

BUILDING COMMUNITY: GIFTING TIME

Community Co-Lab Pilot
Project



Building Community: Gifting Time Community Forum Summary Report

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University of the
Sunshine Coast
Australia



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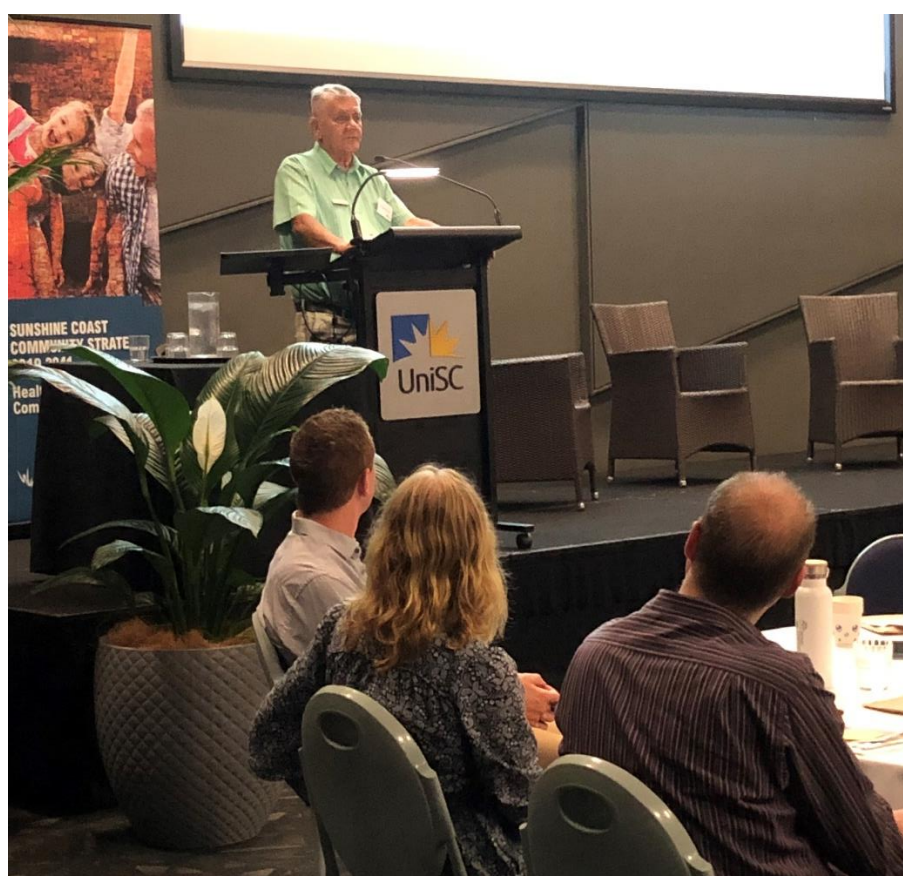


Image 1: *Uncle Mick Douglas delivers a Welcome to Country at the Forum*

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 7 December 2022, 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 29 November 2022)
- Public Seminar (held on 27 October 2022)
- Young person focus groups (hosted between October and November 2022)
- Community Forum (held on 7 December 2022)

This report focuses on presenting the data and findings specifically from the Community Forum.

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 then graphed. These graphs represent frequencies only and in no way attempt to rank the responses.

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 – 29 November 2022), respondents had an opportunity to register to attend the forum. 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 C. 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 D.

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.

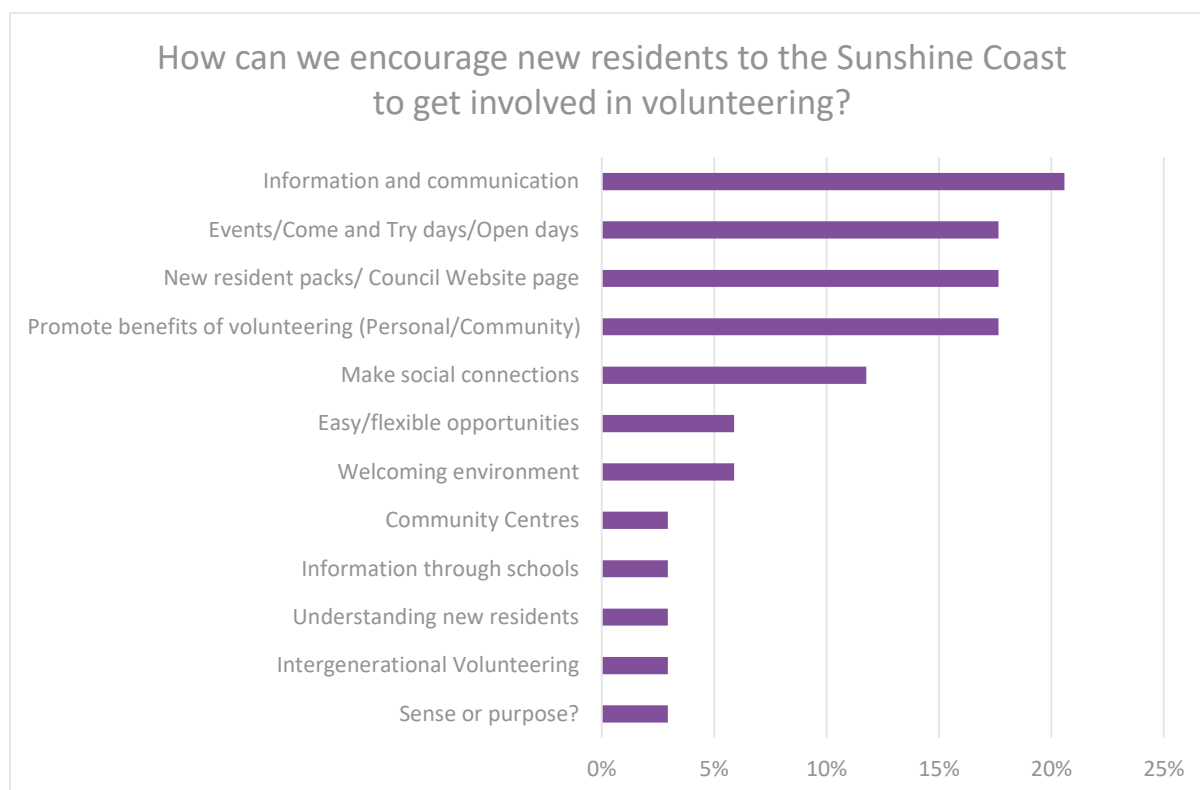


Image 2: Participants of the Community Forum undertake the Marketplace activity

Community Forum Findings

All of 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. The graphs represent frequencies and a full list of the feedback for each marketplace station is located appendix A.

Station 1 – New Residents



The top most frequent comments essentially all relate to the provision of information and getting the message about volunteering out to a wider audience. Encourage new resident to attend “Come and Try days” and learn about the benefits of volunteering which include making new social connections.

