



# OXFAM AUSTRALIA 2024 VOLUNTEER IMPACT REPORT

October 2025



**OXFAM**  
Australia

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Cover image: Melbourne, Australia. Volunteers on the trail of the final Oxfam Trailwalker event held in Melbourne in March 2024. Image: Heidi Demond/Oxfam.

Acknowledgements: The authors would like to thank all people who assisted the Volunteer Engagement Program Team with the development of this report, including many Oxfam Australia volunteers and staff.

Oxfam acknowledges the support of the Australian Government through the Australian Humanitarian Partnership (AHP) and the Australian NGO Cooperation Program (ANCP).

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Published by Oxfam Australia, Melbourne, October 2025

About Oxfam: At Oxfam Australia, we believe all lives are equal and no-one should live in poverty. Together we challenge the systems that lead to inequality, while providing aid where it's needed most. With you, our partners and communities, we are changing the world for the better every day, to relieve and eliminate poverty.

The future is equal.

## Foreword

The Oxfam Australia Volunteer Engagement Program Team are pleased to present the 2024 Oxfam Australia Volunteer Impact Report. This is the tenth report that highlights and celebrates the considerable contributions that volunteers, interns and secondees (collectively referred to as volunteers) make to Oxfam Australia and our work.

This report covers a range of indicators, data and stories that outline the many ways in which impact is enabled not just for Oxfam, but also for volunteers and the wider community.

We thank each and every volunteer for the time and effort that they provide in support of Oxfam working towards a more equal and just world.

## Key findings



523 volunteers across Australia contributed at least 19,492 hours of their time in support of Oxfam in our offices, at events, as part of Oxfam's Board, and across the community.



In 2024, we held our final Oxfam Trailwalker event in Melbourne, where 293 volunteers supported nearly 1,000 teams to cross the finish line.



Oxfam's Micro Volunteering Program continued to enable flexible volunteering, with the shortest task being completed in 15 minutes.



Volunteers based in Oxfam's offices, on the Board of Directors, and in the Oxfam Fair Trade WA community group have collectively completed over 150 years of service.



Volunteers logged at least 3,600 shifts across all volunteer programs, supporting Oxfam to work towards a more equal world.

## How people support Oxfam Australia through volunteering

We are grateful for the support of hundreds of generous individuals across Australia who provide their time, energy and skills to Oxfam. Below are five ways that volunteers help us work towards an equal future.

