

# Our Zeitgeist - People Centric Volunteering

*be collective*<sup>®</sup>

I am going to ask you to do something risky...



I want to make a difference  
but I want it to be aligned  
with my passions, skills and  
when I am free.

*be collective®*





I understand more than ever organisations have to be diligent in their recruitment processes but do I really have to do the same thing over and over - can't we be more efficient?

*be collective®*





//

I love to be appreciated but I would love to have my volunteering documented and verified especially if I have developed some skills and experience that will help me get a job.

*be collective®*



//

I love to volunteer - I volunteer for several organisations and have since I was little. It would be so helpful to have this aggregated and documented for me to share.

*be collective®*





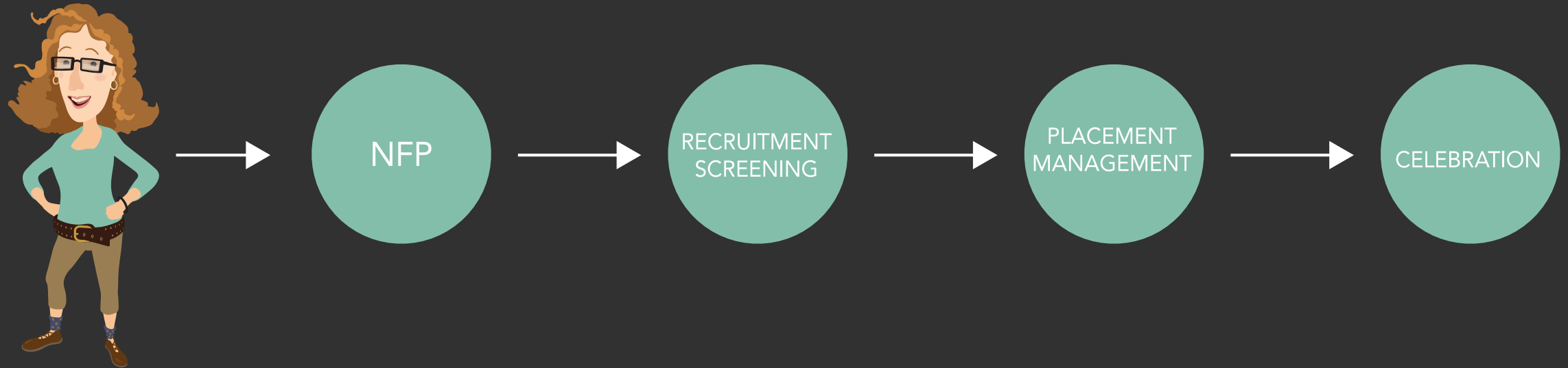


I know I am helping  
but I would love to know  
how and what social impact  
I am having

