

Volunteering Victoria
Submission:
ANZSCO Comprehensive Review
– Consultation Round 1

MAY 2023

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Overview

The Australian Bureau of Statistics is undertaking a comprehensive review of the Australian and New Zealand Standard Classification of Occupations (ANZSCO) to reflect the contemporary labour market and better meet stakeholders' needs.

ANZSCO describes all occupations in the Australian and New Zealand labour markets and is used to inform and shape educational pathways, skilled migration programs and workforce strategies that equip Australians with skills to get jobs and stay employed.

In Australia, more than 25% of people volunteer their time in organisations, while close to 50% volunteer 'informally' or outside of organisations. Volunteers deliver essential community services and programs across all community sectors. While volunteers give their time for free, they require support in the form of recruitment, training and coordination. The role of Volunteer Managers or Volunteer Coordinators are highly skilled positions that are undervalued and lack recognition. This directly impacts workforce planning and appropriate resourcing and investment for volunteer programs. Volunteer Managers are not currently listed or identified in ANZSCO with their own unique code.

Volunteering Victoria has provided a survey response to the review, highlighting the critical role of Volunteer Managers and the need for their inclusion in the ANZSCO.

Survey Response

Question 13. Are there any occupations in your industry, business or workplace that should be separately identified with a unique code?

Provided answer:

Volunteer Manager

- a. **'Describe the occupation as fully as possible, including the tasks involved; its relationship to other occupations; any registration or licensing requirements; the education and experience requirements; its skill level (1 to 5), and any other titles used to describe the occupation.'**

Provided answer:

Volunteer Managers have distinct tasks and responsibilities, which relate to the unique role and motivations of volunteers and the complex policy and legislative environment surrounding volunteer engagement. The role has a high level of complexity, with Volunteers Managers often overseeing multiple and varied programs that may have varying administrative requirements.

Volunteer management is distinct from other human resource professions due to the need to engage with the wide range of motivators for volunteering that relate to purpose and meaning without payment or reimbursement. There are also a broad range of distinct policy, regulatory and legislative frameworks and requirements related to volunteering that can vary across sectors and jurisdictions. Volunteers are not always included in the same protective and legislative mechanisms

related to employees. Volunteer management therefore requires nuanced and skilled navigation of volunteer engagement and issues, in a highly ambiguous policy and legislative environment.

Volunteer Management has professionalised over the last decade and has its own National Standards (for Volunteer Involvement) and own training and professional development pathways. Currently there is a nationally recognised and accredited training qualification for Volunteer Managers in the form of the Certificate Cert IV in Coordination of Volunteer Programs (CHC44015) qualification. In Victoria, Volunteering Victoria – as the state peak body – run a rigorous Continuing Professional Development program for volunteer managers.

The broad range of responsibilities of Volunteer Managers include:

- Leading and collaborating with all relevant parties to manage, coordinate and enable effective end-to-end volunteer recruitment processes;
- Working in collaboration to develop a volunteer recruitment and retention strategy and operational plan in alignment with strategic goals;
- Identifying current volunteer role opportunities and develop volunteer role descriptions;
- Ensuring maintained compliance with all regulations, including mandated checks such as Working with Children Checks and National Police Checks;
- Collaborating with others to coordinate volunteer training schedules and supporting them with both online and onsite face-to-face training;
- Monitoring, tracking and assessing training progress and motivating volunteers as necessary to keep them engaged through to completion;
- Managing oversight of volunteer database/management systems and eLearning systems;
- Proactively managing statistics and other learning reports and utilising for improving growth and retention;
- Implementing volunteer recognition.

The unique skill set of Volunteer Managers includes:

- Communication including conflict management;
- Understanding of Human Resources legislation and requirements;
- Workplace Health and Safety; Project management;
- Leadership and Management;
- Collaboration and Negotiation skills;
- Administration;
- Working with and Promoting Diversity and Inclusion;
- Volunteer workforce development and planning.

The education, experience requirements and skill level of Volunteer Managers varies depending on role and context.

Other titles for Volunteer Managers are Volunteer Coordinator, Volunteer Leader, Leader of Volunteers, Volunteer Engagement Manager, Volunteer Engagement Coordinator, Volunteer Services Manager, Volunteer Administrator, Volunteer Program Officer, Volunteer Liaison.

