

# Year in Review

2019|20 HIGHLIGHTS

**volunteering sa&nt**  
Leading volunteering in South Australia  
and the Northern Territory



This year has been a turbulent one; with the devastating bushfires and the COVID-19 pandemic. It is often through these difficult times that communities adapt and bond together. To those families and communities that have lost loved ones, our thoughts are with you.

Volunteers played a vital role and worked tirelessly in fighting the fires, supporting emergency services. In the recovery stage, roles included clearing land, repairing fences and planting trees.

We officially managed spontaneous emergency volunteer registrations of interest, and were overwhelmed with the generosity of South Australians offering support to those impacted by the bushfires, and the COVID-19 pandemic.

Disaster Relief Australia (formerly Team Rubicon Australia) volunteer assisting bushfire recovery, Adelaide Hills (February 2020)

During the first stages of the pandemic, volunteers were required to help with a variety of roles, including data entry, transportation, delivering supplies, and providing call centre support. As we come out of the pandemic, we need to keep the conversation going to look at ways to reinvigorate and sustain the volunteering sector.

We look forward to another year of working with our members and stakeholders to grow the volunteering sector in South Australia and the Northern Territory.

**Evelyn O'Loughlin**  
Chief Executive Officer

**Ann-Marie Chamberlain**  
Chairperson

[volunteeringsa-nt.org.au](http://volunteeringsa-nt.org.au)



## volunteering sa&nt

*Leading volunteering in South Australia  
and the Northern Territory*

**Volunteering SA&NT** is a not-for-profit organisation, the peak body for volunteering and a volunteer support service, leading the sector in South Australia and the Northern Territory. For 38 years, we have worked with individuals, organisations, businesses and communities to lead, advance, grow, promote and celebrate volunteering.

Through key partnerships, we provide a range of services, support and resources for all volunteer involving organisations and just under a million volunteers, which contributes to positive volunteering experiences and the strengthening of communities.

We support and assist volunteers and potential volunteers to effectively and meaningfully participate in their communities through volunteering.

The work we do with volunteer involving organisations across South Australia and the Northern Territory are underpinned by the National Standards for Volunteer Involvement.

Our strategic priorities align with the Volunteering Strategy for South Australia, an initiative of Volunteering SA&NT, in partnership with the Government of South Australia, Local Government Association of South Australia and Business SA. Strategy partners recognise that volunteering is an important factor in community wellbeing and fundamental to a sustainable South Australia.

In South Australia, volunteering is valued at almost \$5 billion annually and in the Northern Territory estimated at around \$3.3 billion annually.

Volunteering SA&NT began working in the Northern Territory in 2007 and re-branded as Volunteering NT in the Northern Territory in December 2016.

# OUR STRATEGIC PRIORITIES

- 1** Leading the volunteering sector
- 2** Forming partnerships
- 3** Developing the volunteering sector
- 4** Ensuring our organisation's viability

Note: Our activities highlighted may align with more than one strategic priority.

## Our Vision

The world is a better place because of volunteering

## Our Mission

To lead volunteering in South Australia and the Northern Territory

## Our Values

Community-spiritedness, inclusiveness, innovation, courage

## Stakeholders

**IMPACT** Advance strategic relationships and volunteer outcomes with the corporate sector, academia and the public sector

Members, Volunteers, Volunteer Involving Organisations

Volunteer Manager Networks

National/State/Territory Volunteering Peak Body Network

Government: Local, State and Federal

SME Businesses and Large Corporations

Volunteering Strategy for South Australia Partnership Board and Strategy Participants

