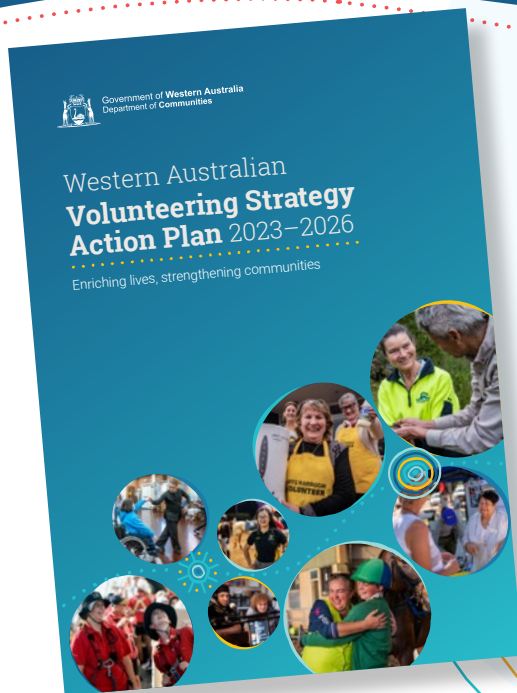




# WA Volunteering Strategy Action Plan 2023-2026

## First Year Progress Report (2023/24 Financial Year)



On 15 May 2023, the WA Volunteering Strategy Action Plan 2023-2026 (Action Plan) was launched.

The Action Plan focuses on the development and delivery of key initiatives to be implemented between 2023 and 2026 to achieve the six outcomes of the WA Volunteering Strategy:

- 1 The volunteering sector can recognise and respond to the changing needs of volunteers.
- 2 More Western Australians, from all backgrounds, are engaged in volunteering and enriched by the experience.
- 3 The volunteering sector harnesses technological innovation to facilitate participation.
- 4 Communities and organisations can involve volunteers effectively for their mutual benefit.
- 5 Volunteers are recognised and celebrated.
- 6 Volunteering is recognised and valued for the contribution it makes to our communities.

The Action Plan highlights a State-wide commitment to volunteering and encourages future opportunities to collaborate and innovate on activities, particularly those which respond to the diverse and changing needs of volunteers in Western Australia.



A total of 19<sup>1</sup> State Government agencies are featured in the Action Plan as lead or partner agencies:

1. Department of Biodiversity, Conservation and Attractions (DBCA)
2. Department of Communities (Communities)
3. Department of Energy, Mines, Industry Regulation and Safety (DEMIRS)
4. Department of Finance (Finance)
5. Department of Fire and Emergency Services (DFES)
6. Department of Health (Health)
7. Department of Jobs, Tourism, Science and Innovation (DJTSI)
8. Department of Justice (Justice)
9. Department of Local Government, Sport and Cultural Industries (DLGSC)
10. Department of Primary Industries and Regional Development (DPIRD)
11. Department of the Premier and Cabinet (DPC)
12. Department of Training and Workforce Development (DTWD)
13. Department of Water and Environmental Regulation (DWER)
14. Landgate
15. Law Reform Commission of WA (LRCWA)
16. Legal Aid Commission of WA (Legal Aid)

17. Lotterywest
18. Mental Health Commission (MHC)
19. Western Australia Police Force (WAPF)

Where relevant, lead agencies are also working in partnership with Volunteering WA (sector peak), the Community Services Sector and the Australian Bureau of Statistics.

Over the duration of the Action Plan, agencies will provide an annual update to the Department of Communities on their progress for all activities reported.

<sup>1</sup> 16 lead agencies and 3 partner agencies (Department of Finance, Law Reform Commission of WA and WA Police Force)

## Overview of focus areas, priority actions and initiatives

Aligning with the four focus areas of the WA Volunteering Strategy, the Action Plan includes 25 priority actions that set out the high-level direction to achieve the outcomes of the Strategy and details 68 supporting initiatives (see Diagram 1) that will support Western Australia to maintain a strong volunteering culture.<sup>2</sup>

<sup>2</sup> **Note:** Priority Action 2.1 and the 3 associated initiatives are duplicated in Focus Area 3 (Priority Action 3.1) to demonstrate the overlap across the two focus areas.



**Diagram 1: Breakdown of focus areas, priority actions and initiatives**



# Overview of first year progress report (the Report)

This Report provides an update for the 2023/24 Financial Year on activities undertaken by participating agencies as featured in the Action Plan. It should be noted that the majority of activities listed are a representative overview on the types of activities undertaken within the WA public sector since the launch of the Action Plan in May 2023.

Volunteering activities delivered across Western Australia facilitated by the not-for profit and/or private business sectors are out-of-scope for this Report.

