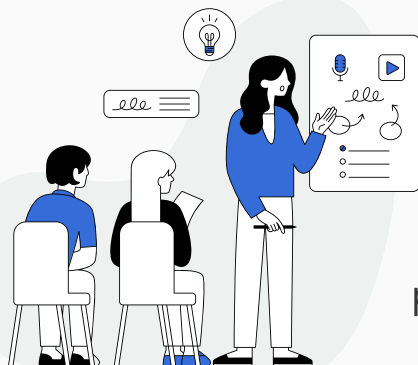


7

plenary
sessions

35

breakout
presentations



Attendee Feedback

80%

felt they gained **useful tools** they can implement in their work with volunteers.

80%

felt the conference helped them think about volunteering **differently**.

76%

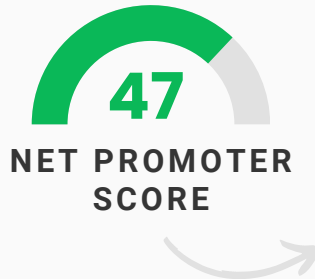
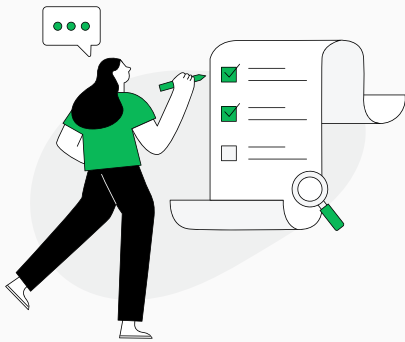
think their work will be more **inclusive** in the future.

88%

found the conference **useful** for their work with volunteers.

73%

felt they have a better sense of what **bold changes** they can make.



WHAT IS A NET PROMOTER SCORE?
*Customer satisfaction benchmark that measures the likelihood of others recommending your organisation or service to others. Scores range from **-100** to **+100**.*

Average Star Ratings:



4.2

OVERALL PROGRAM



4.1

THEME



4.5

VENUE



4.2

REGIONAL HUB EXPERIENCE



3.6

ONLINE EXPERIENCE



4.2

CATERING



4.0

PLENARY SESSIONS



4.3

BREAKOUT PRESENTATIONS



4.1

THE GREAT DEBATE



4.5

FEEDBACK RATING

Dr Sandro Demaio

KEYNOTE SPEAKER - DAY 1

"The decisions we make today do add up."



Our opening keynote speaker, Dr Sandro Demaio, shared his public health insights and experience with reshaping systems for transformative change.

Sandro's lessons for shifting systems:

1. Be driven by your purpose.

- If there's anyone who understand sense of purpose, it's volunteers and people working with volunteers.
- When it comes to changing systems, there is no single lever.

2. Utilise storytelling.

- Don't underestimate the power of stories in building support for the work and impact you have.
- Numbers are necessary, but not sufficient. It's the stories of lives that have been changed that are incredibly powerful.

3. Find a team of trusted allies.

- If you've got a crazy, bold idea, find ten other people who share your vision or are willing to come on the journey.
- Nothing can be done alone.

4. Don't take no for an answer.

- We must be ambitious, have the hard conversations and address root causes.
- Never underestimate a passionate group of individuals, especially if those are volunteers.



4.3

FEEDBACK RATING

Nornie Bero

KEYNOTE SPEAKER - DAY 2

"If you want to make real change, live it. Be bold. Be individual."



Day 2 was spearheaded by changemaker Nornie Bero, whose keynote address detailed her inspiring journey of driving bold change through the power of purpose and a love for Indigenous food.

Nornie's lessons for finding purpose:

1. Invite others in.

- Bring people into the process of how things work.
- People are not just a number; you need to know the story behind them.

2. Live the changes you want to make.

- If it's not exciting, change it - make it exciting!
- You have to be part of the system to make the change.

3. Do it, and apologise later.

- Don't just do what everyone else is doing.
- We're the leaders for the next generation.
- Don't be afraid to make mistakes.



3.8

FEEDBACK RATING

AJ Kulatunga

KEYNOTE SPEAKER - DAY 2

"If people don't care, nothing happens anywhere."



The conference concluded with an impactful keynote from AJ Kulatunga, who challenged us to rethink what is impossible and have the confidence to "make tomorrow better than today".

AJ's lessons for innovation:

1. Determine your point of impact.

- Consider the lived experiences of those you're trying to influence.

2. Focus on addressing 'One Big Question'.

- How you think is more important than what you think.
- The power of innovation is identifying a problem and solving it.

3. Collaboration is key.

- We're all individual instruments, capable of carrying our own tune. But impact is best achieved when we come together.
- Create a song that can change your industry.

