



VOLUNTEER IMPACT REPORT

January - June 2021



OXFAM
Australia

INTRODUCTION

This report showcases the impact of volunteers, interns and secondees (“volunteers”) at Oxfam Australia (“OAU”) between 1 January - 30 June 2021. It shows that most people who contribute their time to OAU live in South Australia, volunteering at the Adelaide Secondhand Bookshop, who donate their profits to OAU. While there has been a slight increase in volunteers elsewhere, the continuing uncertainty and disruption caused by COVID lockdowns has resulted in limited uptake of volunteer assistance since the beginning of COVID in March 2020.

At OAU, **90% of people who applied to volunteer between 1 January - 30 June 2021 were unable to secure a role**. Only 14 new roles within OAU were created during this period, leaving many potential volunteers unable to join the OAU workforce.

So what?

Volunteers contribute significantly to the operations of OAU. They process donations in the Supporter Services Team, research Diversity and Inclusion best practice for the People & Culture team, are seconded to cover the General Counsel in the legal team and build an Alumni database for the First Peoples’ Program. The skills and expertise of the people willing to contribute to OAU are endless and with many teams throughout the organisation under resourced, the Volunteer Engagement Team urges managers to include volunteers in their workforce planning.

KEY FINDINGS



The financial value for volunteer contributions for the reporting period was **\$397,061**. This is equivalent to **5.6 full-time** roles at Oxfam.



The number of volunteer hours **increased** in the Chief Executive Office (147 hours), Programs (76 hours), Programs: Development & Effectiveness (74 hours), Programs: Management & Accountability (190 hours), and Supporter Services (107 hours) compared to the previous reporting period.



Volunteers indicated their experience as either ‘very good’ or ‘good’ for **93 percent** of all volunteer shifts over the reporting period.



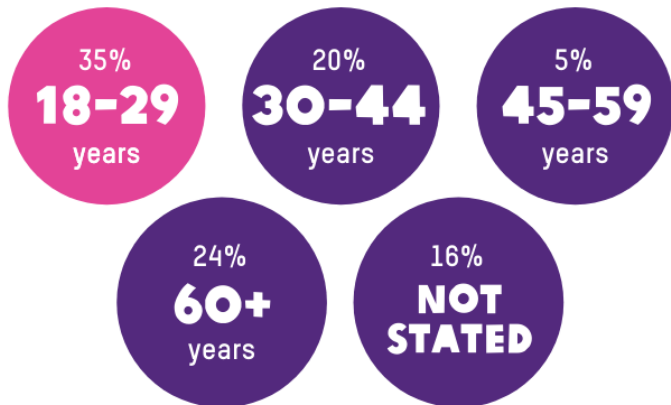
82 percent of **all** volunteers were based in South Australia, whereas most **office-based** volunteers (88 percent) were based in Victoria.



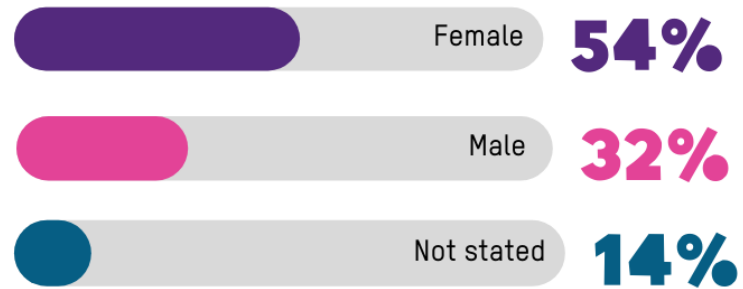
Consistent with previous reporting periods, most volunteers at Oxfam identify as **female**, but the percentage of volunteers who identify as female has declined from **72 percent to 54 percent** from the last report.

