

# BUILDING COMUNITY: GIFTING TIME

Community Co-Lab Pilot  
Project



## Building Community: Gifting Time Face-to-face Engagement Report

(Face-to-face engagement activities: Seminar,  
Focus Groups and Community Forum)

## Contents

Introduction .....	3
Methodology .....	4
Public Seminar .....	6
Method of engagement .....	6
Youth Focus Groups.....	9
Findings .....	10
Volunteer Experience.....	10
Encouraging Volunteering.....	13
Volunteering Influences.....	15
Youth Council .....	16
Community Forum .....	17
Forum Speakers and Panellists .....	17
Marketplace Engagement Activity .....	19
Community Forum Findings .....	21
Station 1 – New Residents.....	21
Station 2 – Promoting volunteering opportunities .....	22
Station 3 – Creating welcoming environments .....	23
Station 4 – Overcoming barriers.....	24
Station 5 – Virtual volunteering .....	25
Station 6 – Reducing red tape.....	26
Station 7 – Informal volunteering.....	27
Summary of findings .....	28
Limitations .....	28
Conclusion .....	28
Appendices .....	29
Appendix A – Community Forum Program .....	30
Appendix B – Community Forum Presentation .....	32
Appendix C – FreddyMatch presentation.....	41

## Introduction

Building Community: Gifting Time is a pilot project under the umbrella of the Sunshine Coast Community Co-Lab model. The Co-Lab model is a pilot initiative and partnership between Sunshine Coast Council and the University of the Sunshine Coast (UniSC).

Sunshine Coast Community Co-Lab is a best practice engagement model that aims to bring together the resources of the Sunshine Coast community, council, UniSC and their students to share knowledge and collectively respond to local challenges and opportunities. The program aims to open a dialogue on items that matter to the community and invites them to co-create locally appropriate responses.

By driving innovation and co-creation in our community engagement approach, we can support community leadership, decision-making and sustainable partnerships that deliver stronger and more connected communities.

Between 18 October and 28 January 2023, a comprehensive community engagement program was delivered both in the community and online. There were three key community engagement activities in the volunteer project, Building Community: Gifting Time:

- Community Survey (open from 18 October to 28 January 2023)
- Public Seminar (held on 27 October 2022)
- Young persons focus groups (hosted between October and November 2022)
- Community Forum (held on 7 December 2022)

Sunshine Coast Council presents in this report a detailed outline of the Seminar, Focus Groups and Community Forum feedback and findings.

Across all face-face activities, the key themes that emerged include:

- Provide volunteers with flexible options in the roles they undertake and in their time commitment. Matching their skills with the volunteer opportunities.
- Provide all possible information to assist potential volunteers to make decisions about their commitment. This includes information about the organisation, roles requirements, official paperwork, standards, workplace health and safety, training and personal development opportunities etc.
- Lines of communication must be clear, open, and supportive.
- Promote volunteer opportunities as widely as possible using a variety of media. Include actual volunteer and client stories.
- Make the process of becoming a volunteer as easy and simple as possible.
- Recognise and reward volunteers to show how the work is valued. This can include opportunities for training and professional development. Make volunteering fun.
- Provide a welcoming and supportive environment and opportunities to make and enhance social connections.

Some common barriers include:

- Lack of time to commit to volunteering
- Transport constraints
- Fatigue and burnout of volunteers and coordinators
- Tension between volunteers and paid staff
- Inflexible processes and procedures

UniSC as the administrators of the online community survey and, following detailed analysis, will be reporting on the findings of the community survey in a separate report.

## Methodology

A number of methods were used to attract participants for the different engagement activities. Targeted invitations, registrations of interest on Have your Say Sunshine Coast (council's online engagement platform), and organisational emails and communication channels.

The rationale behind the different face to face engagement activities was to harvest insights and opinions from different sectors of the community.

The Public Seminar was aimed at UniSC staff and students, and council staff. Young people via the focus groups and members of the community with an interest in volunteering were invited to the community forum, most of whom registered their interest via the Have your Say website.

A World Café was utilised at the seminar, with each of the groups allocated a scribe.

The hosted focus groups had a set of questions to guide the conversation and responses were captured by council staff using post it notes.

A Marketplace activity was employed at the community forum with eight themed stations monitored by a scribe. Participants were encouraged to visit all stations of interest.

Analysis of the responses for all face-to-face engagement was undertaken manually using an MS Excel Workbook. Themes were identified across all responses, counted, and graphed.



Image 1: *Community Forum held on 7 December 2022 at UniSC*

## Public Seminar

An invitation was extended to UniSC staff and students, and Sunshine Coast Council staff to attend an interactive Seminar hosted on 27 October 2022 at the University of the Sunshine Coast. This session was delivered as the first of the face-to-face engagement activities in the program, giving the 22 people in attendance the opportunity to hear from guest speakers from different volunteer organisations on the Sunshine Coast and to explore opportunities to work together to identify the opportunities and barriers that currently exist around volunteering on the Sunshine Coast.

### Method of engagement

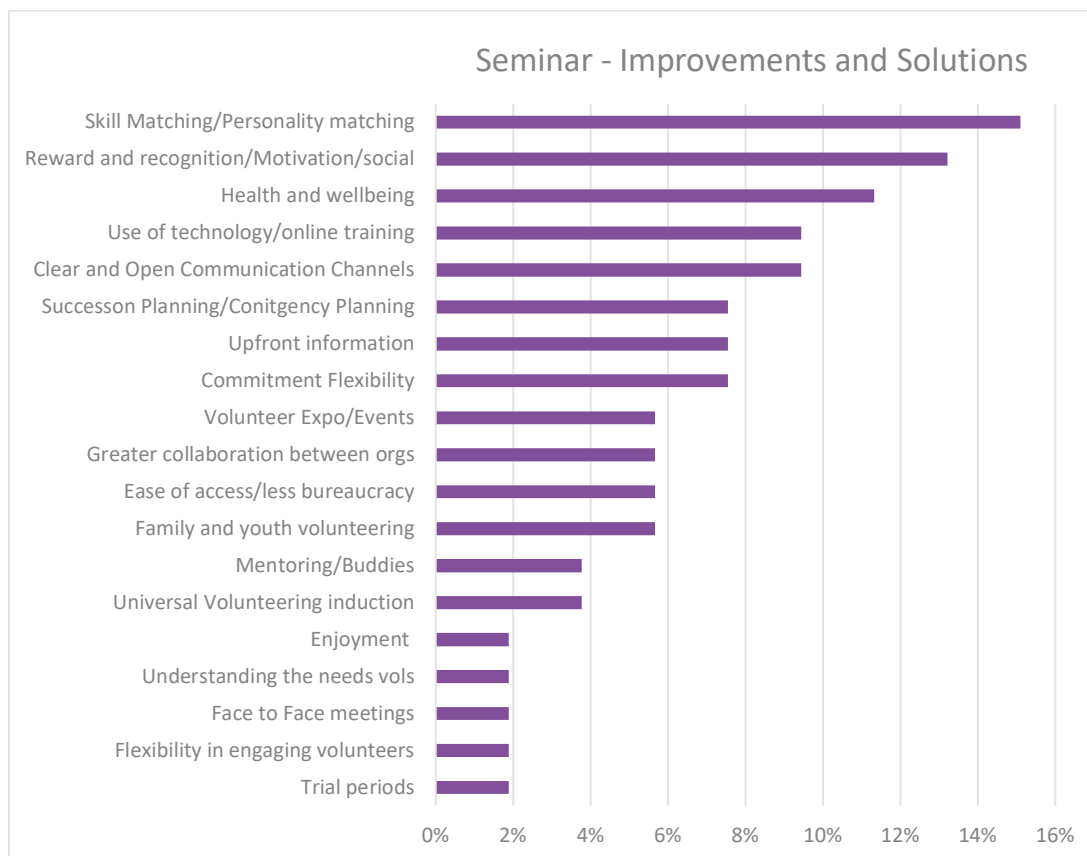
To set the scene, a youth volunteering video produced by council and Volunteering Sunshine Coast was shown, followed by short presentations on volunteering provided by:

- Mark Tebbutt - Disabled Surfers Association
- Kayla Murchie – Sunshine Coast Animal Refuge
- Mitch Eldridge – State Emergency Service

The participants formed into small groups of approximately seven or eight to undertake a World Café Activity to explore three topics; organisational factors, resilience and access, under the banner question: What are the barriers and opportunities to volunteering on the Sunshine Coast?

Each group was allocated a scribe and reported back to the full group at the end of the activity. The responses tended to fall into two areas; ideas and suggestions that could improve or increase volunteering and barriers and challenges that may inhibit volunteer recruitment and retention.

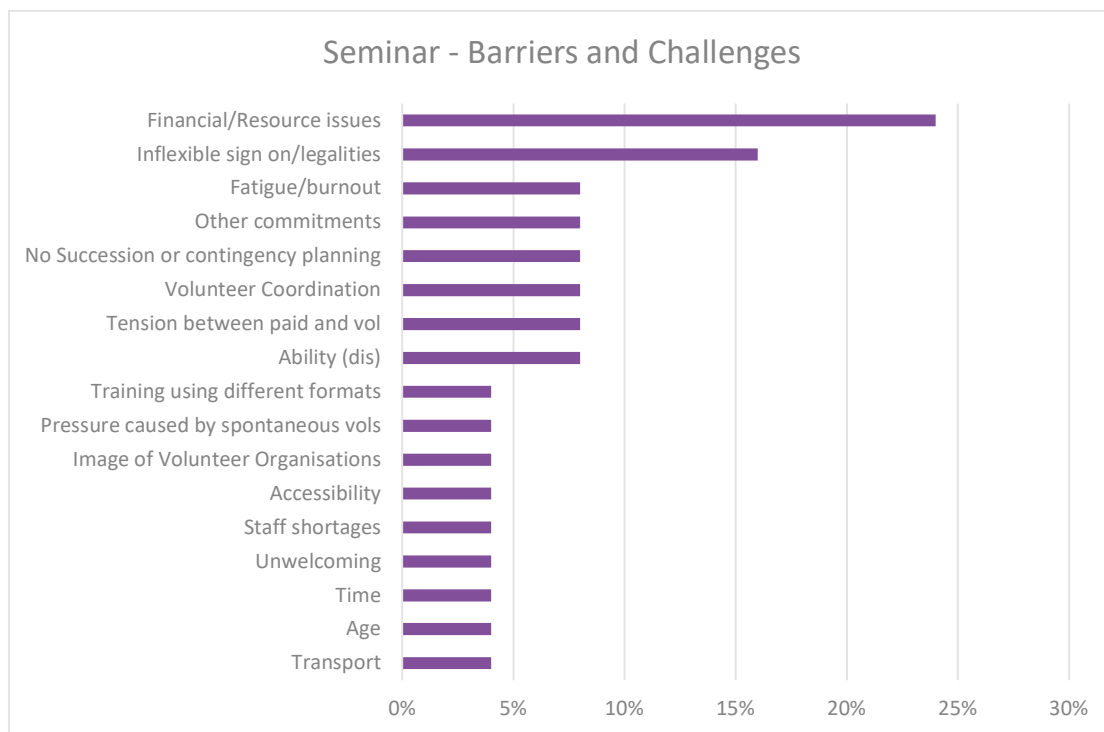




Volunteer recruitment and retention could be improved by understanding volunteers and matching their skills to roles, through rewards and recognition and events and activities to keep them motivated and engaged. Training, communication, and flexibility of level of commitment are also important.