An overview of the status of initiatives is provided in Diagram 2 and Table 1. Initiative statuses fall within three categories:

- **Completed:** Initiatives that have reached their specified end date.
- **Completed and ongoing:** Indicates initiatives that are completed and are continuing. This includes business as usual activities that do not have a specified end date.

- **On track:** Initiatives that are scheduled to commence in the next financial year.

Most initiatives represent ongoing work for lead agencies that was completed in 2023/24 and will continue into the future. To reflect the nature of these initiatives, they have been marked as completed and ongoing.



Diagram 2: Status of all Action Plan initiatives

Table 1: Status of all Action Plan Initiatives by Focus Area

Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4	Total initiatives
<div><div>✓ 1 Completed</div><div>✓ 10 Completed and ongoing</div><div>⚙ 1 On track</div></div>	<div><div>✓ 3 Completed</div><div>✓ 22 Completed and ongoing</div><div>⚙ 2 On track</div></div>	<div><div>✓ 3 Completed</div><div>✓ 14 Completed and ongoing</div><div>⚙ 3 On track</div></div>	<div><div>✓ 1 Completed</div><div>✓ 7 Completed and ongoing</div><div>⚙ 1 On track</div></div>	<div><div>✓ 8 Completed</div><div>✓ 53 Completed and ongoing</div><div>⚙ 7 On track</div></div>
Total 12	27 initiatives	20 initiatives	9 initiatives	68 initiatives



**Please note:** The tables below have every alternate action shaded to distinguish between each action in the focus area.

## Focus Area 1

# Responding to emerging trends and issues

Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
1.1 Provide funding to peak volunteering body to advance volunteering initiatives in WA	Sector Support, Development and Advocacy (SSDA) funding supports sector peak Volunteering WA to provide leadership and support to volunteering-involving organisations throughout the State.	<ul style="list-style-type: none"><li>Communities</li></ul> <b>Partner:</b> Volunteering WA	 Completed and ongoing	Funding continued to be provided through the SSDA Program to Volunteering WA to provide leadership and support as the sector peak for volunteering in WA. Under this funding, Volunteering WA act as secretariat of the Volunteering Community Reference Group. A new Terms of Reference was developed and a commitment to refresh membership through an Expression of Interest process is scheduled in 2024-25.  <b>Note:</b> In August 2024, funding was extended to 30 June 2026.
1.2 Investigate and create opportunities for engagement and collaboration across the volunteering sector	Facilitate and provide strategic input into national and state-wide volunteering projects and initiatives that impact volunteering in Western Australia: <ul style="list-style-type: none"><li>National Strategy for Volunteering (NSV)</li><li>Sport Volunteering National Plan</li></ul>	<ul style="list-style-type: none"><li>Communities</li><li>DLGSC</li></ul>	 Completed and ongoing	Lead agencies continued to engage with volunteer-related groups to provide strategic input relating to volunteering at the national and state levels, including the NSV Establishment Design Team and Meeting of Sports Ministers.

Status



Completed



Completed and ongoing



On track

## Focus Area 1



Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
1.2 Investigate and create opportunities for engagement and collaboration across the volunteering sector (continued)	Redefine volunteer relationships by connecting with appropriate volunteer-involving organisations for more suitable, locally adapted methods of program delivery.	<ul style="list-style-type: none"> <li>DLGSC</li> </ul>	 Completed and ongoing	DLGSC engaged with the sport and recreation sector to identify areas of volunteering that need further support and resources.
	Implement the Wheatbelt Volunteer Project.	<ul style="list-style-type: none"> <li>DLGSC</li> </ul>	 Completed	DLGSC, in partnership with Volunteering WA, held free online Volunteer Capacity Building sessions over June and July in 2024.
	Development of Stakeholder Connect – a communication and engagement platform to actively engage a database of individuals with upcoming opportunities across the sector.	<ul style="list-style-type: none"> <li>MHC</li> </ul>	 Completed and ongoing	Operationalised the Stakeholder Connect platform and advertised volunteer opportunities for internal and external applicants.
	Explore opportunities to seek engagement with volunteers to provide avenues for volunteers to contribute to policy and decision making. Examples include: <ul style="list-style-type: none"> <li>Volunteering Community Reference Group (VCRG)</li> <li>Volunteer Sustainability Steering Committee (VSSC)</li> </ul>	<ul style="list-style-type: none"> <li>Communities</li> <li>Health</li> <li>DFES</li> </ul>	 Completed and ongoing	Lead agencies engaged with volunteers to inform policy and decision making, including: <ul style="list-style-type: none"> <li>Finalised refreshed Terms of Reference for the VCRG in February.</li> <li>Facilitated opportunities to provide input into volunteer week events hosted by Health.</li> <li>Established the Women in Volunteer Emergency Services Forum and commenced work to establish a Youth Cadet Forum (VSSC sub-committees).</li> </ul>