“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



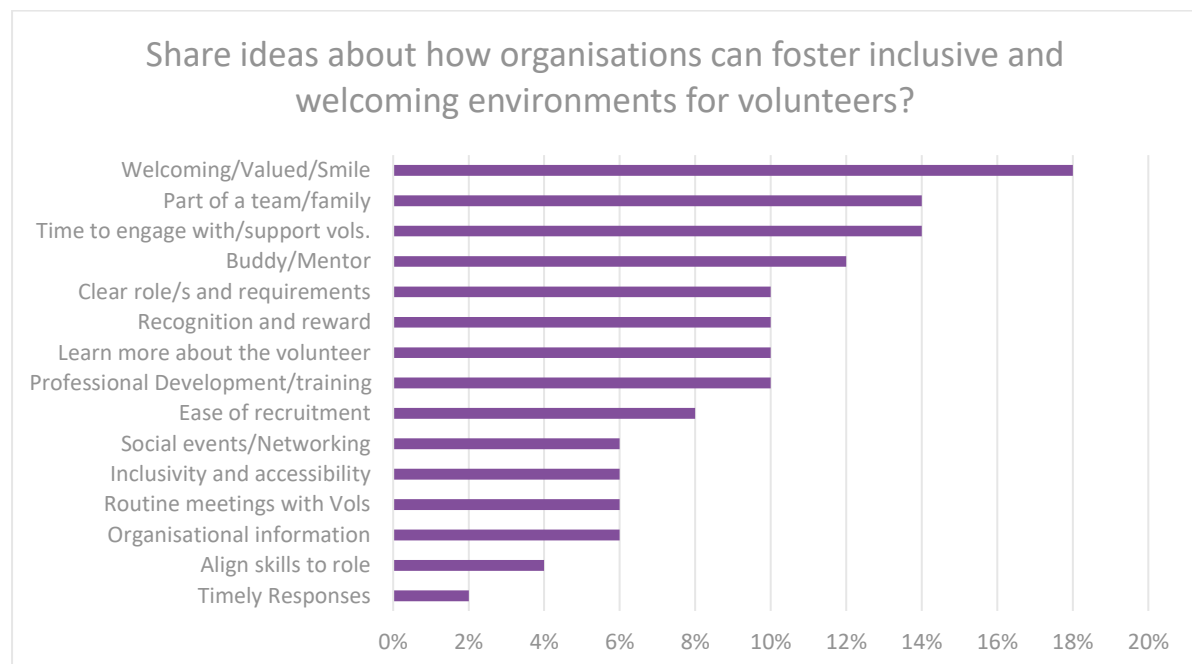
Storytelling and sharing volunteering experiences in a variety of ways were the most frequent themes. Participants also felt it was important to use all possible media platforms to ensure all audiences receive the message.

“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



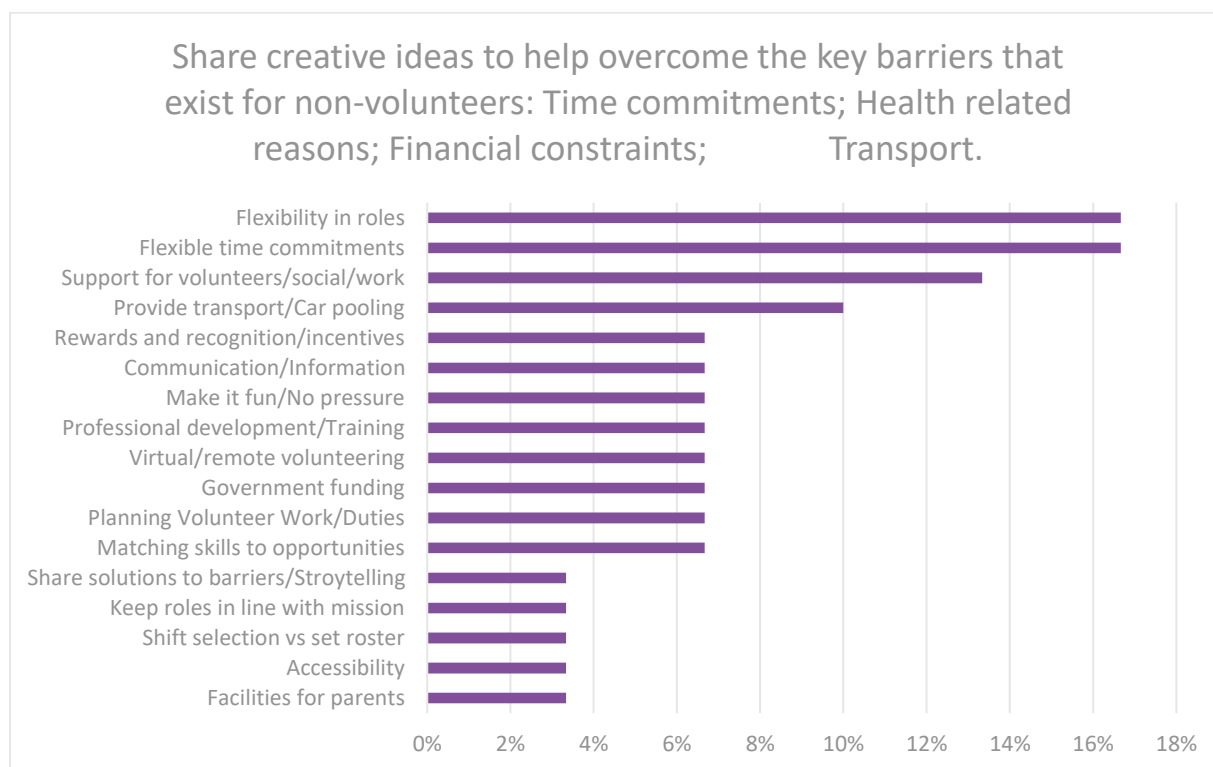
According to the comments, fostering welcoming environments entails simple friendly steps such as smiling, making time for people, providing personal support, rewards and recognition and being very clear about what is required.

“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?”

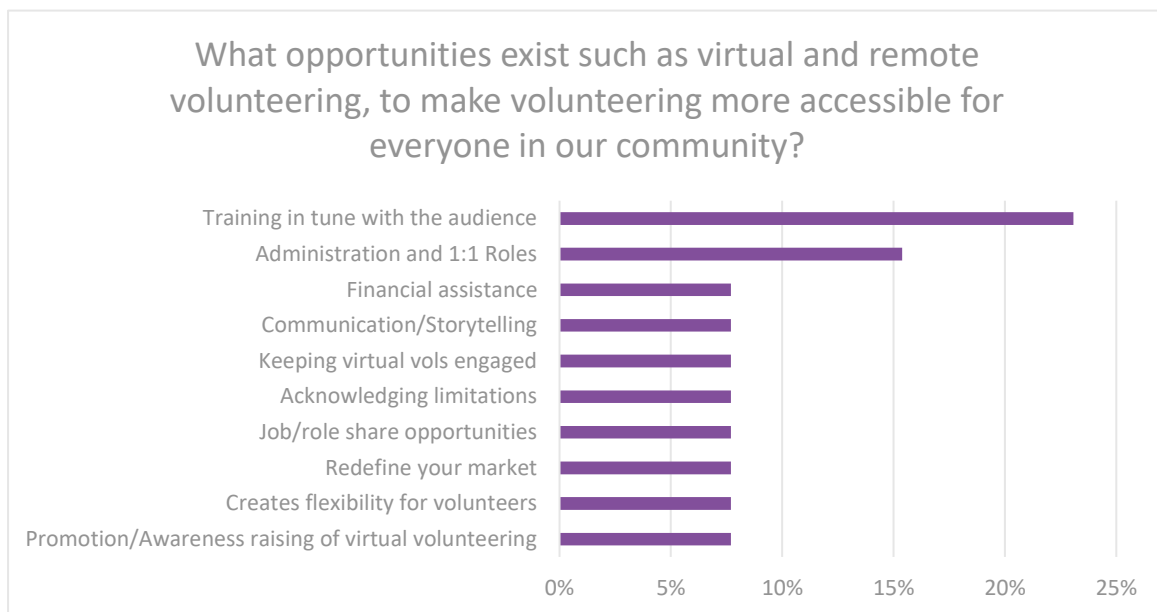
“Offer flexibility.”