*“Do we understand what potential volunteers are seeking? Work with their enthusiasm and drive.”*

*“Important for the organisation to find the right fit, this can give volunteers a good experience and more likely to lead to retentions. This could be supported with better coordination and partnerships between volunteer organisations.”*



Financial and resourcing were the most common responses, whether this was about the cost to the organisation or individuals, lack of resources to engage more volunteers, seeking donations or fundraising.

It is interesting to note the different views of the use of technology as a means of engagement and meeting. Some participants saw this as a solution to reach more people and provide access and to others, it was seen as a challenge when trying to satisfy training needs using different platforms.

*“Resources, costs /org. costs.”*

*“The corporatisation of volunteer organisations have done a lot of damage. E.g. asking people for donations when their CEOs are on big pay checks.”*

*“Inductions and paperwork are a barrier for people, they just want to be able to turn up and help.”*



## Youth Focus Groups

As part of the Building Community: Gifting Time project, four focus groups were conducted to gain the perspectives of young people about what they believe the opportunities and barriers are to volunteering in the region. Three of the focus groups involved students at local High Schools and the fourth involved members of the Sunshine Coast Youth Council.

The High School and Youth Council focus groups were conducted in October and November 2022 with a total of 31 participants (9,7,7,8). Participants ranged in age from 13 to 24 years with the majority having always lived on the Sunshine Coast. These focus groups were conducted face to face.

The questions posed to the focus groups were as follows:

1. Volunteer Experience
  - a. Do you currently volunteer, or have you done so in the past?
  - b. Tell us about your role and what you enjoyed about it? Anything you don't enjoy? Or,
  - c. if you don't volunteer, can you share what has prevented you from doing so?
2. Encouraging Volunteering
  - a. Share your thoughts about how we can encourage more people to volunteer. Or,
  - b. What you feel is stopping them in volunteering?
3. Volunteering Influences
  - a. Does anyone in your family volunteer or have volunteered in the past?
  - b. Do you think that's impacted on how you feel about volunteering?

An additional question was asked of the Youth Council participants:

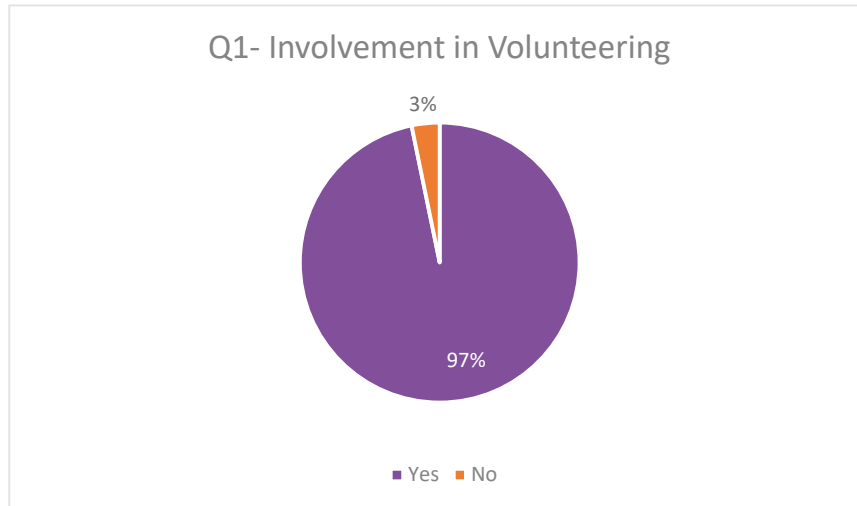
1. What motivated you to get involved in the Youth Council?

## Findings

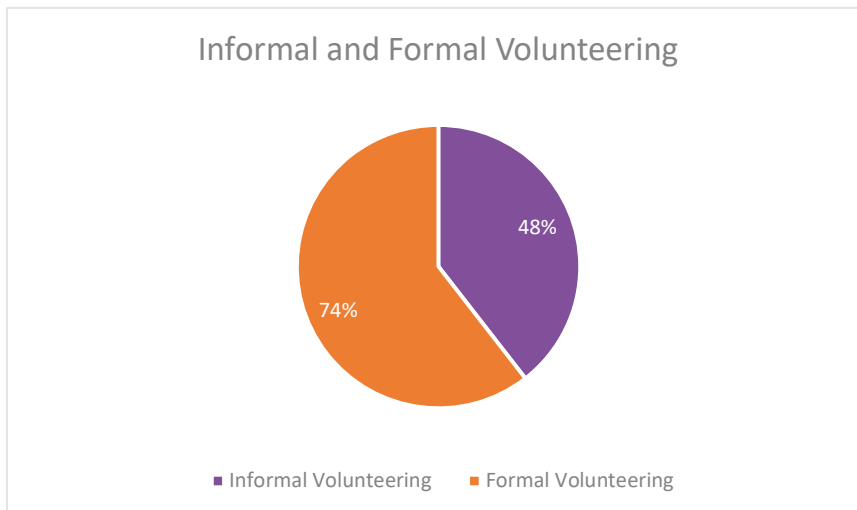
### Volunteer Experience

Questions:

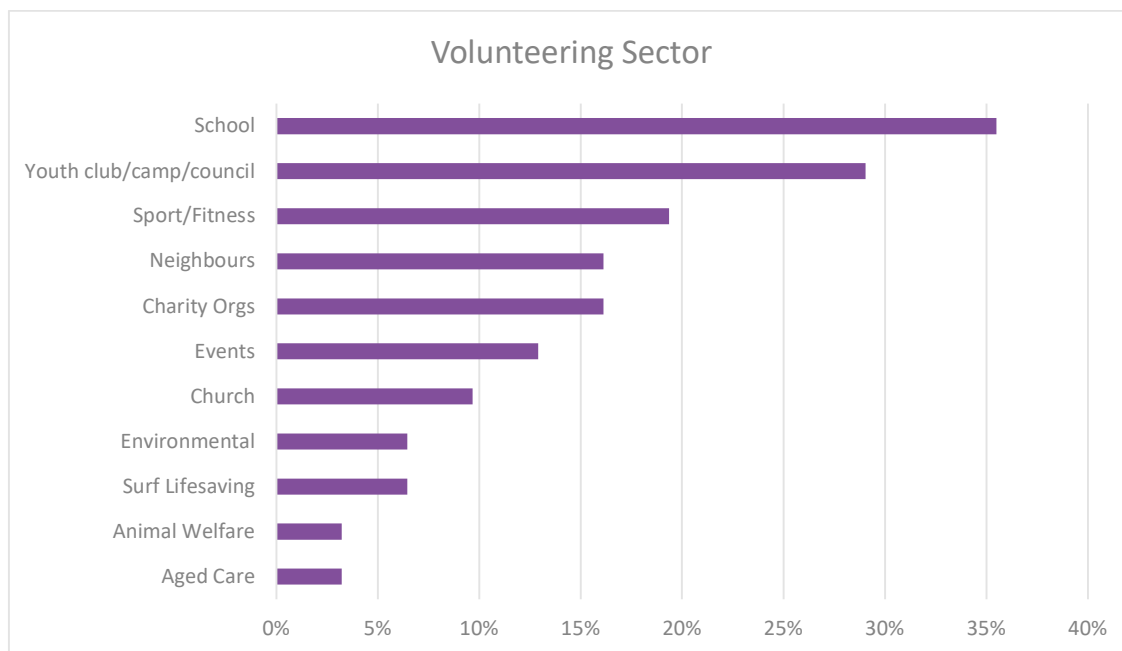
- a) Do you currently volunteer, or have you done so in the past?
- b) Tell us about your role and what you enjoyed about it? Anything you don't enjoy? Or,
- c) if you don't volunteer, can you share what has prevented you from doing so?



Participants were selected based on their involvement in schools and Youth Council and therefore the percentage of volunteering is very high for this group. Only one participant indicated that they didn't volunteer.



Seven of the participants were involved in both formal and informal volunteering. For the majority of participants, volunteering is formal (74%). This is reflected in the volunteer sectors below.



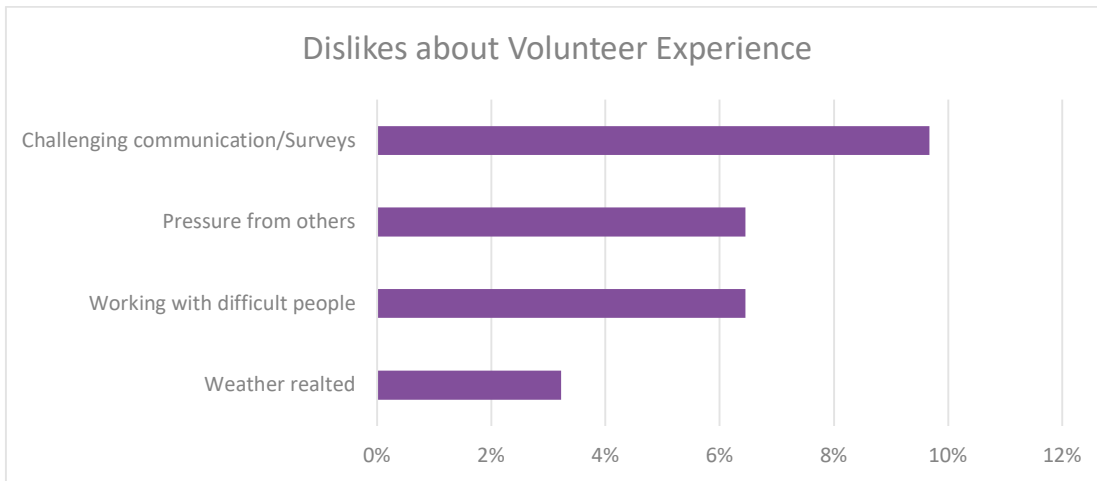
Many of the participants volunteer in multiple sectors, either formally or informally. Ten of the eleven identified volunteer sectors are recognised organisations or groups.