### Status



Completed









Completed and ongoing



On track

## Focus Area 1



Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
1.3 Monitor and respond to trends and issues involving volunteering in WA	Support and contribute to the VCRG and Volunteering WA Research Committee.	<ul style="list-style-type: none"> <li>Communities</li> </ul> <b>Partner:</b> Volunteering WA	 Completed and ongoing	Communities contributed to discussions on volunteering trends and issues at these forums.
	Monitor and coordinate responses to emerging volunteer trends via regular volunteer network meetings.	<ul style="list-style-type: none"> <li>DBCA Parks and Wildlife Service</li> </ul>	 On track	To ensure contemporary best practice, new projects were developed based on needs and community involvement, such as the volunteer trails maintenance project.
	Collate and analyse data specific to WA volunteer sectors and industries (for example Census and State Sporting Association data, as well as locally collected statistics relating to volunteering).	<ul style="list-style-type: none"> <li>Communities</li> <li>DLGSC</li> <li>Health</li> </ul> <b>Partner:</b> Australian Bureau of Statistics	 Completed and ongoing	Lead agencies investigated ways to obtain volunteering data and analysed existing data sets to identify volunteering-related trends.
1.4 Manage emergency relief and support responses applicable to volunteering	Coordinate advice to the State Emergency Relief and Support Coordinator on the provision of emergency relief and support services across Western Australia.	<ul style="list-style-type: none"> <li>Communities</li> </ul>	 Completed and ongoing	Communities coordinated advice as part of its ongoing emergency management role.
	Chair and participate on the State Emergency Relief and Support Committee (supported by the Emergency Relief and Support directorate).	<ul style="list-style-type: none"> <li>Communities</li> </ul>	 Completed and ongoing	Communities contributed to discussions and implemented advice as part of its ongoing emergency management role.
	<b>Grant:</b> Manage the Volunteer Community Recovery Platform Grant to support a coordinated response to spontaneous volunteering in emergency situations across Western Australia.	<ul style="list-style-type: none"> <li>Communities</li> </ul> <b>Partner:</b> Volunteering WA	 Completed and ongoing	Funding provided through the Grant to Volunteering WA to enable upgrades to the State-wide IT platform for emergency situations.





### Priority Action 1.2:

## Reinvigorating the possibilities for women in volunteer emergency services

### Department of Fire and Emergency Services

The Department of Fire and Emergency Services (DFES) has recently established the Women in Volunteer Emergency Services Forum (the Forum), which fosters cultural shifts towards gender equality within emergency service volunteering.

The Forum's purpose is to develop and implement evidence-based sector-wide initiatives to enhance gender parity, particularly in roles traditionally filled by men. By achieving this, DFES aims to improve the long-term viability of WA's emergency services volunteer workforce.

The Forum has allowed its members to share their lived experiences and reflect on past and current initiatives they have developed to support women volunteering in emergency services.

Terri Kowal is a Bush Fire Service representative in the Forum and has over 30 years of experience as a volunteer firefighter. She holds the rank of Captain Bunbury City Bush Fire Brigade and continuously strives to give women more confidence to join.

"We are holding a "Ladies Day" event at the fire station to give women in our local community the opportunity to find out what it's like to be a female volunteer firefighter, use the equipment and check out the vehicles," Captain Kowal said.

Events like these are being held across the State to nurture women to build their confidence and see their potential by breaking down the stereotypical firefighter images regularly shown in the media. Merredin Volunteer Fire and Rescue Service has been at the forefront of this movement since March 2021. From 18 women attending their inaugural "Ladies Day", six were recruited and five are still volunteering with the team in 2024.




The Forum's representatives continue to look forward to creating new and proactive methods of introducing and retaining women as volunteers in emergency services.





## Focus Area 2






# Encourage and facilitate participation in community life through volunteering

Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
2.1 Implement strategies that reduce additional costs and administrative burden for volunteer participation	Simplify process to reimburse out-of-pocket expenses for volunteers.	• Health	 Completed and ongoing	Processes were streamlined to reduce administrative burden for volunteers, including out of pocket expenses.
	Utilise digital technology to provide education and training for volunteers remotely and in their own time.	• Legal Aid	 Completed and ongoing	Flexible online training modules were introduced for volunteers participating in Legal Aid programs.
	Subsidise and publicise portability of Volunteer National Police Certificates (VNPCs) for eligible volunteer-involving organisations.	• Communities <b>Partner:</b> WAPF	 Completed and ongoing	Communities, in partnership with WAPF, subsidised the cost of VNPCs and supported the sector's transition to the new online application process, which launched in May 2023.

