



Government of **Western Australia**  
Department of **Communities**

# Western Australian **Volunteering Strategy** **Action Plan 2023–2026**

Enriching lives, strengthening communities





## Acknowledgement of Country

The State Government is proud to acknowledge the Traditional Owners and recognises their continuing connection to their lands, families, and communities. We pay our respects to Aboriginal and Torres Strait Islander peoples and cultures and to Elders past and present.

The first step in living alongside and working with the Aboriginal community is built upon establishing respectful relationships.

Crucial to these respectful relationships is acknowledging the history of Aboriginal people and recognising the importance of connection to family, culture, and country.



# Minister's foreword

The WA Volunteering Strategy was launched in 2017 and since that time there have been a number of unforeseen events which have shone a light on the incredible resilience and adaptability of our volunteering sector. Natural disasters and the ongoing impacts of the COVID-19 pandemic have been undoubtedly tough, but our volunteers have consistently come to the fore and united us when we have needed it most.

Western Australia has one of the strongest volunteering cultures in our country and I am immensely proud to oversee this portfolio. My role as Minister for Volunteering provides opportunities to experience firsthand the benefits that volunteers bring to our communities through a multitude of roles.

There is strength in bringing people together for a larger purpose and volunteers are the lifeblood of our communities – building community capacity, self-sufficiency and inclusiveness through active social and civic participation.

But volunteering does not just benefit communities. We know that volunteering also has a positive impact on those who volunteer, providing a range of health and social benefits at the individual level. People who volunteer experience better mental and physical wellbeing, a stronger sense of community and a greater sense of purpose.

Volunteers also contribute significantly toward the economic and social development of our society.

The value volunteers bring to Western Australia cannot be overstated and the State Government is committed to supporting the sector.

This action plan outlines the State Government's initiatives implemented over the next three years to assist volunteers and organisations, so that the sector can continue to grow and thrive.

I urge everyone to consider some form of volunteering, something as simple as helping an older neighbour to an appointment, or formal volunteering through an organisation. There is something for everyone and every age. Volunteering can also lead to the development of skills and connections, and even provide opportunities for employment.

To the many volunteers already generously donating their time and energy, I would like to say thank you! Thank you for your amazing contribution to our great State.

**Hon Stephen Dawson MLC**  
Minister for Volunteering



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"Regardless of how, when and where people volunteer, there's one common thing I always see, and that is that volunteering brings out the best in people and their selfless efforts strengthen all communities across WA."  
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# Working together

The [Western Australian Volunteering Strategy](#) (the Strategy)\* is a call to action for the whole community to work together to encourage and support volunteering in Western Australia. The vision of the Strategy is that volunteering is promoted, supported and valued by the Western Australian community. Volunteers across our State create, support and sustain organisations delivering services and activities that are essential to our communities, helping them to thrive.

The State Government recognises the multiple benefits that volunteering generates at the national, state, community and individual level. Supporting volunteers and volunteer-involving organisations to continue to achieve positive outcomes for Western Australian communities is a key priority for the Minister for Volunteering.

The State Government and the volunteering sector have a long history of working collaboratively to support, recognise and celebrate volunteers and their contribution to community. While the State Government has established core priorities and undertakes a variety of roles relating to volunteering, our partnership with the sector peak, Volunteering Western Australia (Volunteering WA), is essential to ensuring the ongoing sustainability of the volunteering sector and developing new and creative ways to encourage people to engage in volunteering activities.

The nature of volunteering, and the needs and expectations of volunteers, are also evolving. This is partly a result of, and in response to, changes to the broader social and economic landscape, including a substantial perception shift in what constitutes as volunteering in our communities and how it is executed.

The volunteering sector has also been significantly impacted by the COVID-19 pandemic and a variety of other emergency situations, bringing new challenges to volunteer-involving organisations or creating barriers for those who have never volunteered before.

