



DEVONPORT COMMUNITY VOLUNTEER SUSTAINABILITY STRATEGY 2021-2026



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Part 1: Project Framework

1 Executive Summary

The nature of our communities and the ways in which the people of Devonport, and Tasmania more generally, connect and support each other through volunteering activities are changing. The Devonport Community Volunteer Sustainability Strategy is built by local community members using a co-design method and aims to support Devonport to work to safeguard and embed a sustainable and adaptable culture of volunteering of benefit to the community into the future.

Unlike other states, local government in Tasmania does not deliver a broad range of human services, health or aged care services. It is community sector organisations, and their many volunteers as well as many informal and grassroots volunteers that fill the gaps between State and Commonwealth funded and delivered programs and community need.

All volunteers are a vital part of the Devonport community and are relied on heavily to buttress support services, program delivery and to help out in times of need. In 2019, there were around 8,200 volunteers in the Devonport local government area providing both civic and commercial benefits.¹ Local council areas depend on local people to fill demand for volunteers. Statistics show 80% of Tasmanians volunteer within 50kms of their homes, and 14.3% volunteer directly from their homes.²

However, the nature of volunteering is changing with a decline in volunteer participation experienced throughout Tasmania (an 11% decline in the past five years), and there has been a decrease in volunteer satisfaction rates.³ Like other Tasmanian sectors, there are rapid changes in technology, regulations and societal expectations that impact the volunteering workforce. People are looking for new ways to contribute and both our community and volunteer-involving organisations need to adapt to these changes.

With these shifts already impacting volunteer supply and demand, it is imperative steps are taken now to ensure a robust and adaptable culture of local volunteering remains within Devonport and as part of our community into the next decade and beyond.

Tasmanian volunteer involving organisations, including local councils, and our local people will benefit from a place-based approach that provides the critical infrastructure required for safe, effective and sustainable volunteering. There is an opportunity for volunteers and volunteer-involving organisations to work with local government on actions that promotes, resources and supports volunteering in our communities, and to assist to recruit, retain and manage volunteers into the future.

A strategic intervention now will work to ensure Devonport and Tasmania generally will have enough volunteers to meet estimated demand across the next decade.

1.1 A time of change

Devonport City Council and Volunteering Tasmania began work on this strategy in July 2020. At that time, it was already clear volunteering rates in Tasmania were declining and the nature of volunteer roles were changing. Tasmania's COVID-19 lockdown period (April to June 2020) hit the State's volunteer numbers hard with an estimated 140,000 volunteers lost to communities, many of whom have not re-engaged.

It is known from population and demographic trends that the sectors where volunteers will be needed in Devonport during the next decade are shifting significantly away from sports and physical activities to support and caring roles in aged care and disability.⁴

¹ Volunteering Tasmania. Volunteering Profile 2029: Devonport LGA. 2029.

² https://www.volunteeringtas.org.au/wp-content/uploads/2019/09/State-of_Volunteering_Summary_Report-Summary_2019.pdf

³ Ibid.

⁴ Volunteering Tasmania. Volunteering Profile 2029: Devonport LGA. 2029.

Projections that take these trends into account estimate the number of volunteers needed in Devonport (demand) will exceed the number of people willing to be volunteers (supply) by 2029, putting the sustainability of support and services for people in our communities into question.⁵

Due to these trends and potential future threats, Devonport City Council has worked with Volunteering Tasmania and members of the Devonport community to prepare a Volunteer Sustainability Strategy and Action Plan.

1.2 A community-led strategy

The parties used a co-design process to develop the strategy, of which the principles and stages of the co-design process used are outlined in this document. Of paramount importance to the success of the strategy's implementation was involvement of community members throughout the strategy development process and the co-design method of testing of assumptions and core themes with local people throughout.

It is local knowledge and local insights, values, vision and care that have resulted in a strategy for Devonport that is informed by local expertise and experience. Further, it is the passion of the people of Devonport, for each other and for their place, that give the strategy its strength and clarity.

1.3 How to read the strategy

The Devonport Community Volunteer Sustainability Strategy is presented in three documents:

- Part 1: Project Framework (this document)
- Part 2: Focus Areas, Actions and Timeline
- Part 3: Local Government Area Profile

This document, Part 1, provides an overview of the evidence and thinking behind the strategy, the reasons why it is needed and the way it was developed.

⁵ Ibid.

2 What is meant by 'volunteering'?

The Devonport Community Volunteering Sustainability Strategy uses Volunteering Australia's definition of volunteering as:

'time willingly given for the common good and without financial gain'.⁶

The definition aligns with the United Nations view that volunteering should 'directly or indirectly benefit people outside the family or household or else benefit a cause, even though the person volunteering normally benefits as well.'⁷

The Volunteering Australia definition includes:

- *formal volunteering* which takes place in a structured way within organisations, and
- *informal volunteering* that includes activities that take place outside organisations, such as taking care of someone else in the community (outside of family), mentoring or teaching, informally helping sports clubs or teams, and providing welcoming and settlement support to new members of communities.⁸

2.1 The value of volunteering

The value of volunteering to the community, organisations and governments can be calculated in many different ways—both tangible (for example, the equivalent dollar value of volunteers' contributed time and skills) and intangible (benefits to people's mental health, social connection and overall wellbeing).

Volunteering is vital for the success of many organisations and entire communities.

Much of our society is dependent on volunteering activities and programs in areas such as the arts, education, emergency services, sport, environment, health, aged care, disability support, tourism, and community welfare. According to Volunteering Australia, volunteers make an estimated annual economic and social contribution of \$290 billion.⁹

Volunteering also contributes to social outcomes that align with the priorities of Australian governments. These include encouraging economic participation, building strong and resilient communities, mitigating isolation and loneliness, and increasing social cohesion and inclusion.

Governments increasingly acknowledge that volunteering is becoming progressively important as a response to the growing problem of social isolation.

As a state, Tasmania's population is older, less healthy and experiences more disadvantage than other jurisdictions. Tasmania relies on the contribution of volunteers to provide many key services and programs and Tasmania's volunteering sector plays a significant role as a key driver of economic, social and cultural growth in our State.

The economic value of volunteering to Tasmania equates to \$4 billion annually, including the \$2.9 billion it would cost to replace the labour contributed by volunteers and the estimated \$1 billion in commercial and civic benefits to communities resulting from roles undertaken by volunteers.¹⁰

Volunteering underpins communities and volunteers provide vital support across all aspects of our community.