“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



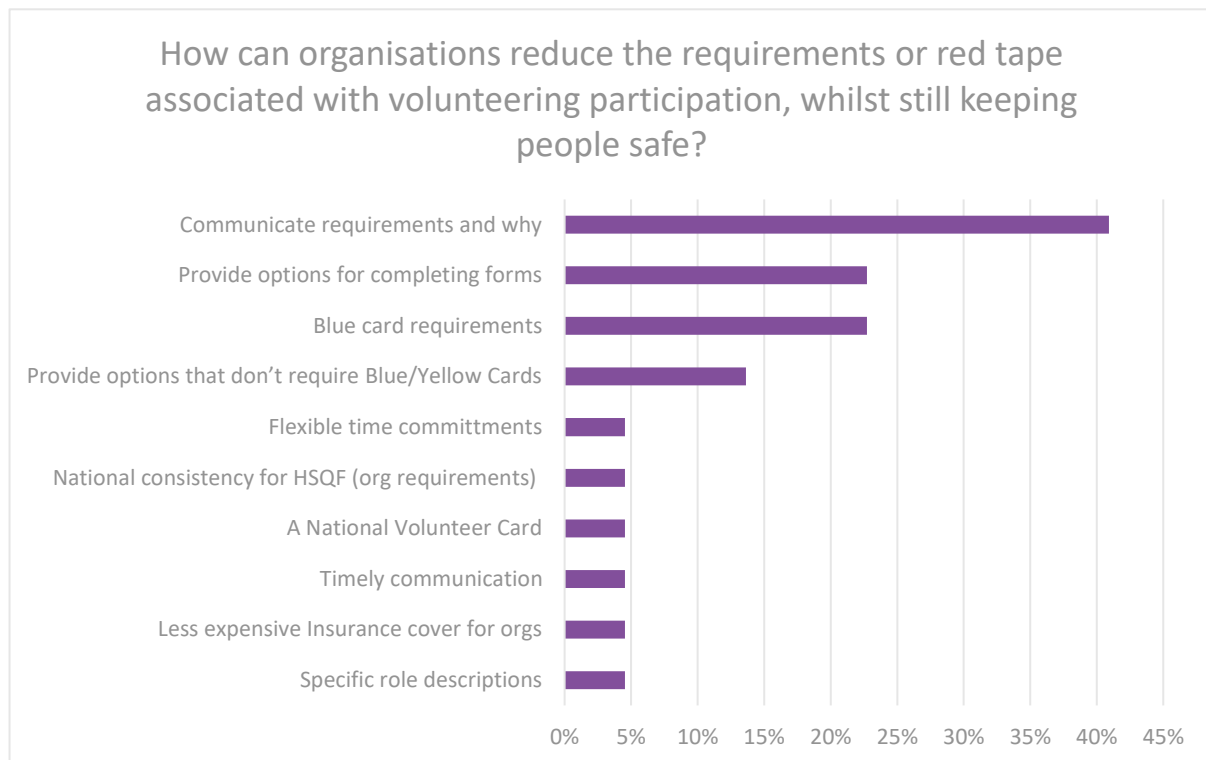
Training that suits the volunteer demographic and training to use technology. Tailoring roles that are more suited to remote or online access, such as administration and one on one services (e.g. interviews, consultation). Another point that was raised was understanding the limitations of virtual volunteering.

“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



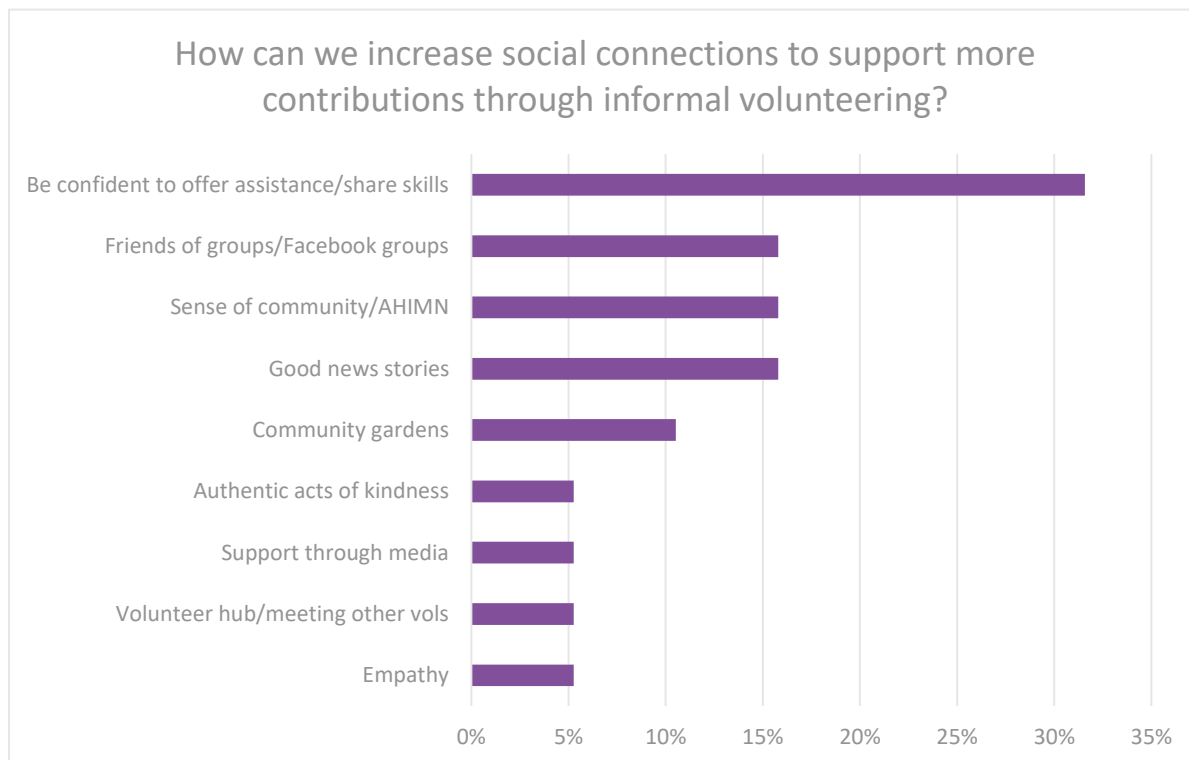
The Blue Card is a legal requirement when working with children and thanks to the government portal, the processing and wait times have been greatly improved. Apart from this legal requirement, participants believed that streamlining the applications and sign on paperwork and letting potential volunteers 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 marketplace topics, the key messages are as follows:

- Provide volunteers with flexible options in the roles they undertake and in their time commitment.
- 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 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.
- Provide a welcoming and supportive environment and opportunities to make and enhance social connections.

Where to from here?

The next step is to compile a full Community Engagement Findings Report of all the face-to-face engagement activities for the project, as well as the online survey results.

Once the reporting phase is complete, these documents will be made available through council's [Have your Say website](#).

Members of the project team will be working closely with Volunteering Sunshine Coast to develop a public resource that can assist organisations, whatever their size, to re-imagine their volunteering approach and improve the recruitment and retention of volunteers in the region. It is anticipated that this resource will be developed and made available mid-2023.

Appendices

Appendix A – Market Place Feedback

Topic 1 New resident volunteers

How can we encourage new residents to the Sunshine Coast to get involved in volunteering?