How does volunteering need to change?



Attendees expressed a strong desire for systemic change, improved support, and a more inclusive, flexible, and community-focused approach to volunteering.

FUNDING & RESOURCES

- Increased funding for volunteer organisations and specific resources (e.g., insurance, administrative costs).
- Tax incentives or financial benefits for volunteers (e.g., discounts, tax breaks).
- Recognition of the economic value and impact of volunteering.

ACCESSIBILITY & INCLUSION

- Making volunteering more accessible and inclusive for diverse communities.
- Streamlining compliance requirements (e.g., police checks, volunteer passports).
- Reducing barriers to participation and onboarding.

FLEXIBILITY

- Offering more flexible volunteering opportunities that fit diverse schedules and life commitments.
- Adaptability in roles, durations, and engagement methods.

SUPPORT & TRAINING

- More support for volunteer managers and coordinators.
- Ongoing training and development for both volunteers and managers.
- Regional and localised support networks for volunteers and organisations.

INNOVATION & MODERNISATION

- Adapting to modern challenges and embracing new models and ideas for volunteering.
- Using technology and data to better advocate for and manage volunteers.

COMMUNITY & COLLABORATION

- Emphasising community-based design and place-based solutions.
- Encouraging collaboration between organisations, communities, and volunteers.
- Promoting volunteering as integral to community wellbeing and social cohesion.

VOLUNTEER EXPERIENCE

- Focusing on creating meaningful, enjoyable, and impactful volunteer experiences.
- Enhancing recognition and appreciation of volunteer contributions.
- Involving volunteers in the design and decision-making processes.

GOVERNANCE & COMPLIANCE

- Simplifying and streamlining governance and compliance requirements.
- Developing consistent national standards for volunteer checks and onboarding processes.

MARKETING & PROMOTION

- Raising awareness of the benefits of volunteering and its positive impact on health and communities.
- Targeted marketing to different demographics to increase engagement and participation.

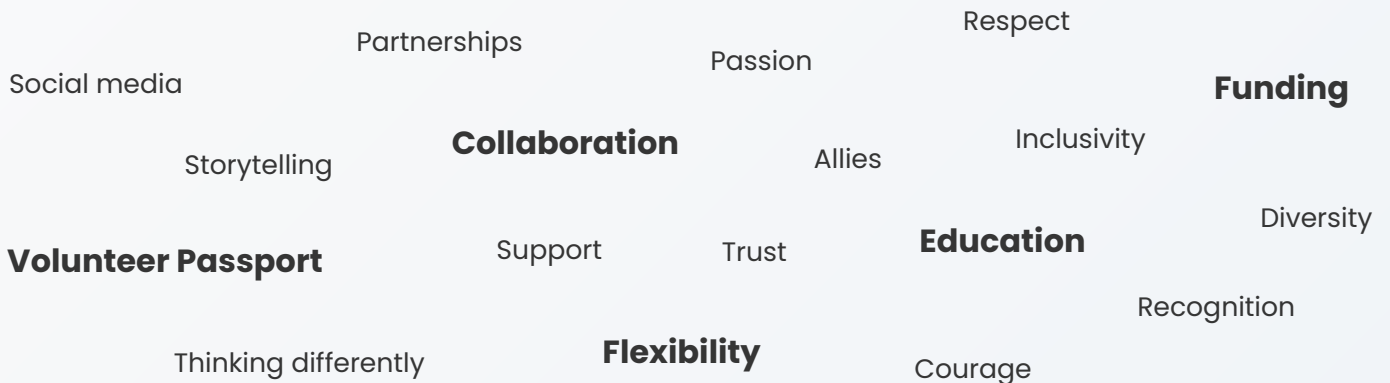
CULTURAL SHIFT

- Shifting perspectives on the value of volunteering and integrating it more into societal norms.
- Addressing outdated language and assumptions about volunteers and volunteering roles.



Enablers of change

Attendees were asked via Slido: "What are the enablers of driving bold change?"



Barriers to change

Attendees were asked via Slido: "What are the barriers to achieving bold change?"



Key takeaways

Common *learnings and insights* from attendees following the 2024 State Conference

- Shift from "volunteering" to "community participation".
- Value quality of volunteer engagement over quantity.
- Ensure equity, equality, and flexibility for volunteers.
- Focus on collaboration and connected communities.
- Explore the possibilities for use of AI in volunteering.
- Foster 'mattering' and sense of value among volunteers.
- Rethink volunteer attraction and marketing.
- Challenge colonial or biased structures and systems.
- Be adaptive, flexible, and courageous.
- Utilise volunteers as advocates in the community.
- Don't underestimate the power of storytelling.
- Think about a day in the life of your volunteers.