⁶ Volunteering Australia (2015), *Volunteering Australia Project: The Review of the Definition of Volunteering*, P2

⁷ United Nations (2011), *State of the World's Volunteerism Report, 2011: Universal Values for Global Wellbeing*, United Nations Volunteers, P4

⁸ Volunteering Australia (2016), *Volunteering in Australia: Help Create Happiness*, Executive Summary, P viii

⁹ Ibid.

¹⁰ https://www.volunteeringtas.org.au/wp-content/uploads/2019/09/State-of_Volunteering_Summary_Report-Summary_2019.pdf

Devonport has an estimated 8,200 volunteers involved in both formal and informal activities throughout the local government area.¹¹ If current trends continue, it is estimated that by 2029 Devonport will have 6,842 people willing to volunteer but a community need for 11,899 volunteers, resulting in a shortfall of nearly 5,060 people.¹²

In addition to this quantifiable shortfall, decline of volunteering would also be expected to impact on the quality of life for the local community. Members of the Devonport Local Volunteer Network Group (LVNG), convened through this strategy's development, identified the following qualitative benefits of volunteering on their local community:

- Volunteering builds a strong, resilient, vibrant community that gives everyone an opportunity to contribute and receive.
- Volunteering enables you to be involved in your community by supporting people through opportunity and empowerment.
- Volunteering allows people to contribute to their community while learning and growing in their personal development.
- Volunteering creates opportunity to keep the world turning through social engagement.

¹¹ Volunteering Tasmania. Volunteering Profile 2029: Devonport LGA. 2029.

¹² Ibid.

3 Why Devonport needs a Volunteering Sustainability Strategy

In Tasmania the volunteering sector is the largest 'workforce' in the state and is 2.5 times the size of the Tasmanian Government workforce.¹³ In 2019, 297,000 (68.6%) Tasmanians undertook volunteering activities.¹⁴

There are warning signs for those who rely on Tasmania's volunteering sector.

While data projections show that demand for volunteers and reliance on volunteer contributions is likely to increase during the next eight years to 2029, during the past five years volunteer levels in Tasmania have declined by 11%.¹⁵ If this decline in supply continues, and the projected increase in demand occurs, by 2029 our state will need 42% more volunteers than will be available.¹⁶

If Devonport follows the current State trends, it will experience a shortfall of 5,058 volunteers by 2029.¹⁷

There are a range of reasons for the decline in volunteering in Australia and Tasmania during the past five years including changes to motivation for volunteering, decreasing willingness to make long-term commitments to volunteer roles, and barriers to volunteering including a lack of organisational, human and financial resources, lack of organisational flexibility and the slowness of processes to recruit and train volunteers.

In addition, the COVID-19 pandemic impacted volunteering dramatically during 2020. During the February – April 2020 period in Tasmania, an average of 250,000 hours of volunteering were lost weekly and have still not been fully recovered.¹⁸

All of this information contributes to local understanding of the need to plan ahead to ensure volunteering within Devonport remains supported, relevant and attractive to potential volunteers into the future.

Starting with this understanding of future volunteering needs compared to changes in levels volunteering, Devonport City Council determined a long-term strategy was needed to ensure the people of Devonport continued to benefit from a vibrant and relevant volunteer population.

4 How the Volunteering Sustainability Strategy was developed

The project is a result of Volunteering Tasmania's successful 2018-19 Budget Priority Submission 'Safeguarding Volunteering -Securing Tasmania's Future', which outlined a collaborative, multi-phase community development project designed to safeguard volunteering across the state by leveraging local government's proximity to on-the-ground, local volunteering activities, organisations and volunteers. 19

The project was funded by the Tasmanian Government and developed in partnership with Volunteering Tasmania.

¹³ https://www.volunteeringtas.org.au/wp-content/uploads/2019/09/State-of_Volunteering_Summary_Report-Summary_2019.pdf

¹⁴ Ibid.

¹⁵ https://www.volunteeringtas.org.au/wp-content/uploads/2019/09/State-of_Volunteering_Summary_Report-Summary_2019.pdf

¹⁶ Volunteering Tasmania. Volunteering Profile 2029: Devonport LGA. 2029.

¹⁷ Ibid.

¹⁸ <https://www.volunteeringtas.org.au/wp-content/uploads/2020/08/Re-engaging-volunteers.pdf>

¹⁹ https://www.volunteeringtas.org.au/wp-content/uploads/2017/12/Volunteering-Tasmania_2018-19BPS_Safeguarding-Volunteering-Securing-Tasmanias-Future.pdf

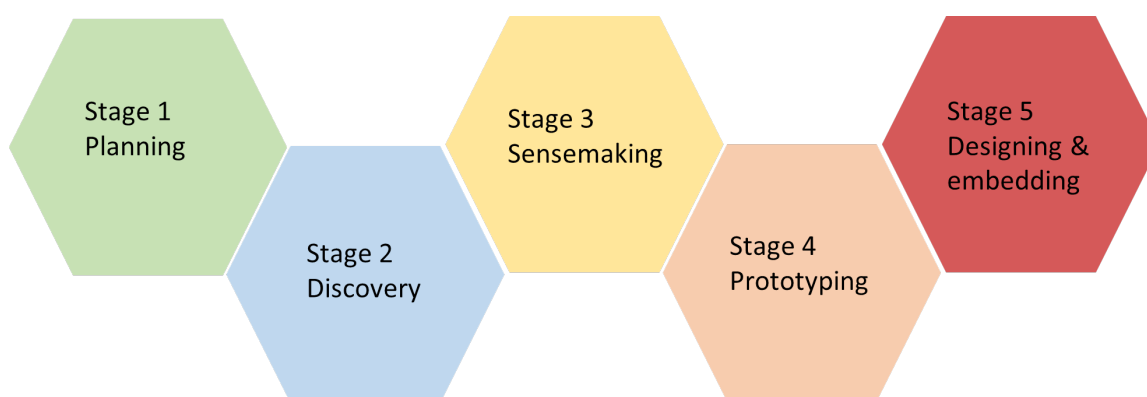
To support Devonport to remain a community enjoying all the benefits volunteering brings, Devonport City Council and Volunteering Tasmania worked with community members to develop the Devonport Community Volunteer Sustainability Strategy. This work was undertaken using a method called community co-design which is recommended as a successful and meaningful method for developing locally based strategies. Co-design processes are community-led and designed by the people who will be impacted by the outcomes, ensuring local experts are involved in building local change from start to finish.