*"..in the past volunteered at the Sunshine Coast Phoenix Basketball Club when they held an event for people with a disability to participate in Basketball. Currently involved with the Leo's at school. Involves organising community events, such as the sleep on a cardboard box night as well as trivia night"*



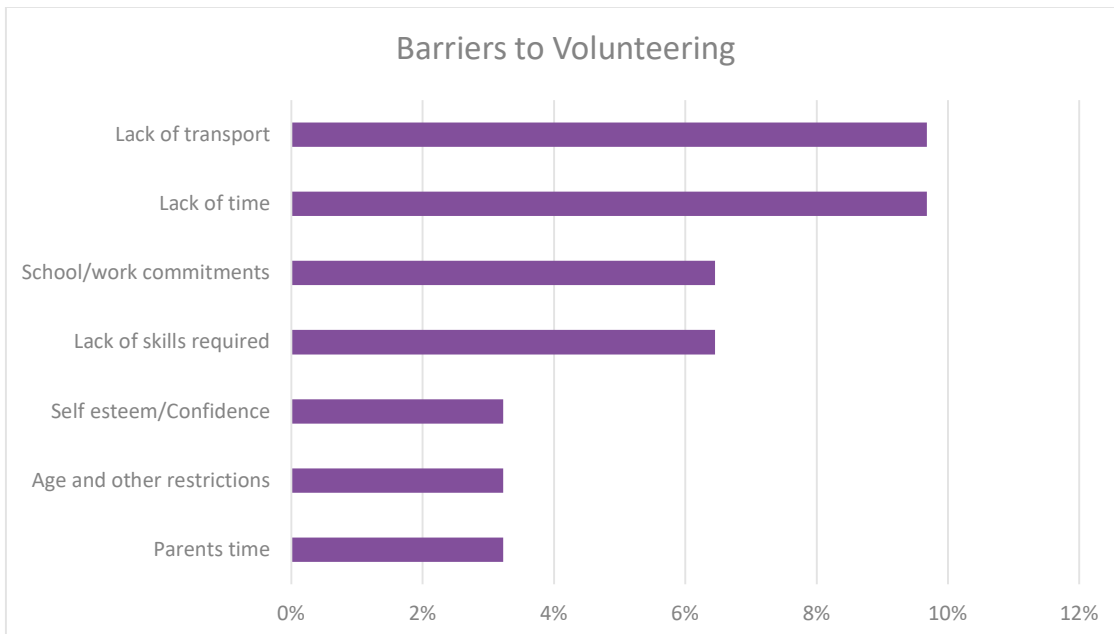
The enjoyment factors generally correspond to other reports on the personal and community benefits of volunteering. (Biddle, N., Boyer, C., Gray, M., & Jahromi, M. (2022) Volunteering in Australia: The Volunteer Perspective. Volunteering Australia,)

*"Enjoyed helping the younger children play sports and making modifications to the game so that they can participate."*



The participants' dislikes closely align with previous surveys conducted by the Sunshine Coast Volunteer Sector Reference Group. Additionally, 7% of focus group participants reported experiencing pressure from adults.

*"finds the communication a bit off", "communication can be challenging"*



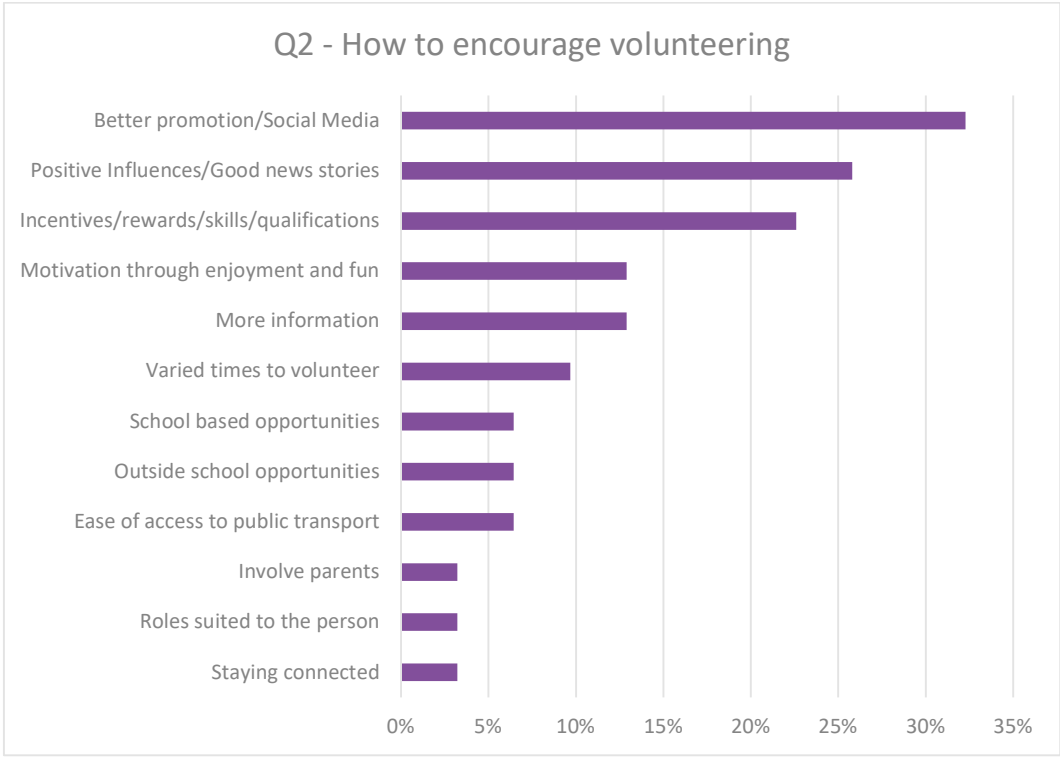
Transport and time are major barriers to volunteering on the Sunshine Coast and this aligns with previous volunteer survey conducted by the Sunshine Coast Volunteer Reference Group. For young volunteers these barriers are further exacerbated by reliance on parents' time and commitment.

*"Time management, confidence, general interest in current issues, accessibility (transport, area, convenience)."*

Encouraging Volunteering

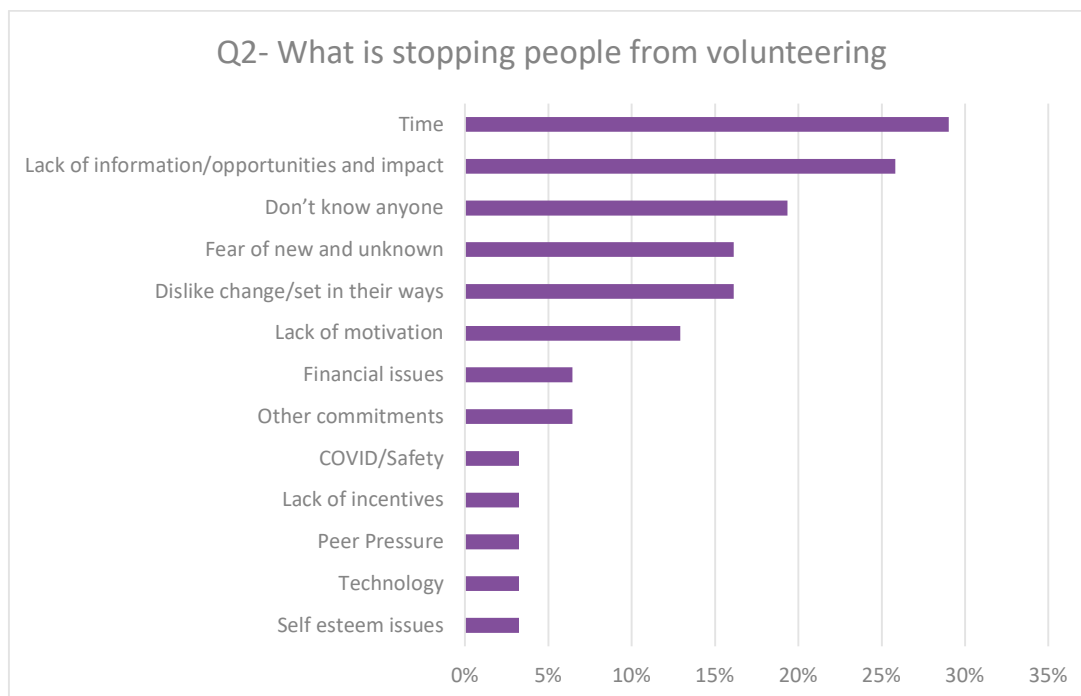
Questions:

- a) Share your thoughts about how we can encourage more people to volunteer. Or,
- b) What you feel is stopping them in volunteering?



Generally, focus group participants agreed that to encourage young people to volunteer more information and promotion was required. Hearing good news stories, understanding the benefits of volunteering and the variety of opportunities would likely encourage people to explore the possibility of volunteering. Aligning the volunteer opportunities with the interests of young people could be effective in encouraging them to volunteer.

*“better promotions of volunteering activities, people don’t know what’s around, rewards, more school-based activities”*



The focus groups considered that time and lack of information about volunteering generally and opportunities to volunteer were the top key factors stopping people from participating. It may be possible that the lack of information has an influence on fear of new and the unknown and self-esteem issues and this may warrant further investigation. Self-esteem and lack of confidence were also identified as barriers in the *Volunteer Experience* section.

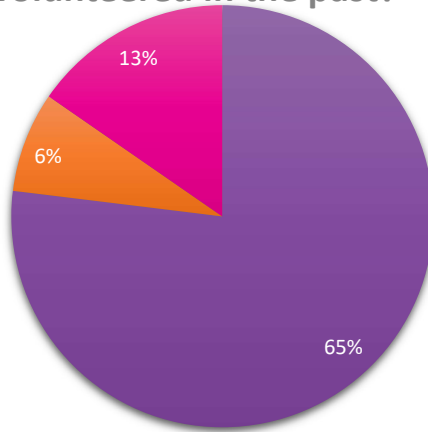
*“Time, motivation, not realising the impact it would have, not wanting to step outside comfort zone.”*

## Volunteering Influences

Questions:

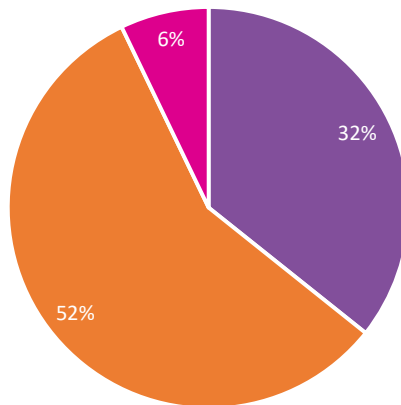
- a) Does anyone in your family volunteer or have volunteered in the past?
- b) Do you think that's impacted on how you feel about volunteering?

**Q3 - Does anyone in your family volunteer or have volunteered in the past?**



■ Yes family volunteers ■ No family doesn't volunteer ■ Don't know/unsure

**Q3 - Do you think that has impacted on how you feel about volunteering?**



■ No impact ■ Positive impact ■ Parental support to volunteer

The majority of participants in the focus groups came from families where one or more family members are involved in volunteering (65%) and for 52%, this had a positive impact on how they felt about volunteering

*"..further, seeing the good work my mother was able to do encouraged me to want to help others further as well."*



## Youth Council

Question:

a) What motivated you to get involved in the Youth Council?

- *"Honestly, resume/scholarship material & learn new things"*
- *"To become more involved in the community and meet like minded people"*
- *"I wanted to get a head start in improving my community. YC was an accessible way for me to get involved in current issues"*
- *"Deeper understanding/development with the community"*
- *"To get more involved with the Sunshine Coast community"*
- *"New opportunities and experience to be involved in the Sunshine Coast community"*



Image 2: Members of the Sunshine Coast Youth Council

## Community Forum

The Community Forum was the final community engagement activity in the project, delivered to generate ideas and identify opportunities to re-imagine the future of volunteering in the region. During the survey period (18 October – 28 January 2023), respondents had an opportunity to register to attend the forum which was limited to 50 guests. Additionally, invitations were sent to community members representing a broad cross section of known volunteer-based organisations and groups. 41 people in total participated in the forum, this number included the project team, panellists and guest speakers.

