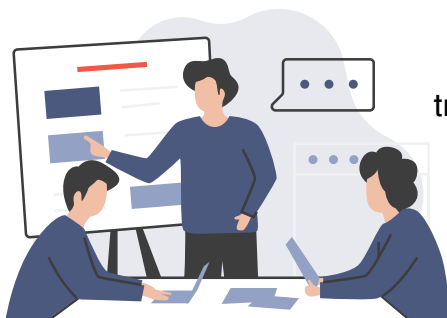


# Breaking down barriers & building sector capacity

## 2023-24 VMA HIGHLIGHTS

Volunteering Victoria is proud to celebrate the following highlights from the second year of the Volunteer Management Activity (VMA) 2022-26 program in Victoria.



**28**

training sessions

**606**

participants

### TRAINING & WORKSHOPS

### SPECIAL INTEREST GROUPS



**8**

sessions

**210**

attendees

**21,864**  
VMA page views

**7,862**  
resource downloads



**8** regions

### LOCAL NETWORKS



**1,152**

phone & email enquiries

- 🔍 Volunteer involvement advice
- 🔍 Training, networking & events
- 🔍 Finding a volunteer role

### SECTOR SUPPORT



Funding provided by the Australian Government Department of Social Services.



Australian Government  
Department of Social Services

Volunteering Victoria acknowledge the Traditional Custodians of country throughout Victoria and their connections to land, sea, and community. We pay our respect to Elders past and present.

# VMA Program

## CONSORTIUMS OVERVIEW

### Eight consortiums lead delivery of the Volunteer Management Activity (VMA) 2022-26 program in Victoria.

The Consortium Leads form a collaborative network to support and coordinate the work across all eight regions.

The second year of the VMA program focused on extending reach and impact across the state. It was also an opportunity to reflect on changes observed at the local level since the program's commencement.

Three new priority groups were introduced:

- Vulnerable women
- People experiencing unemployment
- Young people aged 12-18



#### Learn more

Scan for more information about the VMA program.

**88%**

of Consortium Leads reported increased community impact

### Aims of the VMA program:

- Break down barriers to volunteering for priority groups
- Deliver online services to build the capacity of volunteer-involving organisations
- Drive best practice volunteer management

### Outcomes achieved:

- ★ Increased reach in local regions
- ★ Greater networking capabilities and knowledge sharing
- ★ Increased support for and engagement with local organisations
- ★ Progress towards shifting traditional views of volunteering
- ★ Increased ability to support and engage priority groups
- ★ Increased local connections and partnerships



“We have been able to provide ongoing support in various ways, with [community organisations] feeling more confident in making changes to the way they see volunteering.”

# VMA Program

## REGION HIGHLIGHTS

### GRAMPIANS

- Partnering with schools to showcase volunteering and how it can offer a pathway to employment.
- **Impact:** Increased awareness of local volunteering organisations and opportunities for students to contribute to their community.

### LODDON MALLEE

- Empowering women from diverse cultural backgrounds to lead cultural storytelling and music sessions during Harmony Week.
- **Impact:** Increased confidence, improved English skills, greater community connection, and access to part-time employment opportunities.

### HUME

- Establishing two volunteering opportunities for students, each spanning over a six-week period.
- Over 40 Year 10-11 students assisted older community members with communication technologies.
- **Impact:** Fostered intergenerational connections, mutual skill development, and highlighted the benefits of volunteering to students.

### GIPPSLAND

- Collaboration with Latrobe Valley Authority around breaking down barriers to volunteering for priority groups.
- Focused on finding solutions to make volunteering more accessible and safe for all cohorts.
- **Impact:** Increased community collaboration and desire to drive change.

### EASTERN METRO

- Hosting the inaugural Inclusive Volunteering Awards and Conference.
- 28 organisations were celebrated as inclusive volunteering workplaces, with 6 presenting about their initiatives to enable peer-based learning.
- Intensive workshops were also offered to enhance learnings.
- **Impact:** Increased understanding of strategies and opportunities for inclusion.