*be collective®*

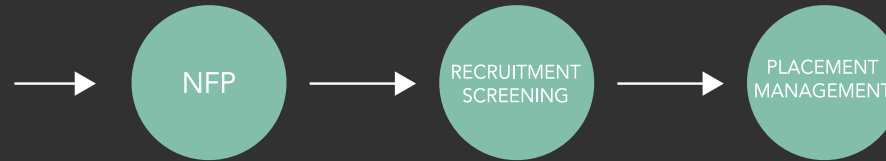


# Current Volunteer Management Systems

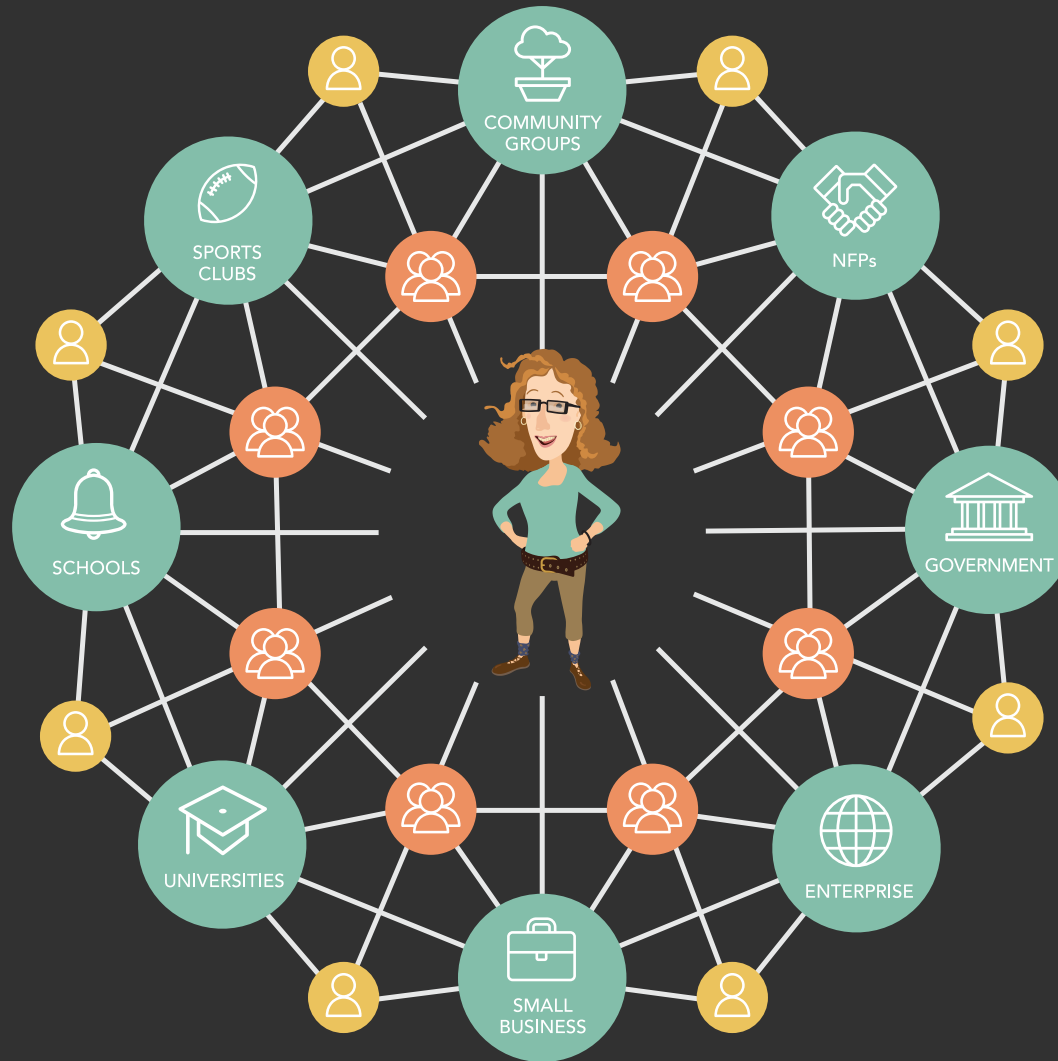




# Current Volunteer Management Systems



# People Centric Volunteering - universal ecosystem



# Volunteer Profile

be collective®

Welcome Mandy

DASHBOARD

Search

VOLUNTEER NOW

FIND A GROUP

UPCOMING EVENTS

Manage


GROUPS


EVENTS

Need help?

Support

Search for opportunities, groups, events and people





Mandy Burns

Port Melbourne, Victoria

SUMMARY

MY VOLUNTEERING

PROFILE

SOCIAL RECORD

FUNDRAISING

REWARDS

SETTINGS

View Public Profile

About

I'm a big believer in the power of our humanity both in our compassion, our collective wisdom and our capacity to contribute to making the world a better place for all.

Experience & Skills



Advocacy Budgeting Business Analysis Capacity Planning Child Welfare Environmental Education Teaching/Innovation Youth Services Business Development & Sales Management Sewing Supply Chain Logistics Brand Development & Marketing Pollution Prevention Public Relations Communication Skills Environmental Policy

Causes

Human Rights Young People Community Service Mentoring & Advocacy Migrant Support Education Family Support


Languages

Qualifications


 Working with Children Check  1383259A-01 Expiry Jun 20, 2023

Volunteer Details


WHERE I LIVE


 Port Melbourne, Victoria, Australia


OTHER SEARCH LOCATIONS

 South Melbourne, Victoria,...