The key principles of co-design are:

- **Power**
By involving community members who are not political representatives or used to being in positions of power, the power dynamics are shifted and balanced so all voices can be heard and have the same amount of influence on what is decided. By doing this, co-design shifts power from governments and organisations to community members.
- **Relationships**
Co-design necessitates building and maintaining strong, trusting relationships across the community and with governments and organisations.
- **Participatory**
The co-design process works well when community members have a variety of ways to get involved. This helps remove barriers to getting involved (such as lack of time or transport) and encourages as many people as possible to connect with the process as much or as little as they want to.
- **Builds capacity**
The co-design process supports all involved—individuals, organisations and governments—to increase their knowledge and capability.

These key principles were at the heart of the co-design process used to develop the Devonport Community Volunteer Sustainability Strategy. The co-design process ran for nine months during 2020 and 2021 and included the five co-design stages outlined below.

Community co-design stages



4.1 Stage 1: Planning (July – September 2020)

With the problem defined through analysis of national, state and local government area data and trends, the key stakeholders for Devonport were then identified through local networks, outreach and consultation by Devonport City Council and Volunteering Tasmania. Devonport City Council and Volunteering Tasmania then worked together to recruit members for a representative, local team, known as the Local Volunteer Network Group (LVNG). Local people involved in volunteering, including volunteers and volunteer coordinators from small, grassroots groups and larger, more formalised organisations were encouraged to join. LVNG membership was diverse and involved individuals from a cross-section of organisations:

- Devonport City Council
- Red Cross
- Gran's Van Association Inc
- The Salvation Army
- Mersey Community Care
- Libraries Tasmania
- Hospice Care Association of North West Tasmania Inc
- Devonport Art Gallery
- Don River Railway



4.2 Stage 2: Discovery (September – October 2020)

During the Discovery phase, the broader community was engaged with the project to add to what LVNG members, Volunteering Tasmania and Council staff already knew about volunteering in Devonport and to collect deeper information, including current strengths and challenges, and ideas and opportunities for the future.

This consultation and discussion stage helped all involved gain a profound understanding of the diversity of volunteering in Devonport and people's feelings about it. The LVNG gathered information using online and paper-based surveys, groups discussions, one-on-one interviews and focus groups.

In Stage 2 the LVNG heard from ...

57 community members

11 not currently volunteering / 46 current volunteers

4.3 Stage 3: Sensemaking (October – November 2020)

The LVNG then analysed, reviewed and sorted the information collected in Stages 1 and 2 into themes. Themes are the core ideas that run through the many comments, data and other information collected. Sorting all of the information into themes provides a clear structure for the strategy. The LVNG members used these themes as a basis for initial brainstorming of initiatives and actions that would support them.

4.4 Prototyping (November 2020 – January 2021)

The themes collected and ideas / actions brainstormed by the LVNG were taken back out to the community to test assumptions made during Stage 3. Feedback was again gathered through surveys, group discussions and one-on-one interviews. Community members were asked to rate the importance of the ideas / actions and vote on what they believed were priorities that would support a strong and sustainable volunteering community in Devonport. Thirty-seven community members took part in this stage of consultation.

4.5 Designing & embedding (February – March 2021)

The LVNG used the identified priorities and other feedback gained through Stage 4 to refine the draft strategy's structure and actions. This revised draft was then shared with stakeholders including council and LVNG members for final input and approval. During this stage, it was important to widen awareness of the strategy across the entire local government area so people would become familiar with it and gain understanding and recognition of how it would work towards volunteering outcomes that will benefit their family, friends and neighbours in the Devonport community.

Part 2: Focus Areas, Actions & Timeline

1 Introduction

The Devonport Community Volunteer Sustainability Strategy provides a framework for response to the community's projected future volunteering needs based on projections extrapolated from Tasmania's present volunteering trends and future demographics of Devonport to 2029.

The strategy outlines key collaborative actions to be taken by the community and Devonport City Council during the next five years with the aim of safeguarding the future of volunteering in Devonport.

To support Devonport to remain a community enjoying all the benefits volunteering brings, Devonport City Council and Volunteering Tasmania worked with community members to develop the Devonport Community Volunteer Sustainability Strategy. This work was undertaken using a method called community co-design. Co-design is recommended as a successful and meaningful method for developing locally based strategies. Co-design processes are community-led and designed by the people who will be impacted by the outcomes, ensuring local experts are involved in building local change from start to finish.

This strategy was funded by the Tasmanian Government and developed in partnership with Volunteering Tasmania (See Devonport Community Volunteer Sustainability Strategy Part 1: Project Framework).

2 The Devonport vision for volunteering

Vision

In five years' time, the Devonport community will have engaged and valued volunteers, which contribute to creating an inclusive, thriving and connected community.

Mission

To create quality of life outcomes through increased participation in meaningful volunteering.

The vision sits behind the Focus Areas outlined as priorities within this strategy. The Focus Areas were explored resulting in articulation of specific Focus Area objectives and key actions.

The Devonport community's four Focus Areas are outlined in the following pages with specific outcomes and steps to achieve the key actions detailed in the Volunteering Action Plan included at the end of this strategy.

3 Focus Area 1: Accessible & inclusive volunteering

Objectives

- To build awareness and understanding of the value of volunteering for young people in Devonport.
- To create welcoming and inclusive environments for new people to get involved in volunteering.
- To increase the number of people volunteering across Devonport by making it easier for people to find and join volunteering opportunities.

Why

- Across Tasmania we are seeing a decline in the number of people volunteering, it is estimated that by 2029 there will be demand for 42% more volunteers than there are people willing to volunteer (supply) in Devonport.²⁰
- Major barriers to volunteering in Devonport include demands for time, feeling nervous or unsure about approaching a group / organisation, lack of confidence, lack of flexibility and lack of knowledge or understanding of volunteering opportunities.
- Devonport's ageing population and older volunteering demographics create concerns that many volunteer organisations and services providing vital community supports won't be sustained without younger community members deciding to participate.

Key actions to create the change needed

Key Action 1.1

Partner with educational institutions to build student knowledge and interest in volunteering.

Key Action 1.2

Offer and promote the use of soft entry points for new volunteers such as 'try it out' days, bring a buddy, drop-in days.

Key Action 1.3

Improve communication about volunteering roles.