In an office  
or remotely, online



As part of an Oxfam  
Group in the  
community



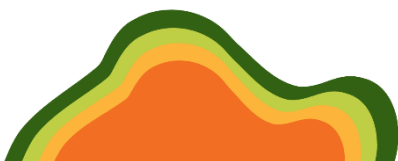
By attending  
an event



As a member of  
Oxfam's Board  
of Directors



Flexibly in our Micro  
Volunteering  
Program



# OXFAM AUSTRALIA'S VOLUNTEER PROGRAM ON A PAGE

January - December 2024

## Volunteer Numbers (by program)

42

Office  
volunteering

14

Micro  
volunteering

154

Community  
volunteering

302

Event  
volunteering

11

Board of  
Directors

523

All  
Volunteers\*\*

## Volunteer Hours (by program)

3,014

Office  
volunteering

105

Micro  
volunteering

12,822

Community  
volunteering

2,723

Event  
volunteering

828

Board of  
Directors

19,492

All  
Volunteers

## Total financial value of volunteer contributions



**\$971,745**

## Volunteer hours (all programs)\*

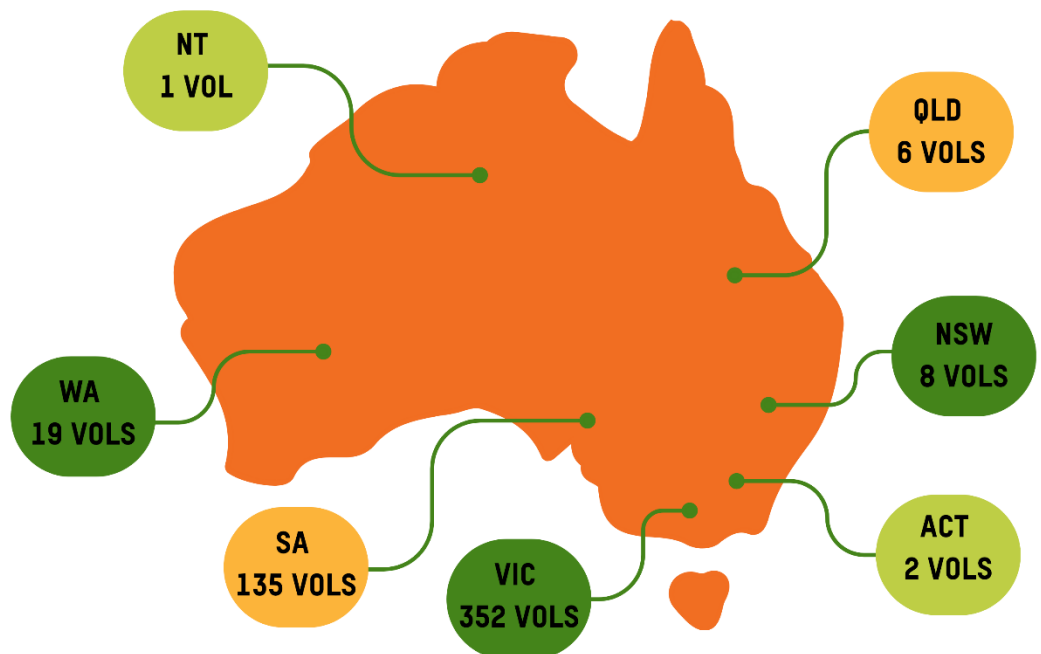


**19,492**

## Combined years of service (office, board & WA volunteers)



**150.1**



Voluntary contributions are  
equivalent to 11.6 full-time  
salaried roles

Volunteers across all programs  
completed at least 3,600 shifts  
in support of Oxfam

Volunteers support Oxfam in-person  
in our offices, at events, online and  
across the community

**10**

Current employees  
were previously  
involved in our  
program

**AUD  
\$217,002**  
Raised through  
volunteer-involving  
initiatives in  
2024

**99.3%**

Of volunteer shift  
feedback provided  
was rated as  
positive

\*Volunteer hours reported are a conservative estimate  
\*\* Volunteers may be engaged in multiple programs



# VOLUNTEERING AND OXFAM'S WORK

Volunteers contribute to our work in many ways. Below are examples of Oxfam's work around the world and how volunteers help us work toward an equal future.



## FIRST PEOPLES

Standing with First Peoples to achieve the change they seek



## GENDER

Supporting women and girls to earn, learn and lead



## ECONOMIC

Working with communities to address economic inequality



## CLIMATE

Ensuring justice for communities impacted by the climate crisis



## HUMANITARIAN

When an emergency hits, Oxfam is there to support livelihoods

### Impact in action: our gender work in PNG

The International Programs team were grateful for the volunteer support of Beautlyn, who assisted with administration and project tasks related to gender projects in Papua New Guinea. Beautlyn also supported Oxfam with developing a deeper understanding of the challenges women in PNG face and how this relates to our projects by hosting a lunch and learn session in June 2024.

### Emergency food in East Africa

Did you know that three hours of volunteer time is equivalent to Oxfam Australia providing 10 months of emergency food to help families in East Africa during a disaster? This project is supported by the Australian Department of Foreign Affairs and Trade (DFAT) through the Australian Humanitarian Partnership (AHP) and is implemented by Oxfam.



# VOLUNTEER IMPACT AT OXFAM

## Staff Perspectives

We asked Oxfam staff how contributions made by volunteers, interns and secondees make a difference at our organisation and in the community.

Our team is really happy with the contribution that (a micro volunteer) made to reviewing and updating some of our documents. Their attention to detail was really helpful.

**Staff member who engaged with the Micro Volunteering Program**

I love the community that comes with Oxfam Australia volunteers, a group of like-minded, passionate people who are working to make a difference.

**Oxfam Australia staff member who supports an office volunteer**

Volunteering is a super fun way to spend time with like-minded people contributing to and ultimately furthering Oxfam's impact on a global scale. Even in the smallest capacities, getting involved makes a difference.

**Oxfam Australia staff member**

Oxfam's volunteers help us extend our reach. Whether that is behind the scenes or at our events, every second counts. With their support, we are able to go further, do more and turn moments into movements, and actions into impact.

