



OXFAM AUSTRALIA 2022 VOLUNTEER IMPACT REPORT

August 2023



OXFAM
Australia

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Cover image: Melbourne, Australia: Ngapa Activation & Engagement Volunteer – Anoushka Liyanage (left) with Social Engagement Volunteer – Michele Koh (right).

Photo: Aimee Han/Oxfam Australia

Acknowledgements: Many volunteers and colleagues assisted with the development of this report. The author would like to acknowledge and thank all volunteers, interns, and secondees for their significant contributions to Oxfam Australia throughout the reporting period.

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About Oxfam:

At Oxfam. We believe all lives are equal and no one should live in poverty. We join forces with people who share this belief, and to empower communities to build better lives for themselves. That's why we are there on the ground, not only to save lives in times of crisis, but also to develop lasting solutions. Our work spans wide because there are many causes of poverty. That's why we're also in front of decision-makers, governments, and corporations and speak out on the big issues.

Together, we are tackling poverty – by changing minds, systems, and lives.



FOREWORD

The Oxfam Australia Volunteer Engagement Program Team are pleased to present the 2022 Oxfam Australia Volunteer Impact Report. This is the eighth impact report developed by the team which acknowledges and celebrates the meaningful contributions of volunteers, interns, and secondees (collectively referred to as volunteers) at our organisation.

This report will outline the significant contributions of Oxfam Australia's volunteers and the many ways that they enable a positive impact for the organisation. This report comes at a pivotal time for the volunteer-involving sector and Oxfam Australia, as we seek to grow our Volunteer Engagement Program following several years of disruption due to the COVID-19 pandemic. We seek to enable an environment which encourages inclusive and innovative forms of volunteering to respond to sector trends. As such, this report will outline how our program has been able to work toward achieving this aspiration.

The Volunteer Engagement Program Team would like to acknowledge thank all volunteers who contributed their time and effort to Oxfam Australia in 2022. Your contributions are valued, and we are grateful for your assistance in helping Oxfam work towards realise our vision of a more equitable world.

KEY FINDINGS

- 856 Oxfam Australia volunteers, interns, and secondees contributed 25,735 hours of their time during 2022
- The financial value of volunteer contributions across all programs at Oxfam Australia was \$1.28m
- The return of Oxfam Trailwalker in Melbourne & Sydney saw volunteer numbers increase by nearly 700 people compared to the previous year
- Volunteers contributed their time to Oxfam to eliminate poverty, improve vocational skills, and to make a difference
- In 2022, the Volunteer Engagement Program continued to enable flexible and innovative forms of volunteering through partnerships and new initiatives



VOLUNTEER IMPACT ON A PAGE

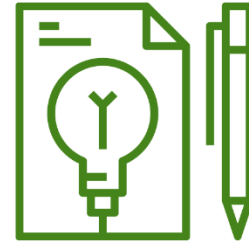
January - December 2022 (all programs)

\$1,282,999
AUD

OR

15.3 full-time
salaries

The estimated financial value of all
volunteer contributions in 2022



17

Projects/tasks completed as part of
Oxfam's Micro Volunteering Pilot



37

volunteer roles



856

volunteers



25,735

volunteer hours

Volunteers completed a range of roles in work relating to



3
hours of
volunteering

Can enable Oxfam to provide a woman in Papua New Guinea with safe house accommodation for a week, keeping her safe from violence

6
weeks of
volunteering

Can enable Oxfam to support a safe drinking water project for communities whose water wells are inundated by sea level rise in the Solomon Islands

10
weeks of
volunteering

Can enable Oxfam to sponsor a legal aid lawyer to represent the rights of the most vulnerable and protect them from unfair land evictions in Timor Leste