Status  Completed  Completed and ongoing  On track










Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
2.2 Finalise the Volunteer Sustainability Strategy	Endorsement of the updated Volunteer Sustainability Strategy 2023-2026 – will provide an avenue for the Department and volunteers to address issues collaboratively and work towards a sustainable future.	<ul style="list-style-type: none"> <li>DFES</li> </ul>	 Completed	<p>The Volunteer Sustainability Strategy 2023-2026 was endorsed in May 2023, with the Action Plan endorsed in November 2023.</p> <p><b>Note:</b> The Volunteer Sustainability Strategy and associated Action Plan applies to DFES volunteers only.</p>
	Volunteer Sustainability Steering Committee (VSSC) – guides the strategic direction to support volunteers.	<ul style="list-style-type: none"> <li>DFES</li> </ul>	 Completed and ongoing	DFES held quarterly VSSC meetings.
2.3 Improve strategies to optimise volunteer recruitment and retention with a focus on resources and technology that encourage participation	Trial and utilise relevant IT platforms to support State Government volunteering initiatives. For example: <ul style="list-style-type: none"> <li>Volunteer Mentor Program</li> <li>Peer Volunteer Positions</li> <li>Read Write Now program</li> </ul>	<ul style="list-style-type: none"> <li>Communities</li> <li>MHC</li> <li>DTWD</li> </ul> <p><b>Partner:</b> Volunteering WA</p>	 On track	Lead agencies continue to utilise appropriate IT platforms and as required investigate the use of IT solutions to support programs. This has included the use of Vision 6 by MHC to support the Stakeholder Connect platform.
	Explore options to provide resources in other languages to support participation by Culturally and Linguistically Diverse volunteers and communities.	<ul style="list-style-type: none"> <li>Communities</li> </ul>	 Completed and ongoing	The VNPC Factsheet was made available in English and nine other languages.
	Consult, review and implement contemporary best practice of volunteer programs to improve support of Parks and Wildlife Service.	<ul style="list-style-type: none"> <li>DBCA</li> </ul>	 Completed and ongoing	DBCA implemented best practice across volunteer recruitment and retention.

## Focus Area 2



Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
2.3 Improve strategies to optimise volunteer recruitment and retention with a focus on resources and technology that encourage participation (continued)	Partnerships – Maintain and grow relationships with local Volunteer Resource Centres.	• Health	 Completed and ongoing	Health worked in partnership with Volunteer Resource Centres to maximise the use of technology to maintain and grow positive relationships.
	Partnerships – Utilise new technologies to continue to support reach into regional areas and attract the younger generation of volunteers to the Read Write Now Program.	• DTWD	 Completed and ongoing	DTWD commenced investigation of new technology and development of strategies to attract regional volunteers with diverse backgrounds.
2.4 Improve strategies to optimise volunteer recruitment and retention with a focus on volunteer training and development	Volunteer training and development programs are flexible and tailored to the individual volunteer context (for example Court Welfare Service volunteers).	• Legal Aid	 Completed and ongoing	Flexible training and development programs were provided for volunteers.
	Implement and promote the 'Better Volunteer Impact Program' to onboard and engage volunteers.	• Health • DLGSC (WA Museum)	 Completed and ongoing	The Better Impact Volunteer Management Program was procured by North Metropolitan Health Service and used by Volunteer Coordinators at two services. The WA Museum fully adopted the National Volunteer Standards.
2.5 Broaden the perception of volunteering to be more inclusive of all cultures	Increase flexibility and promote diversity of volunteer opportunities (for example the Keep Australia Beautiful Campaign).	• DWER • DBCA	 Completed and ongoing	Lead agencies considered opportunities to increase flexibility and promote diversity of volunteer opportunities through collection of data and feedback.

Status



Completed








Completed and ongoing



On track

## Focus Area 2







Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
2.5 Broaden the perception of volunteering to be more inclusive of all cultures (continued)	Develop and implement initiatives to attract and engage volunteers from diverse backgrounds and regional locations.	<ul style="list-style-type: none"> <li>Justice</li> </ul>	 Completed and ongoing	Justice considered initiatives to attract volunteers from diverse backgrounds via specific strategies and recruitment policies and practices.
	Explore opportunities for further volunteering engagement through the Aboriginal Community Controlled Organisations (ACCO) Strategy.	<ul style="list-style-type: none"> <li>Communities</li> </ul>	 Completed and ongoing	Communities has identified that the ACCO Strategy is not a suitable mechanism. This will be explored through the Multicultural Plan as an alternative for further volunteering engagement.
2.6 Promote skills development that can be gained through volunteering opportunities	Statewide development and implementation of Youth in Emergency Services (YES) Program: <ul style="list-style-type: none"> <li>Develop supporting governance and operating framework to expand the YES program State-wide rollout.</li> <li>Support the diversification of volunteer roles that add flexibility and range to existing or provide new adult volunteering roles.</li> </ul>	<ul style="list-style-type: none"> <li>DFES</li> </ul>	 Completed and ongoing	The YES Governance Framework was completed, with work to support the diversification of volunteer roles ongoing.
	<b>Grant:</b> Volunteering as a Pathway to Job Readiness Program (YVolunteer) – support young people to gain ‘real world’ experience and skills which can be transferred to employment.	<ul style="list-style-type: none"> <li>Communities</li> </ul> <b>Partner:</b> Volunteering WA	 Completed	Funding was provided through the Grant to Volunteering WA to develop the YVolunteer Program, which is live and operational.
	<b>Grant:</b> Extension of YVolunteer program to Peel and South West.	<ul style="list-style-type: none"> <li>Lotterywest</li> </ul>	 Completed	Funding was provided through the Grant to Volunteering WA to extend the YVolunteer Program.