# 1

## Members

**IMPACT**  
Organisation remains viable, sustainable and maximises opportunities to profile and promote volunteering

### Members

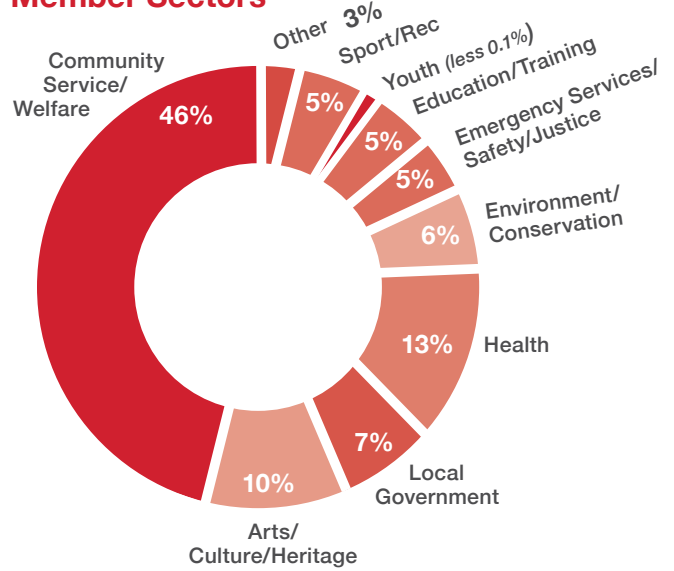
**351**  
SA

working with  
**200,000+ volunteers**

**58**  
NT

working with  
**6200+ volunteers**

## Member Sectors



## Advocacy and Policy

**IMPACT** Lead, strengthen, build and sustain the sector

**16** submissions

**3 SA**

**2 SA & NT**

**11 National\***

\*VSA&NT join other State and Territory peak bodies in Volunteering Australia submissions

### Our top 3 key submissions

#### South Australia

1 Volunteering SA&NT Consultation interview on the Report on the Review of the Volunteer Management Activity

#### National

- 1 Submission to Commission into National Natural Disaster Arrangements
- 2 Submission to the Select Committee on COVID-19

**“Thank you for the advocacy and support of our volunteers”**

Member quote, Annual Member & Stakeholder Survey 2020

# 2

## Relationships

**IMPACT** Develop and support volunteering with a broader spectrum of citizens and communities

**“Great opportunity to give back to our local community”**

BCV participant

### Business and Corporate Volunteering (BCV)

**15**

Business & Corporates

**185** ▲

Employees

**12**

Volunteer involving organisations

### Sector Support Development

#### Commonwealth Home Support Programme (CHSP)

**589**

Expressions of interest in CHSP Volunteer positions

**76**

Aged care sector agencies supported

#### Regional Projects

##### Emergency Volunteer Services

**4**

Training sessions

**64**

Participants

**250+**

Volunteer involving organisations

##### Settlement Support Program (SSP)

**30**

Volunteers

**585**

Hours

**“We are a proud member and thank you for your support, advocacy and commitment to volunteers and organisations”**

Member quote, Annual Member & Stakeholder Survey 2020



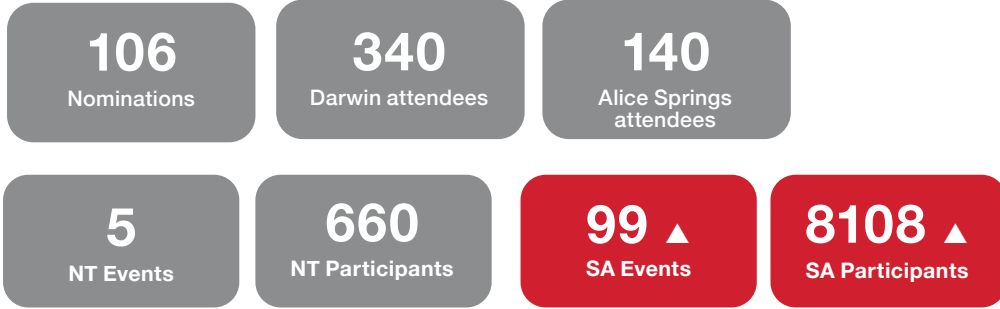
# 3



## 2019 NORTHERN TERRITORY VOLUNTEER OF THE YEAR AWARDS

### Networking Events and Awards

**IMPACT** Engage and share knowledge to strengthen volunteer involving organisations and volunteering workforce



### Services

**IMPACT** Contribute to supporting volunteer involving organisations in seeking volunteers



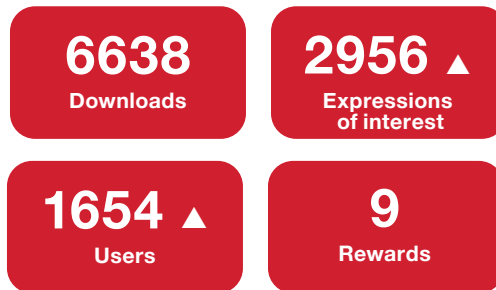
#### Volunteering ASSIST (SA)