PERSONAL

 Female

 14 March 1971

 +61413121433

EMERGENCY CONTACT

Murray Burns











+61412200442

PROFESSIONAL DETAILS

Director- Stakeholder Development

Be Collective

I'm a member of these groups



View detailed list (33)

be collective®

# Consistent Volunteer Application Process

The screenshot displays the 'ADD & POST OPPORTUNITY' form within the be collective web application. The interface includes a top navigation bar with a search function and user profile icons. A progress indicator at the top shows five steps: Step 1 DETAILS, Step 2 TYPE (active), Step 3 APPLICATION, Step 4 BRIEF, and Step 5 SHARE. The form fields are as follows:

- TITLE \***: A text input field with the placeholder 'SOMETHING THAT CAPTURES THE IMAGINATION'.
- VOLUNTEER ROLE DESCRIPTION \***: A rich text editor with a toolbar and the placeholder '(shown in Volunteer's Social Record)'.
- PROMOTIONAL TEXT \***: A rich text editor with a toolbar and the placeholder '(shown in search results)'.
- LOCATION \***: A text input field with the placeholder 'Where is this taking place?'. Below it is a checkbox for 'No specific location (ie. virtual)'. To the right is an **Additional location info** field with the placeholder '(eg. Room number)'.
- EXPERIENCE GAINED \***: A section with a green header and a text input field with the placeholder 'Select...'. Below it is a checkbox for 'No experience gained'.
- CONTACT PERSON \***: A section with three input fields: 'Mity D Tester', 'gotestbcv1@gmail.com', and '+61 444 444 444'.
- CAUSES**: A dropdown menu with the placeholder 'Select...'.
- OPPORTUNITY IS SUITABLE FOR**: A dropdown menu with the placeholder 'Select...'.
- CREDITS**: A section with a note '(The credit system module is active. You can add a numerical amount of credits to this opportunity!)' and a text input field with the placeholder '0'.




At the bottom of the form are four buttons: 'Previous', 'Delete', 'Save & close', and 'Save & continue >'. A small red heart icon is visible in the bottom right corner of the application window.



# Volunteer and Donate

be collective®

Search opportunities, groups, events and people



Welcome Lisa

DASHBOARD

VOLUNTEER

FIND A GROUP

UPCOMING EVENTS

Manage

EVENTS


GROUPS


Be Collective

JOURNAL

KNOWLEDGE BASE

HELP





**Lisa Monique**

Active · volunteered 55 days ago

Port Melbourne, VIC

PROFILE

FOLLOW

About

Lisa is Educare's Nursery Director, she can't bear sitting still, loves crazy dancing and brings plenty of energy to the centre.

Having spent more than 17 years in childcare, including more than seven at Educare, she is one of our most experienced members of staff. She is also very highly qualified, with NVQ childcare qualifications at Levels 2 and 3 as well as a BA (Hons) in early childhood care and education.

Tama's interests include travel and socialising, and she combined the two when she headed to Cuba to get married in 2013.

Causes

Sport Arts & Culture Youth Health

Community Services Education


Animal Welfare

Skills

Youth Services Strategic Planning


Capacity Planning Human Resources Strategy

Performing Arts Instructor



**I'm fundraising for LIFELINE AUSTRALIA**

I am passionate about what Lifeline do and want to fundraise the month of February to help them continue all their great work. I will be walking as many kilometers as I can in one day to fundraise for Lifeline.