## Focus Area 2



Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
2.7 As a Volunteer Manager, WA Government plans and collaborates for future volunteer needs	Encourage diverse volunteers, including by reviewing existing programs similar to the Wool-lar Aboriginal Volunteer Program.	<ul style="list-style-type: none"> <li>Health (East Metro Health Service)</li> </ul>	 Completed and ongoing	Health collaborated with organisations to encourage uptake of volunteers with diverse backgrounds.
	Increase innovative practices that improve participation and promotes benefits of State Government as a volunteer employer: <ul style="list-style-type: none"> <li>Provide online training to reach regional and diverse volunteers.</li> <li>Partner to develop innovative tools for volunteers such as the Marine Fauna Sightings app.</li> </ul>	<ul style="list-style-type: none"> <li>Legal Aid</li> <li>DBCA</li> <li>DPIRD</li> </ul>	 Completed and ongoing	Lead agencies commenced activities to promote and improve volunteer participation, including the development of apps and programs.
	Develop a whole-of-agency Volunteer Strategic Plan.	<ul style="list-style-type: none"> <li>DWER</li> </ul>	 Completed and ongoing	DWER commenced work on a whole-of-agency Volunteering Strategy.
	Develop a suite of tools to ensure the efficient and effective attraction, engagement, management, and retention of volunteers.	<ul style="list-style-type: none"> <li>Justice</li> </ul>	 Completed and ongoing	Justice strengthened procedures and undertook promotional activities to improve volunteer recruitment and retention.
	Implement Workforce Diversification and Inclusion Strategy and Action Plan.	<ul style="list-style-type: none"> <li>Justice</li> </ul>	 Completed and ongoing	The <i>Workforce Diversification and Inclusion Strategy 2021–2025</i> and <i>Action Plan 2021–2025</i> were implemented.



Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
2.8 Increase WA public sector agency capability for volunteering	Work with WA public sector agencies and sector peak to ensure that the public sector becomes the volunteering exemplar.	• Communities	 Completed and ongoing	Communities established the WA Volunteering Strategy Action Plan Steering Group, which provides a forum to progress this work.
	Enhance agency capabilities and collaborate across government to support and encourage public service staff to volunteer.	• DPC	 On track	DPC is considering capability requirements, and other requirements such as data collection and online promotion to support and encourage volunteering.
	Conduct Landgate's annual staff survey to ascertain: <ul style="list-style-type: none"> <li>• Current level of involvement in volunteering</li> <li>• Type of volunteering activities undertaken</li> <li>• Types of organisations they are volunteering for</li> <li>• Volunteering activities of most interest</li> <li>• Barriers to volunteering</li> <li>• Understanding of leave and flexibilities available</li> <li>• Awareness of tools available to source volunteering opportunities</li> </ul>	• Landgate	 Completed and ongoing	Lead agency has completed review of Community Services Leave Policy and 2024 Staff engagement survey. Planning for the 2025 survey underway to include increased questions on volunteering.
2.9 Increase promotion of and capacity for corporate volunteering	Provide collaborative opportunities, through the Sector Support, Development and Advocacy Program (SSDA), to support the sector peak in their commitment to convene, administer and steward the Corporate Volunteer Council, in addition to other relevant networks and committees	• Communities <b>Partner:</b> Volunteering WA	 Completed and ongoing	Funding continued to be provided through the SSDA Program to Volunteering WA to administer and steward the Corporate Volunteer Council and relevant networks and committees.



### Priority Action 2.4:

## Better Impact Volunteer management software

### DLGSC (WA Museum)

Better Impact has been instrumental in the successful onboarding and management of front-of-house volunteers at the WA Museum Boola Bardip and Fremantle sites. It has streamlined the management and user experience for the WA Museum and volunteers.

The user-friendly platform has allowed volunteers to create personalised profiles facilitating a seamless registration process and ensure they are well-prepared and confident before commencing in their volunteer roles.