- b. 'Indicate the number of people that undertake the occupation in your industry, business or workplace. Estimate the number of people that will be required to undertake the occupation in 5 years' time in your industry, business or workplace. Where possible, use evidence to support the estimates you provide.'

Provided answer:

Volunteer Managers are currently not recognised in national occupational classifications and therefore data on professional numbers is not available. However, the following data sources provide an indication of the scale of the occupation, based on the large number of volunteers in Australia and the requirement for their recruitment, training and coordination.

Data source	Note
ABS General Social Survey (GSS)	Pre-COVID-19, around 6 million people volunteered for organisations in 2019. Voluntary work through an organisation contributed 596.2 million hours. GSS 2020 estimated just over 5 million people had volunteered in the previous year.
ACNC data	There are around 60,000 charities with 3.4 million volunteers.
The Census	The 2021 Census showed nearly 3 million people had volunteered in the past year.
2022 Volunteering in Australia research	The Organisation Perspective research surveyed over 1,300 volunteer-involving organisations and includes extensive information on volunteer engagement practices. The Volunteer Perspective research provides information on the estimated 26.7% of Australians who volunteer for organisations, their sectors, and roles.

In addition to formal data, various social media groups and recruitment sites provide an indication of the scale of Volunteer Managers.

Data source	Note
LinkedIn	<ul style="list-style-type: none"> Volunteer Coordinators Group: 25,748 members (international) Volunteer Manager: 15,000 jobs Volunteer Coordinator: 109,000 results
SEEK Recruitment	<ul style="list-style-type: none"> Volunteer Manager: 5,954 jobs

- c. 'Identify where you think this occupation sits within ANZSCO.'

Provided answer:

We recommend that Volunteer Managers be classified as Group 2 'Professions' under '[Human Resource Professionals](#)'.

d. 'Would adding this occupation as a specialisation of an existing ANZSCO occupation category meet the needs of your industry, business or workplace? Why? / Why not?'

Provided answer:

No, there is no existing ANZSCO occupation category under which Volunteer Managers could fit. Volunteer Managers are a distinct occupation requiring unique coding to enable the collection of data to inform professional pathways and workforce strategies.

Question 15: Is there any other information to help support your submission?

Please consider:

a. 'Any impacts if the proposed changes are not made to the ANZSCO.'

Provided answer:

The exclusion of Volunteer Managers in the ANZSCO classification will perpetuate the 'invisibility' and undervaluing of the Volunteer Management profession and continue to pose barriers to training accessibility and professional development. The impact of this exclusion and associated barriers has direct impacts on the millions of volunteers who are trained and supported by volunteer managers and their critical contribution to social and economic outcomes.

The vital role of Volunteer Managers is a key objective in the new [National Strategy for Volunteering](#) (Strategic Objective 3.4), which identifies that Volunteer Managers are essential to effective volunteer engagement however are typically under-recognised and under-valued. The National Strategy demonstrates that the invisibility and devaluation of the profession has consistently inhibited the potential of volunteering. Including Volunteer Managers in ANZSCO classifications is critical to enabling the National Strategy to achieve its aims.

Volunteer Management is a gendered profession, with roles predominantly held by women. ANZSCO classification of Volunteer Managers will also contribute to illuminating a largely invisible female-dominated workforce, contributing to the aims of the Australian Government's National Strategy for Gender Equality.

b. 'Alignment of your proposed changes to policy, program or statistical/data'

Provided answer:

The proposed change would align with several national policy agendas and strategies which rely on volunteers and thereby strong Volunteer Management.

This includes:

- The new [National Strategy for Volunteering](#) (see above)
- The [National Strategy for Gender Equality](#) (currently in development)
- The [National Workforce Strategy](#), which identifies the need for transparent data for workforce analysis and to develop sectoral workforce strategies. The National Workforce Taskforce has been established to provide a clear picture of Australia's workforce, and works with agencies to develop individual data-driven workforce strategies to address labour market and industry needs.

- The [Government's response to the Aged Care Royal Commission](#), which explicitly recommended (Recommendation 44) that all aged care providers that engage volunteers should have a designated Volunteer Manager/Coordinator.
- The [National Strategy to Prevent and Respond to Child Sexual Abuse](#). Data from the 2022 Volunteering in Australia research revealed 2.2 million volunteers work with children.

Acknowledgements

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