- Social connection and go from there
 - Sense of purpose
 - Not feel pressured/feel comfortable and needed for what they can contribute/do
 - Less formal process, make it personal, chat, welcoming
 - Welcome days in local communities centres e.g. Welcome Dinner at Maleny
 - Come and try days
 - Letters to residents
 - Letterbox drops
- Do people move to volunteer? Having info in welcome packs for new residents to an area
- Provide list of volunteering opportunities with residents' welcome pack or LGA website
- Events –Golf Day, trivia nights, welcome days
- Create/offer a missing family connection, intergenerational volunteering
- Use local community Facebook groups
- Promote the social benefit to make a new connection
- Tell the story of communities that are already here to help new residents engage and connect offer welcoming events/talks explaining what the organisation offers
- Ask what made them move to the Sunshine Coast and ensure that we have volunteering opportunities that align with that
- Provide information via educational facilities to new schools' families (kindy, schools, and university)
- Utilise community hubs
- 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)
- Spread the word with new neighbours
- Organisations to target new people directly e.g. coffee morning, get to know your community
- Council rates notices ✓
- Hosting community events in their own community on the Coast, family events, asking for reps' from the community to come and connect and embrace, story telling
- Is there a sunny coast new resident web page?
- Find a social connection and go from there
- Focus on giving to their new community
- Highlight the benefits for migrants
 - Learn more about Australian culture
 - Local work experience
 - Make new friends
 - Practice and improve language
 - Job opportunities

Topic 2. Promoting volunteering opportunities

*How can organisations better market the benefits of volunteering through communications and **storytelling** and effectively promote volunteering opportunities?*

- Organisations need to structure their work in a clear way. Simplify what help is needed
- Have experienced members share their story
 - Create short videos
 - Create feeling when storytelling
 - Promote on socials, online at events
- People don't want to be sold to – think human connection
- 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
- Many different types of contacts e.g. phone, email, paper, flyers, social media so no-one misses out on opportunities
- Make it easy. Make it visible. Ask the youth for their ideas!
- Story telling
- Creating communications plans
- There is an employee shortage which challenges volunteering. Offer short volunteer options. Work, life, Volunteer Balance
- Networking opportunities
- Social media strategy
- Advertising (if appropriate)
- Story(ies) sharing – radio, T.V., You Tube etc.
- Investigate cross promotional opportunities – like minded organisations
- Advertising and mentoring
- Use the clients of volunteers to talk about the benefits they derive from volunteers.
- Personal stories
- Rotary uses Facebook, Instagram, website
- Open morning tea to community – for us (Maleny Neighbourhood Centre) to meet and introduce ourselves and our centre ✓
- Short film competition where groups compose productions about volunteers and their stories/ backgrounds/ outcomes
- Inspire the wonder, curiosity, play – show the joy ✓
- Use current volunteer stories, positive experiences, videos
- Word of mouth is most effective for us. Media exposure at special events, inclusion in newsletter to like-minded organisations ✓
- Visibility in community/ presence, community ask questions and then can share stories
- Needs to be face-2-face
- Advertise directly on community Facebook page
- Segment audiences, identify their motivations/ drive, message around that advertising campaign
- Use and promote your organisation, passion points and values
- Sell a compelling vision for your organisation – how it links to volunteers' values
- Partner with media outlets to run campaign of volunteers' stories on tv/radio/print media – regular spotlight pieces in the media
- Promotion should be done through many medias. Many people don't use modern technology

- Publicity: new media and advertorials style publicity paid for by council/government to highlight benefits of volunteering (good news stories).

Topic 3. Creating welcoming environments

Share ideas about how organisations can foster inclusive and welcoming environments for volunteers?

- Respond to volunteers' queries/opinions in a timely manner
- If you can save time in early stages of recruitment and management, you have more time for (value add) welcoming??
- Support new volunteers who join the organisation with a buddy or mentor so not alone and figure out how to navigate culture
- 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
- Buddy new volunteers so they are not "lost" particularly in organisations with lots of volunteers
- Assign a mentor/buddy on first days
- Mentoring
- Share organisation charts. Make sure volunteers know each other and the roles of other people within the organisation
- Find out what volunteers want and what skills they have. Don't impose a defined role on people, use and build on existing skills
- Be clear about roles focus on this and not "ticking" compliances boxes in inductions.
- Share mission statements and strategic plans with volunteers. Engagement – involve volunteers in formation of plans
- If you take on volunteers, make sure you have the time and resources to support them
- Listen to what volunteers want and their opinions. Do this routinely. Build it into operating procedures
- Sell as "Team Members" not volunteers
- COMMUNICATE!! With volunteers
- Smile ✓ ✓
- Ensuring volleys feel heard – and hear about what's happening behind the scenes
- Clarity on purpose well defined to find those who want to be on your bus
- Strategy for volunteers with disabilities
- Accommodating needs where possible – less rigid description of who can apply
- Make information accessible for all abilities and languages (deaf, blind etc.)
- Ask questions and care – practise active listening
- Actual professional development on inclusion, inclusion language, gender stereotypes, AAC communications, AUSLAN, cultural training, unconscious bias
- RECOGNITION/REWARD Community award programs to recognise individuals and groups for their volunteering efforts
- Feel proud of being in the organisation by fostering the brand through T-shirts etc.
- Treat volunteers as part of the team ✓
- Good onboarding and inductions to include 'meet n greets', morning teas, share lunch together

- Take notice, especially of those quiet achievers and give credit & praise. Tell them what value they are adding
- Friendly, relaxed meetings, building empathy creating family
- Events or social gathering to help breakdown “social walls” or help people open with who they are volunteering with
- Treat volunteers the same as paid employees. Make them feel just as valued
- Monthly volunteer meetings
 - Include nibbles and drinks
 - Social time together
- Attract volunteers with a natural interest in the tasks required
- Clear roles and responsibilities✓
- Induction of new volunteers explaining what is offered
- Get togethers for volunteers, creating “spirit de corps” amongst the group

Topic 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.*
- We need to match a person’s skills to the needs of organisation – FreddyMatch✓
- Childminding – we’ve started having our meetings at a pub with a playground
- Access and inclusion – can a wheelchair easily get around?
- Offer small job options
- Provide funds/resources to support the work of volunteers
- Don’t involve volunteers in activities that haven’t been well thought out and to do things just because it has always been done that way
- Small/discrete tasks/role✓
- Virtual/ e- volunteering
- Transport – group bus for a big group doing the same activity
- Find out what the person can offer
- Shift the focus from organisation to volunteer –finding more ways to fit organisations to volunteer then other way round
- Have a good conversation with the potential volunteer. Find out their specific challenges can you support them overcoming these?
- Offer cheaper health/transport/etc. options to vollies somehow w/- government funding etc.
- Supporting those so not alone & feel they have capacity to help others e.g. volunteers. Increase skills & confidence through SQW ([Skilling Queenslanders for Work](#)) & other programs
- Facilitate short term or temporary pauses to accommodate health etc.
- Posting shifts & allowing people to sign up to the shift they want instead of a set roster
- TAKE AWAY ALL PRESSURE if they aren’t available it’s got to be ok
- Can you make a role fast, flexible and fun?✓✓
- Connect the activity to the organisation’s mission
- Can you connect volunteers to overcome transport? Can it be done virtually?