Once registered, volunteers have been able to access relevant training modules, schedules and essential resources. They can also update their availability and receive notifications about upcoming opportunities and events, which promotes active participation and has helped to create a sense of ownership in their roles.

The WA Museum volunteer program is further enhanced by a comprehensive online orientation program introducing new volunteers to the Museum's mission, values, policies, and specific

role expectations and duties. This effective onboarding process equips volunteers with the knowledge and skills required as part of their role. It also fosters a sense of belonging and enthusiasm from the very beginning of their volunteer experience.

Regular communication through newsletters and surveys keeps volunteers informed and involved in Museum activities, while also providing a channel for their feedback and suggestions.

This pro-active approach to volunteer management has resulted in higher retention rates, a more motivated volunteer workforce, and a stronger community connection, reinforcing the WA Museum's commitment to volunteer engagement and support.







## Focus Area 3






# Support volunteer-involving organisations

Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
3.1 Implement strategies that reduce additional costs and administrative burden for volunteer participation	Simplify process to reimburse out of pocket expenses for volunteers.	<ul style="list-style-type: none"><li>Health</li></ul>	 Completed and ongoing	Processes were streamlined to reduce administrative burden for volunteers, including out of pocket expenses.
	Utilise digital technology to provide education and training for volunteers remotely and in their own time.	<ul style="list-style-type: none"><li>Legal Aid</li></ul>	 Completed and ongoing	Flexible online training modules were introduced for volunteers participating in Legal Aid programs.
	Subsidise and publicise portability of Volunteer National Police Certificates (VNPCs) for eligible volunteer-involving organisations.	<ul style="list-style-type: none"><li>Communities</li></ul> <b>Partner:</b> WAPF	 Completed and ongoing	Communities, in partnership with WA Police, subsidised the cost of VNPCs and supported the sector's transition to the new online application process, which launched in May 2023.
3.2 Fund and manage the Volunteering Development Services program	Implement the new Volunteering Development Services program (VDS) in 2022–23 in line with 2021 review outcomes, to support volunteer-involving organisations and encourage local volunteering.	<ul style="list-style-type: none"><li>Communities</li></ul>	 Completed	2021 Review outcomes were implemented in 2022. Regional program expansion completed with Pilbara and Wheatbelt VDS commenced in June 2024. Implemented additional funding of \$2.1 million through the Royalties for Regions Program to fund 10 regional providers.







Status  Completed  Completed and ongoing  On track

## Focus Area 3






Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
<b>3.3 Manage State-wide procurement and grant programs to increase capacity of volunteering and understanding of local community need</b>	Maintain the Community Grants Directory on wa.gov.au .	<ul style="list-style-type: none"> <li>Communities</li> </ul>	 Completed and ongoing	Community Grants Directory continues to be operational.
	Community Investment Framework Grants – Supporting volunteers to deliver initiatives across priority areas.	<ul style="list-style-type: none"> <li>Lotterywest</li> </ul>	 Completed and ongoing	Volunteers were supported through the ongoing Community Investment Framework Grants program.
	Identify ways to strengthen the support for volunteer organisations through the General Procurement Direction 2021/04 – Delivering Community Services in Partnership Policy.	<ul style="list-style-type: none"> <li>Communities</li> </ul> <b>Partner:</b> Finance	 Completed and ongoing	Procurement processes involving volunteer organisations were completed.
	Fund Perth Observatory Volunteers Group to support operation and expand STEM education programs.	<ul style="list-style-type: none"> <li>DJTSI</li> </ul>	 Completed and ongoing	Funding for Perth Observatory Volunteers Group is ongoing and continues to support and expand STEM education programs.
	Natural Resource Management Program Community Stewardship Grants – support communities via not-for-profit organisations and volunteers to protect and restore the local natural environment and promote sustainable use of natural resources in Western Australia.	<ul style="list-style-type: none"> <li>DPIRD</li> </ul>	 Completed and ongoing	The State Natural Resource Management Community Stewardship Grants program generated significant community volunteering and supported environmental outcomes.



Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
3.4 Develop, implement and deliver volunteering initiatives to support partnerships between volunteer-involving organisations and State Government programs	Reintegration of offender cohorts – develop positive on-going relationships with volunteering organisations to work in partnership with the Department to provide volunteering opportunities to appropriate offender cohorts.	<ul style="list-style-type: none"> <li>Justice</li> </ul> <b>Partner:</b> Community Services Sector	 Completed and ongoing	Justice worked in partnership with volunteering organisations to provide services and programs for prisoners to participate in volunteering activities.
	Increased engagement of young people – Support the development of new skills and experience to improve reintegration into the community and employment opportunities post release.	<ul style="list-style-type: none"> <li>Justice</li> </ul> <b>Partner:</b> Community Services Sector	 Completed and ongoing	Justice connected young people with volunteering organisations to support career and training opportunities.
3.5 Support volunteer-involving organisations in managing risk, legal liability and legislative requirements	Review the <i>Equal Opportunity Act 1984 (WA)</i> to increase protections for volunteers in relation to discrimination and harassment.	<ul style="list-style-type: none"> <li>Justice</li> </ul>	 Completed	Justice delivered on its commitment to review the <i>Equal Opportunity Act 1984 (WA)</i> .
	Publication of DEMIRS Guide: Work health and safety for volunteer organisations.	<ul style="list-style-type: none"> <li>DEMIRS</li> </ul>	 Completed	The Work health and safety for volunteer organisations Guide was published and is available on the DEMIRS website.
	Manage the <i>Volunteers and Food and Other Donors (Protection from Liability) Act 2002</i> .	<ul style="list-style-type: none"> <li>Communities</li> </ul>	 Completed and ongoing	Communities continued to be the agency principally responsible for assisting the Minister for Volunteering with administration of the Act.
3.6 Promote and review volunteering resources which support VIOs and volunteers	<b>Publication:</b> Volunteer Checks – Information for WA Volunteer Involving Organisations.	<ul style="list-style-type: none"> <li>Communities</li> </ul>	 On track	Communities commenced a review of this publication.



Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
3.6 Promote and review volunteering resources which support VIOs and volunteers (continued)	WA Volunteer National Police Certificate Program (VNPC) Factsheet and Registration Form.	• Communities	 Completed and ongoing	WAPF have implemented a new online registration and Communities commenced work to update the VNPC Factsheet.
	<b>Publication:</b> Guidelines for successful partnerships between public sector agencies and volunteers.	• Communities	 On track	Communities commenced a review of this publication.
3.7 Volunteer management systems support effective volunteering practices	Develop and manage the Volunteer Hub – provide a one-stop shop for volunteers to access information and support to undertake their volunteer role: <b>a.</b> Develop artificial intelligence 24/7 online support. <b>b.</b> Connect volunteer users to personalised and relevant content including opportunities for improved online engagement.	• DFES	 On track	DFES commenced updates to the Volunteer Hub to improve functionality.
	Provide overarching operational support of volunteer management to better streamline volunteering practices across: Botanic Gardens and Parks Authority; Parks and Wildlife Service; Zoological Parks Authority; Rottnest Island Authority.	• DBCA	 Completed and ongoing	DBCA liaised with relevant authorities to provide support, advice and share resources.
3.8 Promote, support and assist services for volunteers and volunteering-involving organisations in the community	Support annual funding to Community Resource Centres (CRCs) to act as community hubs providing community members and visitors with access to services, activities and technologies that support volunteering.	• DPIRD	 Completed and ongoing	Funding continued to be provided to CRC's to enable services, activities and events in the local community.



### Priority Action 3.4:

## Ride for a Reason

### Department of Justice

Residents at Boronia Pre-Release Centre for Women are no strangers to volunteering in the local community – and they've been peddling joy at Swan Care Residential Aged Care at Bentley Park.

Cycling Without Age is a global, not-for-profit organisation founded in Denmark in 2012. Today, the organisation is represented in 42 countries all over the world. The trishaw program is organised by Cycling Without Age Perth who provide the two trishaws as well as the training for the 'pilot' licenses at Boronia.

Under the supervision of Boronia staff, the women volunteer to take elderly residents from the neighbouring aged care facility for a gentle and safe joyride on specially designed rickshaws.

For people with mobility issues, getting out and about in the sunshine is fun and beneficial, and the fortnightly rides are putting smiles on everyone's faces.

The women who volunteer for Cycling Without Age participate as part of Boronia's Ride 4 A Reason program, enabling them to give back

to the community during their sentence. The volunteer work and the positive interaction with the elderly helps to give the Boronia women self-confidence and teaches them life skills with the aim of providing job pathways.

The women residents are specially selected and approved to complete supervised Section 95 (minimum security) activities in the community. They are trained in how to deal with elderly people who may have dementia and must be up to date with their influenza and COVID-19 vaccinations.





The Ride 4 A Reason program is a part of the Reintegration through Volunteering Strategy which links Boronia residents to volunteer organisations where they can continue to work and give back to the community upon their release.