~ \$500 goal

\$320





Pledge per kilometer

\$5 \$10 \$20 \$50

\$100 \$150 \$200 Other


Donate

Member of these groups



View full list (8)

# Social Record / Resume



**LISA MONIQUE**  
VOLUNTEER SOCIAL RESUME

Caniff, Wales  
0400 123 456  
lisa@gmail.com  
lisa@collective.com/lisa

**53**  
VOLUNTEER  
HOURS

Verified by *be collective*

## VOLUNTEERING

Date	Hours	Organisation
Ongoing	45	Trivallis Housing
Ongoing	8	Rhondda Cynon Taf

## ABOUT ME

I have been volunteering since I was in Secondary School. I've worked with a number of organisations for a variety of different causes - predominantly in the areas of child welfare and environmental activism. I'm passionate about these areas and if there's anything you need help with I would love to be contacted!

I live in Cardiff and work 4 days a week but I'm open to helping out on my spare day (usually Fridays) but this can be flexible if I give some notice.


In the future I'm hoping to work with some early childhood education centres and schools to build my skill set!

## EXPERIENCE / SKILLS

**Verified**  
Communications, Time Management, Mentoring, Leadership skills, Management, Strategic Planning

**Other**  
Management


## QUALIFICATIONS



**MENTORING CERTIFICATION 3 & 4**  
Intensive four day program in youth mentoring with world leading mentors.

**Details**  
Verified by Rhondda Cynon Taf


**Skills**  
Leadership, Mentoring, Support



**BACHELOR OF COMMERCE**  
Tertiary Qualification - University of South Wales

**Skills**  
Business, Marketing, Public Relations

## VOLUNTEER HISTORY




**TRIVALLIS HOUSING**

**OFFICE ADMINISTRATOR**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam ut nisl ut leo pretium facilisis. Nunc fermentum massa eu magna congue egestas. Vestibulum tellus.

**Details**  
45 hours, Ongoing

**Experience**  
Admin skills, Organisation

**Testimonial**  
"Lisa is a fantastic Volunteer. She is passionate about his role and takes it very seriously. She is always on time, alert and helpful. I would highly recommend Lisa as a volunteer!"  
— Catlyn Wynne, Volunteer Manager



**RHONDDA CYNON TAF**

**CARDIFF VISITOR CENTRE AMBASSADOR**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam ut nisl ut leo pretium facilisis. Nunc fermentum massa eu magna congue egestas. Vestibulum tellus nunc, maximus eu sapien non. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

**Details**  
8 hours, 13 June, 2018

**Experience**  
Admin, Organisational skills

*be collective* x

Welcome Lisa

**DASHBOARD**

Search

VOLUNTEER NOW

FIND A GROUP

UPCOMING EVENTS



Manage

EVENTS

GROUPS

Search for volunteer opportunities, groups, events, people and resources

Heart, Bell, Chat, Profile icons








**Lisa Monique** • Active • volunteered 53 days ago  
Port Melbourne, VIC

SUMMARY MY VOLUNTEERING PROFILE CALENDAR **SOCIAL RECORD** SETTINGS

## EXPORT SOCIAL CV

Combine your volunteer hours, skills and qualifications into a printable PDF Social CV.

X Close

Opportunities	Volunteer Hours	Experience	Skills
 <b>Red Cross</b> 2 opportunities	25 hours		<input checked="" type="checkbox"/>
<b>Volunteer Help</b> Ongoing	20 hours	Leadership People Skills	<input checked="" type="checkbox"/>
<b>Event Helper Volunteer</b> 5 May, 2018 with Bendigo Bank	5 hours	Design	<input checked="" type="checkbox"/>
 <b>Lifeline Australia</b> 1 opportunity	51 hours		<input checked="" type="checkbox"/>
<b>Op-Shop Volunteer</b> Ongoing	45 hours	Leadership	<input checked="" type="checkbox"/>
<b>General Volunteer</b> Ongoing	6 hours	Leadership	<input type="checkbox"/>
 <b>Save the Children</b> 1 opportunity	8 hours		<input type="checkbox"/>
<b>Registration Volunteer</b> 13 June, 2018 for Fun Run	8 hours	People Skills	<input type="checkbox"/>
Qualifications		Skills	Skills
 <b>Bachelor of Arts</b> Tertiary Qualification Swinburne University		Design Communications	<input checked="" type="checkbox"/>
 <b>Mentoring Certification 3 &amp; 4</b> Intensive four day program in youth mentoring with world leading mentors.		Leadership People Skills	<input checked="" type="checkbox"/>