The Community Forum consisted of a UniSC presentation of preliminary survey data, panel discussion, guest presentation and marketplace engagement activity covering 8 focus areas concerning volunteering.

### Forum Speakers and Panellists

- Welcome to Country was delivered by Uncle Mick Douglas, a Kabi Kabi Elder
- Dr Peter Innis and Gerard Jefferies, UniSC
- Panel Facilitator Carlos Vaquero, Volunteering Sunshine Coast
- Panellist Sarah Eisenmenger, Zest Robotics
- Panellist Marion Allan, The Smith Family
- Guest Presenter Roxane Foulser-Piggott, FreddyMatch

A copy of the program and short biographies for the panellists and guest speakers are contained in the Appendix A. The survey findings will be presented in a separate report compiled by UniSC however, the slides from the presentation are contained in Appendix B.

### Panel Discussion - Summary of views shared

1. Briefly share your reflections on the changing face of volunteering in our region

Many young people are motivated by a cause demonstrated through global campaigns to save the planet. Volunteering is a way for young people to healthily address the anxieties they see in their communities/greater society. It is also a way to give back to communities.

COVID had a major impact on volunteering. With schools and community places closed, people were unable to volunteer, especially those in vulnerable groups. Virtual volunteering offers a safe way back to volunteering for some people.

Virtual volunteering supports people to volunteer who may experience time barriers or people who may experience accessibility challenges. Virtual volunteering is not without its challenges. These includes keeping people feeling connected and maximising their experience in the virtual world.

2. How is virtual volunteering going to compete with traditional volunteering?

There will still be a desire for both forms of volunteering. People are still going to want to experience the face-to-face sense of connection. There is an opportunity to look towards a hybrid model for volunteering creating greater flexibility in volunteer roles and tasks.

Many young people volunteer for a sense of community or causes to improve the environment. Virtually volunteering offers them the chance to participate from home to a larger cause.

### 3. Any other thoughts for the name / term 'volunteering'?

People refer to volunteering in different ways for different groups. Older people tend to relate more to the term 'volunteering' and young people don't like to associate with the term 'volunteering'. For them the term itself has negative connotations.

People connect with what they are passionate about or care about. Other ways to describe 'volunteering' include 'team building day', 'experiences', 'gifting time', 'philanthropy'.

### 4. How has bureaucracy got in the way of people volunteering?

Bureaucracy is one of the biggest inhibitors to volunteering. We need to look at opportunities to work with both screened and unscreened volunteers. Not all volunteering requires a blue or yellow card and where it does the BlueCard portal has helped immensely in speeding up the process and reducing wait times.

### 5. Other topics raised:

- Young people connect to volunteering via word of mouth, social media.
- Human stories are powerful – when people share their stories this inspires others and highlights the great things/benefits you can get out of volunteering.
- Need to share the same messages/marketing as a region.
- Education for volunteer managers is important – what's the motivation, what's the experience people are looking for, expanded thinking, how do you keep them connected and engaged in the role, reward and recognition, e.g., Woodford Folk Festival – free entry, other incentives, e.g. free training and skills for mums, education programs.
- Organisations need to commit budget into volunteer leadership to avoid burnout for managers.
- Organisational management – often only 1 person managing volunteers.

## **Guest Presenter: Roxane Foulser-Piggott, FreddyMatch**

### **VISION**

A global community where everybody volunteers for an hour a week every week.

### **MISSION**

To connect volunteers with organisations in need. We drive social change through technology using our unique algorithm to match people with great opportunities increasing volunteer participation rates and building stronger communities

For more information on FreddyMatch visit - <https://freddymatch.org/>

FreddyMatch slide presentation is contained in Appendix C.

## Marketplace Engagement Activity

Eight stations had been created around the venue, each hosted by a member of the project team. Participants were invited to jot down their thoughts and ideas at the different stations. Each station had a different focus area as follows:

1. New residents - How can we increase social connections to support more contributions through informal volunteering?
2. Promoting volunteering opportunities - How can organisations better market the benefits of volunteering through communications and storytelling and effectively promote volunteering opportunities?
3. Creating welcoming environments - Share ideas about how organisations can foster inclusive and welcoming environments for volunteers.
4. Overcoming the barriers - Share creative ideas to help overcome the key barriers that exist for non-volunteers: Time commitments; Health related reasons; Financial constraints; Transport.
5. Virtual Volunteering - What opportunities exist such as virtual and remote volunteering, to make volunteering more accessible for everyone in our community?
6. Reducing red tape - How can organisations reduce the requirements or red tape associated with volunteering participation, whilst still keeping people safe?
7. Informal volunteering - How can we increase social connections to support more contributions through informal volunteering?
8. Wild card - What's missing? What other ideas would you like to share? Any ideas are welcome here.



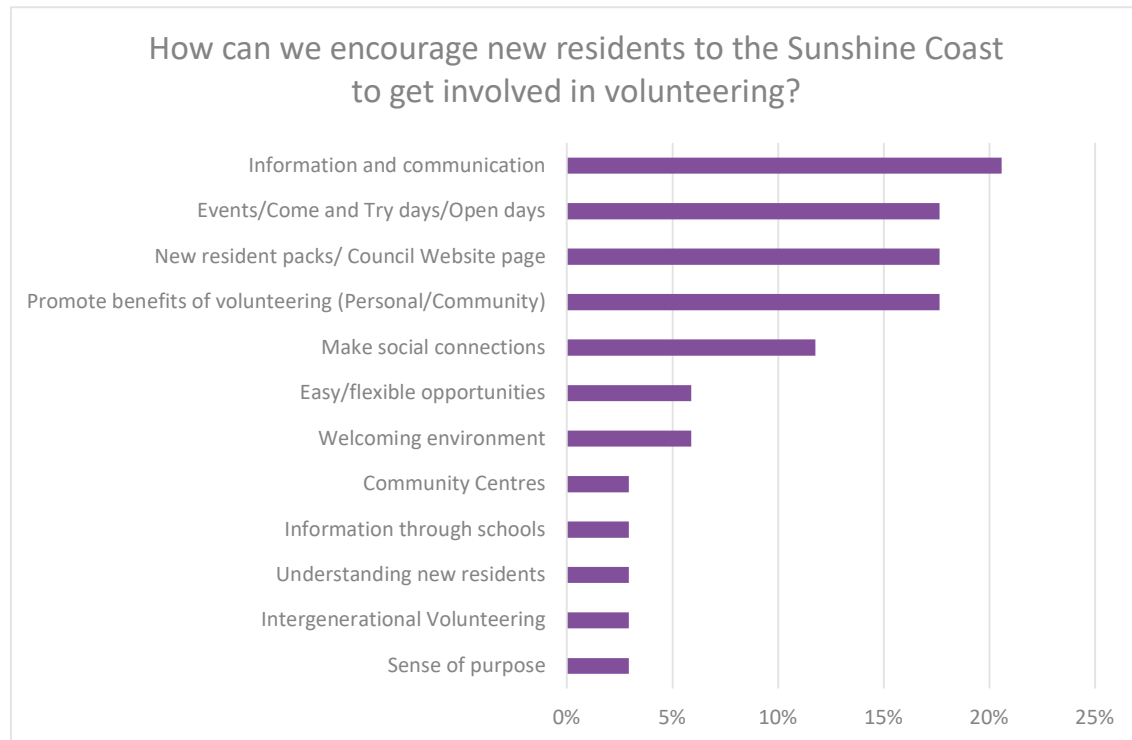
Image 3: *Market place activity station*



## Community Forum Findings

All the feedback from the focus areas was analysed and sorted into similar concepts using a Microsoft Excel Spreadsheet. The comments captured in focus area 8 (the Wild Card station) aligned with other focus areas and were included there. There is no separate graph for this area.

### Station 1 – New Residents



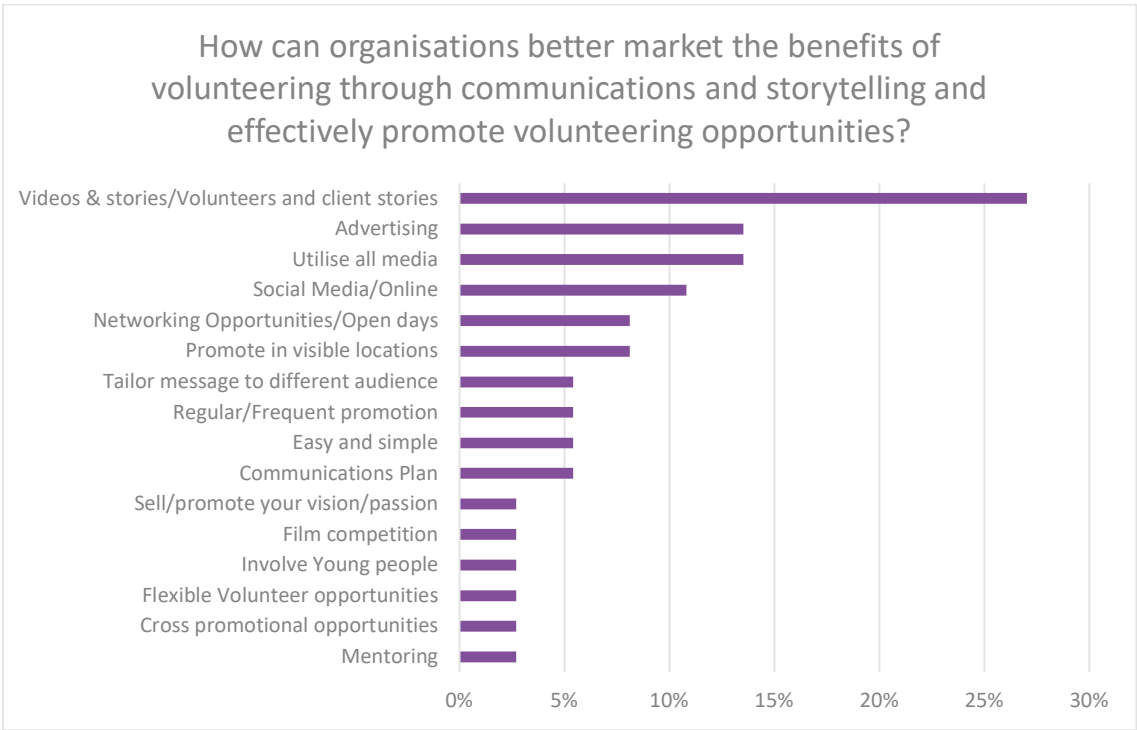
The top four popular comments essentially all relate to the provision of information and getting the message about volunteering out to a wider audience.

*“Hosting community events in their own community on the Coast, family events, asking for reps’ from the community to come and connect, and embrace storytelling.”.*

*“Have links to local volunteering organisations on the key websites and places/ new residents need e.g. Council /library / Dept of Transport (e.g. rego changes).”.*

*“Provide list of volunteering opportunities with residents’ welcome pack or LGA website.”*

Station 2 – Promoting volunteering opportunities



Storytelling and sharing volunteering experiences in a variety of ways was the strongest theme. Participants also felt it was important to use all possible media platforms to ensure all audiences receive the message.