- I'd like to build the capacity of the team by providing accredited qualification for the work they do
- Create feedback channels for organisations - a support system
- Offer financial incentives – discounts – free stuff
- Link in with the storytelling idea. How others got involved with limited time/transport issues etc.
- List specific duties and/or skills. The potential volunteer may think their expected roles are different to their perceptions
- Providing opportunity for social support/community building within volunteer group
- Job share for volunteers
- Offer flexibility
- Service period incentives e.g. 6 months – 1 year – 2 years
- Role alternatives within organisation

Topic 5. Virtual Volunteering

What opportunities exist such as virtual and remote volunteering, to make volunteering more accessible for everyone in our community?

- Recognising there is this new idea called virtual volunteering
- Redefine the target market for your offerings
- Use of virtual reality and augmented reality
- Virtual opens the doors to many more and those offers flexibility to those who wish to serve in person and virtually in the same organisations
- Create admin roles
- Compassionate IT skilling for older volunteering and mentoring
- Can roles/duties be broken up to allow those who can volunteer in person more available and their duties not in person done by someone who can only assist virtually? Think outside the box
- A lot of people are probably still more comfortable on the phone over web
- Can people access financial rebates to cover technology costs for virtual volunteering roles
- Provide good training to volunteers in tech skills
- Volunteer leaders need to get comfortable with virtual technology first then promote to volunteers
- My organisation needs people who could deliver online services such as bookkeeping, promotion, videos etc. rather than opportunities needing zoom

Virtual engagement opportunities for face-to-face remote volunteers, e.g. volunteer hub space, sharing stories

Topic 6. Reducing the red tape

How can organisations reduce the requirements or red tape associated with volunteering participation, whilst still keeping people safe?

- Communicate why it's required better
- A single national "Working with Children" Card
- What is the role & what does it actually need admin wise?

- Sometimes it's easier for people to talk through the paperwork than be confronted with another website, another password e.g. Have an existing volunteer whose role is to work through paperwork over the phone with new volunteer ✓ ✓
- Break it up so not all paperwork/training is required on day one
- Insurance brokers for NFP insurance
- Providing options which don't involve working with people.
- Be upfront, communicate the why and manage expectations ✓
- Can someone within the organisation assist the potential volunteer with this process? Even educating on why it exists
- Pre-screen ourselves
- Don't forget the process is to protect people
- Engage and commit quickly – then resolve all legislative requirements
- Clear/simple processed, procedures
- Find out what resources are available, can it be done an easier quicker way
- Rotary – all members are required blue card/ which now easily available online
- Aussie volunteer card – already screened and ready for an organisation – crosses all states
- Streamline blue cards & police checks for NFPs
- Streamline application services & processes
- Nationally *consistent & updated policies and procedures HSQF compliant *or state
- Review current process and simplify it
- Have a weekend volunteering availability/option so if they get a job before the tape is finished, they are still available ✓
- Don't make volunteers take part in "compliance" activities unless essential. If you must, explain why and do it efficiently.

Topic 7. Informal volunteering

How can we increase social connections to support more contributions through informal volunteering?

SEE ACT

- Promote empathy
- 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
- Does informal volunteering need to be formalised? Is this a data grab to increase apparent volunteers? BUILD SOCIETY people helping people
- (Hand drawn picture of someone putting out a fire)

GOOD MEDIA PROMOTE

- Celebrate the unsung heroes in the media
- Prop people up in local media
- No more random acts of kindness that are just self-promotion
- Give greater kudos to the value of informal volunteering for our community benefit/future. What would happen without it?

URBAN DESIGN

- Community Gardens in the suburbs so that people can meet for the purpose of gardening
- Street parties!! Community meet & greets volunteer tables at carols events & other community events
- Community gardens – growing and sharing

ORGANISATION NETWORKS (LOOSE)

- Rotary clubs – have non-paying members “Friends of Rotary
- Create a Volunteer Hub – a space that connects organisations and people – like a place they can come together
- Facebook chat groups e.g. class or grades, parents form groups to discuss school and connect. This creates a space to discuss needs e.g. a family going through a hard time – group members can provide a meal
- Facebook group for your streets
- Sharing skills

Topic 8. Wild Card

What's missing? What other ideas would you like to share? Any ideas are welcome here.

- VOLUNTEERING is about helping others
- New volunteers – need to have regular volunteers – walk with them in introductions and job requirements
- Cultivate connections – networking events
- What benefits and enhancement can local government provide to registered volunteers? ✓
- Unified communications and marketing storytelling and media outlets = awareness
- Volunteers aging and getting tired, how will organisations survive? What needs to change ✓
- Volunteer training volunteers ‘buddy shifts’ connection with a volunteer who has been new in their role
- Invest in volunteer managers and volunteer strategies. Communicate to your organisations the bottom-line benefits
- Resources to support volunteering as a form of personal growth
- Managing high demand
- System thinking tools engage
- Let's make youth volunteering better and easier
- How do we keep volunteers once they join? Ensure not alone, social events to get to know each other, focus on strengths not weaknesses
- Clarify governance roles and operational
- Community gifting - receive the gift of giving
- Ask volunteers why and what they want, listen, and respond
- One port of call – regionally for people interested in volunteering
- Addressing lower satisfaction with program tailored to high levels of expertise developed over time (high retention)

Volunteer fatigue – how many volunteers want to take a break but there's' nobody willing /able or skilled to replace them? ✓✓✓

Appendix B – 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

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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 C – Community Forum Presentation