Export PDF

# Volutneer Management

be collective®

Welcome Lisa

DASHBOARD

Search

VOLUNTEER NOW

FIND A GROUP

UPCOMING EVENTS

Manage


EVENTS

GROUPS

Search opportunities, groups, events and people

Manage Groups

Boomerang Bags



**Boomerang Bags**  
Community Group

SUMMARY

DETAILS

MEMBERS


VOLUNTEER ACTIVITY

OPPORTUNITIES

REPORT

< Back

Manage Laura Allen



**LAURA ALLEN**  
Member type: Staff

Email: lauraallen@me.com

Phone: 0417484932

Location: Clayton, VIC

Gender: Female

Birth date: 17.06.1988

Emergency Contact

Full name: Tom Johns

Phone: 048864729

Professional Details

Job title: -

Company: -

Status

Registered user

Since 23.03.18

Details

Shared Docs

Qualifications

Applications

Activity

This member is in the smart lists:

Speaks English

Over 50 hours

Tags:

Unit 1022

Wynne Family

Notes:

12 May 2018 by Caitlin Wynne  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed libero augue, porttitor eget elit nec, sodales vestibulum neque.

12 May 2018 by Laura Johns  
Mauris et elit imperdiet, placerat purus at, pharetra urna. Maecenas vestibulum dolor eu felis hendrerit commodo. Quisque fermentum turpis ac lacus gravida, eu semper ante efficitur.

Add

Volunteer preferences

Frequency: Weekly

Time of day: -

Days: -

Availability plan

This tool is to help you keep track of current availability of your volunteers.