Alongside these challenges, there are opportunities to be harnessed and we have already seen many instances of individuals, communities and organisations stepping up and working innovatively to respond to the ever-changing environment, including emergency response situations. The collective efforts of the whole community are what allows us to achieve such a strong volunteering culture here in Western Australia, of which we can all be proud.



\* The WA Volunteering Strategy was informed by national and international research, as well as extensive consultation with and guidance from a wide range of stakeholders including State Government agencies, Volunteering WA, local governments, resource centres, volunteer-involving organisations and, most importantly, volunteers.



# Action Plan 2023–2026

This action plan focuses on the development and delivery of key initiatives to be implemented over the next three years (2023-26), to achieve the **six outcomes** detailed within the WA Volunteering Strategy, across **four focus areas**. These focus areas were developed following extensive consultation with the volunteering sector and have intersecting and mutually reinforcing outcomes.

Priority actions across the four focus areas set the high-level direction to achieve the outcomes of the Strategy, as relevant to different government agencies across the State. Each action details the specific initiatives that support the priority action,

along with the key agency responsible for delivering them.

It should be noted that these actions are not an exhaustive list of all volunteering initiatives in progress or planned across the public sector, but rather, a representative overview as contributed by participating agencies.

It is our sincere hope that this action plan will help to highlight a Statewide commitment to volunteering and encourage future opportunities to collaborate and innovate on activities, particularly those which respond to the diverse and changing needs of volunteers in Western Australia.

## Volunteering Strategy Outcomes

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- 1 The volunteering sector can recognise and respond to the changing needs of volunteers.
- 2 More Western Australians, from all backgrounds, are engaged in volunteering and enriched by the experience.
- 3 The volunteering sector harnesses technological innovation to facilitate participation.
- 4 Communities and organisations can involve volunteers effectively for their mutual benefit.
- 5 Volunteers are recognised and celebrated.
- 6 Volunteering is recognised and valued for the contribution it makes to our communities.



## Focus Area 1:

# Responding to emerging trends and issues

Data shows uneven trends in Australian volunteering. Understanding these trends and issues will enable volunteer-involving organisations to adapt and develop targeted volunteering that suits the needs and preferences of potential volunteers.

**Outcome 1:** The volunteering sector can recognise and respond to the changing needs of volunteers.

Priority Action	Government Agency	Partners	Timing
<b>1.1 Provide funding to peak volunteering body to advance volunteering initiatives in WA</b>			
Sector Support, Development and Advocacy funding supports sector peak Volunteering WA to provide leadership and support to volunteering-involving organisations throughout the State.	Department of Communities	Sector peak	Underway
<b>1.2 Investigate and create opportunities for engagement and collaboration across the volunteering sector</b>			
Facilitate and provide strategic input into national and state-wide volunteering projects and initiatives that impact volunteering in Western Australia: <ul style="list-style-type: none"> <li>National Strategy for Volunteering</li> <li>Sport Volunteering National Plan.</li> </ul>	Department of Communities Department of Local Government, Sport and Cultural Industries		Underway
Redefine volunteer relationships by connecting with appropriate volunteer-involving organisations for more suitable, locally adapted methods of program delivery.	Department of Local Government, Sport and Cultural Industries		2023 – 2025
Implement the Wheatbelt Volunteer Project	Department of Local Government, Sport and Cultural Industries		Underway
Development of Stakeholder Connect – a communication and engagement platform to actively engage a database of individuals with upcoming opportunities across the sector.	Mental Health Commission		Underway