VOLUNTEER IMPACT

January - June 2021



Most volunteers are 18-29 years old



Most volunteers identify as female



18

volunteer roles



211

volunteers



9,477

volunteer hours

WA 13 volunteers

SA 174 volunteers



QLD 2 volunteers

NSW 1 volunteer

VIC 21 volunteers

2
volunteer hours

Can enable Oxfam to buy a seed storage container for a community in Timor Leste, providing a sanitary and weatherproof place to store seeds.

4
volunteer hours

Can enable Oxfam to train a community health volunteer to prevent the spread of cholera in their community in Yemen.

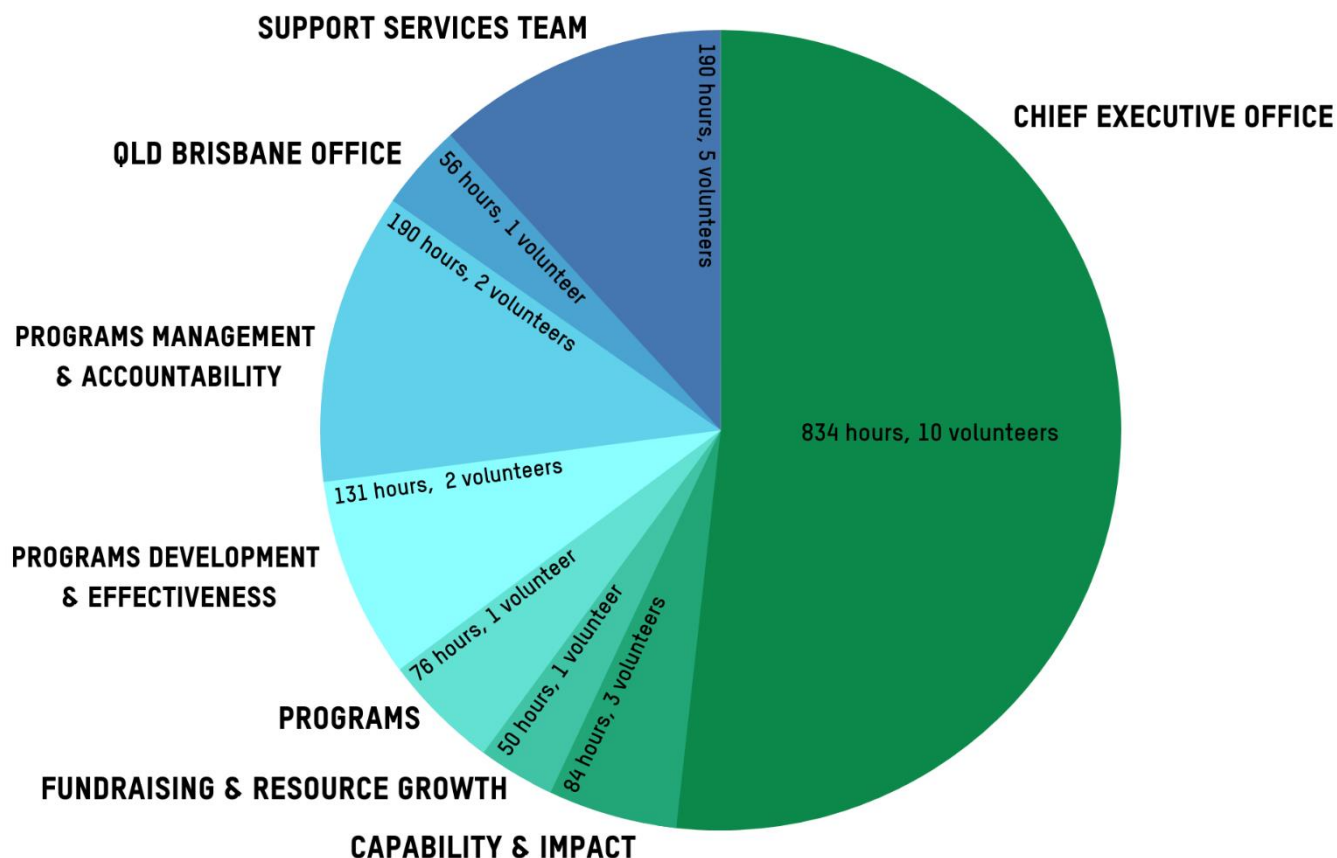
10
volunteer shifts

Can enable Oxfam to support a delegation of Pacific Islanders to travel to, and be heard at, the UN's yearly climate conference (COP).