VOLUNTEER STATISTICS

January - December 2022



AGE

Almost half of office volunteers are 18-29 years old

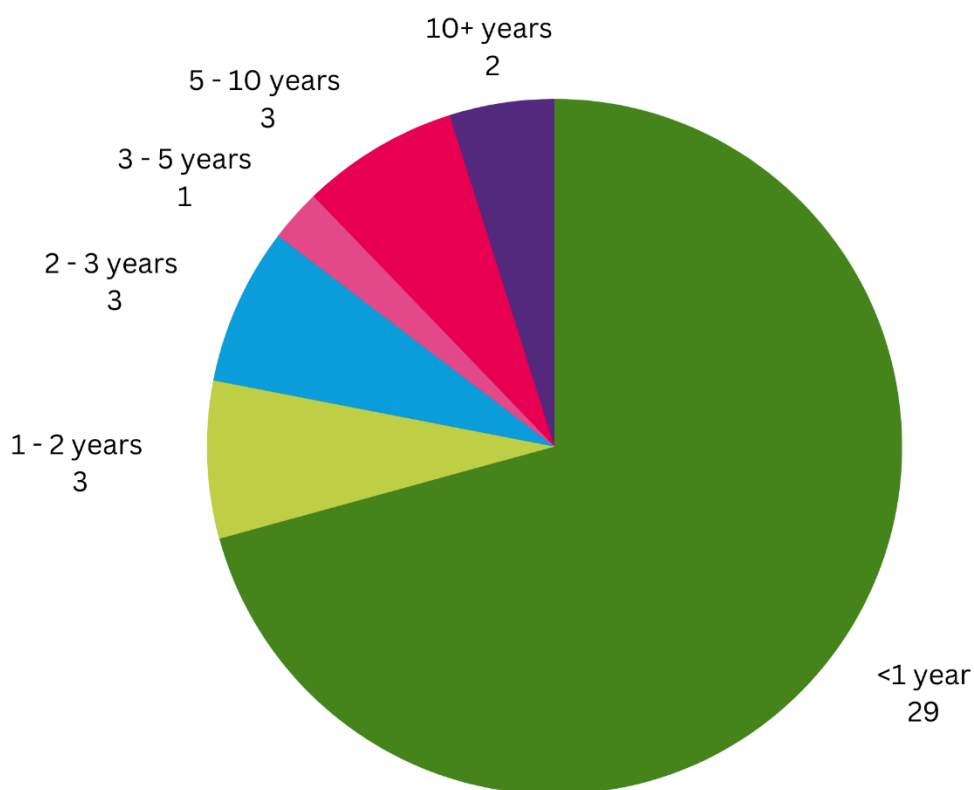


99.7% of office volunteer shifts were rated 'very good' or 'good'

FEEDBACK



23 languages spoken by office volunteers



YEARS WITH OXFAM

(office volunteers)

WHY DO PEOPLE VOLUNTEER AT OXFAM AUSTRALIA?

We asked volunteers about their motivations and why they choose to contribute their time to Oxfam Australia. A few common answers can be found below.

to eliminate poverty

the role aligns with my values

donated to Oxfam previously

using skills from my university degree or course

to assist those in need

retired and wanting to contribute to the community

for First Nations justice

belief in Oxfam's valuable work

to give back and make a difference

to improve vocational skills

OFFICE VOLUNTEERS DOING MIGHTY GOOD THINGS

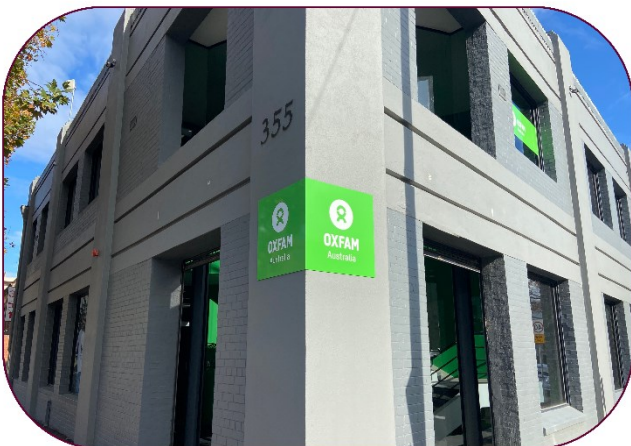
In 2022, 51 volunteers, interns and secondees generously supported Oxfam Australia and our mission. Volunteers based in six states and territories across Australia contributed nearly 3,000 hours of their time.



Fazul (pictured), volunteered with Oxfam Australia's Reconciliation Action Plan Committee before completing an internship placement with the First Peoples Program later in the year. Fazul supported the team at the Straight Talk National Summit held in Canberra. (Image: Jillian Mundy)

Office volunteers were engaged in:

- Capability & Impact (Operations): 9 roles completed by 18 volunteers
- Programs: 5 roles completed by 5 volunteers
- Fundraising & Resource Growth: 5 roles completed by 13 volunteers
- Chief Executive Office: 4 roles completed by 7 volunteers
- Micro Volunteering Program: 1 role completed by 8 volunteers



Activating our new space – Ngapa

In late 2021, Oxfam Australia relocated to our new head office in West Melbourne. We sought to activate our space to be a place of welcome. To achieve this, a group of volunteers and staff came together to form the Ngapa Activation & Engagement Team in 2022 and together, we collectively worked on creating a space that would enable collaboration and connection.