Priority Action	Government Agency	Partners	Timing
<b>1.2 (continued)</b>			
<p>Explore opportunities to seek engagement with volunteers to provide avenues for volunteers to contribute to policy and decision making.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Volunteering Community Reference Group</li> <li>• Child and Adolescent Health Service Volunteer Advisory Committee</li> <li>• Volunteer Sustainability Steering Committee.</li> </ul>	<p>Department of Communities</p> <p>Department of Health</p> <p>Department of Fire and Emergency Services</p>		Underway
<b>1.3 Monitor and respond to trends and issues involving volunteering in WA</b>			
Support and contribute to the Volunteering Community Reference Group and Volunteering WA Research Committee.	Department of Communities	Sector peak	Underway
Monitor and coordinate responses to emerging volunteer trends via regular volunteer network meetings.	Department of Biodiversity, Conservation and Attractions (Botanical Garden and Parks Authority)		Underway
Collate and analyse data specific to WA volunteer sectors and industries (e.g. Census and State Sporting Association data, as well as locally collected statistics relating to volunteering).	Department of Communities; Department of Local Government, Sport and Cultural Industries; Department of Health	Australian Bureau of Statistics	2023 – 2026
<b>1.4 Manage State Welfare responses applicable to volunteering</b>			
Coordinate advice to the State Welfare Coordinator on the provision of emergency welfare services across Western Australia.	Department of Communities		Underway
Chair and participate on the State Welfare Emergency Committee (supported by the Emergency Relief and Support directorate).	Department of Communities		Underway
<b>Grant:</b> Manage the Volunteer Community Recovery Platform Grant to support a coordinated response to spontaneous volunteering in emergency situations across Western Australia.	Department of Communities	Sector peak	2025





**STAKEHOLDER  
CONNECT**

Government of Western Australia  
Mental Health Commission

**Find out more**

[www.mhc.wa.gov.au/StakeholderConnect](http://www.mhc.wa.gov.au/StakeholderConnect)

Case Study:

## Investigate and create opportunities for engagement and collaboration across the volunteering sector (Action 1.2)

The Mental Health Commission released the *Working Together: Mental Health and Alcohol and Other Drug Engagement Framework 2018 – 2025 and Toolkit* in November 2018.

The co-designed Engagement Framework and Toolkit aims to assist government, non-government organisations and the community to effectively engage and work together to achieve better outcomes for people whose lives are affected by mental health issues and/or problematic alcohol and other drug use. As part of this work, a number of initiatives have been developed to strengthen a culture of engagement at the Mental Health Commission and encourage quality engagement across the sector, one of which is the development of ‘Stakeholder Connect’.

‘Stakeholder Connect’ is the Mental Health Commission’s primary communication tool, aiming to engage with all Western Australians, including the valued and important input and consideration of volunteers active in this space. Providing specific considerations for those volunteers who have lived experience of mental health, alcohol and other drug challenges and or suicidal crisis (including thoughts, feelings or actions), or a family member or significant other who has or is caring for someone with these experiences or who has been bereaved by suicide. For those who volunteer in the sector, or are interested in learning more about mental health and alcohol and other drug issues, ‘Stakeholder Connect’ provides an avenue for engagement and collaboration for all communities within the mental health and alcohol and other drug sectors.



## Focus Area 2:

# Encourage and facilitate participation in community life through volunteering

Diversity encompasses different skills, experiences and perspectives that can benefit organisations and the community. However, people from diverse backgrounds may face barriers that prevent them from volunteering. Understanding what prevents or deters people from volunteering will enable organisations to develop targeted and tailored engagement strategies.

**Outcome 2:** More Western Australians, from all backgrounds, are engaged in volunteering and enriched by the experience.

**Outcome 3:** The volunteering sector harnesses technological innovations to facilitate participation.

Priority Action	Government Agency	Partners	Timing
<b>2.1 Implement strategies that reduce additional costs and administrative burden for volunteer participation</b>			
Simplify process to reimburse out-of-pocket expenses for volunteers.	Department of Health		Underway
Utilise digital technology to provide education and training for volunteers remotely and in their own time.	Legal Aid Commission of WA		Underway
Subsidise and publicise portability of Volunteer National Police Certificates for eligible volunteer-involving organisations.	Department of Communities	WA Police Force	Underway
<b>2.2 Finalise the Volunteer Sustainability Strategy</b>			
Endorsement of the updated Volunteer Sustainability Strategy 2023-2026 – will provide an avenue for the Department and volunteers to address issues collaboratively and work towards a sustainable future.	Department of Fire and Emergency Services		2023 – 2025
Volunteer Sustainability Steering Committee – guides the strategic direction to support volunteers.	Department of Fire and Emergency Services		2023 – 2026