**Oxfam Australia staff member**

Our team has worked with volunteers for many years now and we hope it is a tradition we can maintain for the foreseeable future. Our volunteers assist us with our day-to-day tasks, are responsible for sorting mail, logging return-to-sender mail, updating supporter records and generally happy to be at Oxfam and contributing in whatever way they can. We thank them for their dedication and support.

**Oxfam Australia staff member who supports an office volunteer**

# OFFICE VOLUNTEERING PROGRAM

Office volunteers support teams in-person at our office locations and online from home. In 2024, 42 office volunteers completed nearly 600 shifts in support of Oxfam.

42

Volunteers  
active  
in 2024

3,014

Hours  
contributed

## Roles completed

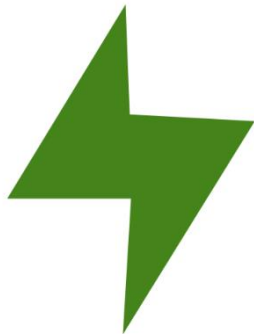
- Digital Design Support Volunteer
- Legal Secondment
- SEED Internship – Gender Team
- CRM Support Volunteer
- Learning and Development Support Volunteer

12

Teams engaged  
volunteers  
in 2024

591

Shifts logged  
across the office  
program

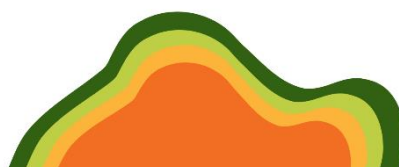


## Impact in action: Support with reviewing Oxfam Australia's volunteer recruitment and onboarding process

In June 2024, members of the People and Capability team, alongside Oxfam's Volunteer Engagement Program Support Volunteer reviewed our volunteer recruitment and onboarding processes so that they are accessible and easy to navigate for all prospective volunteers. This project was delivered as part of Oxfam Australia's National Strategy for Volunteering, and the team has introduced several positive improvements as a result.

## Impact in action: Editing support – 2024 Oxfam Australia Annual Report

During the latter half of 2024, the Marketing and Communications team was grateful for the support of the Editor Support Volunteer who contributed to several editing and proofreading projects, including Oxfam Australia's 2024 Annual Report.







## VOLUNTEER IMPACT STORY

Liza Brachtendorf - Internal Communications Support Volunteer (ACT) &  
Meg Young - People & Integrity Support Officer (VIC)

Liza has been supporting the People & Integrity Team at Oxfam Australia as an online volunteer online since 2023. Liza works from the ACT alongside Oxfam staff member Meg Young who is based in Victoria. As a team they produce Ox-Files (Oxfam Australia's internal newsletter) - working online together to make an impact through communications and sharing information.

### Liza's story as an Oxfam Australia volunteer:

Hi there - I am Liz, I am the Internal Communications Support Volunteer at Oxfam Australia. I am from Germany, but I have been living in Australia for almost four years now. I am currently doing my PhD at the Australian National University, examining Indigenous education movements. When I am not reading or writing, I like to crochet and go on long walks.

My best experience volunteering with Oxfam so far has been receiving such great feedback on the Ox-Files! Working on the newsletter with Meg is such a fun process, and it has been really rewarding to help create something that brings people across the organisation together. Image: supplied.

### Meg's story as a staff member who supports volunteers:

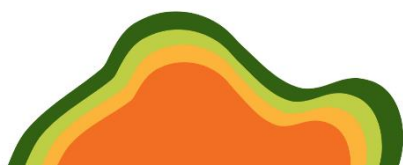
I joined Oxfam Australia in 2024 and have loved working alongside passionate people who are doing great work and pushing us – our sector, society and workplace – to be better. As People and Integrity Support Officer, I support the organisation across risk and compliance, culture and internal communications.

Over the last ten months, Liza and I have worked together to produce a monthly staff newsletter. Liza is a real asset to Oxfam Australia. While Liza's role has morphed over time, she always comes to the table with a fresh perspective, a sense of humour, a can-do attitude and a thoughtful and collaborative approach.

Liza enhances our team's capacity in a very tangible way. Each month, her support in collecting content, building the newsletter, choosing engaging images and proofreading allows me to focus my energy elsewhere, knowing the newsletter is in safe hands.