CELEBRATING COLLABORATION & INNOVATION

As an organisation, we are responding to a growing demand for more flexible and innovative forms of volunteer engagement. In 2022, we tested new initiatives with the introduction of our Micro Volunteering Pilot and enhanced our partnerships through the expansion of agile opportunities.

Melbourne International Comedy Festival Gala event

2022 saw the return of volunteering at the MICF Gala event, which in partnership with the festival, has been supporting Oxfam Australia for nearly **30 years**. Volunteers support this important event annually by assisting with collecting donations, handing out programs and talking to audience members about Oxfam Australia and our work. (Image: Jordan Steiner)



Enabling flexible volunteering – Micro Volunteering Pilot

In August 2022, Oxfam Australia launched a trial to test the viability of micro volunteering at our organisation. Micro volunteers contribute their time to causes they care about by completing smaller, ad hoc tasks on a flexible basis. Oxfam Australia is one of the first organisations to institute micro volunteering as part of a formal volunteering program in Australia. We are grateful for the assistance of volunteers from Victoria, NSW, and Western Australia, who supported the program on a flexible basis for 5 months. Volunteers and staff found the flexible nature of the pilot to be overwhelmingly favourable which has resulted in the program creating our Micro Volunteering Program in January 2023.

Enhancing partnerships through innovation

Oxfam Australia worked alongside several corporate partners to enable innovative forms of engagement. We are grateful for contributions from Corrs Chambers Westgarth and Johnson Winter & Slattery to our secondee program, the University of New South Wales as part of their interdisciplinary partner project collaboration, as well as Deloitte Australia for 'Deloitte Impact Day', which enabled the organisation to trial agile corporate volunteering placements.



OXFAM TRAILWALKER IS BACK!

Oxfam Trailwalker returned in 2022 after a brief hiatus and we were thrilled to have 677 volunteers support our Melbourne and Sydney events. Every year, our walkers tell us the same thing: volunteers are at the top of their highlights. Whether it's a kind word, a well-timed cup of tea, or encouragement at 4am as they tackle an incline – they are an essential part of their journey. Volunteers take on many roles including Trail Marshal, Trail Marker, Sweep Team, Checkpoint Crew and Allied Health. We are incredibly grateful to have such skilled, generous, and passionate people helping tackle poverty and create a life-changing Oxfam Trailwalker experience.



MELBOURNE TRAILWALKER 2022

297 volunteers supported 1,599 walkers on the trail.

2,442 hours completed, equivalent to \$121,742 in financial value

Volunteer testimonials:

My favourite part was working as a team and helping people, sometimes at their lowest, to keep going towards completing their challenge.

Supporting the cause, connecting with the volunteers, and doing something different were all the reasons why I simply loved it, have done before and plan to keep doing it.

Really felt part of a team and part of something big.



SYDNEY TRAILWALKER 2022

380 volunteers supported 2,036 walkers on the trail.

2,879 hours completed, equivalent to \$143,528 in financial value

Participants talking about volunteers:

The volunteers are wonderful. Up early, standing about in the dark and cold and rain but ALWAYS on task and pumped up. We LOVE you guys; you rock our day!

Everyone I interacted with was awesome, and their positive attitude helped keep our team going.



THE IMPACT OF COMMUNITY

Oxfam Australia was supported in 2022 by the generous contributions of 127 community volunteers who are engaged as part of the Oxfam Adelaide Charity Bookshop in South Australia as well as the Fair Trade Shop group based in Perth. Both groups support Oxfam Australia in enhancing awareness of our work and assist with fundraising activities in the community.



OXFAM ADELAIDE CHARITY BOOKS

The Oxfam Charity Books community group in Adelaide has been supporting Oxfam Australia and our work for **50 years!** The shop is 100% managed by a very dedicated group of volunteers (many of whom have made a long-term contribution). In 2022 the shop moved to a new premises and established an online store which raised their profile and that of Oxfam Australia in the Adelaide community.