*“Council website/ Volunteering QLD – video stories of volunteers sharing their experiences.”.*

*“Volunteering stories in shopping centres e.g. rolling advertising boards, bus stops – QR Codes at key points.”.*

*“Story(ies) sharing – radio, T.V., You Tube etc..”*



Station 3 – Creating welcoming environments



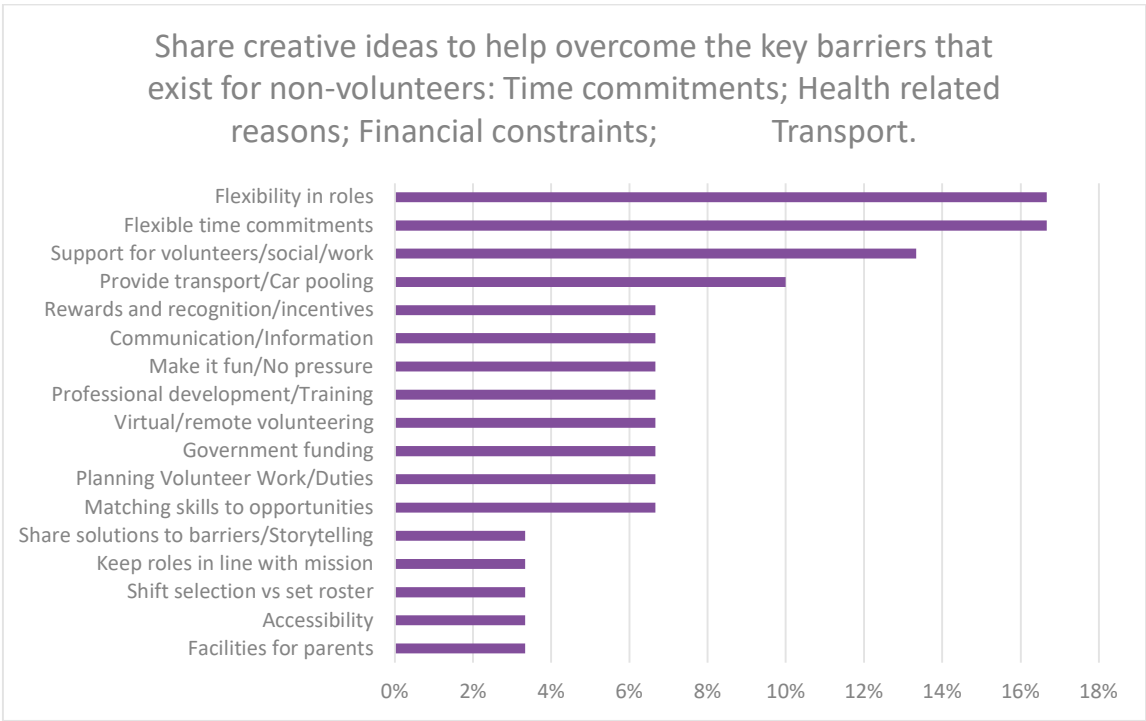
According to the comments, fostering welcoming environments entails simple friendly steps such as smiling, making time for people, providing personal support, rewards and recognition and being very clear about what is required.

*“Need to have the right people doing the welcoming. Help them make connections and make them feel valued and appreciated.”*

*“I realise that our organisation does not have anything in place to welcome new people to the organisation. \*What an opportunity.”*

*“Friendly, relaxed meetings, building empathy creating family.”*

Station 4 – Overcoming barriers



From the comments flexibility is the key. Flexible time commitments and flexibility within volunteer roles allowing people to move around, undertaking different roles or sharing a role. Addressing the often-asked question of “What’s in it for me?” is the provision of programs for rewards, recognition, incentives and opportunities for professional development and up-skilling.

*“Can you make a role fast, flexible and fun?”*

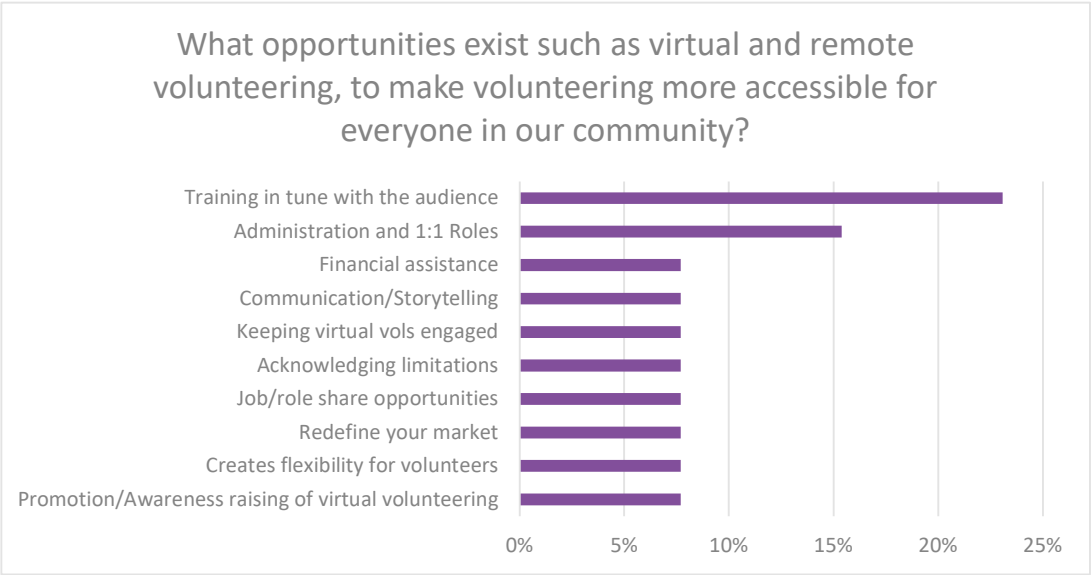
*“Offer flexibility.”*

*“Role alternatives within organisation.”*

*“Job share for volunteers.”*

*“TAKE AWAY ALL PRESSURE, if they aren’t available it’s got to be ok.”*

Station 5 – Virtual volunteering



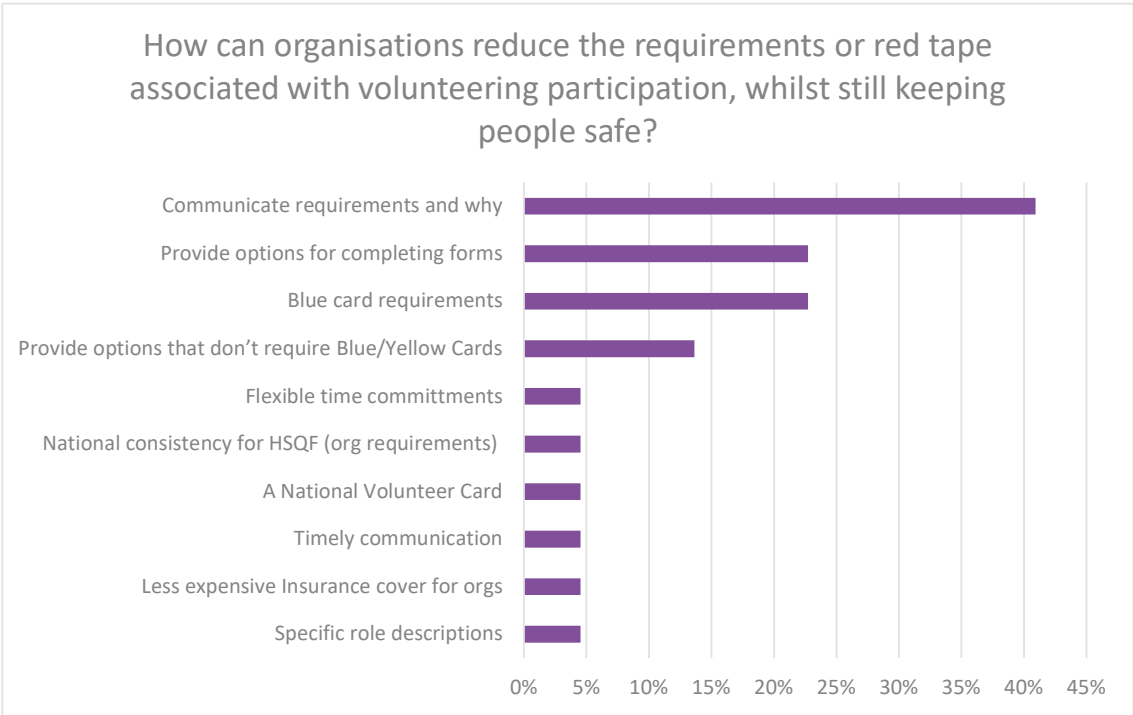
Training that suits the volunteer demographic and training to use technology. Tailoring roles that are more suited to remote or online access, such as administration and one on one services (e.g. interviews, consultation). Another point that was raised was understanding the limitations of virtual volunteering.

*“Compassionate IT skilling for older volunteering and mentoring.”*

*“Provide good training to volunteers in tech skills.”*

*“ My organisation needs people who could deliver online services such as bookkeeping, promotion, videos etc. rather than opportunities needing zoom.”*

Station 6 – Reducing red tape



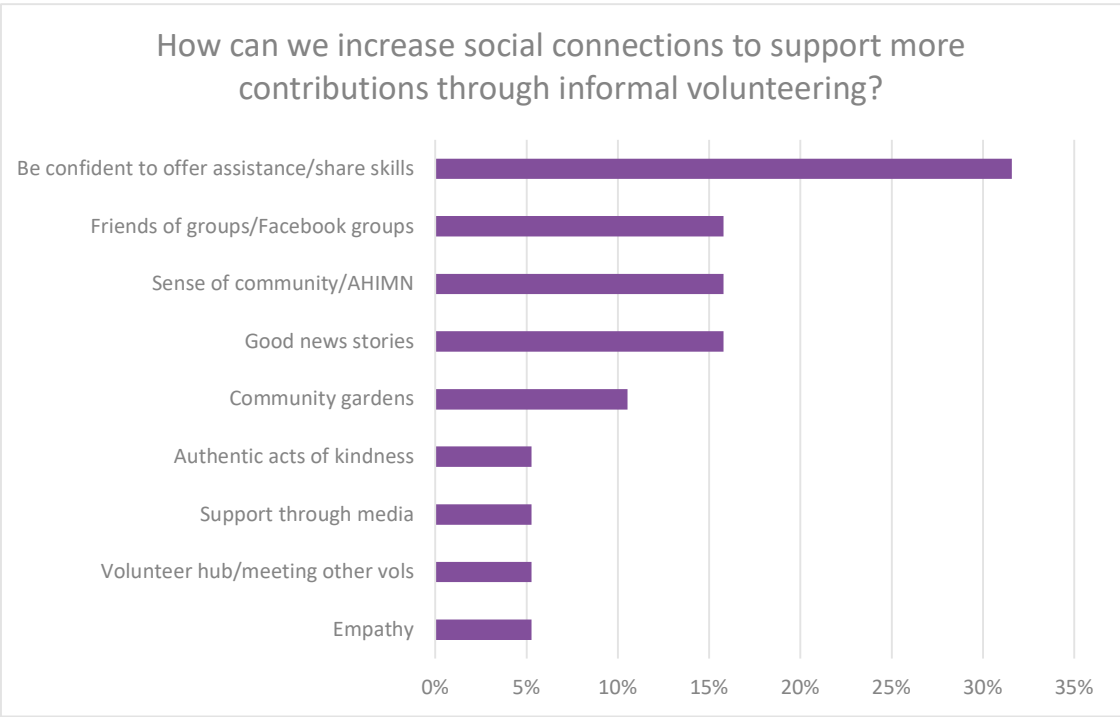
The Blue Card is a legal requirement when working with children and thanks to the government portal, the processing and wait times have been greatly improved. Apart from this legal requirement, participants believed that streamlining the applications and sign on paperwork and letting potential volunteers get to work sooner will improve overall participation rates.