Priority Action	Government Agency	Partners	Timing
<b>2.3 Improve strategies to optimise volunteer recruitment and retention with a focus on resources and technology that encourage participation</b>			
Trial and utilise relevant IT platforms to support State Government volunteering initiatives. For example: <ul style="list-style-type: none"> <li>• Volunteer Mentor Program</li> <li>• Peer Volunteer Positions</li> <li>• Read Write Now program</li> </ul>	Department of Communities Mental Health Commission Department of Training and Workforce Development	Sector peak	Underway
Explore options to provide resources in other languages to support participation by Culturally and Linguistically Diverse volunteers and communities.	Department of Communities		2023
Consult, review and implement contemporary best practice of volunteer programs to improve support of Parks and Wildlife Service.	Department of Biodiversity, Conservation and Attractions		Underway
<b>Partnerships</b> – Maintain and grow relationships with local Volunteer Resource Centres.	Department of Health		2023
<b>Partnerships</b> – Utilise new technologies to continue to support reach into regional areas and attract the younger generation of volunteers to the Read Write Now Program.	Department of Training and Workforce Development		Underway
<b>2.4 Improve strategies to optimise volunteer recruitment and retention with a focus on volunteer training and development</b>			
Volunteer training and development programs are flexible and tailored to the individual volunteer context (e.g. Court Welfare Service volunteers).	Legal Aid Commission of WA		Underway
Implement and promote the ‘Better Volunteer Impact Program’ to onboard and engage volunteers.	Department of Health Department of Local Government, Sport and Cultural Industries (WA Museum)		2023
<b>2.5 Broaden the perception of volunteering to be more inclusive of all cultures</b>			
Increase flexibility and promote diversity of volunteer opportunities (e.g. Keep Australia Beautiful Campaign).	Department of Water and Environmental Regulation Department of Biodiversity, Conservation and Attractions		Underway



Priority Action	Government Agency	Partners	Timing
<b>2.5 (continued)</b>			
Develop and implement initiatives to attract and engage volunteers from diverse backgrounds and regional locations.	Department of Justice		Underway
Explore opportunities for further volunteering engagement through the Aboriginal Community Controlled Organisations (ACCO) Strategy.	Department of Communities		2023 – 2026
<b>2.6 Promote skills development that can be gained through volunteering opportunities</b>			
Statewide development and implementation of Youth in Emergency Services (YES) Program: <ul style="list-style-type: none"> <li>• Develop supporting governance and operating framework to expand the YES program State-wide rollout.</li> <li>• Support the diversification of volunteer roles that add flexibility and range to existing or provide new adult volunteering roles.</li> </ul>	Department of Fire and Emergency Services		2023 – 2026
<b>Grant:</b> Volunteering as a Pathway to Job Readiness Program (YVolunteer) – support young people to gain ‘real world’ experience and skills which can be transferred to employment.	Department of Communities	Sector peak	2023 – 2024
<b>Grant:</b> Extension of YVolunteer program to Peel and South West.	Lotterywest		
<b>2.7 As a Volunteer Manager, WA Government plans and collaborates for future volunteer needs</b>			
Encourage diverse volunteers, including by reviewing existing programs similar to the WOOLA Aboriginal Volunteer Program.	Department of Health (East Metro Health Service)		Underway
Increase innovative practices that improve participation and promotes benefits of State Government as a volunteer employer: <ul style="list-style-type: none"> <li>• Provide online training to reach regional and diverse volunteers.</li> <li>• Partner to develop innovative tools for volunteers such as the Marine Fauna Sightings app.</li> </ul>	Legal Aid Commission of WA Department of Biodiversity, Conservation and Attractions; Department of Primary Industries and Regional Development		Underway