Liza's support with the newsletter contributes to connecting, educating and motivating staff and fostering a sense of pride, belonging and positive staff culture.

I have always admired Liza's creativity, flexibility, curiosity, kindness and ability to deliver high-quality work. It is a genuine pleasure to work alongside her. Image: supplied.





# MICRO VOLUNTEERING PROGRAM

Oxfam Australia's Micro Volunteering Program enables volunteers to make a difference flexibly and innovatively at a time that works within their schedule.

## Tasks completed in 2024

- Desktop research
- Designing visual resources
- Event support logistics
- Scribing notes and learnings
- Updating information and resources

## Impact and benefits of micro volunteering

- Enables more flexible volunteering
- Online and remote-friendly opportunities
- Easy for teams at Oxfam to engage volunteers
- Allows volunteers to upskill
- Volunteers can be activated promptly

12

Micro Projects Completed in 2024

14

Volunteers active throughout the year

15

Minutes was the length of our shortest task

100%

Positive shift feedback rate



## Impact in action: *Powering Up Potential* Report

Micro Volunteers have supported Oxfam Australia with a range of tasks and projects since the micro volunteering initiative commenced in 2022.

In August 2024, a member of the Micro Volunteering Program supported Oxfam Australia's Program Development and Effectiveness team with completing desktop research as part of Oxfam's recently published *Powering Up Potential* report. The resource looks at Australia's international commitments to phasing out fossil fuels and increasing its use of renewables and assesses whether Australia is currently providing adequate support to enabling a just energy transition beyond our borders.

## VOLUNTEER IMPACT STORY

Zara De Gee

Oxfam Generalist Volunteer (VIC)



My journey into international development began during my undergraduate studies in Business, where I majored in Global Business. Initially, I was drawn to the industry with excitement, but as I delved deeper, I developed a strong interest in how business practices can empower marginalised communities. At the same time, I became increasingly aware of the ways they can contribute to social, economic, and environmental harm. This realisation sparked a passion that led me to pursue a Master of International Development Practice, where I have been refining my skills and deepening my commitment to poverty reduction, sustainability, and equitable development.

Whilst balancing my studies and work in office management, I was eager to gain hands-on experience in the development and NGO sector. I had always envisioned contributing to an organisation like Oxfam, but it felt out of reach. Volunteering seemed like a significant commitment, and I was unsure how to fit it into my schedule. That changed when I discovered the Oxfam Micro Volunteering Program – an accessible opportunity that allowed me to contribute on my own terms. Excited by the possibilities, I applied, and before I knew it, I was invited to interview with the Volunteer Engagement Program Team.

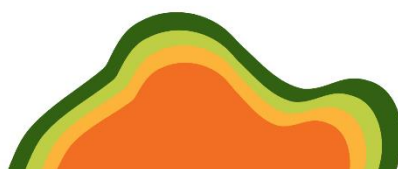
***From the moment I joined, I felt welcomed and valued. The induction process was seamless and engaging, setting the tone for an incredibly rewarding experience.***

One of the best aspects of the program is its flexibility, allowing me to choose when, where, and how much I engage, whether in the office or remotely. The variety of tasks keeps the work dynamic, giving me the opportunity to take on projects that align with my skills and interests while also challenging myself in new areas. My contributions have ranged from developing workplace safety initiatives and redesigning employee forms for better usability to updating banner information and supporting content creation for the Volunteer Engagement Program Team.

***Each project has given me insight into different aspects of Oxfam's work while allowing me to apply and expand my skills in a meaningful way.***

Beyond my day-to-day contributions, one of the most inspiring experiences was attending International Volunteer Day, where I connected with passionate Oxfam employees and volunteers. Hearing first-hand about the organisation's impact reinforced my commitment to sustainable and equitable development. Being part of a team so dedicated to addressing social inequities has been incredibly motivating and has deepened my understanding of the role that development organisations play in creating lasting change.

Now, 12 months into my role at Oxfam, I feel like I am just getting started. The people and culture here are incredibly supportive and every day I am inspired by the collective dedication to social justice and sustainability. This experience has strengthened my passion for international development, and I am excited to continue growing in this space and seeing where this journey takes me next. Image: Heidi Demand/Oxfam.



