

Review of the Volunteer Management Program (VMP) Consultation opportunities 5 January 2018

Background

mpconsulting has been engaged by the Department of Social Services (the Department) to undertake a review of the Volunteer Management Program (VMP).

Through the VMP, the Department funds over 50 organisations (volunteer support services) to deliver volunteer support across Australia. The services recruit, encourage, support and train volunteers and volunteer involving organisations, and increase participation in volunteering.

The focus of the Review is to examine how appropriate, effective and efficient the program is. To this end, we will look at:

- the activities currently undertaken by volunteer support services funded through the VMP, the way outcomes and successes are being measured and the strengths and limitations of the program
- the relevance of the VMP and volunteer support services to the wider volunteering community
- the way the Department interacts with volunteer support services and administers the VMP including, areas for improvement, and
- whether the current funding model and approach represents the best way for the Australian Government to make a contribution to volunteering in Australia.

Please note that we will not be assessing the performance of individuals or organisations. Rather, we are keen to gain an understanding of the value of the program and the role of volunteer support services, and to make recommendations for the future.

Consultation opportunities

To inform the Review, we are keen to receive your input and advice and are providing a number of opportunities for you to have your say.

You can contribute to the Review by:

1. Emailing us any comments or feedback about your experience of the VMP or volunteer support services by 31 March 2018. Emails should be directed to vmpreview@mpconsulting.com.au
2. Completing a survey which is been designed to obtain input from volunteers, volunteer support services and volunteer involving organisations by 31 March 2018. A link to the survey will be emailed to volunteer support services (and published on websites for mpconsulting, the Department of Social Services and peak volunteering

organisations) by the end of January 2018. The survey will be open until 31 March 2018. We would be pleased if volunteer support services could circulate the survey to volunteers, volunteer involving organisations and relevant others.

3. Attending one of our workshops. The workshops will be open to all stakeholders and will commence with an overview of the VMP, the objectives and focus of the Review and our early observations (to test whether these resonate with stakeholders). The workshops will also provide an opportunity for stakeholders to discuss:
 - the strengths and weaknesses of the VMP and volunteer support services
 - the challenges and opportunities for volunteer management in the future
 - participants’ experience and knowledge of best practice models for volunteer support and management, and
 - the ways in which the effectiveness and efficiency of the VMP could be improved.

Time and date	Location	RSVP
10.00am – 12.30pm 13 February 2018	CQUniversity Australia 120 Spencer Street Melbourne	By 6 February to: vmpreview@mpconsulting.com.au
10.00am – 12.30pm 1 March 2018	66 on Ernest TAFE Queensland 66 Ernest Street South Brisbane	By 22 February to: vmpreview@mpconsulting.com.au
10.00am – 12.30pm 13 March 2018	Volunteering SA Office Level 4, 182 Victoria Square Adelaide	By 6 March to: vmpreview@mpconsulting.com.au
10.00am – 12.30pm 15 March 2018	Wesley Conference Centre 220 Pitt Street Sydney	By 8 March to: vmpreview@mpconsulting.com.au
10.00am – 12.30pm 21 March 2018	City West Lotteries House 2 Delhi Street West Perth	By 14 March to: vmpreview@mpconsulting.com.au
10.00am – 12.30pm 10 April 2018	Havelock Housing Association 85 Northbourne Ave Canberra <i>Please note that limited parking is available</i>	By 3 April to: vmpreview@mpconsulting.com.au
10.00am – 12.30pm 2 May 2018	Council on the Ageing (COTA) Spillet House 65 Smith Street Darwin City	By 24 April to: vmpreview@mpconsulting.com.au

Questions and Answers

Will my survey response be confidential to mpconsulting?

Yes – only mpconsulting will review survey responses. They will not be provided to the Department or peak bodies. If we propose to use case studies or to quote from your submission, we will contact you to seek your permission to do so.

Is the outcome of the Review already decided?

No – in commissioning mpconsulting to undertake this Review, the Department has been very clear that it wants us to conduct an independent, transparent review and to ensure that all stakeholders have an opportunity to provide input.

How will the Review access the views of people from rural or remote locations?

While it is not possible for us to visit all of the volunteer support services across Australia, we will be undertaking some site visits in rural and remote locations, and preparing case studies on various services. We will be contacting organisations directly to organise site visits and obtain detailed feedback. You can also email us directly with any relevant information.

Thank you in advance for your involvement with the Review and we look forward to speaking with you.