*“Communicate why it’s required better.”*

*“Can someone within the organisation assist the potential volunteer with this process? Even educating on why it exists.”*

*“Be upfront, communicate the why and manage expectations.”*

Station 7 – Informal volunteering



According to the comments, increasing social connections can be achieved through acts of kindness that include being confident to offer assistance to neighbours when you see it is needed and creating places that people (volunteers) can come together to meet and socialise and create a sense of community.

*“Sometimes you just need to ask. People want to help but don’t know what to do. Be their leader.”*

*“If you see people in need, be confident to ask and to help. To volunteer your time and skills.”*

*“Community gifting - receive the gift of giving.”*

## Summary of findings

Across all face-face activities, the key messages are as follows:

- Provide volunteers with flexible options in the roles they undertake and in their time commitment. Matching their skills with the volunteer opportunities.
- Provide all possible information to assist potential volunteers to make decisions about their commitment. This includes information about the organisation, roles requirements, official paperwork, standards, workplace health and safety, training and personal development opportunities etc.
- Lines of communication must be clear, open, and supportive.
- Promote volunteer opportunities as widely as possible using a variety of media. Include actual volunteer and client stories.
- Make the process of becoming a volunteer as easy and simple as possible.
- Recognise and reward volunteers to show how the work is valued. This can include opportunities for training and professional development. Make volunteering fun.
- Provide a welcoming and supportive environment and opportunities to make and enhance social connections.

Some common barriers include:

- Lack of time to commit to volunteering
- Transport constraints
- Fatigue and burnout of volunteers and coordinators
- Tension between volunteers and paid staff
- Inflexible processes and procedures

## Limitations

The intention throughout the program was to encourage people who were not volunteering to participate. Consideration was given to the naming of the project, Building Community: Gifting Time, and not including the word 'volunteering', as this was seen as a barrier to participation. Regarding the face-to-face engagement, it is clear that the vast majority of participants had experience of volunteering. The opinions therefore are those of volunteers and generally do not include the views of non-volunteers. The online survey however, with results contained within a separate report, was more successful in gathering non-volunteer feedback.

## Conclusion

The Building Community: Gifting Time project physically brought together a total of 94 people from across the community with an interest in volunteering. This included young people, volunteer organisation representatives, UniSC, students, council staff, and members of the public. There were commonalities in the responses received concerning access to volunteering, barriers and ways to encourage increased volunteer participation. The results from the face-to-face engagement and the online survey data will form the basis of a community resource focussed on re-imagining volunteering that will be created in collaboration with Volunteering Sunshine Coast.

## Appendices



## Appendix A – Community Forum Program



**BUILDING  
COMUNITY:  
GIFTING  
TIME**

Community Co-Lab Pilot  
Project

**Volunteering Forum**  
5:30pm - 8:30pm  
7 December 2022

**Program**

- 5:30 Welcome to Country- Uncle Mick Douglas, Kabi Kabi Elder
- 5:40 Introductions & Housekeeping - Jane Goodwin, SCC
- 5:45 Intention and Context - Dr Peter Innis, UniSC, Gerard Jefferies, UniSC  
Dr Raj Yadav, UniSC
- 6:05 Icebreaker Activity
- 6:15 Dinner
- 6:30 Panellist Discussion
- 7:10 Presentation: FreddyMatch - Roxane Foulser-Piggott
- 7:25 Marketplace activity - All participants
- 8:10 Reporting back
- 8:25 Next steps and close

[www.haveyoursay.sunshinecoast.qld.gov.au](http://www.haveyoursay.sunshinecoast.qld.gov.au)  
07 5475 7272

 **Sunshine Coast**  
COUNCIL

 University of the  
Sunshine Coast  
Australia

 community  
COLAB

## Meet our Guest Speakers



### Welcome to Country Uncle Mick Douglas, Kabi Kabi Elder

Uncle Mick Douglas is a Kabi Kabi Elder who takes great pride in representing the Kabi Kabi Peoples as a Native Title Applicant. Uncle Mick is also a Senior Police Liaison Officer with the Qld Police who has been recognised and awarded with many accolades and achievements through a long-distinguished career in the service. Uncle Mick is actively involved and is supportive in creating as many Kabi Kabi initiatives as possible from micro businesses ownership, cultural tours, cultural assessments, cultural preservation, and revitalisation and educational projects. Uncle Mick's major strength is maintaining strong ties in promoting Kabi Kabi through wider community educational activities.



### Panel Facilitator Carlos Vaquero, Volunteering Sunshine Coast

Carlos brings over 20 years of experience in Strategic Marketing and Media. Owned several small businesses in Europe and has worked as a consultant for some of the biggest consultancy and advertising agencies in Spain. 6 years ago, Carlos moved to the Sunshine Coast following the Australia dream, but what conquered his heart was our amazing COMMUNITY. He has been extremely involved with the business community, playing roles in several committees from the local Chamber of Commerce to the Arts Subcommittee of the Olympics 2032. Passionate about community, his values align with ours 100% and being involved with Volunteering Sunshine Coast is one of his most treasured achievements.



### Panelist Sarah Eisenmenger, Zest Robotics

Sarah Eisenmenger, a recipient of QUT's Budding Entrepreneur scholarship, is a passionate STEM educator. In 2019, Sarah founded ZEST Robotics, a female-founded initiative to create interest in STEM in primary-school aged girls. "I wanted to create a safe space outside of schools where students could explore STEM without gender bias." To date, Zest Robotics has delivered STEM workshops to thousands of female students across Southeast Queensland. Sarah speaks on how STEM literacy is becoming an essential part of today's business environment and her experience being a young woman in STEM and entrepreneurship.



### Panelist Marion Allan, The Smith Family

As Team Leader for our Virtual Volunteer Team within Program and Scholarship Administration at The Smith Family, Marion responsible for creating a new team of Virtual Volunteers across the country to support ongoing growth and to develop a strategy to ensure The Smith Family brings a position of best practice in virtual volunteering. For 14 years Marion worked with The Smith Family as a Programs Coordinator and then as Qld State Lead for the Growing Careers Project. Most of her roles across the past 30 years have involved coordinating and supporting Volunteers including the university sector coordinating Community Programs for International Students. Marion is very passionate about volunteering and how to create the best experience possible for our valuable volunteer sector.



### Panelist Howard Buckley, SC Coalition of Community Boards

Howard Buckley has close to 40 years of experience in the community sector which began as a volunteer youth worker in Goodna in the 1980s. He has worked in the Sunshine Coast and Moreton Bay regions since 1996 in a variety of roles including Social Planner with Caboolture Shire Council for six years. He has been a Director of Community Praxis Co-op since 2002 providing consultancy services in organisational and community development. From 2009 - 2020 he held the part-time role of Manager with Deception Bay Community Youth Programs. This part-time arrangement enabled him to continue his passion of providing consultancy services with Community Praxis Co-op. This year he took on the role of Project Worker for the Sunshine Coast Coalition of Community Boards as well as tutoring at USC.



### Presenter Roaxane Foulser-Piggott, FreddyMatch

Roxane's volunteering journey began as a teenager doing gardening work in an aged care home. She continued to volunteer throughout her undergraduate and doctoral studies in engineering, helping STEM education in local schools and designing databases for a charity supporting the families of prisoners. During her career in consulting and finance, Roxane was an independent monitor in a maximum-security prison in the UK. Following the loss of her infant son, Frederick, Roxane dedicated her professional life to volunteering. Developing FreddyMatch, an algorithm-driven website to match volunteers with those in need, Roxane builds supportive communities to expand the reach of volunteering.



## Appendix B – Community Forum Presentation



## Context Overview and Community Survey findings

Gerard Jefferies & Dr Peter Innis, UniSC

have your say!



## Volunteering

### Definitions

**Formal volunteering** Unpaid help that is willingly undertaken in the form of time, service, or skills, to an organisation or group within the country (Australian Bureau of Statistics, 2018).

**Informal volunteering** Time, skills or services offered outside a formal organisation or group. For example, assisting a family member outside of the household with gardening, cleaning, grocery shopping, or unpaid childcare (Australian Bureau of Statistics, 2018). Informal volunteering rates tend to be higher than formal volunteering, with this pattern being consistent across the country (Volunteering Australia, 2020).

### ABS 2021 Census Indicators

Vary depending upon the question!

- Unpaid domestic work (Sunshine Coast, 72%)
- Unpaid care for child/children (Sunshine Coast, 26%)
- Voluntary work through an org./group (Sunshine Coast, 16%)

## Volunteering on the Sunshine Coast ( N = 450)

- Not a representative survey (i.e. not like the Census!)

47% both Formally and Informally Volunteer

19% only Formally Volunteer

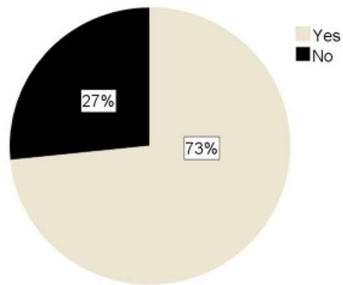
13% only Informally Volunteer

21% neither

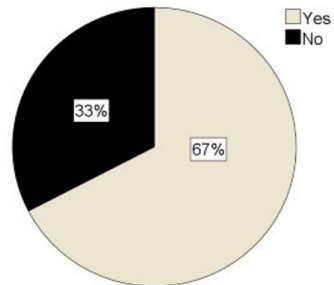
Female: 58%  
Male: 12%  
Other/Missing: 30%