### BARWON SOUTH WEST

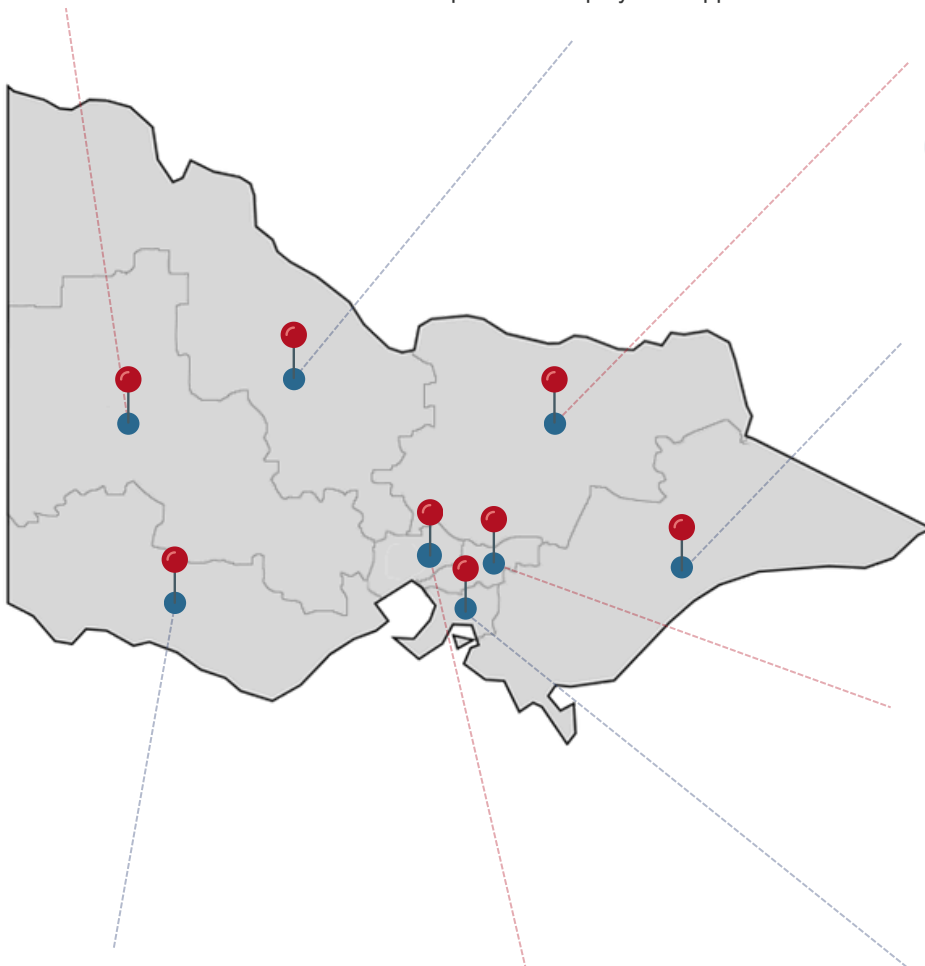
- Partnering with Cultura's Settlement Services to inform new migrants about the benefits of volunteering and offer pathways to explore volunteer opportunities in Australia.
- **Impact:** Increased confidence, networking opportunities, and support for new migrants integrating into the community.

### NORTH WEST METRO

- Co-design project with Brotherhood of St Laurence on breaking down barriers for volunteers with a disability.
- People with lived experience worked with organisations to identify 6 key barriers.
- **Impact:** 116 actions developed to address the identified barriers.

### SOUTHERN METRO

- Working with a rehabilitation group at Windana, supporting participants to apply for volunteering roles.
- Assistance was provided to overcome barriers in obtaining required compliance checks.
- **Impact:** Enabled participants to rebuild their lives, re-enter society and reduce the chance of relapse.



# Training

## OVERVIEW

**Throughout 2023-24, Volunteering Victoria continued delivering interactive online training sessions, with particular emphasis on best practice and capacity building.**

These enabled participants to develop skills and awareness of best practice volunteer management.

All workshops were offered free of charge through VMA funding to support accessibility across the sector.

### Training topics delivered:

- 3Rs: Recruitment, Retention and Recognition
- A-Z of Volunteer Management
- Building an Inclusive Volunteer Program
- Coaching Volunteers Through Organisational Change
- National Standards for Volunteer Involvement
- National Standards for Volunteer Involvement: A Practical Follow-up

### Top benefits:

- Ongoing learning and professional growth
- Practical application and relevance
- Opportunity for networking and sharing ideas

- Targeted Recruitment and Engaging Young People
- The Tuff Stuff: Volunteer Performance Counselling
- Volunteer Screening Deconstructed

**28**

free training sessions

**606**

overall participants

**138**

National Standards participants



“[The training was] really informative, and presented in a way that was easily accessible and understandable. Presenter was engaging, friendly and approachable. It was great to hear from other attendees; everyone had such interesting insights to add to the discussion.”

# Special Interest Groups

## OVERVIEW

**Volunteering Victoria runs special interest groups with a professional development component.**

This is an opportunity for volunteer managers to come together to:

- discuss emerging issues in the sector across a range of topics, and;
- expand their professional networks.



### Inclusive Volunteering

Supporting the inclusion of all Victorians into volunteerism.

#### Topics covered:

- Youth engagement in volunteering
- Increasing volunteering through collaboration
- Volunteer recognition: Exploring contemporary, meaningful & sustainable options
- Exploring co-design: Approaches, benefits & tips

#### Top benefits:

- Connecting and learning from others in similar roles
- Staying updated on issues and trends in volunteer sector
- Gaining new ideas and learnings to implement

### Leadership in Volunteering

Supporting the interests and advancement of volunteer managers and leaders.

#### Topics covered:

- Volunteering & new arrivals: A social cohesion opportunity
- Best practices in inclusion
- Measuring impact using systems thinking
- Research findings: What works to re-engage & broaden volunteering
- Engaging Indigenous volunteers

\* Net Promoter Score: Measurement of customer satisfaction. Scores range from **-100** to **+100**.



“Excellent session. Lots of new ways to look at information that is directly related to my role. Good balance of presenting, sharing and reflection.”

“I enjoyed learning about research that has been completed and hearing what others are doing.”



Building an inclusive, thriving volunteering culture.  
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