Key Action 1.4

Promote, adapt and increase transport options to improve access to volunteering activities.

Key Action 1.5

Explore ways to make volunteering more inclusive across the Devonport community.

"A system where you try different volunteering opportunities before committing to one of your choice."

"Flexibility of hours is appealing."

²⁰ Volunteering Tasmania. Volunteering Profile 2029: Devonport LGA. 2029.

4 Focus Area 2: Volunteer sector collaboration & connection

Objectives

- To work more effectively and efficiently as a volunteering community in Devonport by networking and collaborating.

Why

- Volunteers and people working with volunteers highlighted the benefits of working more collaboratively across the volunteer community in Devonport. This was identified as a way to share resources and best practice for working with volunteers as well as being a more efficient and effective way of operating.
- In Devonport, group and peer support is highly valued as a way to improve volunteers' overall experience and build capacity among volunteer organisations.

Key actions to create the change needed

Key Action 2.1

Offer mentoring opportunities across the sector to share knowledge, skills and build stronger connections throughout Devonport's volunteering community.

Key Action 2.2

Develop a local volunteering community networking group for connection and collaboration.

"The most enjoyable aspect of volunteering is that feeling that one is of help to others and decreasing their loneliness, being there for people."

5 Focus Area 3: Culture of volunteering

Objectives

- To celebrate and recognise the contribution volunteers make to our community in a meaningful way.
- To build and embed a stronger volunteering culture across the local community by increasing awareness and understanding of Devonport's volunteering community.
- To establish safe and enjoyable environments for volunteers

Why

- Volunteering is the largest sector in Tasmania and a key driver of economic, social and cultural growth. The average Tasmanian volunteer contributes 4.4 hours per week to support our state.²¹
- In 2019, Devonport had around 8,200 volunteers providing vital support.²² To increase / maintain the number of volunteers we need to ensure they enjoy their experience and feel safe, appreciated and acknowledged for their contributions.
- Less than 50% of organisations reimburse their volunteers for out-of-pocket expenses.²³
- There is such diversity in the Devonport community that having multiple ways of accessing volunteering information is important when trying to reach different demographics.

Key actions to create the change needed

Key Action 3.1

Explore and implement different volunteer recognition activities and practices.

Key Action 3.2

Encourage groups to nominate volunteers in the annual Tasmanian Volunteering Awards.

Key Action 3.3

Value and nurture current volunteers.

Key Action 3.4

Increase information available and awareness about volunteering in Devonport.

"People thrive on 'thanks', make a fuss of your volunteers."

²¹ https://www.volunteeringtas.org.au/wp-content/uploads/2019/09/State-of_Volunteering_Summary_Report-Summary_2019.pdf

²² Volunteering Tasmania. Volunteering Profile 2019: Devonport LGA. 2019.

²³ https://www.volunteeringtas.org.au/wp-content/uploads/2019/09/State-of_Volunteering_Summary_Report-Summary_2019.pdf

6 Focus Area 4: Best practice volunteer management

Objectives

- To build the capacity, capability and supports for the volunteering sector in Devonport.
- To increase the number of volunteering groups and organisations in Devonport that use best practice volunteer management principles to create safe, enjoyable and productive volunteer experiences.

Why

- In Devonport streamlined and organised processes are key elements of an enjoyable volunteer role, safe environment and a strong volunteer organisation.
- During the COVID-19 pandemic and recovery clear communication, good process and safety precautions were in place, making volunteers feel supported and safe.
- Many volunteer groups and organisations in Devonport are run by volunteers with no paid staff. This brings additional challenges and can mean volunteers are responsible for developing strong processes, structures and following best practice.

Key actions to create the change needed

Key Action 4.1

Develop resources and provide support for Devonport's volunteering groups and organisations to improve their practices in line with the National Standards for Volunteer Involvement.

Key Action 4.2

Communicate and promote best practice volunteer management across the Devonport community.

"Where I volunteer, the coordinator that looks after us is fantastic with us volunteers. All relevant volunteer information is emailed, and we have inductions to rules & regulations of the organisation."

Devonport Volunteering Action Plan

Acronyms used in this document:

VT – Volunteering Tasmania
DCC – Devonport City Council
LVNG – Local Volunteer Network Group
VIOs – Volunteer Involving Organisations

*Timeline legend: Short term = 12-18 months, Medium term = 18 months – 3 years, Long term = 3-5 years

Activity	Tasks		Lead and Partners	Timeline*	Outputs (Tangible Items)
Focus Area 1: Accessible & inclusive volunteering					
1.1 Partner with educational institutions to build student knowledge and interest in volunteering.	Incorporate volunteering information into youth / student based community events.	Convene working group (LVNG and other community members) to review options to combined forums / events / community activity.	DCC	Short-term	Events delivered that incorporate a focus on volunteering
		Call for volunteering organisations to attend event and promote event across community.	DCC / LVNG	Short-term	
		Send info to groups about events including encouraging groups to discuss the benefits of volunteering related to employment, training, etc.	DCC	Medium-term	
		Run annual event/s.	DCC / LVNG	Medium/long-term	
	School visits to talk about volunteering opportunities and benefits.	Connect with VIOs and schools to organise presentation / info sessions with students.	DCC	Medium-term	No. of school visits and council referrals
		Connect with Volunteering Tas for support/resources for presentations.	VIOs	Medium-term	

		Visits to local schools to talk about volunteering in the community, the benefits and the opportunities.	VIOs	Medium-term	
1.2 Offer and promote the use of soft entry points for new volunteers such as 'try it out' days, bring a buddy, drop-in days.	Develop, make available and promote the use of a soft entry point resource for organisations to use when engaging with new volunteers.	Identify / research resources / templates already available that can be accessed / adapted / utilised (including Volunteering Tas).	LVNG / DCC	Short-term	Resource developed, circulated broadly among networks and available on DCC webpage.
		Use local examples of options for soft entry points (try it out days, bring a buddy, drop-in days).	LVNG / DCC	Short-term	
		Finalise resource and upload on council's volunteering webpage.	DCC	Short-term	
		Circulate resource within the community.	LVNG / DCC	Short-term	
		Option to offer a workshop to support this resource.	DCC / LVNG	Medium-term	
1.3 Improve communication about volunteering roles.	Trial processes that provide clearer communication of volunteering roles.	Develop / review induction processes to include (role descriptions with detail of time commitment, skills required and process to become a volunteer). Include information about early regulation requirements for Working With Vulnerable People Registrations (advertising that this can be done by VIOs, and libraries).	VIOs / DCC	Short-term	Visible and easily accessible documents No. VIOs/volunteers undertaken training
		Adopt and communicate an 'open door policy' for volunteers in VIOs to discuss role, responsibilities and supports available.	VIOs / DCC	Short-term	