Priority Action	Government Agency	Partners	Timing
<b>2.7 (continued)</b>			
Develop a whole-of-agency Volunteer Strategic Plan.	Department of Water and Environmental Regulation		2023
Develop a suite of tools to ensure the efficient and effective attraction, engagement, management, and retention of volunteers.	Department of Justice		2023
Implement Workforce Diversification and Inclusion Strategy and Action Plan.	Department of Justice		2023 – 2026

**2.8 Increase WA public sector agency capability for volunteering**

Work with WA public sector agencies and sector peak to ensure that the public sector becomes the volunteering exemplar.	Department of Communities		2023 – 2026
Enhance agency capabilities and collaborate across government to support and encourage public service staff to volunteer.	Department of the Premier and Cabinet		2023 – 2026
Conduct Landgate’s annual staff survey to ascertain: <ul style="list-style-type: none"> <li>• Current level of involvement in volunteering</li> <li>• Type of volunteering activities undertaken</li> <li>• Types of organisations they are volunteering for</li> <li>• Volunteering activities of most interest</li> <li>• Barriers to volunteering</li> <li>• Understanding of leave and flexibilities available</li> <li>• Awareness of tools available to source volunteering opportunities.</li> </ul>	Landgate		Underway

**2.9 Increase promotion of and capacity for corporate volunteering**

Provide collaborative opportunities, through the Sector Support, Development and Advocacy Program, to support the sector peak in their commitment to convene, administer and steward the Corporate Volunteer Council, in addition to other relevant networks and committees.	Department of Communities	Sector peak	2023 – 2025
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Case Study:

## Promote skills development that can be gained through volunteering opportunities (Action 2.6)

The Department of Communities funds the Leeuwin Ocean Adventure Foundation as part of the Youth Development Services Program. This program illustrates the positive outcomes that can be achieved through volunteering, such as gaining new skills, broadening networks, building confidence, exploring career opportunities and potentially even discovering a lifelong passion.

Last year, youth volunteers gave over 27,500 hours to Leeuwin Ocean Adventure. Leeuwin volunteers are needed on the ship during voyages and day sails and for routine maintenance. Volunteers often represent Leeuwin Ocean Adventure at school, university and career expos and for functions on board the ship while she's docked at Fremantle.

Being a volunteer is about giving your time to amazing organisations and being part of something that makes a real difference.



## Focus Area 3:

# Support volunteer-involving organisations

The capacity of volunteer-involving organisations to attract, engage, manage and retain volunteers is critical to positive volunteering experiences and the sector’s sustainability. Volunteer-involving organisations may require support and resources to manage volunteers and respond to emerging challenges, opportunities and changes.

**Outcome 4:** Communities and organisations can involve volunteers effectively for their mutual benefit.

Priority Action	Government Agency	Partners	Timing
<b>3.1 Implement strategies that reduce additional costs and administrative burden for volunteer participation</b>			
Simplify process to reimburse out of pocket expenses for volunteers	Department of Health		Underway
Utilise digital technology to provide education and training for volunteers remotely and in their own time.	Legal Aid Commission of WA		Underway
Subsidise and publicise portability of Volunteer National Police Certificates for eligible volunteer-involving organisations.	Department of Communities	WA Police Force	Underway
<b>3.2 Fund and manage the Volunteering Development Services program</b>			
Implement the new Volunteering Development Services program in 2022–23 in line with 2021 review outcomes, to support volunteer-involving organisations and encourage local volunteering.	Department of Communities		2023 – 2027
<b>3.3 Manage State-wide procurement and grant programs to increase capacity of volunteering and understanding of local community need</b>			
Maintain the <i>Community Grants Directory</i> on wa.gov.au	Department of Communities		Underway
<i>Community Investment Framework Grants</i> – Supporting volunteers to deliver initiatives across priority areas.	Lotterywest		Underway