# 25 YEARS OF OXFAM TRAILWALKER

In 2024, we said farewell to Oxfam Trailwalker. Since 1999, walkers and volunteers have supported Oxfam and our work, one step at a time.



**30,000+**

Volunteer shifts  
completed  
(approx)



**233,000+**

Logged hours  
(at least)

**50+**

Events  
across four  
states

**\$100M**

Raised by walkers  
who were supported  
and encouraged  
by volunteers  
at events



**100,000**

(approx) walkers  
supported by  
volunteers on  
the trail

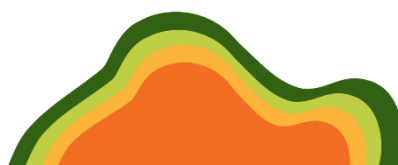
**Volunteer  
Impact at Oxfam  
Trailwalker  
1999 - 2024**



Since 1999, thousands of volunteers across Australia supported Oxfam and our work through volunteering at Oxfam Trailwalker. For many volunteers, Trailwalker was more than just an event; it was an annual tradition with people returning year after year to support the walkers and Oxfam.

In this 2024 Volunteer Impact Report, we would like to show our gratitude to all volunteers across Trailwalker's 25-year history. Volunteers were at the heart of each event and tirelessly supported walkers at all hours of the day and night. Whether it be the trail marshals ensuring that walkers went the right way or the checkpoint crews who supported weary walkers with a hot cup of tea. A massive thank you to each and every dedicated volunteer who supported Oxfam in making each Trailwalker a success. Images: Aimee Han, Heidi Demond/Oxfam.

**From Emily Wigney, Oxfam Australia Acting Director – Partnerships, Fundraising and Community:** "There were countless moments at Trailwalker events when walkers told me they wouldn't have made it across the finish line without the support of volunteers. Whether it was being welcomed at a checkpoint in the middle of the night, guided safely through the trail, or cheered on as they crossed the finish line, volunteers were the difference that made the event both special and achievable for thousands of walkers. Without them, many participants may not have reached their goal, and the event would not have had such a powerful impact in tackling poverty."





# OXFAM TRAILWALKER 2024

Oxfam was grateful for the contribution of nearly 300 volunteers who helped make our final Trailwalker event in Melbourne a huge success.

293

Event  
volunteers

2,676

Logged hours  
contributed

998

Teams supported  
by volunteers

\$133K

Financial hours  
value in 2024

## How Trailwalker volunteers help

Oxfam Australia is grateful for the support that so many passionate people provided by volunteering at Trailwalker. Volunteers supported each event through a range of tasks and activities including trail marking, trail marshalling, checkpoint support, the sweep team and allied health support to walkers' day and night.

Volunteers provided encouragement and a helping hand to assist walkers to navigate their 33, 57, and 87 kilometre treks safely and made all the difference to ensuring that each event was a success.

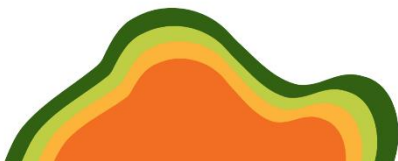
On 1-3 March 2024, Oxfam held its final Trailwalker adventure in Melbourne. Our last event was the biggest in our 25-year history, with almost 1,000 teams participating.

No Trailwalker event would be the same without the assistance and support of volunteers who dedicate their time day and night. This time, we were grateful for the support of 293 dedicated volunteers.

Many volunteers for this event had returned to support walkers and Oxfam one final time. People also chose to volunteer their time having walked the trail in previous years or because it was their way of supporting a friend or family member out on the trail.

The dedication and support provided by volunteers was immeasurable. Right up until the final shift in the early hours of Sunday morning, volunteers were there supporting walkers, ensuring they were able to cross the finish line, handing out medals and providing a much-needed hot drink.

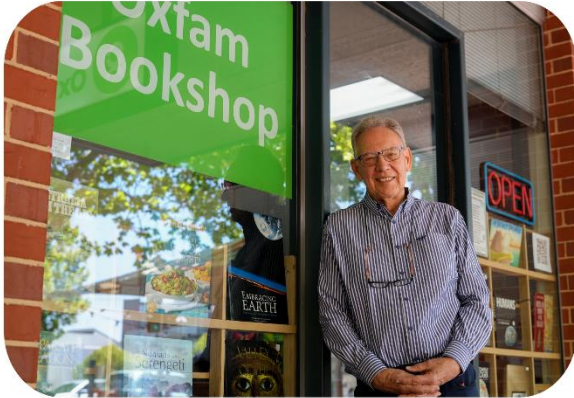
Volunteers contributed so much to ensuring our final event was a success and we are thankful that they could join us one last time in support of Oxfam Australia and our work. Images: Heidi Demond/Oxfam.