		Offer and promote Plain English training with volunteer managers and volunteers (Libraries Tas and 26Ten). Ensure plain language in volunteer documents and availability to have these translated into other languages, AUSLAN videos, podcasts.	Libraries Tas VIOs / DCC	Short-term	
1.4 Promote, adapt and increase transport options to improve access to volunteering activities.	Improve transport access and awareness to volunteering activities.	Provide information about transport options—transport timetables on council’s volunteering webpage. Highlight transport options within VIOs.	VIOs / DCC	Short-term	Transport information visible on websites/ induction documents Flexible times available to volunteer
		Promote shared transport through current volunteers and volunteer programs that offer transport.	VIOs / DCC	Short-term	
		Make volunteering activities / programs available after school hours for school students and be flexible with after-hours volunteering.	VIOs	Short-term	
1.5 Explore ways to make volunteering more inclusive across the Devonport community.	Undertake activity to review and adapt practices to be more inclusive.	Training delivered on how to review and adapt practices to become more inclusive volunteer organisations.	VT	Short-term	Training delivered No. of participants in training Adaption of practices, policies and procedures
		Review policies and procedures to ensure they support inclusive practices (acknowledgements, physical access, posters on diversity). Review volunteer code of conduct.	VIOs / DCC / VT	Medium-term	
		Share resources across the LVNG to support inclusive practices.	LVNG / VT / DCC	Medium-term	
		Explore a range of volunteering options and work with individuals to design roles suitable / flexible (survey staff and volunteers for new ideas, ask for feedback).	VIOs / DCC / VT	Medium-term	

Focus Area 2: Volunteer sector collaboration & connection

2.1 Offer mentoring opportunities across the sector to share knowledge, skills and build stronger connections throughout Devonport's volunteering community.	Trial a local mentoring program with people managing and supporting volunteers in the region.	Explore other mentoring programs and look at a suitable model to trial.	DCC / LVNG	Long-term	No. of mentors and mentees Outcomes of support
		EOIs for mentors across the volunteering community developed and circulated.	DCC / LVNG	Long-term	
		Call for mentees to join the program via networks.	LVNG / DCC	Long-term	
		Review and evaluate program.	LVNG / DCC	Long-term	
2.2 Develop a local volunteering community networking group for connection and collaboration	Establish a Devonport Community of Practice (CoP) for volunteers and people working with volunteers.	Develop Terms of Reference and promote Community of Practice (CoP) opportunity across the volunteering community.	LVNG / DCC	Short-term	Collaboration / outcomes from CoP
		CoP established and members meet to share learnings, collaborate on sector / common issues and look for opportunities to collaborate on events / activities.	LVNG / DCC	Short-term	Regularity of meetings held No. of attendees

Focus Area 3: Culture of volunteering

3.1 Explore and implement different volunteer recognition activities and practices. 3.2 Encourage groups to nominate volunteers in the annual	Develop, make available and promote the use of a volunteer recognition resource. (see attachment A)	Identify / research resources / templates already available that can be accessed / adapted / utilised (including Volunteering Tas).	LVNG / DCC / VT	Short-term	Resource developed, circulated broadly among networks and available on webpage Volunteer recognition activities undertaken No. of local nominations in awards
		Use local examples of options for volunteer recognition (including Tas Volunteer Awards).	LVNG / VT	Short-term	
		Finalise resource and upload resource on council's volunteering webpage.	DCC	Short-term	
		Circulate resource within the community.	LVNG / DCC	Short-term	

Tasmanian Volunteering Awards.		Option to offer a workshop to support this resource.	DCC / LVNG	Medium-term	
		Promote the annual Tasmanian Volunteering Awards.	DCC / LVNG / VIOs	Short-term	
3.3 Value and nurture current volunteers.	Adopt practices that support the safety and wellbeing of volunteers.	Incorporate regular and personal communication with volunteers into practices.	VIOs / DCC	Medium-term	Check-in processes developed WHS training for staff and Volunteers Additional training offered for skilled volunteer roles Succession plans used for volunteers
		Explore options for a physical space / volunteer hub (places to put personal gear and access knowledge about facilities /staff space).	VIOs / DCC	Medium-term	
		Educate staff to support volunteers to work within their boundaries and WHS regulations.	VIOs / DCC	Medium-term	
		Training offered for volunteers to ensure they have the skills required for roles.	VIOs / DCC	Medium-term	
		Develop individual succession plans for volunteers and review annually.	VIOs	Medium-term	
3.4 Increase information available and awareness about volunteering in Devonport.	Increase advertising and promotion of local volunteering opportunities.	Utilise council website and community newsletter as platforms to promote and outline volunteer roles locally.	DCC / VIOs	Short-term	No. of articles / features regarding volunteering in local media Local volunteer stories being shared broadly across the community on a regular basis Facebook page developed, active and community engaging
		Share volunteering stories through media outlets, internal and external platforms and networks (eNews, social media, local news).	DCC / LVNG	Short-term	
		Start a Facebook page 'Volunteers of Devonport' developed and supported by volunteering organisations. Use interesting graphics/imagery/Plain English to attract and promote volunteers.	LVNG / DCC	Medium-term	

		Connect and refer volunteers to current VT volunteer portal (Volunteer Connect).	VIOs / DCC	Short-term	
Focus Area 4: Best practice volunteer management					
4.1 Develop resources and provide support for Devonport's volunteering groups and organisations to improve their practices in line with the National Standards for Volunteer Involvement.	Develop, make available and promote the use of a checklist resource for best practice volunteer management. (see Attachment A).	Identify / research resources / templates already available that can be accessed / adapted / utilised (including Volunteering Tas).	LVNG / DCC VT	Medium-term	Resource developed, circulated broadly among networks and available on webpage
		Include links to resources that can provide further information about topics and use local examples of options for best practice.	DCC / LVNG	Medium-term	
		Finalise resource and upload on council's volunteering webpage.	DCC	Medium-term	
		Circulate resource within the community.	LVNG / DCC	Medium-term	
		Option to offer a workshop to support this resource.	DCC / LVNG	Medium-term	
4.2 Communicate and promote best practice volunteer management across the Devonport community.	Share information about best practice volunteer management.	Share best practice examples through media outlets, internal and external platforms and networks.	LVNG / DCC	Short-term	Stories being shared broadly across the community on a regular basis. Referrals through to Volunteering Tas.
		Provide links to Volunteering Tas opportunities related to best practice (network meetings, resources, workshops, training, etc.). Include on council's volunteering webpage.	LVNG / DCC	Short-term	

Attachment A

During the development of the Devonport Community Volunteer Sustainability Strategy and Action Plan, research and consultations identified the following recommendations be incorporated into development of resources outlined above.

