

20 NATIONAL
23 VOLUNTEERING
CONFERENCE
THE FUTURE IS NOW

C3: Innovating with technology

Innovating with technology at The Smith Family



Marion Allan and Rose Leto-Reric

Volunteer Australia National Volunteering Conference –
The future is now

February 2023

A centenary of support

Volunteering over the decades

In our centenary year, we celebrate and acknowledge our volunteers through the decades. Here's a snapshot of just some of their support.



1920s and 1930s

Our family relief work is done by members and volunteers.

The Great Depression

Members and volunteers deliver donated food and clothing to families in need.

1929–1939

1960s

Volunteer Visitors visit people who are lonely and isolated.

New volunteer opportunities emerge with our education-focused programs and in our Commercial Enterprise.

1990s and 2000s

Today

Thousands of volunteers support our work with children and families, along with over 14,000 members of VIEW Clubs of Australia. Education-specific roles include mentoring and tutoring, project-based skilled volunteering and more recently, virtual volunteering opportunities. Many of these involve our corporate and philanthropic partners.

1924

400

volunteer drivers

help deliver gifts at Christmas.

1939–1945

World War II

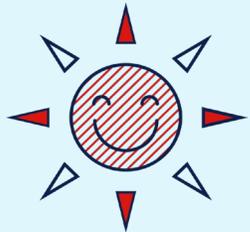
Our Ladies Auxiliary distributes money boxes to households to collect coins for a fundraiser.

1970s

We develop **Each One Teach One** (later becoming the Home Tutor Scheme), an award-winning program to help immigrant and refugee women learn English by linking them with volunteer tutors.

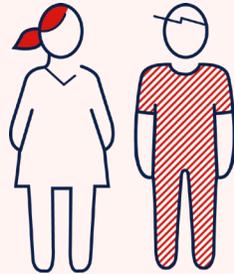
The Smith Family's virtual volunteer experiences

Engaged



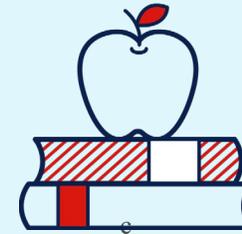
Engaged in their role and the context their contribution makes in terms of the broad scope of The Smith Family activities

Supported



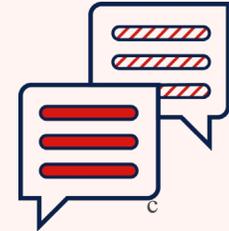
Supported in the work they do with training, management, performance monitoring and skill development

Valued



Valued by all team members and stakeholders with regular attention to recognition.

Connected



Connected to the outcomes of The Smith Family fellow volunteers and the broader community through their involvement in voluntary roles

How we expanded virtual volunteering



Our key considerations for the development of online platforms and virtual teams centred on the investment in people, resources and systems

- People – needs and motivations of volunteers
- Resources – what we already could use (equipment)
- Systems – volunteer portal, power app and support centre