Average Age: 59years

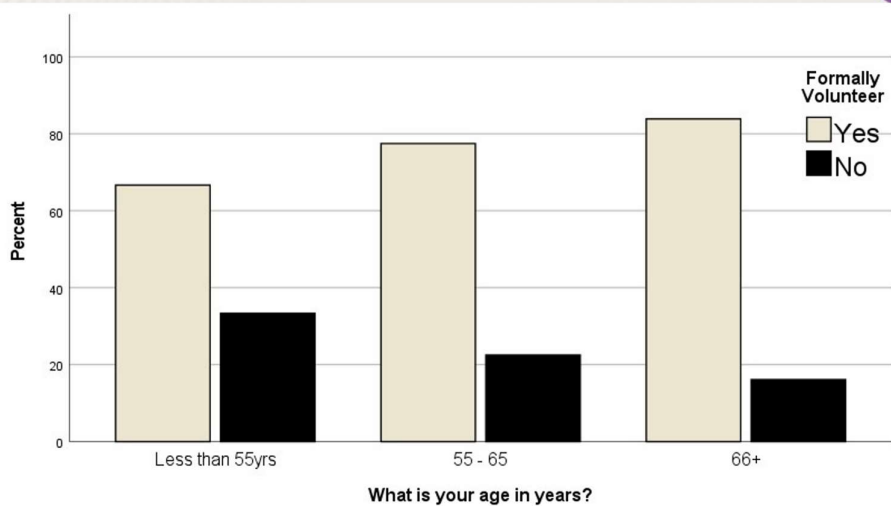
Formal



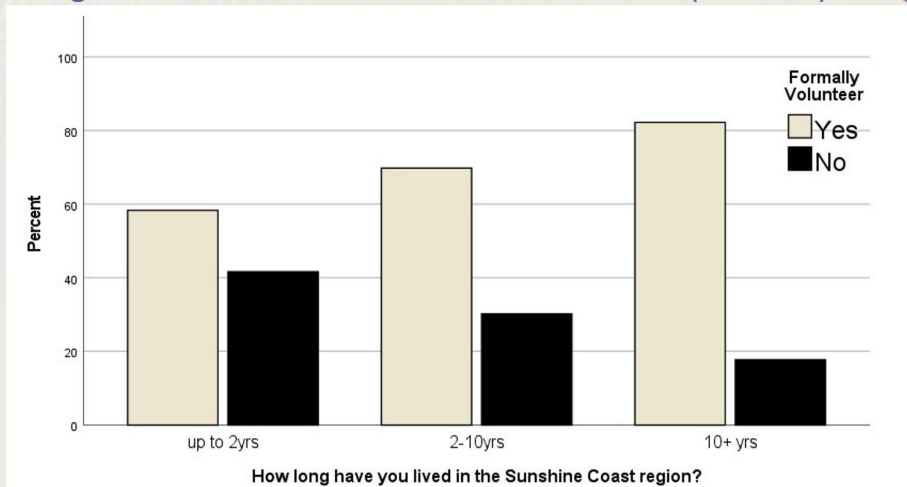
Informal



## Older Residents Volunteer More (Formal)



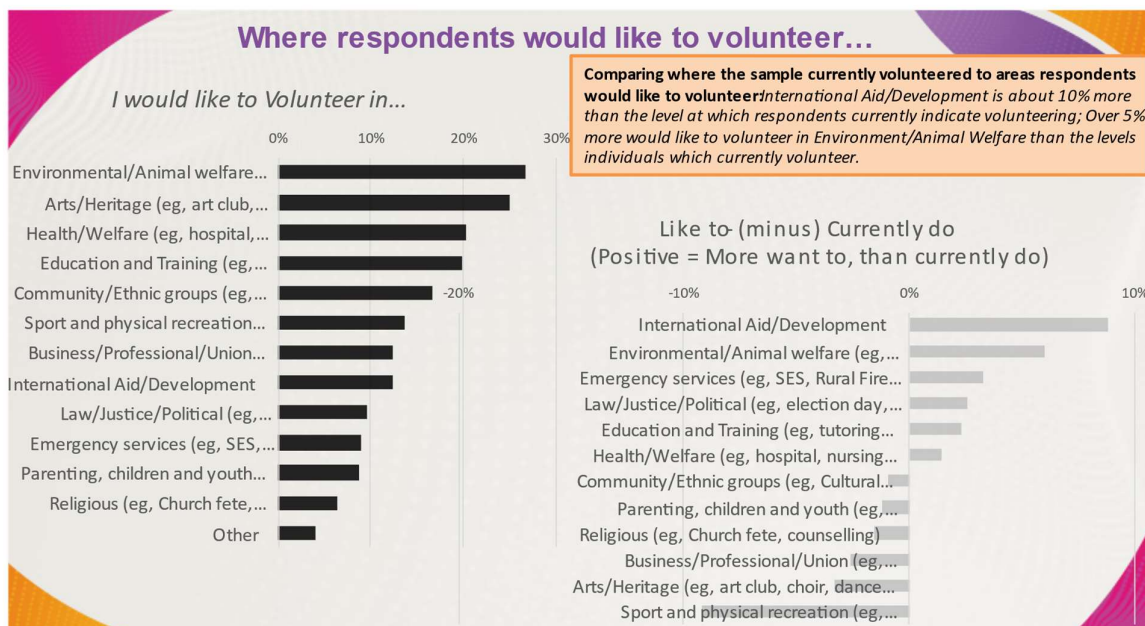
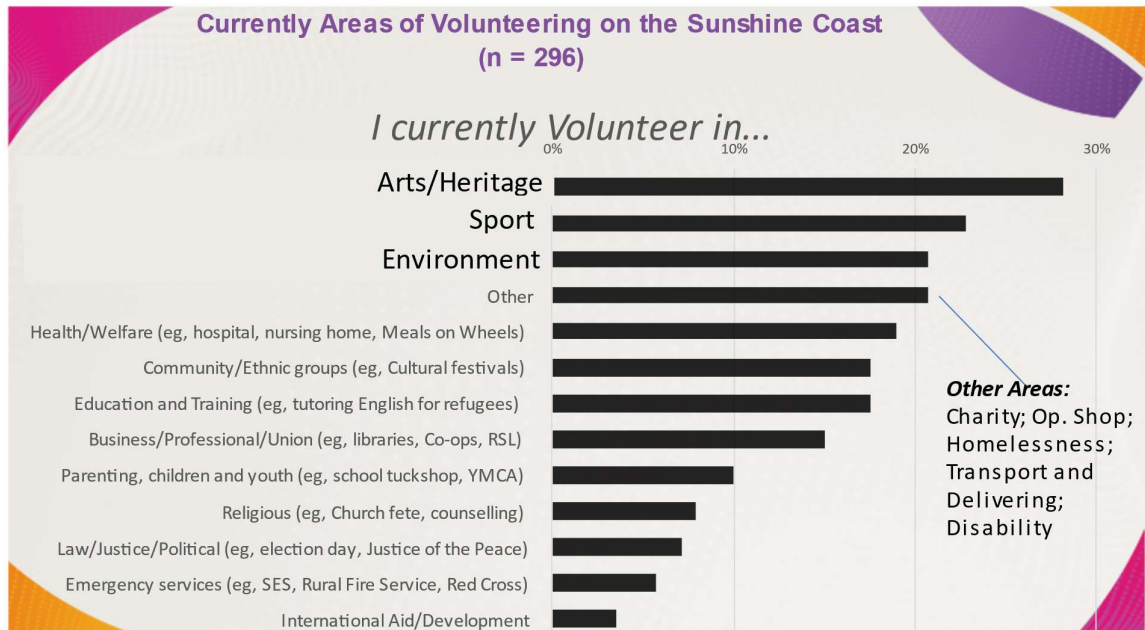
## Longer-Term Residents Volunteer More (Formal)



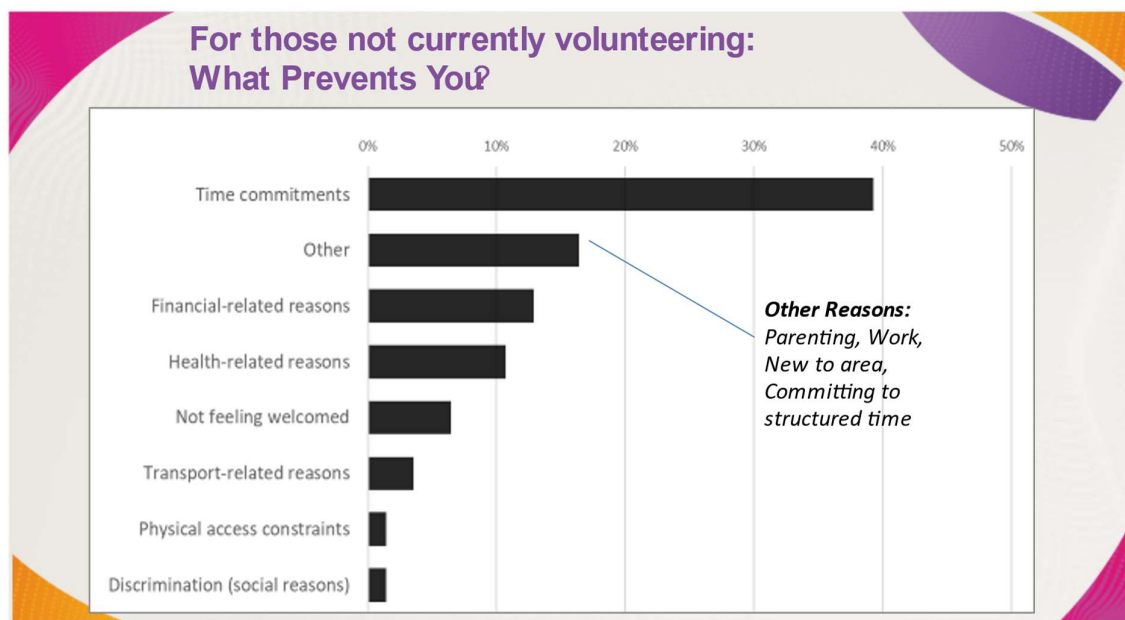
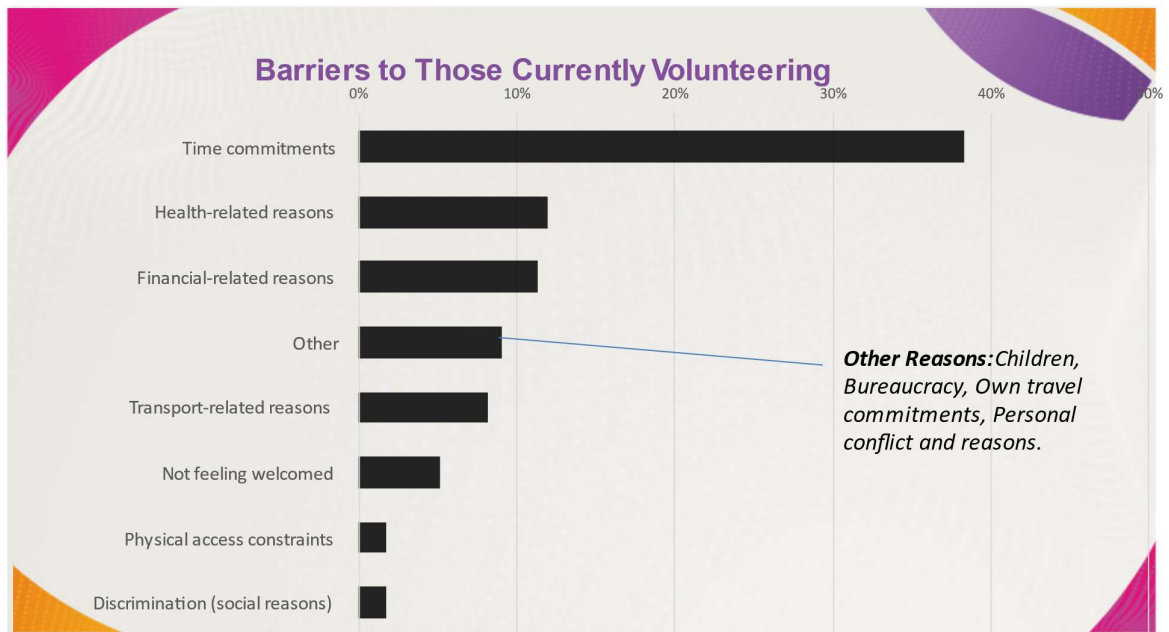
## Indications of Volunteering on the Sunshine Coast

- Of those that do Formally volunteer (  $n = 296$ ), about half do so through one organisation, and half through two or more (two-thirds of these in two, one-third in three or four organisations)

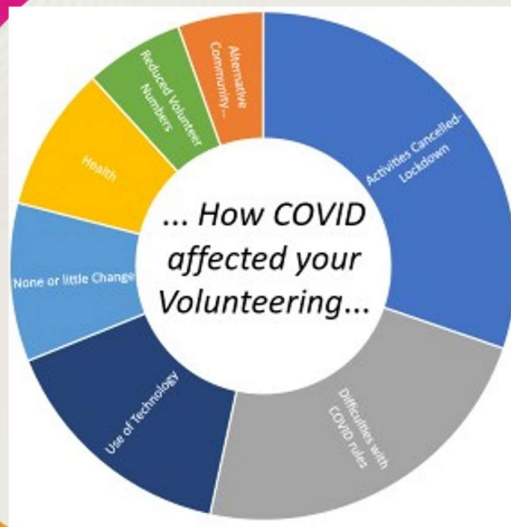








## How COVID19 affected Volunteering



- Outright Cancellation
- Difficult Rules
- New Technology
- Health
- Reduced Volunteer Numbers (co - volunteers)
- Sought Alternative Community Connections

## How COVID19 affected Volunteering

### Difficult Rules “red tape”

- RAT tests, Vaccine Certificates, Social Distancing, Masks, Cleaning, Management Plans.