Volunteer Recognition Resource

- Volunteer celebrations
- Volunteer reimbursement
- Acknowledgement from staff, boards, alderman
- Awards
- Training offered to volunteers
- Individualised recognition


Checklist for Best Practice Volunteer Management (National Standards)

- Leadership and management
- Commitment to volunteer involvement
- Volunteer roles
- Recruitment and selection
- Support and development
- Workplace safety and wellbeing
- Volunteer recognition
- Quality management and continuous improvement

Part 3: Volunteering Profile 2029: Devonport Local Government Area



SAFEGUARDING
VOLUNTEERING



Volunteering Profile 2029: DEVONPORT LOCAL GOVERNMENT AREA

www.volunteeringtas.org.au

About this report

Volunteering is a vibrant and economically significant part of our Tasmanian communities. All volunteers are a vital part of connecting and contributing to our communities, and across the state we rely heavily on them to strengthen support services and program delivery, as well as drive a range of community activities and help out in times of need.

The nature of our communities and the ways in which the people of Tasmania connect and support each other through volunteering is changing.

With community needs and demographic shifts already impacting volunteer supply and demand, it is imperative steps are taken now to ensure a robust and adaptable local volunteering workforce remains a vibrant part of our state into the next decade and beyond.

This report outlines estimated supply and demand of volunteers in Tasmania in 2029. Volunteering Tasmania has used Australian Bureau of Statistics (ABS) census and labour force data, Tasmanian Treasury population projections and other publicly available information to estimate how many people will be needed and how many people will be willing to volunteer in 2029 (a detailed methodology is available on request from Volunteering Tasmania).

Understanding these data and their implications at the local government level is essential to developing effective strategies for strengthening Tasmania's volunteering culture and community resilience.

Volunteering Tasmania can work with local councils in interpretation of local government profiles and provide resources to support the development of community-built volunteering strategies.

Supply of volunteers

The supply of volunteers for 2019 was estimated using a combination of ABS census data (2011, 2016), ABS General Social Survey data (2010, 2014), Volunteering Tasmania State of Volunteering Report data (2014, 2019) and Tasmanian Treasury population projections. All estimates are based on Tasmanians over 15 years of age.

Devonport

In 2019 the estimated number of volunteers in Devonport was 8,200 people.

If the decline in volunteering remains consistent with current trends the estimated number of volunteers in Devonport in 2029 will be 6,840 people.

North-West Tasmania

In 2019 the estimated number of volunteers in North-West Tasmania was 36,447 people.

If the decline in volunteering remains consistent with current trends the estimated number of volunteers in North-West Tasmania in 2029 will be 30,261 people.

Tasmania

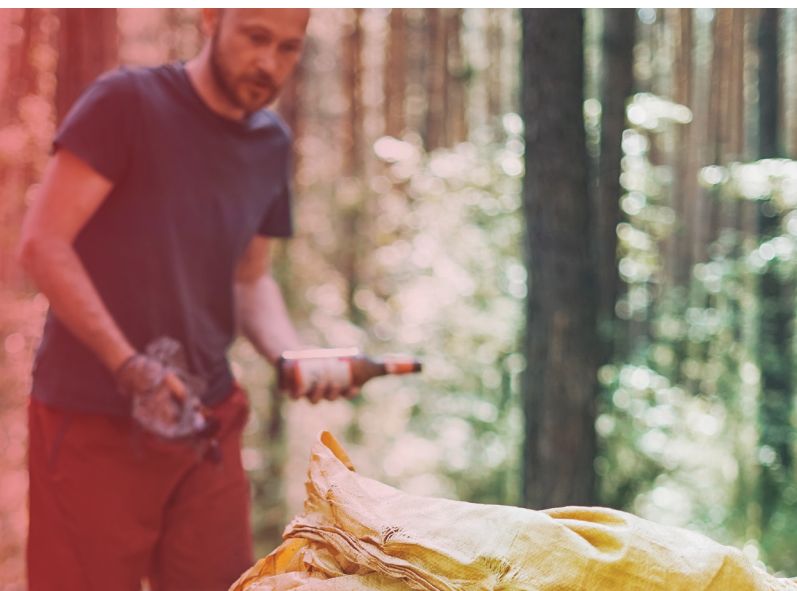
The current formal volunteering rate in Tasmania is 39.6%¹, representing 172,500 people

According to the same data sources, volunteering is declining by 0.7% every year.

If this trend holds, by 2029 the formal volunteering rate in Tasmania will have fallen to an estimated 32.6%, representing 150,000 people.

1. From the modelling in this report.

“The nature of our communities and the ways in which the people of Tasmania connect and support each other through volunteering is changing”.



Demand for volunteers

It is difficult to predict what the level of demand for volunteers may be in the future, however, many sectors do calculate the ratio of paid staff to volunteers in their sector. (eg. there are 3.5 volunteers for every paid staff member in the community sector). The ABS also releases regular labour force data and many industries invest in predicting their own sector's future workforce needs.

Calculations of demand for volunteering have been based predominantly on the current ratio of paid staff to volunteers in each sector, and the predicted future workforce needs in these sectors.

Devonport

In 2029 it is estimated there will be demand for 11,900 volunteers in the Devonport LGA.

North-West Tasmania

In 2029 it is estimated there will be demand for 52,630 volunteers in the North-West Tasmania region.

Tasmania

In 2029 it is estimated there will be demand for 260,907 volunteers in Tasmania.

Gap between demand and supply of volunteers

Based on the modelling described above it is estimated that there will be a 42.5% shortfall in volunteers in Tasmania by 2029.

Devonport

For Devonport LGA it is estimated there will be a shortfall of 5,060 volunteers (**Chart 1**).

North-West Tasmania

For the North-West it is estimated there will be a shortfall of 22,369 volunteers.