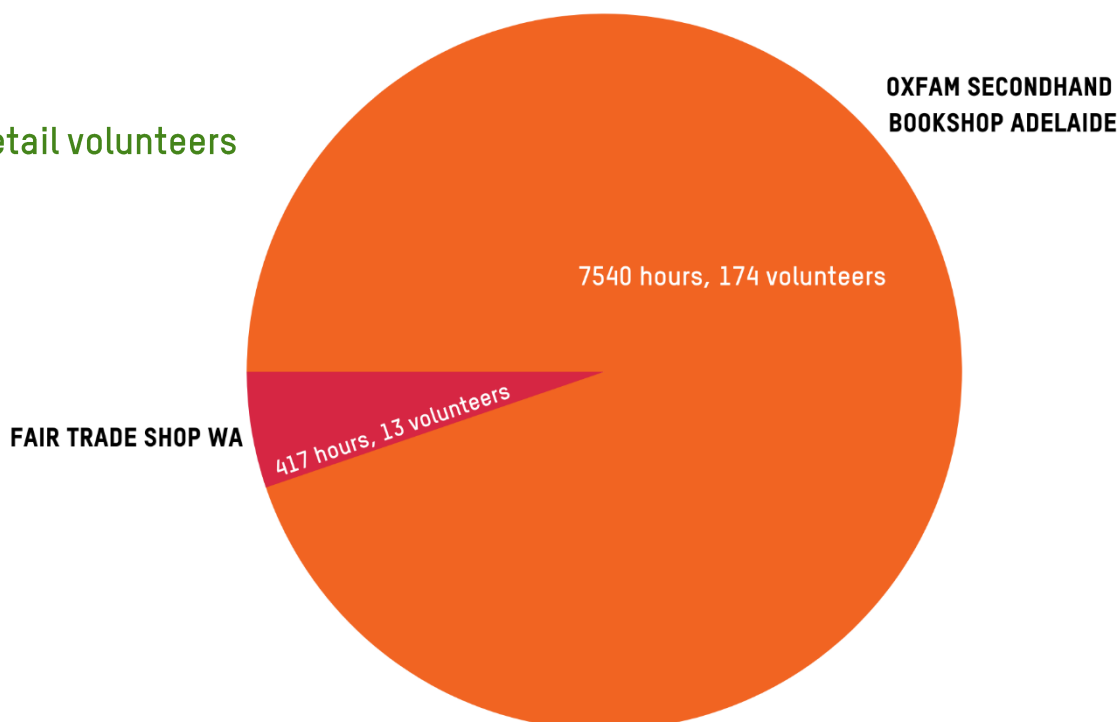
OVERVIEW OF CONTRIBUTION

The graphs below show an overview of the number of volunteers* in each section of OAU, and the hours that were contributed during the reporting period. Graph 1 shows the contribution of volunteers in OAU offices (working remotely where required) and Graph 2 shows the contribution of volunteers working in retail shops.

Graph 1 – office volunteers



Graph 2 – retail volunteers



*The total number of volunteers shown is 212 as 1 volunteer completed 2 separate roles.