Priority Action	Government Agency	Partners	Timing
<b>3.3 (continued)</b>			
Identify ways to strengthen the support for volunteer organisations through the <a href="#">General Procurement Direction 2021/04 – Delivering Community Services in Partnership Policy</a>	Department of Communities	Department of Finance	Underway
Fund Perth Observatory Volunteers Group to support operation and expand STEM education programs.	Department of Jobs, Tourism, Science and Innovation		2023 – 2026
<i>Natural Resource Management Program Community Stewardship Grants</i> – support communities via not-for-profit organisations and volunteers to protect and restore the local natural environment and promote sustainable use of natural resources in Western Australia.	Department of Primary Industries and Regional Development		Underway
<b>3.4 Develop, implement and deliver volunteering initiatives to support partnerships between volunteer-involving organisations and State Government programs.</b>			
Reintegration of offender cohorts – develop positive on-going relationships with volunteering organisations to work in partnership with the Department to provide volunteering opportunities to appropriate offender cohorts.	Department of Justice	Community Services Sector	Underway
Increased engagement of young people – Support the development of new skills and experience to improve reintegration into the community and employment opportunities post release.	Department of Justice	Community Services Sector	Underway
<b>3.5 Support volunteer-involving organisations in managing risk, legal liability and legislative requirements.</b>			
Review the <i>Equal Opportunity Act 1984</i> (EOA) to increase protections for volunteers in relation to discrimination and harassment.	Department of Justice	Law Reform Commission of WA	2023
Publication of DMIRS GUIDE: Work health and safety for volunteer organisations.	Department of Mines, Industry Regulation and Safety		Underway
Manage the <i>Volunteers and Food and Other Donors (Protection from Liability) Act 2002</i> .	Department of Communities		2023 – 2026





Priority Action	Government Agency	Partners	Timing
<b>3.6 Promote and review volunteering resources which support volunteer-involving organisations and volunteers</b>			
Publication: <i>Volunteer Checks – Information for WA Volunteer Involving Organisations.</i>	Department of Communities		2023 – 2026
WA Volunteer National Police Certificate Program Factsheet and Registration Form	Department of Communities	WA Police Force	2023 – 2026
Publication: <i>Guidelines for successful partnerships between public sector agencies and volunteers</i>	Department of Communities		2023
<b>3.7 Volunteer management systems support effective volunteering practices</b>			
Develop and manage the Volunteer Hub – provide a one-stop shop for volunteers to access information and support to undertake their volunteer role: a. Develop artificial intelligence 24/7 online support. b. Connect volunteer users to personalised and relevant content including opportunities for improved online engagement.	Department of Fire and Emergency Services		2023 – 2026
Provide overarching operational support of volunteer management to better streamline volunteering practices across: <ul style="list-style-type: none"> <li>• Botanic Gardens and Parks Authority</li> <li>• Parks and Wildlife Service</li> <li>• Zoological Parks Authority</li> <li>• Rottnest Island Authority.</li> </ul>	Department of Biodiversity, Conservation and Attractions		Underway
<b>3.8 Promote, support and assist services for volunteers and volunteering-involving organisations in the community</b>			
Support annual funding to Community Resource Centres to act as community hubs providing community members and visitors with access to services, activities and technologies that support volunteering.	Department of Primary Industries and Regional Development		Underway



Case Study:

## Manage State-wide procurement and grant programs to increase capacity of volunteering and understanding of local community need

### (Action 3.3)

The Community Investment Framework is Lotterywest and Healthway's grant making strategy. The Framework details how both organisations will invest to achieve stronger outcomes to create a better and a healthier Western Australia. The Inclusive Thriving Community priority area supports the diversity of Western Australians to actively engage in community life through volunteering. This in turn increases individual wellbeing and connection, supports a sense of belonging and ultimately helps to build stronger and healthier communities.

Lotterywest is committed to strengthening community connection within the WA community and supports a number of volunteer organisations through associated grants program.

A not-for-profit volunteer organisation, the Darling Range Wildlife Shelter treats, cares for and rehabilitates Australian native wildlife. In recent times, the organisation received a 55 per cent increase in sick or injured animals placing pressure on their resources.



