

# Wyndham Volunteering Strategy 2019-2024

AT A GLANCE SNAPSHOT OF YEARS 1 & 2 (ENDING 30 JUNE 2021)



wyndhamcity

## Key focus area 1: Engaging, recognising and supporting volunteers



Re-developed volunteer webpages

**721** views within the first two weeks of launching the refreshed pages



**3667** video views in two-week period



**22,186** people saw our social media in two-week period



**170** personalised e-cards were sent to Council volunteers during National Volunteer Week



Personalised video message from the CEO was sent to each Council Volunteer in recognition of International Volunteer Day



Double page spread in May edition of Wyndham News to recognise local volunteers, reaching

**95,000+** Wyndham households



## Key focus area 2: Being flexible and inclusive of diversity



**23** training sessions re-imagined and delivered online, including disability confidence and cultural competence training



**7** new educational videos created that can be translated into **108** different languages



**38** culturally and linguistically diverse grass roots community groups are now accessing free support to recruit and promote their groups through Volunteer West's 'WestSeed' Project



Volunteer West's pop up event during National Volunteer Week connected with **100** community members



## Key focus area 3: Training and development



**44** training sessions were offered free to volunteers and community groups



**83** hours of free training

Council volunteer supervisors were surveyed to identify training and networking needs



New WCC Grants guidelines have been simplified, respond to emerging priorities and are more accessible



**9** small to medium Wyndham organisations took part in Volunteer West's VolBoost training package to boost confidence and growth in volunteer management



Updated resources for Volunteer Involving Organisations on website



## Key focus area 4: Communication and collaboration



Invested in volunteer management software for Council volunteer programs



Accessible and inclusive videos on volunteering in Wyndham



Adapted our training offerings to Volunteer Involving Organisations during COVID-19



Developed Council guidelines and evaluation forms to reactivate volunteer programs and re-engage Council volunteers



Council's Community Satisfaction survey now asks questions about volunteering



**90%** of attendees at Volunteer and Community Group training reported having a better understanding of volunteering and/or running a community group

## Key focus area 5: Driving good practice and delivering outcomes



Supported Council staff who manage volunteers to reactivate their programs and re-engage volunteers



Developed Strategy yearly action plans



Contributed to the development of the Victorian Volunteer Strategy



Delivered **4** training sessions on the **8** National Standards for Volunteer Involvement to the Wyndham Volunteer Manager Network



Volunteer sector collaboration and networking



**90%** of volunteer managers agreed their management and leadership skills had strengthened since completing National Standards training