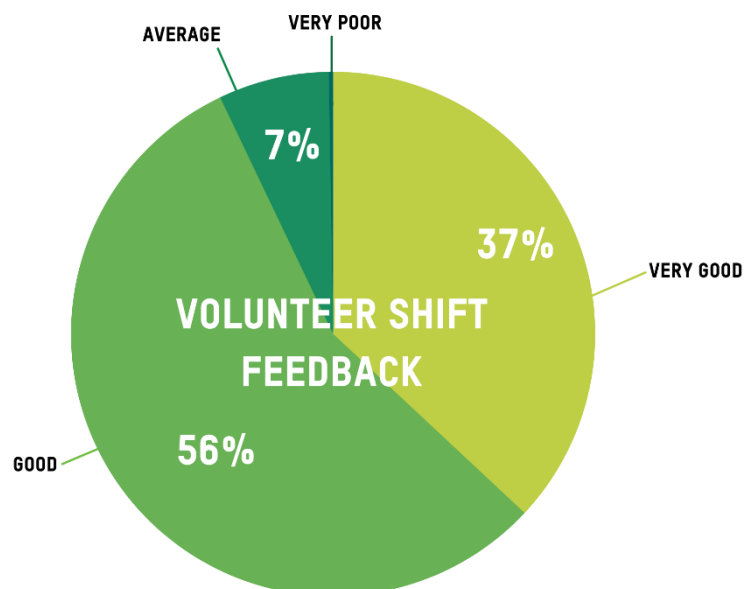
POSITIONS HELD BY VOLUNTEERS

The map below outlines the individual volunteer roles held during the reporting period.



VOLUNTEER FEEDBACK

Volunteers are encouraged to share their feedback on their experience following each shift they complete. This is done when they record their hours. This graph shows that volunteers voted their experience as 'very good' or 'good' for **93 percent** of all shifts over the reporting period.





Credit/Copyright: Khaula Jamil/OxfamAUS

3 MONTHS OF VOLUNTEERING:

Can enable Oxfam to train 20 women to learn skills and techniques to become leaders in their communities in Pakistan. This training provides a stepping stone for women to find strength within themselves to start advocating for their rights.

**211
PEOPLE**

**5.6 FULL
TIME
ROLES**

Impact of **VOLUNTEERISM** *at Oxfam*

**IMPACT
VALUE:
\$397,061**

"The (volunteer) role gave me my first real foot in the door of the legal world and I do think my experience there is a big reason why I was able to get my first permanent role in a legal capacity."

There are many impacts of volunteerism. For volunteers and for Oxfam. Here are just a few.

"I worked side by side the legal team there to figure out how best I could assist them in their daily function."

"The Alumni Database will allow for better connection, networks and communication between Oxfam and the Straight Talk Alumni and the Alumni themselves."



Impact of **VOLUNTEERISM** at Oxfam

Since arriving in Perth in 1982 after several years of international travel, Susan Davison became involved with Community Aid Abroad and then Oxfam Australia, as a fundraiser and activist. This has included involvement with the Fremantle Walk Against Want, Taste of the Nation, Trailwalker, and for the past 15 years, as a supporter and retail assistant at the Oxfam Fair Trade Shop in Bayswater, WA. Susan finds this is a positive way to be involved, supporting, sourcing and selling Fair Trade products from many countries, as well as being able to channel all profits back to Oxfam Australia. Susan highly recommends the shop as a fabulous place to volunteer, contributing to Oxfam's goal of Economic Justice.

Phoebe Rahn lives on Wurundjeri land in Melbourne. Phoebe has been helping to build the Alumni Database for the Straight Talk program. The Alumni Database will allow for better connection, networks and communication between Oxfam and the Straight Talk Alumni and the Alumni themselves. This work directly contributes to First Peoples justice. Phoebe is passionate about the humanitarian impacts of the climate crisis and enjoys spending time in nature – bushwalking, camping and being at the beach.

"Oxfam Australia is also non-religious and non-political, which is significant because their work and Purpose will not be tainted or driven by alternate agendas – this is really important to me... My volunteer experience has allowed me to develop and gain new skills relating to database management and more general analytical and administrative skills. Most importantly the experience has allowed me to contribute to meaningful work that I'm proud to be a part of."

Where Are They Now?



Joel Garrett first volunteered at Oxfam in the Supporter Services team in November 2011 and returned in May 2017 to assist the legal team.