Addressing this, Lotterywest supported Darling Range Wildlife Shelter to meet volunteer need by:

- ▶ funding a fit-out of volunteer facilities;
- ▶ purchasing items such as new intensive care units and food processing equipment to improve the quality of care it can provide to injured animals; and
- ▶ providing a paid position for a five-month period to oversee project delivery and improve processes, including volunteer training and orientation.

The new volunteer facilities included a training building that can accommodate up to 30 people per session for orientations, inductions and trainings allowing the organisation to increase its capacity of volunteering to address the increased demand for service.



## Focus Area 4:

# Recognise, and value volunteers and volunteering

Meaningful recognition is one way to motivate and retain volunteers. Community-wide promotion and celebration of the value of volunteering is critical to maintaining and sustaining a culture of volunteering.

**Outcome 5:** Volunteers are recognised and celebrated.

**Outcome 6:** Volunteering is recognised and valued for the contribution it makes to our communities.

Priority Action	Government Agency	Partners	Timing
<b>4.1 Acknowledge volunteer contribution to community through award programs</b>			
Provide sponsorship and associated promotion of the Volunteer of the Year Awards and Gala Dinner coordinated by sector peak via Sector Support, Development and Advocacy Program.	Department of Communities	State Government Agencies as invited	2023 – 2026
WA Volunteer Service Awards Program	Department of Communities		2023 – 2026
Parks and Wildlife Service Volunteer Reward Program.	Department of Biodiversity, Conservation and Attractions		Underway
<b>4.2 Promote National Volunteer Week through a variety of initiatives</b>			
Provision of grant funding for National Volunteer Week Grants to Sector peak.	Lotterywest	Sector peak	2023
<b>4.3 Recognise and celebrate volunteers as part of International Volunteer Day (WA Thank a Volunteer Day)</b>			
Provide funded support through the Thank a Volunteer Day Grants program to organisations across Western Australia to help celebrate their volunteers through events or activities on 5 December each year.	Department of Communities		Underway
Provide International Volunteer Day Certificate of Recognition.	Department of Communities		2023 – 2026



Priority Action	Government Agency	Partners	Timing
<b>4.3 (continued)</b>			
Collaborate with Sector peak to support the Volunteering WA International Volunteer Day Garden Party.	Department of Communities	Sector peak State Government Agencies as invited	Underway
<b>4.4 Increase visibility of volunteer initiatives in agency annual reporting</b>			
Include additional volunteer references in agency Annual Reports to increase awareness of the importance and impact of volunteering.	State Government Agencies as relevant.		2023 – 2025
Include volunteering in the Department’s Strategic Workforce Plan	Department of the Premier and Cabinet		2023 – 2024





Case Study:

## Acknowledge volunteer contribution to community through award programs (Action 4.1)

Volunteers provide crucial support to numerous programs administered by the Department of Biodiversity, Conservation and Attractions. Beginning in 1989, the Parks and Wildlife Service volunteering program has been running for over 30 years, growing to include more than 200 projects involving thousands of active volunteers, in many different roles across the State.

These projects include the Wildcare Helpline, campground hosting at some of our most popular national parks, and track, trail and park maintenance. Volunteers can be involved in all aspects of departmental work from administrative roles up to science-focused projects such as flora and fauna monitoring, feral animal control and cataloguing native seed specimens at the

WA herbarium. During the previous financial year, more than 6,200 volunteers contributed 870,000 hours to Parks and Wildlife Service projects across WA.

Strategies to support the work of the Parks and Wildlife Service volunteers include a specific Reward Program providing registered volunteers with annual park passes, limited edition badges featuring WA native fauna and flora species, plus discounts on Parks and Wildlife Service publications and subscriptions. Rewards are calculated incrementally and are based on volunteers' contributions in hours. Active Parks and Wildlife Service volunteers are also eligible for a uniform consisting of DBCA-volunteer branded shirt and hat.

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