BUILDING COMMUNITY: GIFTING TIME

Community CoLab Pilot Project

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

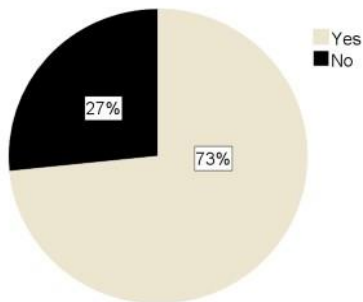
Female: 58%

Male: 12%

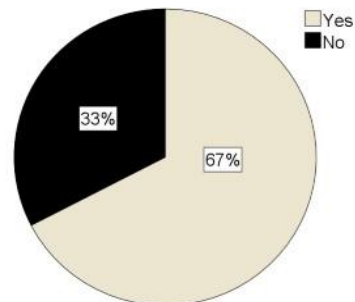
Other/Missing: 30%

Average Age: 59years

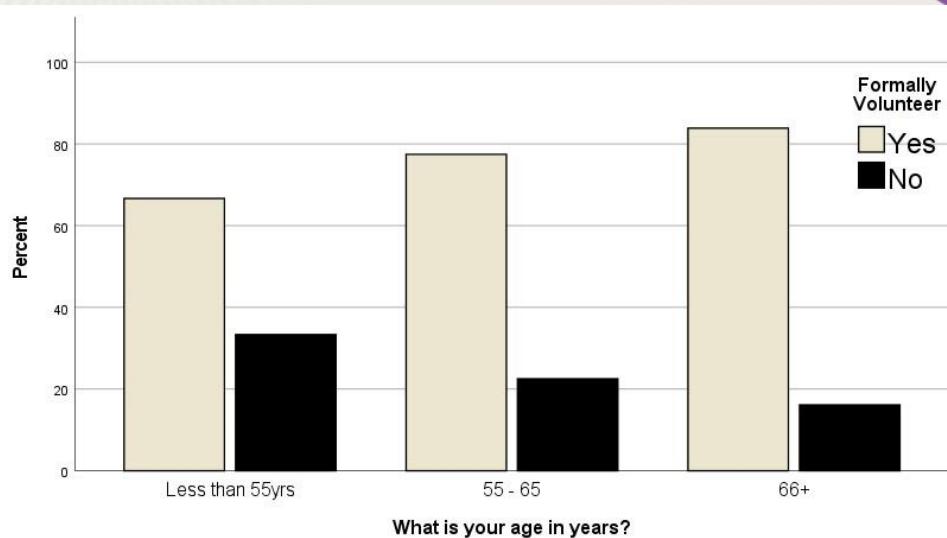
Formal



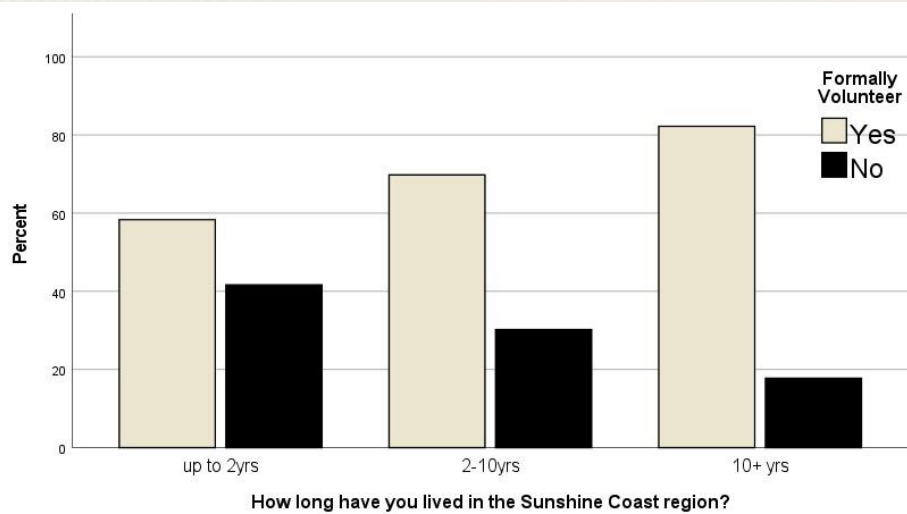
Informal



Older Residents Volunteer More (Formal)



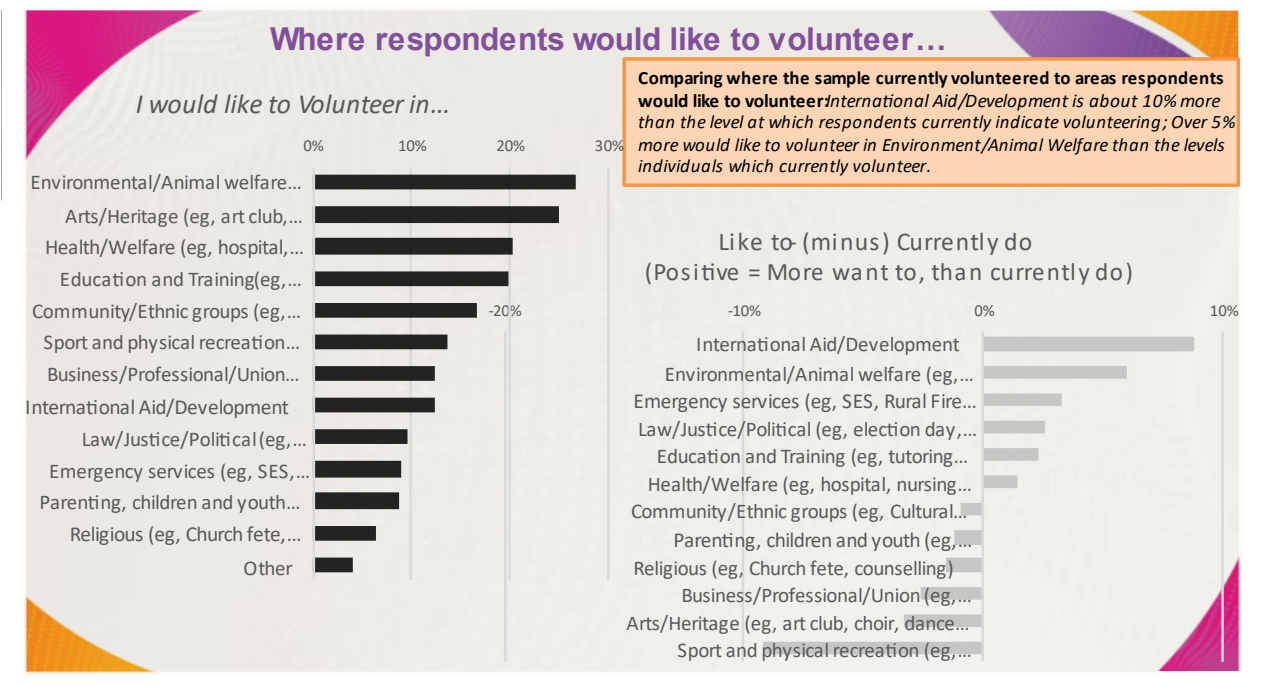
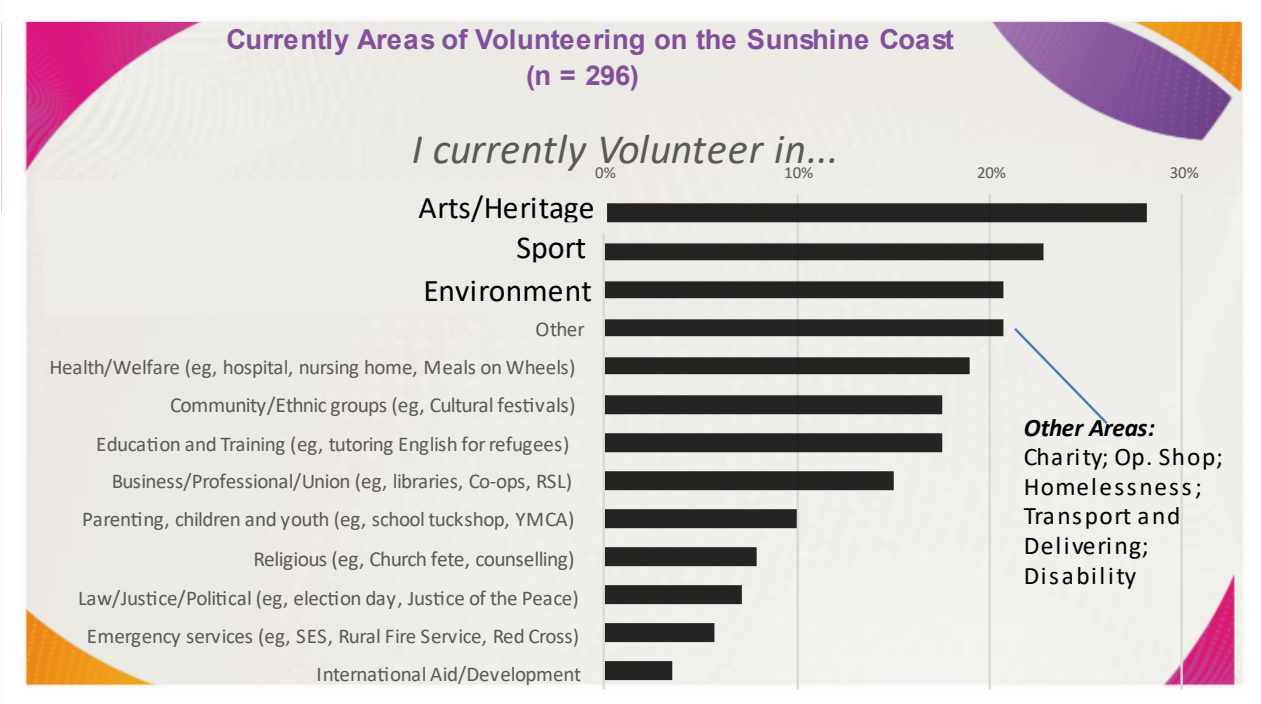
Longer-Term Residents Volunteer More (Formal)