Volunteer positions listed locally and nationally



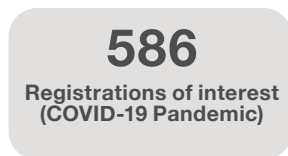
Note: Reduction in numbers due to COVID-19

#### WeDo Volunteering App (SA)



Note: Cumulative totals to 30 June 2020

#### Spontaneous Emergency Volunteering



#### Bushfire recovery volunteers

Habitat for Humanity\*



Disaster Relief Australia\* (formerly Team Rubicon Australia)



\*Formal agreements utilising Volunteering SA&NT volunteers

**“Great job keeping us all connected during the COVID-19 pandemic”**

Member quote, Annual Member & Stakeholder Survey 2020

# 3

## Promotion

**IMPACT** Increase brand awareness and recognition of the sector

# 136,491

Visits to website ▲21%  
(Note: updated analytics tool)

### Video production

National Volunteer Week  
'Colour Your Community Red'  
thank you video

'Colour Your Community Red' was an online social media campaign to thank and celebrate the almost one million South Australian volunteers. It replaced the annual launch of National Volunteer Week's parade and BBQ in Adelaide and the Darwin thank you event, due to COVID-19 restrictions.

### VNews e-newsletter

SA and NT 2 editions distributed fortnightly

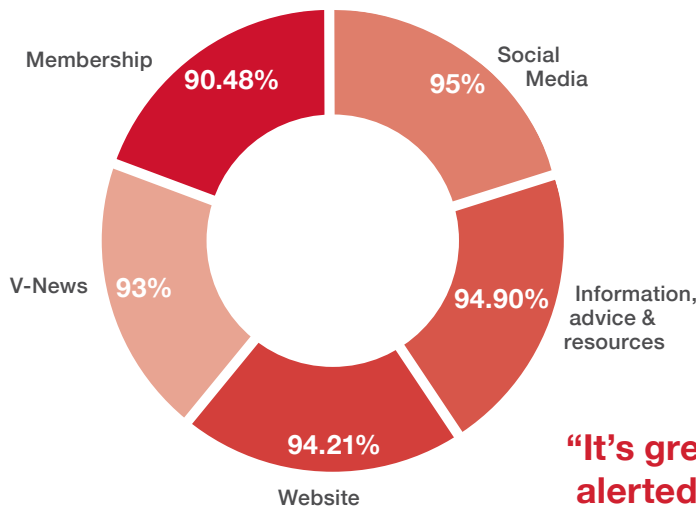
# 9392

SA subscribers

# 1578

NT subscribers

### Services and Resources most utilised



### Volunteering SA&NT

	Facebook	
<b>SA</b>	Views	13,600
	Reach	34,000
	Engagement	867
	Clicks	1,200
<b>NT</b>	Views	7,400
	Reach	16,000
	Engagement	472
	Clicks	632

**"It's great to learn new things and be alerted to changes through VNews"**

Member quote,  
Annual Member & Stakeholder Survey 2020

## Training

**IMPACT** Upskilling volunteers and volunteer managers for best practice volunteer management

# 10

NT Sessions/  
webinars

# 210

NT Registrations

# 70

SA Sessions/  
webinars

# 7500+

SA Registrations

**"Very informative and worthwhile session—professional."**

Session participant

Note: High participate rate due to online training during COVID-19

# 4

## Workforce

**IMPACT** Increase the engagement and retention of members, stakeholders and workforce

27 ▲

Employees

196 ▲

Volunteers

5977.05 ▲

Volunteer hours

$5977.05 \times \$45.10^* = \$269,564.95$

*\*ABS Average Weekly Earnings, Aug 2020*

## Financial viability

**IMPACT** Increase in self generated income to strengthen sustainability

74%

Grant income

vs

26%

Non-grant income

▲ 26.7%

Overall income

## Board

Karen Buenger CHAIRPERSON (until Jan 2020)

