



Volunteer Strategy 2024–2028

Action Plan Summary



City of
Norwood
Payneham
& St Peters

Draft Volunteer Strategy 2024-2028 Action Plan

Summary of Actions

The actions outlined below inform and guide the Council Volunteer Service priorities over the coming three-year period to achieve the vision, focus areas and objectives of the Service.

Focus Area 1: Individual Potential and the Volunteer Experience

Outcome: *A City known for excellence in volunteering services.*

Strategy 1.1	Create an accessible, inclusive, interactive, and easy to navigate Volunteer Lifecycle.	Timeframe	Budget Estimate
Actions:			
1.1.1	Review the Council's Volunteer Program procedures and where possible create an online alternative and/or more effective and easier to navigate process.	Year 1 (review) Year 2 (implementation)	Existing resources
1.1.2	Understand and document the intended tenure and 'retirement' timeframes of volunteers and identify the 'at risk' roles of volunteers which may be facing higher vacancy rates.	Year 2	Existing resources
1.1.3	Research, design & trial a volunteer service that offers a range of volunteer engagement opportunities, including formal, informal, project based or one-off, to attract diverse volunteers to meet community need.	Year 2 & 3	Existing resources
1.1.4	Explore ways to actively increase the visibility of volunteering opportunities within our City (internal and external opportunities).	Ongoing	\$1,500
Strategy 1.2	Raise community awareness of the value of volunteering.	Timeframe	Budget
Actions:			
1.2.1	Explore ways to actively promote the personal and community benefits and impact of volunteering.	Ongoing	Existing resources
1.2.2	Trial a 'share your story' initiative on the Council's website or other online platform, where volunteers can share real life stories about their volunteering experience.	Year 3	Existing resources
1.2.3	Develop volunteer social media guidelines to support volunteers to actively utilise social media to share their stories and experiences.	Year 1	Existing resources

Strategy 1.3	Support and encourage broad demographic representation across Council volunteers	Timeframe	Budget
	Actions:		
1.3.1	Work with the community to explore barriers to volunteering and generate ideas to overcome them.	Ongoing	Existing resources
1.3.2	Identify and trial opportunities to mentor and develop young person specific community led volunteer projects.	Year 2 & 3	Existing resources
1.3.3	Identify collaborative partnerships to increase sustainability of the Volunteer Program, increase volunteer participation and develop new volunteer initiatives where both parties contribute and receive mutual benefit.	Ongoing	Existing resources
1.3.4	Explore ways to make community led action easier by reducing red tape, building community capacity and supporting co-design volunteer initiatives that collectively utilise local resources, skills, and expertise to foster local solutions to address local needs and aspirations.	Year 2 & 3	Existing resources

Strategy 1.4	Recognise, communicate, and celebrate volunteer's positive contribution to the community.	Timeframe	Budget
	Actions:		
1.4.1	Develop a Volunteer Recognition Plan to publicly recognise and celebrate volunteers' contribution.	Year 1 & 2	Existing resources
1.4.2	Include volunteers in decisions that affect them.	Ongoing	Existing resources
1.4.3	'Close the loop' by providing information to volunteers on the results of their involvement.	Ongoing	Existing resources
1.4.4	Establish an e-newsletter to keep volunteers informed and connected to the Council and their volunteering community.	Year 1	Existing resources

Focus area 2: Community and Social Impact

Outcome: *A supportive City that delivers a diverse Volunteer Program aligned with community needs and implemented to a high standard.*

Strategy 2.1	Regularly review the Council's Volunteer Program to identify program gaps, ensure the program aligns with the Council's vision, and is continuing to deliver outcomes for the community.	Timeframe	Budget
Actions:			
2.1.1	Design and implement program evaluation measures to assess the outcomes and impact of volunteer programs to inform future planning.	Year 2 & 3	Existing resources
2.1.2	Conduct a community needs assessment to inform the development of new initiatives to better fulfill community needs and respond to service gaps.	Year 2 & 3	Existing resources
2.1.3	Continue to research emerging trends in program development and delivery and consider their application to the Council's Volunteering Program.	Ongoing	Existing resources
2.1.4	Develop a 'New Volunteer Program Procedure'.	Year 2	Existing resources
Strategy 2.2	Advocate to meet community needs	Timeframe	Budget
Actions:			
2.2.1	Work with key stakeholders to share knowledge, expertise, and resources to strengthen the culture and best practice delivery of volunteering in the City.	Ongoing	Existing resources
2.2.2	Advocate and partner with peak bodies and training providers to deliver governance and other relevant training for Volunteering Involving Organisations in the City to build stronger and more resilient community services.	Ongoing	Existing resources
2.2.3	Include Volunteer Involving Organisations, where relevant, in Council led business networks and training.	Ongoing	Existing resources
2.2.4	Ensure Council is represented on volunteering networks, committees, and relevant working groups, as appropriate.	Ongoing	Existing resources
2.2.5	Monitor and share volunteering data and trends with the organisation to inform planning.	Ongoing	Existing resources

Focus Area 3: Conditions for Volunteering to Thrive

Outcome: *A thriving, active, satisfied, and participating volunteer-force.*

Strategy 3.1	Invest in volunteer training to improve capacity and capability of volunteers.	Timeframe	Budget
Actions:			
3.1.1	Conduct a Training Needs analysis to inform the development of an annual Volunteer Training Program.	Year 1 & 2	Existing Resources
3.1.2	Improve access to training and resources that support volunteers to excel in their roles and further develop their skills and knowledge to respond to emerging community needs.	Year 2 & 3	TBC

Strategy 3.2	Use innovative and leading practices to support volunteering in the City	Timeframe	Budget
Actions:			
3.2.1	Maintain and enhance volunteer management software and platforms to maximise resource use and explore options for including external volunteer involving organisations.	Year 2 & 3	Existing Resources
3.2.2	Identify opportunities for collaborative projects with Volunteer Involving Organisations to meet community needs.	Year 2 & 3	TBC
3.2.3	Explore ways to share knowledge, available volunteering resources and sector opportunities with Volunteering Involving Organisations.	Year 2	Existing Resources
3.2.4	Be guided by the National Standards for Volunteer Involvement to inform Council volunteer service planning and actions.	Ongoing	Existing Resources
3.2.5	Monitor and be responsive to volunteer trends and emerging needs.	Ongoing	Existing Resources

Strategy 3.3	Establish volunteer feedback and record management processes.	Timeframe	Budget
Actions:			
3.3.1	Continue to train volunteers in volunteer management software to assist volunteers to easily maintain accurate record keeping and provide critical information and updates.	Ongoing	Existing Resources
3.3.2	Establish a volunteer feedback and review process to gather, analyse and implement feedback to improve the Volunteer Service.	Year 2	Existing Resources
3.3.3	Host volunteer focus groups and forums to inform volunteer service planning and development.	Year 2 & 3	Existing Resources