<

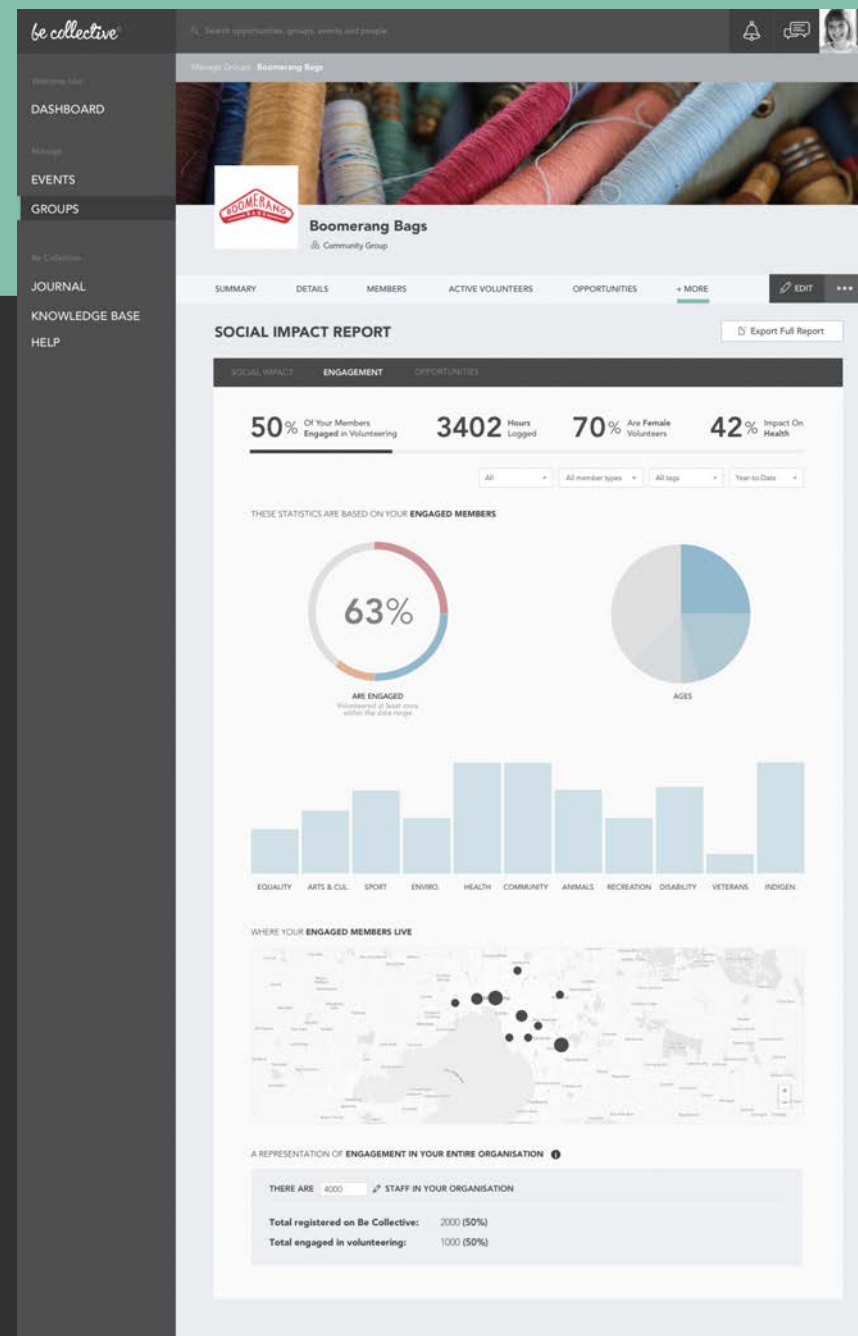
August 2019

>

Select dates to update availability.

SU	M	TU	W	TH	F	SA
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

# Social Impact Report





# Bringing People Centric Volunteering to Life

- DHHS funding support
- Innovative partnering
- Be Collective local Digital Experts
- Be Collective Gateway Page
- Train Local Digital Experts 1:1 and Groups
- Develop a Campaign