Ann-Marie Chamberlain CHAIRPERSON

Sarah Collyer-Braham JOINT DEPUTY CHAIRPERSON

Kristen Martins JOINT DEPUTY CHAIRPERSON

Joe Capozza

Simon Bennett

Andrew Turner

Paul Liew (commenced Feb 2020)

## Supporters

**Supported by the Australian Government, Department of Social Services**

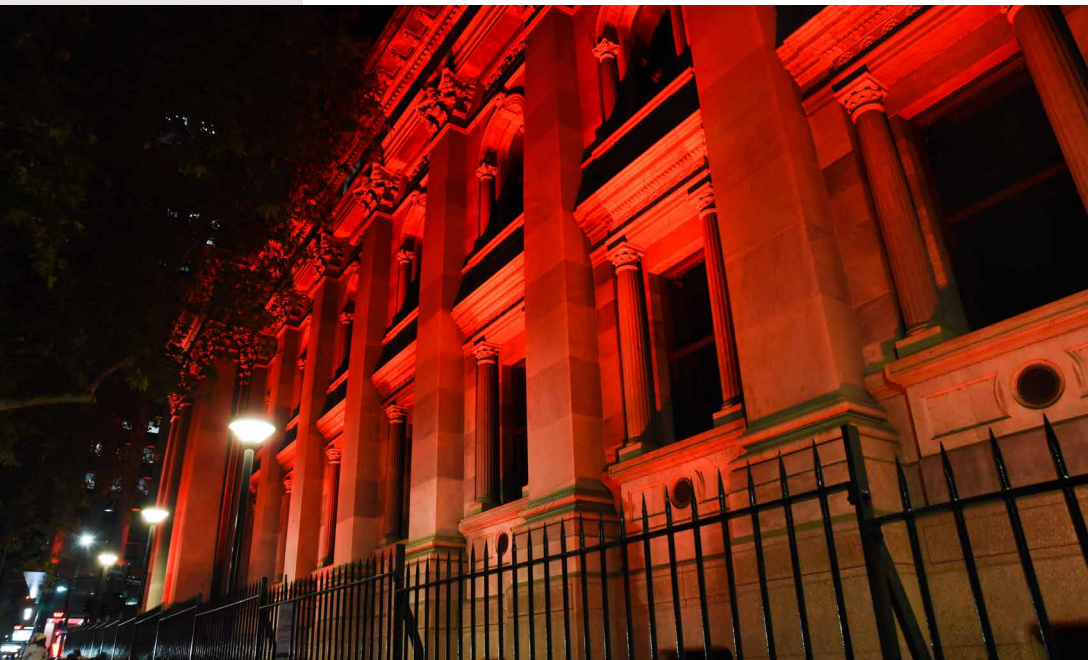


Supported by  
**Government of South Australia**  
Department of Human Services



Proudly sponsored by  
**NORTHERN TERRITORY**  
GOVERNMENT

- Adelaide Independent Taxis
- Alice Springs Town Council
- Auto Masters (SA)
- Bean Bar – Flinders Street
- Beyond Bank Australia
- Capri Theatre
- City of Adelaide
- Community Business Bureau (CBB)
- CCI Group Purchasing
- Ceravolo Orchards
- Charles Darwin University
- Escape Hunt Adelaide
- Ezy Rent Minibuses
- Hilton Adelaide
- Inpex
- Jacana Energy
- Office for Ageing Well and Seniors Card
- REX. Regional Express
- Southern Cross Care
- Statewide Super
- Street Fleet
- Thomas Foods
- Thug Life Brewing
- Ulithorne Wines
- Wanna Graze
- Williams Technology
- Yeperenye Shopping Centre



Parliament House, Adelaide lit in red to recognise and celebrate volunteers during National Volunteer Week (May 2020), as part of the 'Colour Your Community Red' campaign



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