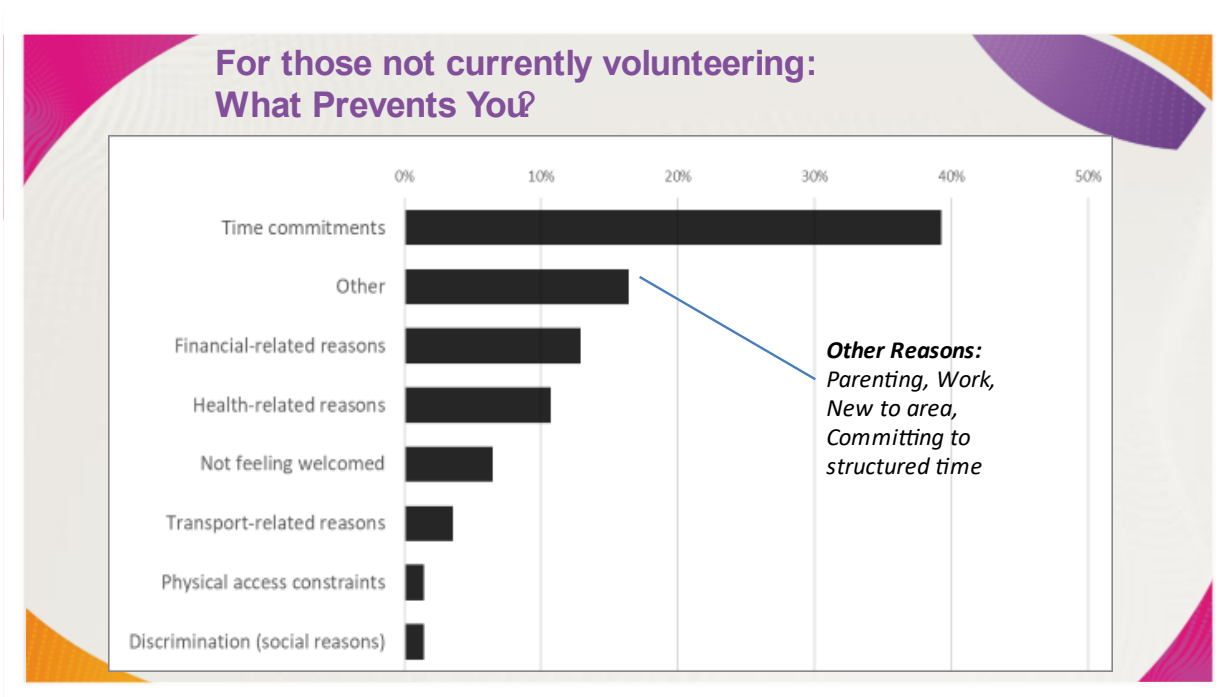
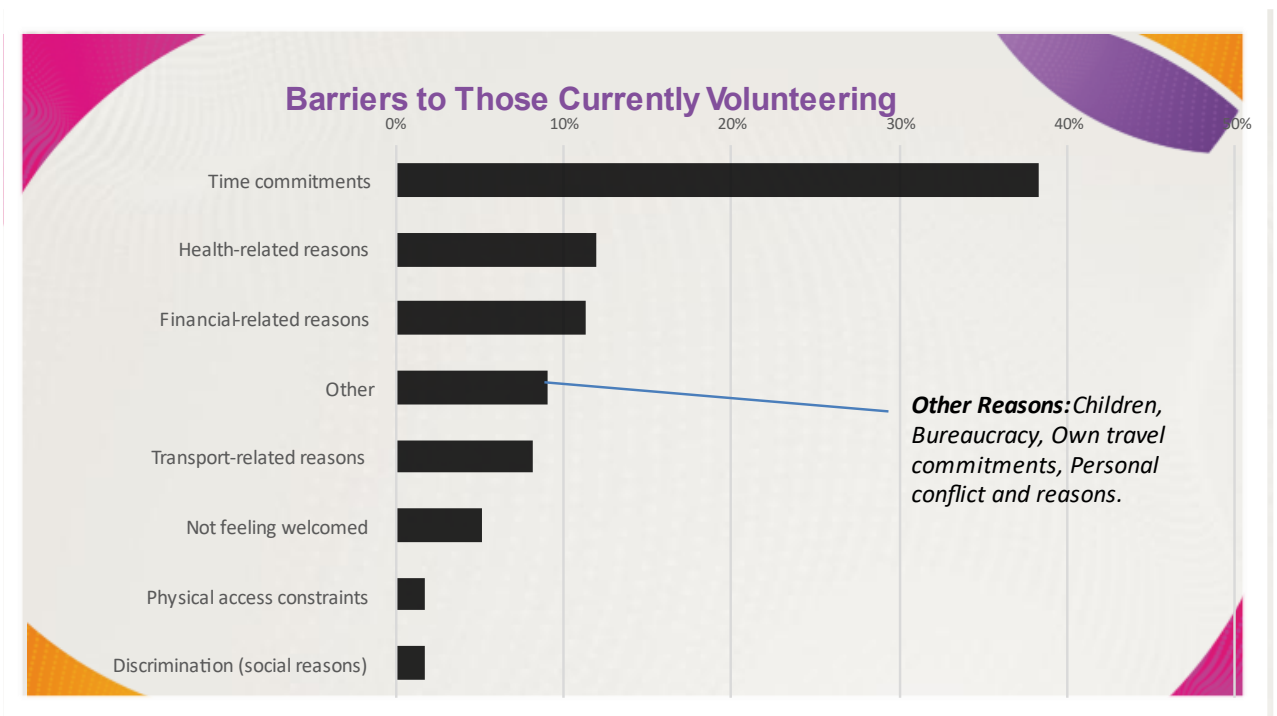


Indications of Volunteering on the Sunshine Coast

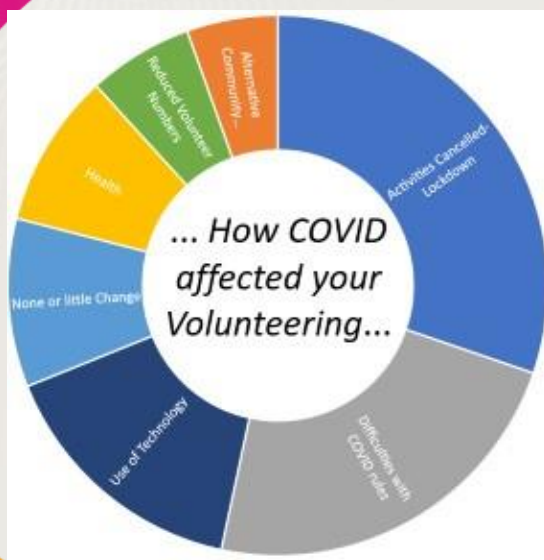
- Of those that do Formally volunteer ($n = 296$), about half do so through one organisation , and half through two or more (two -thirds of these in two, one-third in three or four organisations)







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”