Tasmania

For Tasmania it is estimated there will be a shortfall of 111,000 volunteers.

Chart 1: Devonport LGA; Demand vs Supply of Volunteers 2029



Difference in supply and demand by 10-year age cohort and gender in Devonport LGA, North-West Tasmania and Tasmania

The charts below outline the projected gap between supply and demand of volunteers in 2029, as categorised by gender and age (Charts 2, 3 and 4).

As can be seen from the charts below, Devonport will require broadly similar numbers of volunteers in each of the age brackets from 15-54, but as there is a slightly aging population there will be an increased requirement for volunteers in the 55-74 year age groups.

The Devonport LGA has a similar age profile to Tasmania and a slightly younger demographic than the North-West region overall (Appendix A).

The similarities between the Devonport age profile and the Tasmanian age profile are helpful and mean that Devonport's volunteer sustainability strategy and actions will be supported by and benefit from Tasmania-wide strategies / activities.

Chart 2: Devonport LGA

Shortfall in volunteers by 2029 (by gender and age)

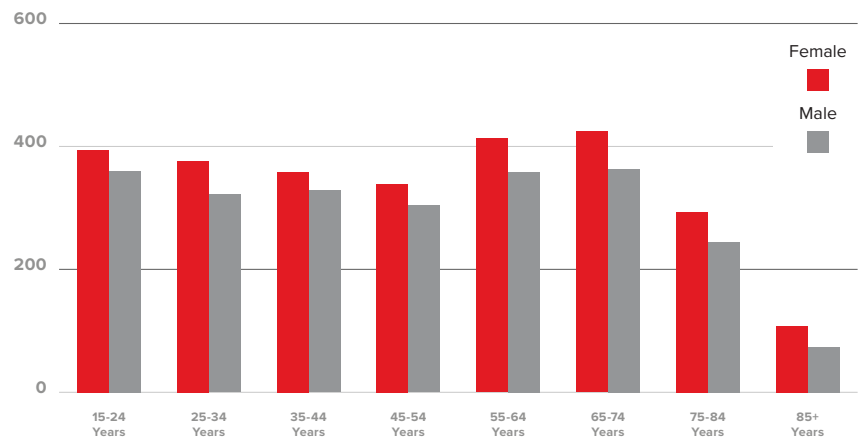


Chart 3: North-West Tasmania

Shortfall in volunteers by 2029 (by gender and age)

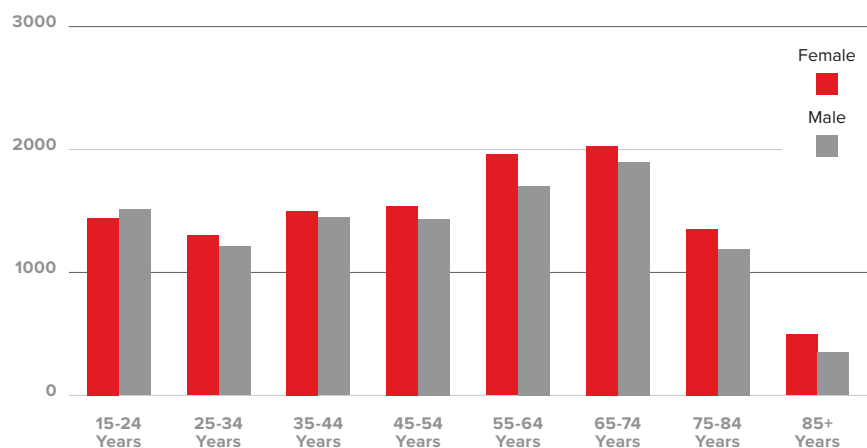
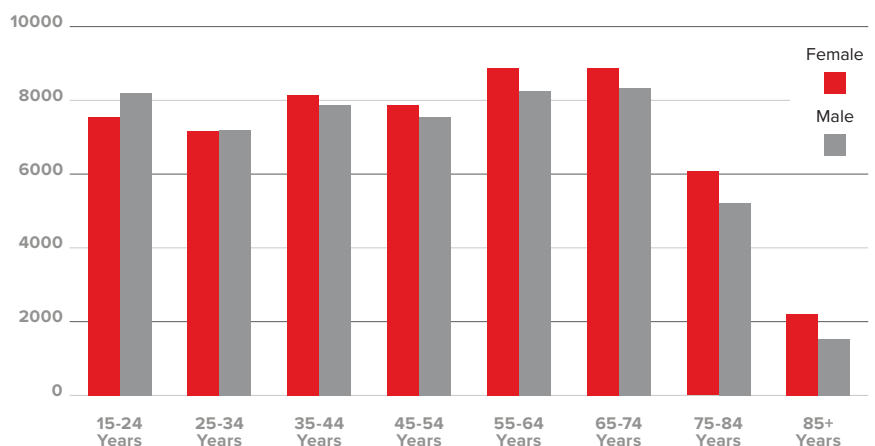


Chart 4: Tasmania

Shortfall in volunteers by 2029 (by gender and age)



Current and projected trends in volunteering across Tasmania

The ABS (GSS 2014) have determined the proportion of volunteers in each sector of volunteering (**Table 1**).

Due to the changing profile of volunteering in Tasmania, it is predicted that the demand for volunteers by sector will change considerably by 2029 (**Table 2**).

For example, in 2014 the highest number of volunteers were in sport (**40.9%**, **Table 1**), But by 2029 the modelling in this report indicates that more than 40% of volunteers in Tasmania will be needed in the Welfare and Community services (predominantly aged and disability services) (**Table 2**).

This highlights the demographic shifts taking place in Tasmania and emphasises the need for strategies that ensure our communities can meet the changes in demand for volunteers.

Although these data are for Tasmania, the similarities between the state and Devonport LGA's demographic profiles allows some basic transfer of the trends indicated to inform local strategies and activities.

Additionally, The ABS determined the percentage of the population that volunteered by age (**Table 3, GSS 2014**), it may be surprising to see that more than 50% of 15-17 year olds volunteered in 2014, the highest of any age cohort. It is not possible to make age-based predictions for 2029, but the age profile provided may give some support in preparing and planning volunteering strategies.