OXFAM FAIR TRADE SHOP PERTH

The Oxfam Fair Trade Shop community group in Perth is managed by a group of 16 volunteers and raises awareness about fair trade principles in the wider community and Oxfam Australia's work. The groups also spread awareness by attending various community events in and around Perth.

IMPACT OF COMMUNITY VOLUNTEERS

- Supports Oxfam Australia with raising awareness of our work at a localised level
- Enables the development of like-minded communities
- Enhances the capacity of Oxfam Australia to engage in campaigning and programmatic work



HOW VOLUNTEERING MAKES A DIFFERENCE AT OXFAM AUSTRALIA

Volunteers at Oxfam have the potential not only to make an everlasting and tangible difference within our organisation, but also across the world. Below are a few ways volunteers can make a positive impact to Oxfam as well as stories from Aliet, Michele, and Eve on how they made a difference through their contributions in 2022.



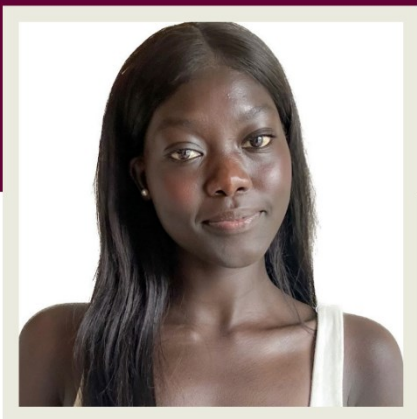
3 hours of volunteering (on average) can enable Oxfam Australia to deliver two months of clean, chlorinated water to a family in Yemen. (Image: Pablo Tosco)

8 hours of volunteering (on average) can enable Oxfam Australia to build two improved toilets in Bangladesh which can be used by five households during emergency floods. This project is supported by the Australian Department of Foreign Affairs and Trade through the Australian NGO Cooperation Program (ANCP). (Image: Fabeha Monir)



1 month of volunteering (on average) can enable Oxfam Australia to pay for airfares and accommodation for an Aboriginal and Torres Strait Islander woman to fly to Canberra to meet with parliamentarians and develop her political and public engagement skills. (Image: Jillian Mundy)





VOLUNTEER PROFILE

ALIET BIOR Oxfam Generalist Volunteer (VIC)

Aliet is engaged as part of Oxfam Australia's Micro Volunteering Program, which involves volunteers assisting the organisation with completing short, ad hoc tasks across different teams. Find out more about Aliet's story below:

As a law/business student with an aspiration to become an international lawyer and humanitarian, my decision to join Oxfam's proposed micro-volunteering pilot project felt like a natural fit. This opportunity allowed me to gain a deeper understanding of the role of an NGO volunteer and the invaluable work carried out behind the scenes. Through my involvement, I have developed essential skills and acquired knowledge about effective approaches to address the critical issues that our world faces.

Having personally experienced life as a refugee, my passion for humanitarianism is deeply rooted in my own journey. Witnessing my parents' journey after escaping war in South Sudan in search of a better future for our family has instilled in me an altruistic nature. I am driven by the desire to provide others with the same opportunities that I have been fortunate to receive. This motivation fuels my dedication to the humanitarian field.

Among the numerous rewarding experiences, I have had at Oxfam so far, one that stands out is the (Melbourne International) Comedy Festival Gala. Participating in this event was not only fulfilling but also incredibly enjoyable. It provided a unique platform to engage with others and raise awareness for important causes in a light-hearted and entertaining manner.

Outside of my volunteering commitments with Oxfam, you can often find me deeply engrossed in my studies or passionately writing articles on Medium. These activities serve as outlets for me to further enhance my knowledge and contribute to meaningful discussions in my field of interest.



VOLUNTEER PROFILE

MICHELE KOH Social Engagement Volunteer (VIC)

Michele commenced her role as Oxfam's Social Engagement Volunteer in April 2022. Michele's role has assisted in re-engaging Oxfam's volunteers and interns after two years of volunteering from home and has contributed substantially to making the experience of Oxfam's volunteers the best it can be.

Michele has been Oxfam Australia's Social Engagement Volunteer since April 2022. Michele's role has been focused on assisting with engaging Oxfam's volunteers and interns online and in-person through the development of communications, events, and social media. Michele's contribution to Oxfam has assisted us with ensuring that we are able to continue providing an engaging and meaningful experience for Oxfam's over 800 volunteers across Australia.