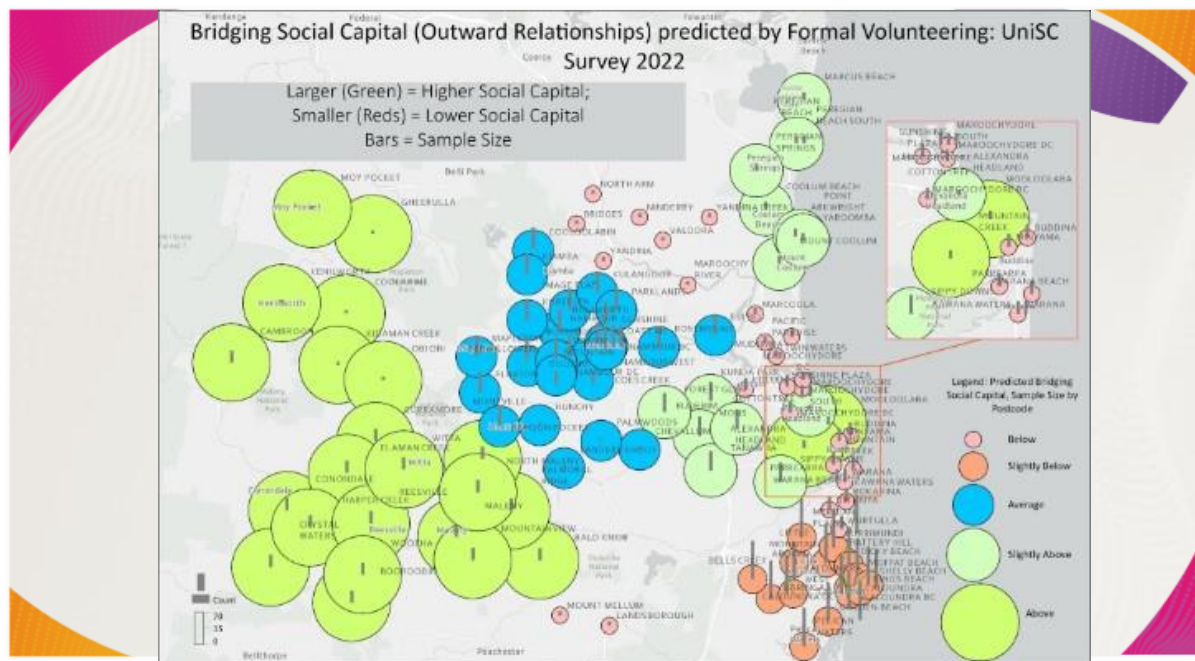
Formal Volunteering Areas and Social Capital

• 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 “WDO” (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 D – 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

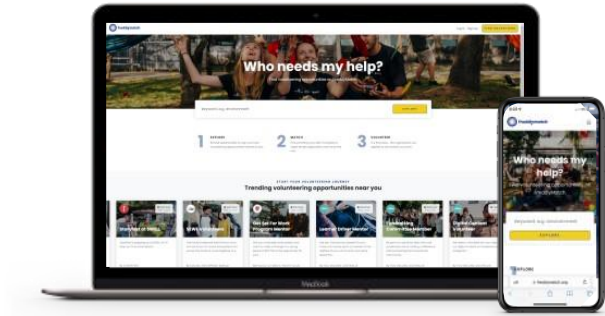


WHAT IS FREDDYMATCH?

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

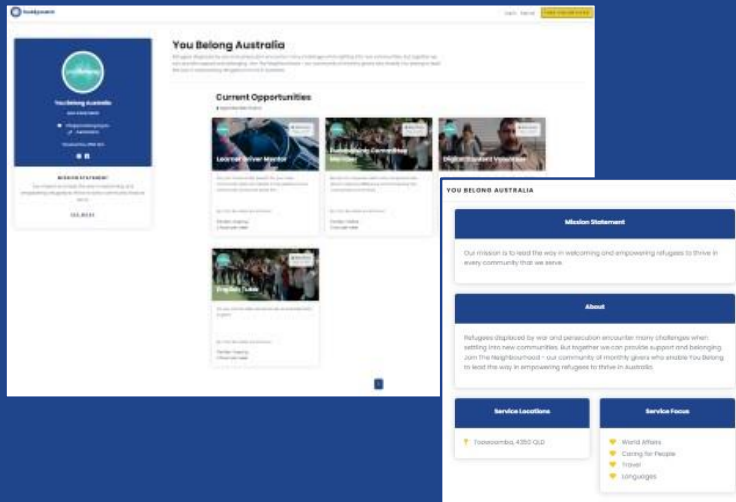
For organisations, we find volunteers covering a wide range of a skillsets. From fundraising to marine scientists, we attract a diverse group of excited volunteers with incredible skills to offer. You'll be amazed by who we can find!



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.

PROMOTE

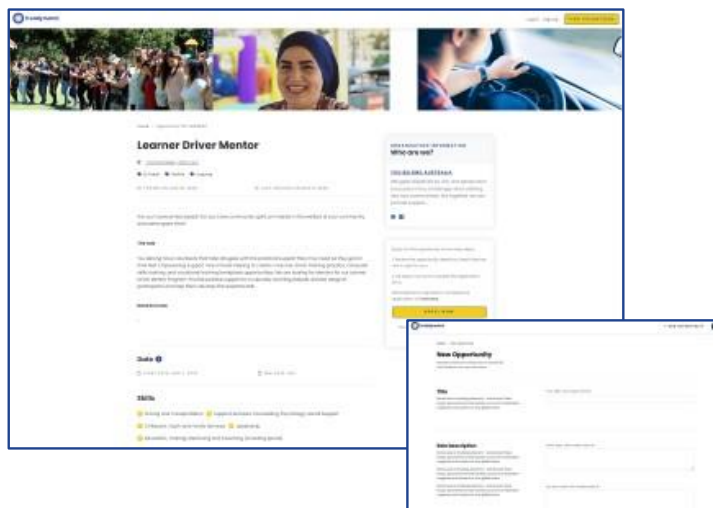


Our research shows that volunteers who understand and engage with your mission are more likely to support your cause through volunteering.

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



RECRUIT



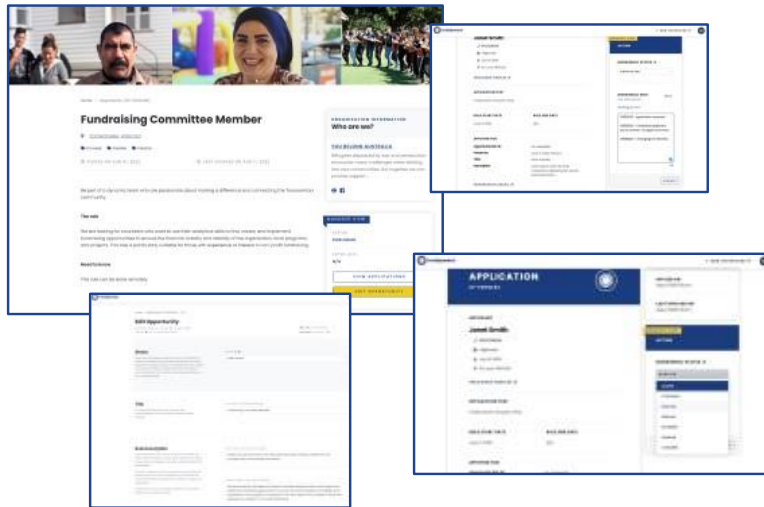
Our goal is to find you volunteers.

In a few clicks, you can create your own volunteering opportunities which are advertised on FreddyMatch.org.

By recommending suitable roles to volunteers using our unique algorithm we improve the volunteer's experience and increase engagement.

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



freddymatch.org



facebook.com/freddymatchme



linkedin.com/company/freddy-bear-foundation/



instagram.com/freddymatchme/