## Focus Area 4

# Recognise and value volunteers and volunteering

Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
4.1 Acknowledge volunteer contribution to community through award programs	Provide sponsorship and associated promotion of the Volunteer of the Year Awards and Gala Dinner coordinated by sector peak via Sector Support, Development and Advocacy (SSDA) Program.	<ul style="list-style-type: none"><li>Communities</li></ul> <b>Partner:</b> State Government Agencies as invited	 Completed and ongoing	Funding provided through the SSDA Program to Volunteering WA to support the annual Volunteer of the Year Awards Gala Dinner, which was held on 23 May 2024.
	WA Volunteer Service Awards Program.	<ul style="list-style-type: none"><li>Communities</li></ul>	 Completed and ongoing	Nomination categories were expanded in 2024 and now cover five to 60+ years of voluntary service, which enabled a record 1,248 volunteers to be recognised through the 2024 WA Volunteer Service Awards. This has allowed a broader diversity of volunteers to be recognised, including younger people.
	Parks and Wildlife Service Volunteer Reward Program.	<ul style="list-style-type: none"><li>DBCA</li></ul>	 Completed and ongoing	In addition to annual volunteer rewards, such as Volunteer Parks Passes, DBCA completed work that has resulted in funding being available in 2024/25 to enhance the volunteer experience through increased training and equipment access and regular volunteer recognition events.
4.2 Promote National Volunteer Week through a variety of initiatives	Provision of grant funding for National Volunteer Week Grants to sector peak.	<ul style="list-style-type: none"><li>Lotterywest</li></ul> <b>Partner:</b> Volunteering WA	 Completed	Lotterywest, in partnership with Volunteering WA, distributed funding for the 2024 National Volunteer Week Grants Program.





Priority Actions	Initiatives	Leads & Partners	Status	Activity in 2023/24
4.3 Recognise and celebrate volunteers as part of International Volunteer Day (IVD), known as Thank a Volunteer Day (TAVD) in WA	Provide funded support through the TAVD Grants program to organisations across Western Australia to help celebrate their volunteers through events or activities on 5 December each year.	• Communities	 Completed and ongoing	In 2023, there were 72 grant recipients. The 2024 TAVD Grant Program opened on 13 June 2024, the outcome of this Grant Program round will be reported in the 2024-25 Report.
	Provide IVD Certificate of Recognition.	• Communities	 Completed and ongoing	In 2023, over 4,000 certificates were distributed across 10 WA regions.
	Collaborate with sector peak to support the Volunteering WA International Volunteer Day Garden Party.	• Communities <b>Partner:</b> Volunteering WA	 Completed and ongoing	Communities provided support through attendance and funding for recipients of VSA's 50 years and more to attend Volunteering WA's 2023 IVD Garden Party.
4.4 Increase visibility of volunteer initiatives in agency annual reporting	Include additional volunteer references in agency Annual Reports to increase awareness of the importance and impact of volunteering.	• State Government Agencies as relevant.	 Completed and ongoing	Relevant agencies incorporated references in their 2023-24 annual report, including: <ul style="list-style-type: none"> <li>• Communities – Volunteer Campaign case study</li> <li>• MHC – increased visibility of Parent and Family Drug Support Program in the 2023-24 Annual Report and via video campaign on MHC social accounts in National Volunteers Week.</li> </ul>
	Include volunteering in the Department's Strategic Workforce Plan.	• DPC	 On track	DPC is considering volunteering in the context of the Department's Strategic Workforce Plan and will engage with the Department of Communities on suitable actions.



### Priority Action 4.2:

## National Volunteer Week

### Lotterywest

National Volunteer Week (NVW) is Australia's largest annual celebration of volunteering, providing the opportunity to recognise, celebrate and increase awareness of the vital role volunteers play in the community. Supported by Lotterywest, Volunteering WA manages a National Volunteer Week Grants program, providing small grants to volunteer-involving organisations across the state for volunteer recognition and celebration activities.

Volunteering WA has run the grants program for over seven years, distributing funds for over 1,450 events recognising and celebrating over 98,000 volunteers. Thanking our valued WA volunteers helps strengthen and build the state's volunteering sector and promotes volunteering to the wider Western Australian community.

In 2024, NVW events and activities were held from the 20 to 26 May with the theme 'Something for Everyone.' The theme invited people to explore the diverse range of opportunities available, and emphasised there is a place for everyone in the world of volunteering.

Volunteering WA received a grant for \$425,000 towards the 2024 WA Volunteer of the Year

Awards and National Volunteer Week from Lotterywest. Because of the huge demand, the 2024 NVW grants program was the biggest year on record, with a total of \$335,000 available for volunteer-involving organisations.

As a result, 253 celebratory events were held around the State, bringing together more than 15,500 volunteers from 1,173 volunteer-involving organisations. This included activities to bring volunteers together to say thank you, volunteer expos and displays to showcase skills, impact and opportunities, and equipment to support volunteering activities.

These funded activities encourage more people to get involved in their community by promoting the value of volunteering. Recognising volunteers' achievements, both statewide and within local organisations through celebratory events enable communities to come together and thank their treasured volunteers, enhancing community cohesion and belonging.



Image courtesy  
of Mark Labrow  
Photography.



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