"It's great to be able to contribute to Oxfam's work and raise awareness among our volunteers about its research and advocacy," says Michele. "My role has been really rewarding – it has allowed me to put my experience in volunteer coordination to use and hone my skills in media and communications. I love being able to bring people together to celebrate the small victories and good times."

A word from Michele's volunteer manager, Jordan Steiner – Volunteer Engagement Lead

"I am very grateful for Michele's assistance over the past 16 months in the Volunteer Engagement Program Team. Michele has supported the program with a range of initiatives which has enabled us to connect and engage with our volunteer community."

Michele also supported the team in the lead-up to International Volunteer Day 2022 and National Volunteer Week 2023 and I am thankful for her insights, ideas, and assistance with our recognition initiatives, events, and social media content. Michele has demonstrated a great deal of dedication for enabling an impactful volunteer engagement program for which I and Oxfam Australia's volunteers have appreciated immensely."



VOLUNTEER PROFILE

EVE BILSBOROUGH Straight Talk Research Intern (NSW)

In July of 2022 I received a call congratulating me on a successful internship application with Oxfam Australia. The placement could not have been any more ideal. Following two years of COVID-19 lockdowns, organisations now offer hybrid/remote opportunities which are great for individuals who, like myself, do not live directly in a capital city and may not have easily accessible transport to them.

The induction was quick, easy, and full of support. I have felt welcomed from my first day, all the way up until my last. Within two weeks of joining the team at Oxfam I had the opportunity to travel to the capital of Australia as an Evaluation Intern for the 2022 Straight Talk Program. This week symbolised a great kick-start of my time with the amazing and unforgettable team within Oxfam Australia, but also the culmination of my International Studies degree, which some may know, leads to many opportunities in Canberra. This was a great experience, and by far the favourite aspect of my placement. I was exposed to the workings of an NGO, the behind-the-scenes, fast-paced, and at times chaotic makings of an event, gained insight and experience with networking, had the opportunity to meet my team in-person, had the opportunity to meet with countless strong individuals, build meaningful relationships and learn about others. I was able to see the success of a large event (also taking into consideration this being the first event since the pandemic, so practising flexibility and resilience was a must) complete with generous, knowledgeable, and supportive people. This was an eye-opening experience that empowered me, and has stayed with me since, giving me guidance and clarity towards my future aspirations.

Putting theory into practice was equally as interesting and important. This occurred when I was able to aid in the collection and analysis of research regarding women's experience of the event. This is something I found quite rewarding and exciting as I was able to put theory and knowledge learnt in my degree into practice – an opportunity which is rare while studying! I felt supported and mentored throughout this journey as I have been able to gain personal confidence in myself and communication skills throughout this time with weekly team meetings and the addition of meeting with my manager and head evaluator. I found this particularly helpful as this is not something that is really practiced in classes, but more something you learn over time in settings like this.

Overall, this experience has been more rewarding, interesting, and enjoyable than imaginable. I was welcomed into a diverse, inclusive team who have offered nothing but kindness and mentorship to me. I have gained insight into what it is like to work in a team which has given me knowledge into what I may expect when applying for employment after graduation. I also built on skills where I worked collaboratively and individually. Completing this exposed me to an array of individuals who have changed my perspectives on life, and who I may not have never had the opportunity to meet had I not been in such a great team. This internship gave someone who has not had much opportunity in her life, the opportunity of a lifetime.

RECOGNISING AND ENABLING IMPACTFUL VOLUNTEERING

Oxfam Australia is committed to engaging in meaningful volunteer recognition initiatives which exemplify the substantial contributions that volunteers, interns, and secondees make to our organisation. Below are a few examples of how the agency has recognised and enabled impactful volunteer engagement during 2022.



Volunteer Engagement Lead, Jordan Steiner presenting at the 2023 Oxfam Australia National Volunteer Week Celebration Event, which recognised the contributions of Oxfam Australia volunteers over the previous 12 months. Image: Halima Habibi.



In October 2022, Oxfam Australia commenced development of the forthcoming *Oxfam National Volunteering Strategy 2023 – 2028*. The strategy will outline our vision for impactful volunteering over the next five years.

CONCLUSION

In 2022, Oxfam Australia Volunteers contributed tangibly to our operations through our office, event, and community volunteer programs. Their commitment, creativity, diversity, and skills continue to be of immense value in assisting us in working towards a world without the inequalities that keep people in poverty.





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