Table 1: Volunteer sectors in Tasmania in 2014 (ABS: GSS, 2014)

Volunteering type	Proportion
Sport and Physical Recreation	40.9%
Welfare / Community	22.1%
Religious	13.8%
Education and Training	22.5%
Health	9.1%
Other	22.9%
Total	100.0%

Table 2: Sectors projected to drive demand for volunteers in Tasmania in 2029

Volunteering type	Proportion
Sport and Physical Recreation	13.3%
Welfare / Community	41.2%
Religious	0.8%
Education and Training	14.3%
Health	17.3%
Other	13.2%
Total	100%

Table 3: Age profile of Tasmanian volunteers in 2014 (ABS: GSS, 2014)

Age Group	Proportion
15-17 years	53.5%
18-24 years	29.1%
25-34 years	34.0%
35-44 years	37.5%
45-54 years	43.1%
55-64 years	33.3%
65-74 years	37.7%
75 years and over	22.5%

Appendix A: Projected population in Devonport, North-West Tasmania and Tasmania in 2029

Chart 5: Devonport LGA Population by 10-Year Age Cohort & Gender

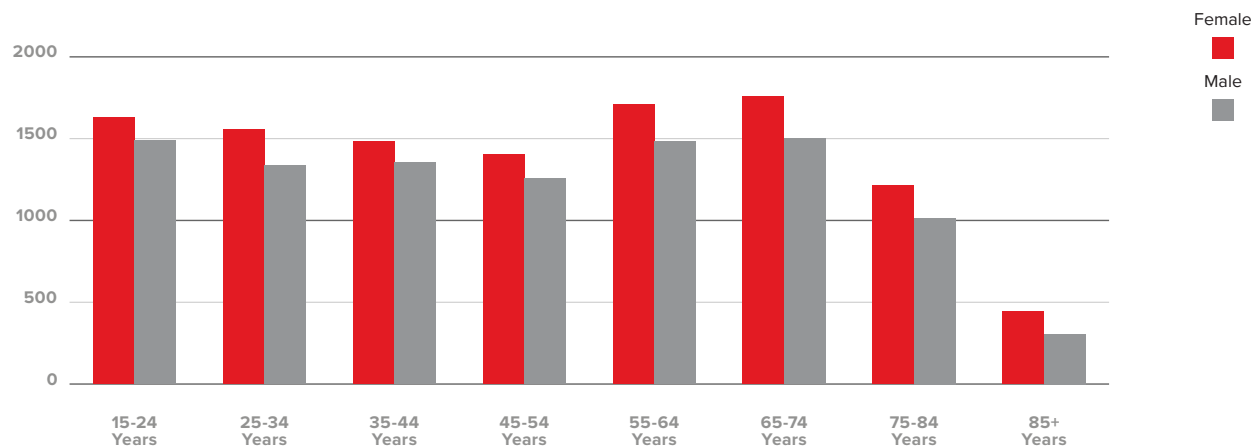


Chart 6: North-West Tasmania Population by 10-Year Age Cohort & Gender

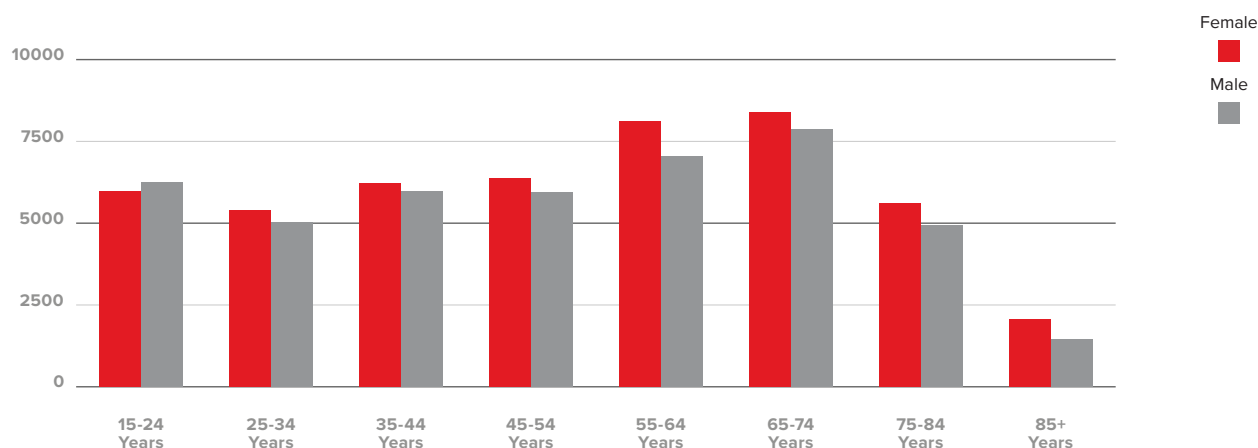
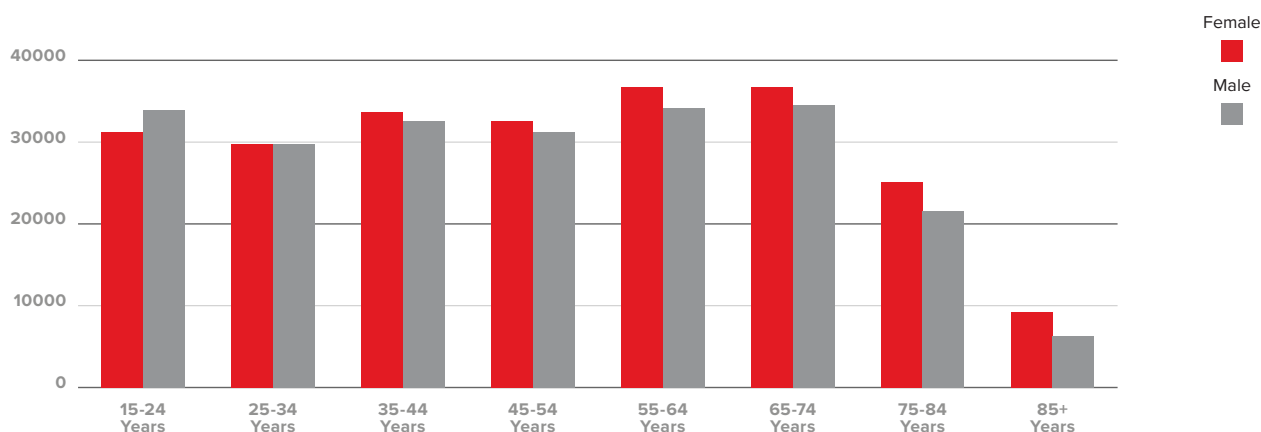


Chart 7: Tasmania Population by 10-Year Age Cohort & Gender





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