# COMMUNITY VOLUNTEERING

For more than 60 years, community groups around Australia have supported Oxfam and our work. In 2024, 154 community volunteers contributed to create a more equal future.



## ADELAIDE CHARITY BOOKSHOP (SA)

The Adelaide Charity Bookshop has supported Oxfam and our work for more than 60 years. From humble beginnings selling books from a card table at the Burnside Town Hall in Adelaide, to now operating an established shop boasting more than 20,000 titles and supported by over 130 volunteers. In 2025, David Adams (pictured) celebrated 25 years of volunteering at the shop and for Oxfam. Image: Heidi Demond/Oxfam.



## FAIR TRADE SHOP (WA)

The Fair Trade Shop in Perth has been supporting Oxfam since 2007. The shop was supported by a team of 19 volunteers in 2024, who raised awareness of fair trade principles, sold a wide range of ethical and sustainable products and highlighted Oxfam's work in the Perth community in the shop and at events. Image: Heidi Demond/Oxfam.



## HAKBI'IT – TIMOR-LESTE

Oxfam's HAKBI'IT project is supported in-part by the Adelaide Charity Bookshop and works to address economic and gender inequality in Timor-Leste by overcoming harmful gender and social norms that prevent women from earning an income and participating in leadership roles. Oxfam acknowledges the support of the Australian Government through the Australian NGO Cooperation Program (ANCP). Image: Heidi Demond/Oxfam.

154

Active  
community retail  
volunteers

12,822

Hours  
contributed  
(at least)\*

60+

Years of  
community  
support for  
Oxfam

THOUSANDS

Of people  
annually engage  
with groups

## VOLUNTEER IMPACT STORY

Chris Leaver

Adelaide Charity Bookshop Volunteer (SA)



I began working with the Oxfam Bookshop when I retired from teaching in 2005. The shop in Hutt Street was purchased by the Friends of Community Aid Abroad (CAA Australia). The purchase was a practical investment, aimed at providing funding to support the work of CAA and communities in Southeast Asia, India and the Pacific. In addition, it supported the Federal Government's Close the Gap initiative.

I have always supported groups who bolstered Australia's contribution to developing countries. Just as I had also developed a particular interest in Close the Gap, the interests of Indigenous Australia, and I loved Oxfam's program "Straight Talk". The empowerment of Indigenous peoples became important to me because of my experience of teaching at Teachers Colleges in Rhodesia (now Zimbabwe), Botswana and later as principal of Fregon, an Anangu school in the APY (Anangu Pitjantjatjara Yankunytjatjara) Land of South Australia.

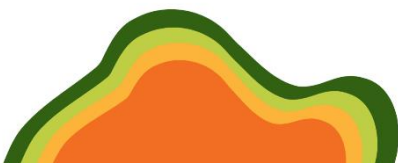
The CAA (SA) Bookshop Group took responsibility for the stocking and running of the shop and other groups supported the rosters. One of my early responsibilities was the pricing and shelving the books about Sports, Science and Maths and DIY. The Bookshop makes every effort to maximise the value of the books that are donated. Many volunteers try to give a second life to books we do not sell, by delivering them to other secondhand bookshops. We had also been approached by South Pacific School Aid, which collected and sent schoolbooks in the South Pacific. I was able to deliver those books to the collection points across Adelaide.

In 2006, I was approached to join the Oxfam South Australia State Committee as co-Chairperson. The Committee had been established some years earlier to bring together the Adelaide Oxfam groups, (most of whom stemmed from, and included, Community Aid Abroad enthusiasts). We coordinated the collaborative function of the groups in their common cause of fundraising and advocating for the aims of Oxfam Australia.