# Our Campaign - Powerful Alone Better Together

POWERFUL  
ALONE  
**BETTER  
TOGETHER**

*be collective®*



# Challenges

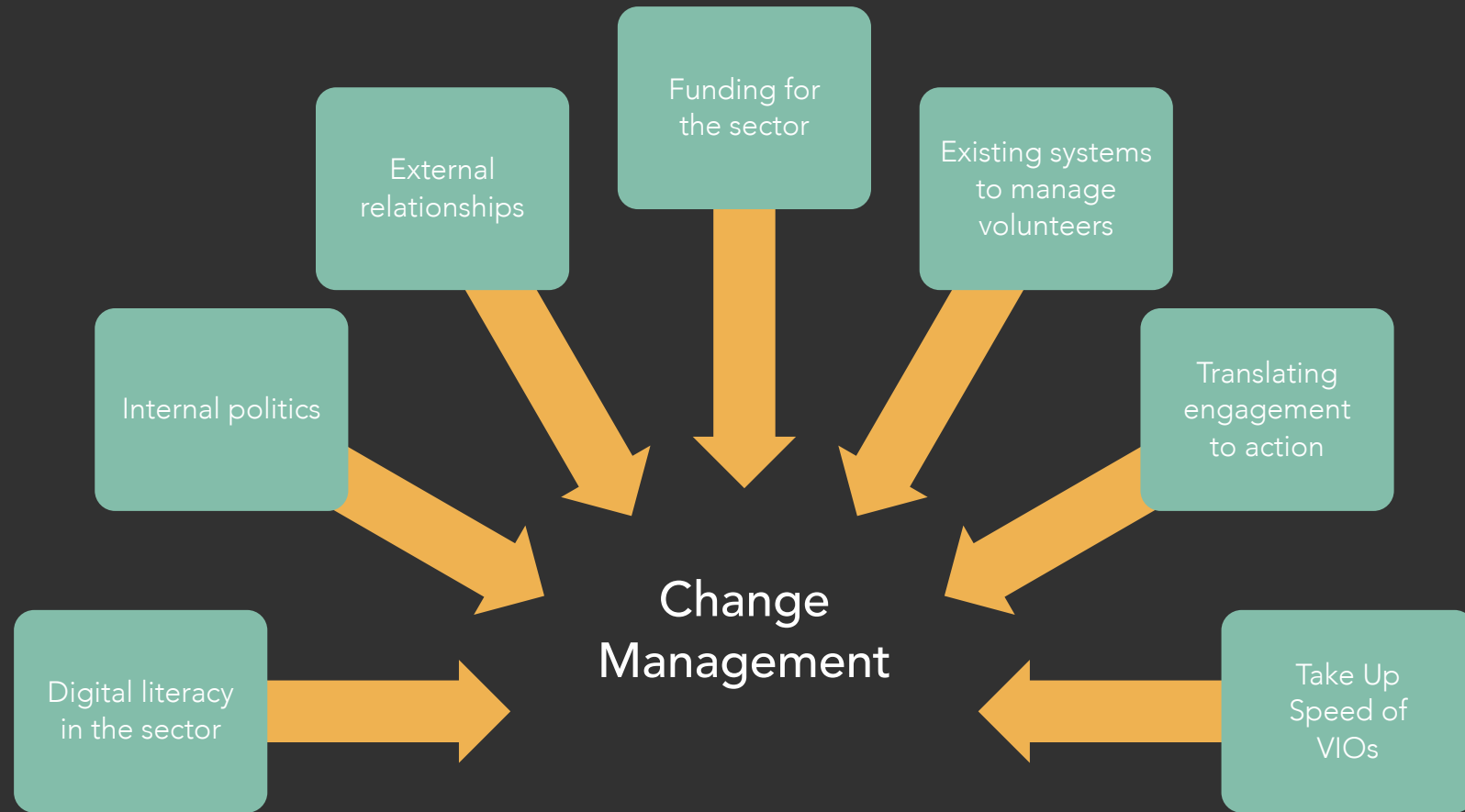
## Geelong

- Already using digital systems
- Distrust in new system
- Poor digital literacy
- Time poor
- Phone calls do not deliver
- Internal and external influences

## Bendigo

- "We have a management system!"
- "Our volunteers hate computers"
- Volunteers/manager busy/no-time
- Ensuring use Be Collective
- Managing expectations vs reality
- Slow uptake
- Unreturned phone calls

# Our Challenges





# Learnings for Implementing People Centric Volunteering

Local Champion

3-5 key stakeholders

Focus Project

Build Local  
Digital Experts

Volume of volunteer  
opportunities

Pivot to dynamic  
volunteering  
ecosystem

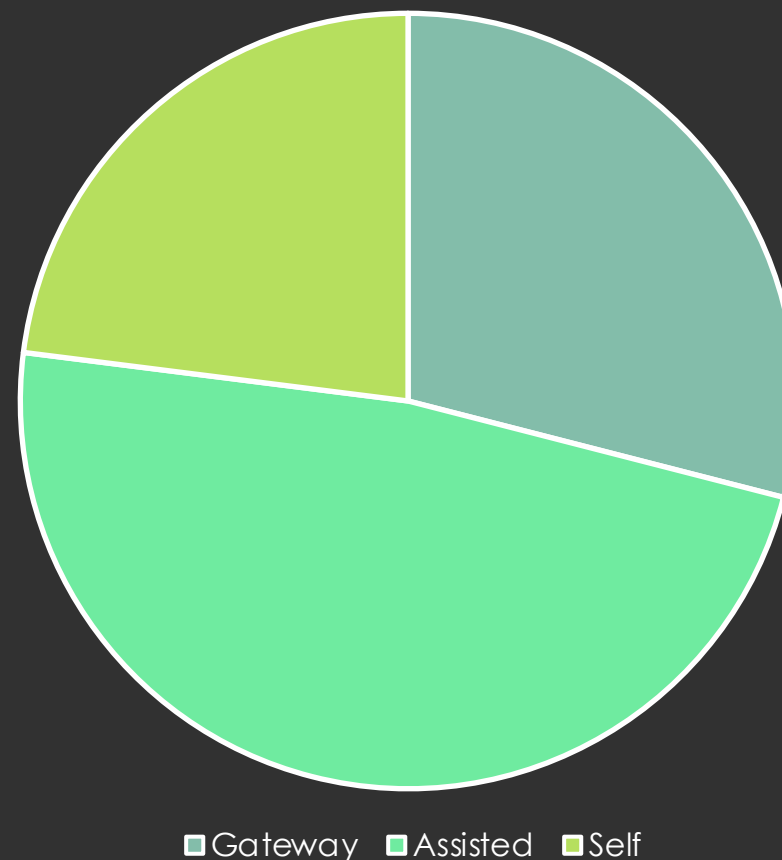
Give list of common  
volunteer  
opportunities