Joel grew up in the eastern suburbs of Melbourne. He's always enjoyed a balance of academic and recreational pursuits, playing some form of weekly sport while working towards his goal of becoming a lawyer. When the opportunity to gain experience within the Oxfam in-house legal team presented itself, he saw it as valuable professional development which would hopefully help in finding full-time employment. At the time of this interview, Joel was working at Stockland as a Senior Legal Graduate in the Victorian conveyancing team and had recently accepted a new role as an Associate Solicitor at a firm in the CBD. Congrats Joel!

"Volunteering at Oxfam saw many positive impacts for me! I was able to make connections both as friends and professionally. Both Sari and Heidi from Oxfam attended my admission ceremony when I finally hit the milestone of becoming a lawyer and have both been great advocates for my future success. The role gave me my first real foot in the door of the legal world and my experience there is a big reason why I was able to get my first permanent role in a legal capacity. The team were always very accessible and willing to take time out of their day to help train and develop my skills and knowledge and I am still grateful for the experience today."



Journey of a Volunteer turned paid staff turned Volunteer Manager

Who are you?

Jordan Steiner was born in Melbourne/Naarm and grew up on the edge of the Yarra Valley. Jordan joined Oxfam in 2018, first as a volunteer and then was successful in securing a paid position. Both roles have been in the Volunteer Engagement Team (VET), as well as a short stint in the Melbourne Trailwalker team. Jordan has a Bachelor of Arts degree in Political Science and International Relations as well as a Master of International Relations.

Why did you choose to manage a volunteer?

"I believe wholeheartedly in the transformative benefits that volunteerism can hold for non-profit organisations, but also for society itself." An important part of the VET is to exemplify this and Jordan believes there is no better way to do this than by working alongside volunteers in his team. Jordan works directly with the team's administration volunteer.

What is the purpose of the volunteer position?

The administration volunteer position primarily supports the team with maintaining data integrity in the VET's systems and processes, assisting with reporting functions and working with the team to ensure everything is up to date. The role is a crucial support to ensuring that the volunteer program remains effective and impactful, which in-turn ensures the VET can help all volunteers, interns and secondees contribute to Oxfam's strategic goals.

What are some positive outcomes of this experience?

The management of volunteers is a two-way learning process. Not only do volunteers gain skills and experience as part of their role, but their managers also learn from them. Volunteers in the VET team have provided a unique benefit by providing their own input and work to make Oxfam's volunteer program as effective as it possibly can be.

What would you say to another staff member who was thinking of engaging a volunteer?

I would absolutely recommend that any staff member thinking of engaging a volunteer go for it! Volunteers make such a tangible difference across our organisation and have always been and continue to be fundamental to helping Oxfam realise our goals, purpose and mission.

"I joined Oxfam whilst I was studying because I believe deeply in Oxfam's mission and have long admired Oxfam for being a strong, secular and fearless voice which has long advocated for and worked toward realising a better and more equitable world without the inequalities that keep people in poverty."



FINAL NOTES

This is the sixth Volunteer Impact Report developed by the Volunteer Engagement Team. The purpose of this report is to showcase the impact that volunteers have made to Oxfam Australia. By publishing this report, the Volunteer Engagement Team hope to see an increase in volunteer engagement throughout the organisation.

More information about volunteer engagement, including how to engage a volunteer, can be found on the Volunteer Engagement Team's Compass page.

<https://compass.oxfam.org/communities/oxfam-australia/groups/people-and-culture/wiki/volunteer-and-intern-engagement>

Or email volunteerengagement@oxfam.org.au



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Cover photo: Oxfam Australia staff and volunteers (pictured from top left to bottom right): Megan Cassar, Jody Kelly, Jordan Steiner, Kerrie Nicholls, Sandra Edgar, Liliana Chawrylak, Adam Stanic, Nipuni Bandaranayaka and Pooja Mankhedkar.



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