



Strengthening our volunteer experience.

related to survey results in processes, learning
and development and involvement.

Survey category	Initiative	Description	Strategic Focus	Timing	Owner (division)
Overall volunteer engagement	Organisational commitment to volunteering	<ul style="list-style-type: none"> Develop an organisational volunteer plan aligned to our strategy 	Inspire and Empower our People	Commence 23/24	People & Culture
Overall volunteer engagement Involvement Progress Learning & Development	Provide consistent access to information	<ul style="list-style-type: none"> Develop a technology first approach to connect with our volunteers and give consistent access to information and opportunities, exploring alternative solutions where needed. 	Inspire and Empower our People	To be scoped with IT	To be scoped with IT
Progress	Communicate and share progress of strategy	<ul style="list-style-type: none"> Develop a plan for launching the new 5 year strategy and communicate progress against strategic objectives 	Inspire and Empower our People	FY 23/24	Finance, Strategy and Operation
Progress Involvement	Develop and implement a consistent communication plan that meets information needs	<ul style="list-style-type: none"> Adopt a new way for communicating consistently between the organisation, Volunteer Managers and volunteers Create a feedback mechanism Develop a communication plan Review how we use Volunteer Voice 	Inspire and Empower our People	Organisational comms and feedback: FY 23/24 Comms plan and Volunteer Voice review: FY 24/25	People & Culture





Engagement priority	Initiative	Description	Strategic Focus	Timing	Owner
Learning & Development	Create a Learning & Development plan to increase awareness of the learning opportunities available	<ul style="list-style-type: none"> Replicate quarterly Learning & Development metrics pack for Volunteer Managers – celebrating volunteer moves (volunteer > employee), training completed and upcoming opportunities Discuss opportunities for learning Build an annual Learning & Development plan Extend invitations to existing Share and Learn Sessions 	Inspire and Empower our People	Metrics and L&D exploration: FY 23/24 Implementation: FY 24/25	People & Culture
Learning & Development	Ensure volunteers have adequate induction training to perform their roles effectively	<ul style="list-style-type: none"> Refresh existing volunteer training modules, e.g., Volunteer Expectations, Understanding Cancer Redevelop our induction eLearning offering 	Inspire and Empower our People	FY 23/24	People & Culture
Learning & Development	Build Volunteer Manager leadership capability and set standards for volunteer performance and development	<ul style="list-style-type: none"> Build people leader capability among Volunteer Managers with a targeted cohort completing the Leadership Coaching Conversations Development Program Identify and prioritise volunteer cohorts across the organisation that have unmet Learning & Development needs Pilot an approach with a target group of Volunteer Managers that enables volunteer development, by setting standards for volunteer performance and development. 	Inspire and Empower our People	Volunteer Manager training and L&D exploration: FY 23/24 Pilot group: FY 24/25	People & Culture