Change management  
takes time

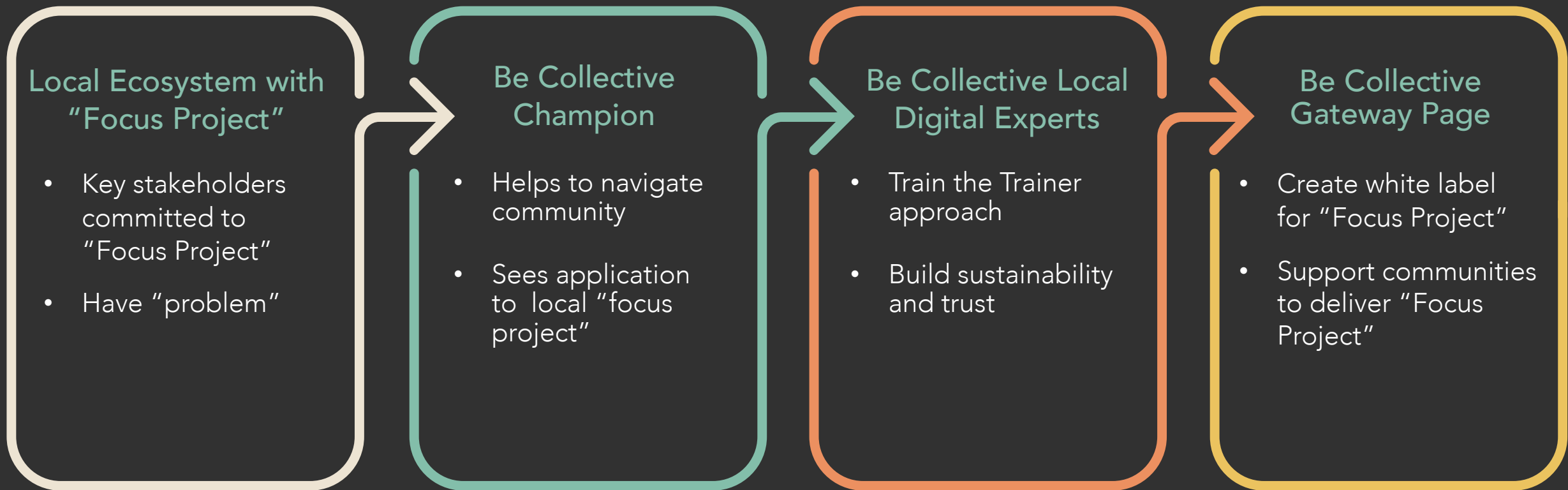
# Our Outcomes

## Bendigo and Geelong

- Organisations registered
- Opportunities listed
- Opportunities filled



# A Framework for People Centric Volunteering



*be collective*<sup>®</sup>

"I always wondered why  
somebody didn't do  
something about that,  
then I realised

**- I am somebody"**

be somebody at **becollective.com**

*be collective*<sup>®</sup>



# Questions...

## Contact

**Mandy Burns**

Director Stakeholder Development  
Be Collective

M: 0413 121 433

E: [mandy.burns@becollective.com](mailto:mandy.burns@becollective.com)