*“No fun wearing a mask when singing and telling jokes etc so at times I didn't go”*

*“Had to adjust to cleaning protocols, consideration of other's health needs, purchase of PPE and cleaning equipment”*

### Health (Others and Self)

- (Own and Others' Health)

*“Less volunteers have returned, some because of COVID risk to family members”*

### New Technology

- Generally Positive– Online Meetings (e.g. Zoom); some outdoor; some online training

*“had to stop meeting regularly face -to-face so we began to meet via ZOOM”*

- Some Difficulties (older clients unable to use; some offices went online restricting volunteers)

*“I encountered several single older people who could not shop online and could not get to / or were too scared to physically go to the supermarket”*

### Alternative Community Connections

*“Started sowing gardening with immediate neighbours to stay engaged and active”*

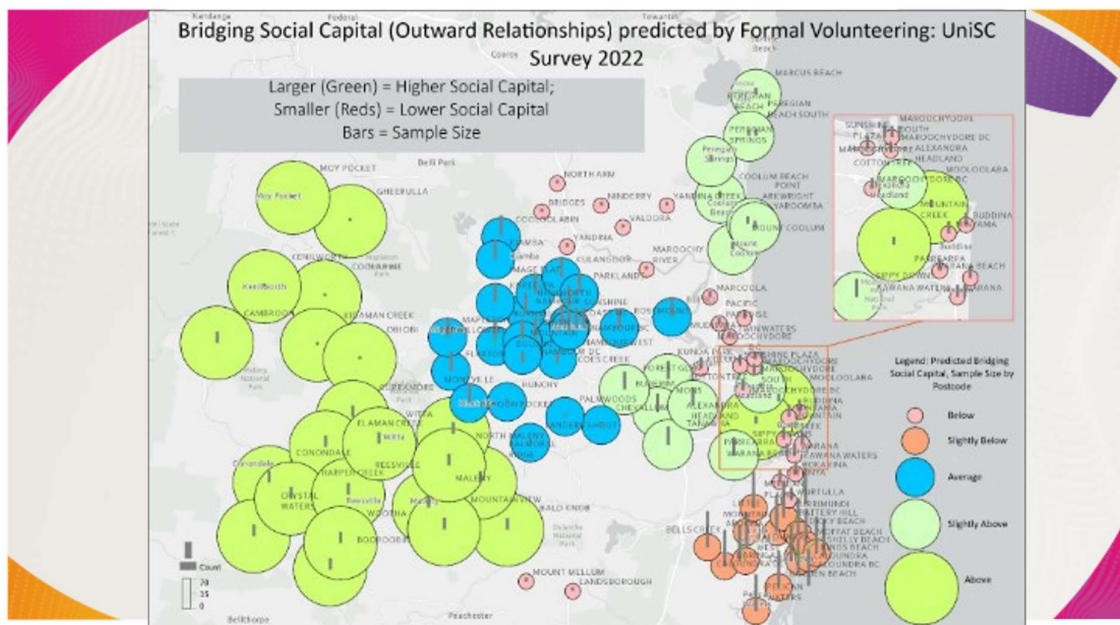
## Formal Volunteering Areas and Social Capital

### • Bonding Social Capital

- Friendships with similar people “ingroup” ... aka social “Superglue” (Putnam 2000:23)
- Trust people helping solve problems; Advice for making decisions; Talking to others; People would financially help

### • Bridging Social Capital

- Bridging Social Capital– Friendships with dissimilar people “out group” ... aka social “Weld” (Putnam 2000:23)
- Interest in things outside of my town; Try new things; People unlike me; Connection to world



BUILDING COMMUNITY:  
GIFTING TIME  
Community CoLab Pilot Project

**Facilitator**

- Carlos Vaquero, Volunteering Sunshine Coast

**Panellists**

- Sarah Eisenmenger, Zest Robotics
- Marion Allan, The Smith Family

*have your say!*



BUILDING COMMUNITY:  
GIFTING TIME  
Community CoLab Pilot Project

**Presentation**

Roxane Foulser-Piggott, founder of FreddyMatch

*have your say!*



## Appendix C – FreddyMatch presentation

### OUR STORY

The Freddy Bear Foundation was set up in loving memory of our son, Frederick Donaldson Imrie Bowman, who died aged 16 days on 8th June 2017. After Freddy passed away, we wanted to do some volunteering that utilised our skills but found there were no easy ways of finding opportunities.

FreddyMatch was created to solve that problem.



### ABOUT US

#### OUR VISION

A global community where everybody volunteers for an hour a week every week.

#### OUR MISSION

To connect volunteers with organisations in need. We drive social change through technology using our unique algorithm to match people with great opportunities increasing volunteer participation rates and building stronger communities.

#### OUR VALUES

Innovation, Community, Contribution & Hope



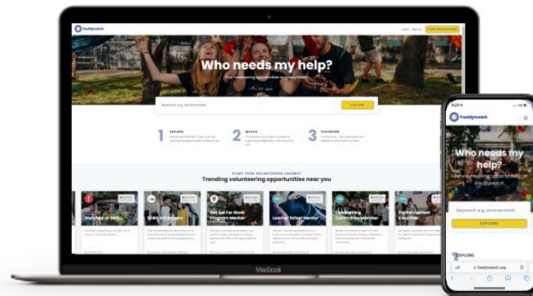


## WHAT IS FREDDYMATCH?

We are a website (freddymatch.org) built by volunteers for volunteers. Volunteers use FreddyMatch to find an apply for their perfect role in just a few clicks.

Organisations use FreddyMatch to find the volunteers they need and manage applications.

90% of organisations that subscribe to FreddyMatch find volunteers.



## WHY CHOOSE FREDDYMATCH?



### EMPOWERING VOLUNTEERS

We are built and run by volunteers and love volunteering! We exist to make it easier for volunteers to find roles that match up with their skills and interests.




### FINDING THE VOLUNTEERS YOU NEED

For organisations, we find volunteers covering a wide range of a skillsets. From fundraising to marine scientists, we attract a diverse group of excited volunteers with incredible skills to offer. You'll be amazed by who we can find!



### BUILDING COMMUNITIES

We believe in the power of volunteering to strengthen communities. We build communities of volunteers and volunteer involving organisations supporting existing initiatives and helping volunteering flourish in your community.



**You Belong Australia**  
Government

- Government of Australia
- Government of New South Wales
- Government of Victoria

**BEHIND THE FRONT!**  
Get inspired to break the way we measuring and managing organisations in a more sustainable manner.


012 81551

## You Belong Australia


Organisations that are successful in our communities are those organisations who have sustainability, not just in the way they manage their business, but in the way they manage their people. An organisation that is successful in our communities is one that is successful in our people. This is the mission of the You Belong Australia program.

### Current Opportunities


4 opportunities



**Leadership program**  
A program for leaders in our communities.



**Community development**  
A program for community development workers.



**Refugee support**  
A program for refugee support workers.

### YOU BELONG AUSTRALIA

#### Mission Statement

Our mission is to lead the way in welcoming and empowering refugees to thrive in every community that we serve.

#### About

Refugees displaced by war and persecution encounter many challenges when settling into new communities. But together we can provide a support and belonging for the Neighbourhood - our community of members who enable us to belong to and lead the way in empowering refugees to thrive in Australia.

#### Service Locations

- Townsville, QLD

#### Service Focus

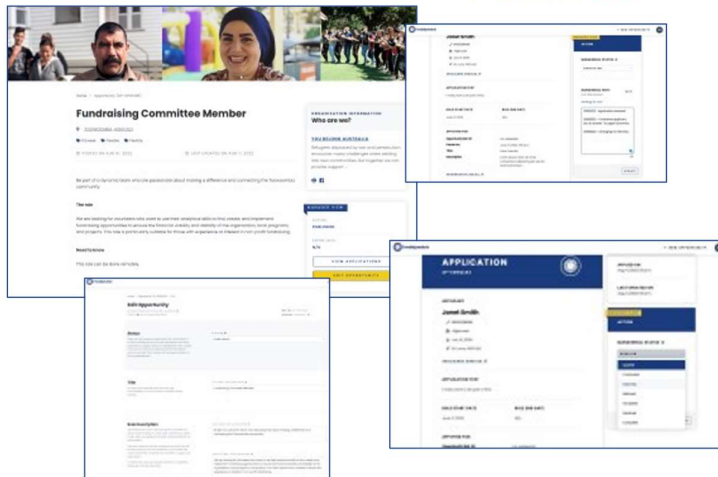
- World Affairs
- Caring for People
- Health
- Language

On FreddyMatch it is easy for volunteers to learn more about your organisation and what volunteering opportunities are available through your profile page.

[illegible]

Our straightforward application process takes the hassle out of applying for a role and gets volunteers to you faster!

## MANAGE



Our secure and simple platform helps you to process applications faster.

All the information on applicants is stored securely in one place.

Volunteer management functions include: contact applicants, update status, note taking, action prompts, opportunity update... and more.

Status changes are automatically reflected in the volunteer profile allowing you to keep the volunteer updated on their application progress and engaged with your organisation.

## LOOKING FOR MORE?

If you are managing multiple services, locations or organisations you may be interested in our dashboard.

Designed for organisations with more complex needs when recruiting and managing volunteers.

Additional features include support for managing a database of existing volunteers, creation and management of opportunities on behalf of multiple organisations or services and reporting and analytics.



## WHAT NEXT?



Volunteer  
sign up



Organisation  
EOI

## GET IN TOUCH



+61 423 934 155



[roxane@freddymatch.org](mailto:roxane@freddymatch.org)



[freddymatch.org](http://freddymatch.org)



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