The annual gathering in Melbourne of State Chairpersons was always a time of collegiality. It helped me get a picture of what was happening and become better informed about the bigger picture of Oxfam's international involvement, its advocacy, and Australia's contribution to regional development. I appreciated the OAU Chairperson's Annual Report with its commitment to "gender justice, justice for First Peoples and world-wide climate and economic justice. We recognise these are interrelated and we must be intersectional in our approach".

I continued my work in the shop and as state Chair until 2019, when the decision was made to disband Oxfam Trading and the State Committee, which did not diminish the work of the Oxfam Bookshop but provided many supporters who were keen to provide their ongoing support to our good cause.

I worked as Treasurer of the shop for a few years until the move to the new store. My current role on the Board is being responsible for work, health and safety. I also am part of the Back Room Team and take a turn at the front desk when needed. I have certainly enjoyed my retirement while working in the shop and value the opportunity Oxfam Australia has given me. Image: Heidi Demond/Oxfam.





# ACKNOWLEDGING VOLUNTEER IMPACT

Impact is enabled and achieved in many forms. Below are a few ways that Oxfam Australia recognised and celebrated volunteer contributions in 2024.

## Micro learn sessions: National Volunteer Week

Inspired by our Micro Volunteering Program, the Volunteer Engagement Program Team delivered three short sessions to staff during National Volunteer Week about volunteer impact and our program.



## Sharing stories: Adelaide Charity Books

In collaboration with Oxfam's Marketing and Communications Team, we developed several impactful video and photo stories with volunteers at the Adelaide Charity Bookshop to share with the wider community.

## How Oxfam recognises and enables volunteer impact

## Celebrating International Volunteer Day

In December each year, the Volunteer Engagement Program Team recognise the collective contributions of volunteers at our International Volunteer Day and annual volunteer awards Celebration.



## Refreshed Volunteer Leader Training

The Volunteer Engagement Program Team delivered training to Oxfam Australia staff on leading volunteers so that they can assist with providing a rewarding and impactful experience to volunteers in their teams.

## VOLUNTEER IMPACT STORY

Maria Papaly (former Oxfam volunteer) &  
CRM Development Manager (VIC)



**At Oxfam Australia, 10 current staff members were previously part of our national volunteer program. Maria Papaly is Oxfam Australia's CRM Development Manager and a former volunteer. Here, she shares her journey of being a volunteer to becoming a staff member.**

My current role at Oxfam is CRM (Customer Relationship Management) Development Manager. What that means is that I look after the database that stores all our supporters' information and their interactions with Oxfam. That includes donations, regular giving, taking actions, buying Unwrapped cards – the list goes on. I have been working at Oxfam Australia since 2009, looking after our supporters' data in various roles.

In 2008, I was given a redundancy from my previous role working for a pharmaceutical company. I thought – great! I'll take a six-month break. But it didn't take long to get bored with nothing to do so I decided to volunteer during that break. Because I had a long relationship with Oxfam, going back to the Community Aid Abroad days, I applied to volunteer here.

I was given a project in the database team to create user documentation for the system that managed Trailwalker. While doing that job, I learned about Oxfam and the systems we use to manage our supporters. I learned a lot about how much effort goes behind the scenes to fundraise and run events. The logistical effort to put on one Trailwalker event was amazing!

Of course, all the amazing work done by the fundraising and marketing teams is to support Oxfam's main function – building a just world without poverty. I have learned so much about our programs and the work our dedicated staff put in to fulfil our mission.

***I feel proud being able to contribute in my small way to the work Oxfam does.***

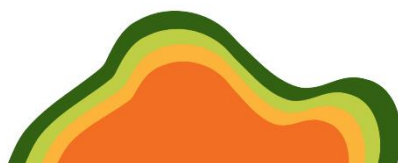
Volunteering led me to getting a paid position working to support Oxfam's database and other systems, such as the previous online (Oxfam Trading) system. That led to project work and now my position as the CRM Development Manager.

Doing a job that aligns with my principles and working with like-minded people is a privilege I'm always grateful for.

***I have no hesitation recommending volunteering here at Oxfam to anyone considering it. It is a great place to work, and the people here are kind, encouraging, and generous with their time as you are learning the ropes.***

The skills you will learn will undoubtedly be helpful to your future career, no matter where you go.

Image: Aimee Han/Oxfam Australia.







**OXFAM**  
Australia

The future is equal