The unique needs of different cohorts

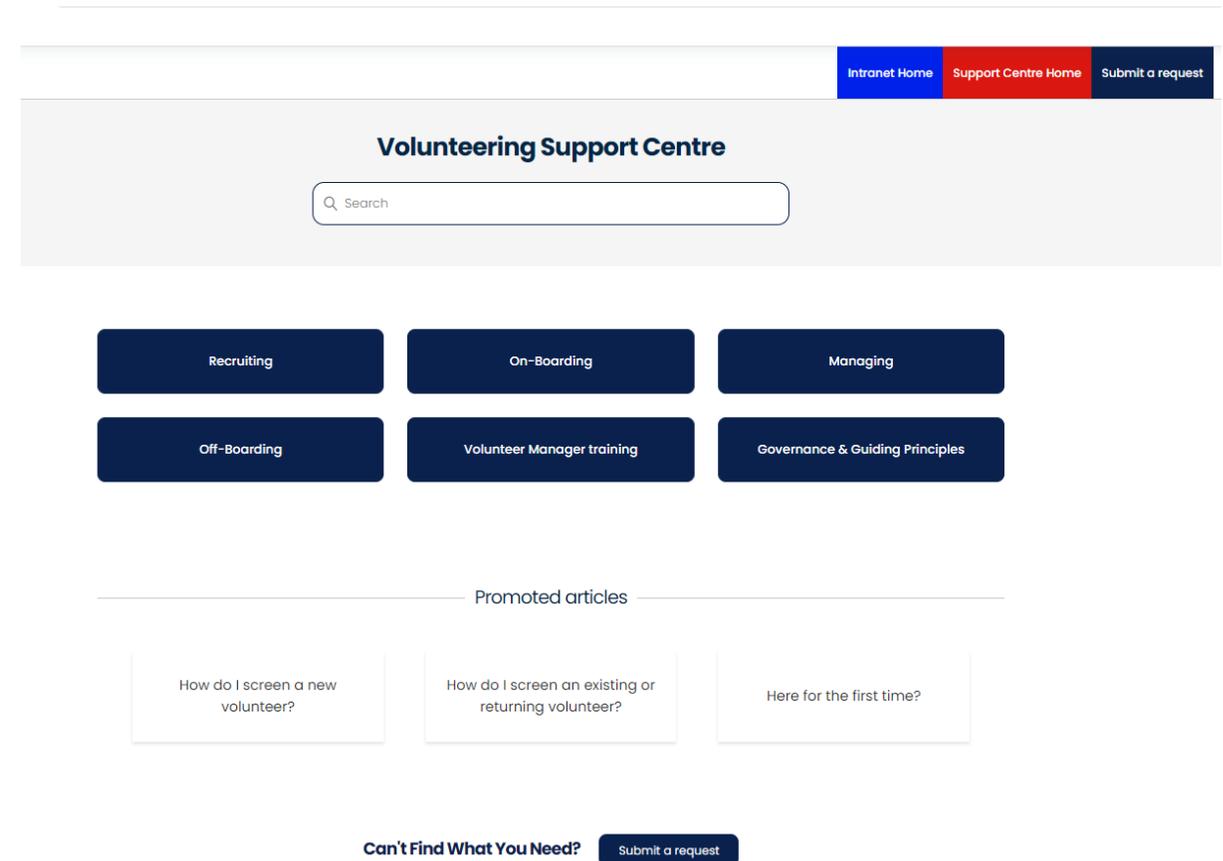
- Flexibility – place, hours, activity type
- All ages & abilities, safety, equity and diversity
- Options for both short term (who do not undergo our screening process) and long term volunteering (who undergo our screening process)
- We can now have 100's of volunteers support our work

Together Penny, Pauline and Toni have 40 years volunteering experience



Increasing opportunities to future-proof volunteering

- A system that enables volunteers to easily register and share their skills to participate in volunteering
- Further development of volunteer portal and extranet to allow for more activities
- Increase our volunteer base regionally, corporate opportunities and short-term volunteering
- Multiple opportunities to connect to our organization and work – value aligned volunteering



The screenshot displays the 'Volunteering Support Centre' website. At the top right, there are three navigation links: 'Intranet Home', 'Support Centre Home', and 'Submit a request'. Below these is a search bar with the placeholder text 'Q Search'. The main content area features six dark blue buttons arranged in two rows: 'Recruiting', 'On-Boarding', 'Managing', 'Off-Boarding', 'Volunteer Manager training', and 'Governance & Guiding Principles'. Below the buttons is a section titled 'Promoted articles' containing three article cards: 'How do I screen a new volunteer?', 'How do I screen an existing or returning volunteer?', and 'Here for the first time?'. At the bottom right, there is a 'Can't Find What You Need?' link and a 'Submit a request' button.

Virtual volunteering is possible, all you need is the people and the systems to enable change.