

A woman with grey hair and red-rimmed glasses is smiling broadly. She is wearing a purple polo shirt and a high-visibility yellow safety vest. She is holding a black microphone in front of her. The background is a plain, light-colored wall.

VOLUNTEER ENGAGEMENT STRATEGY

2022-2023

ChaplainWatch Inc.

ACKNOWLEDGEMENT OF COUNTRY

We respectfully acknowledge the traditional owners of the land upon which we serve and undertake our mission.

We acknowledge the contribution made by aboriginal and Torres strait islander people to the wonderful state of Queensland and in her many great cities

We recognise with great respect that God placed these peoples upon the land. We honour the legacy of elders past and present and we support the reconciling, community building work of elders emerging.





Jesse Webb
ChaplainWatch CEO

Throughout our existence as a ministry, ChaplainWatch has always run on the heart and passion of volunteers.

As we've grown and matured as an organisation, we have had the great blessing of increased funding and resources, which has been of great benefit to serving our mission and allowing us to professionalise and solidify our service models and to reach into new areas of ministry which we could have never imagined. We've always sought to be good stewards of all the resources we've been given and we live and work on the understanding that we are always 'blessed to be a blessing'. To that end, when we have had more we have directed much of that funding towards hiring employees with the view that we wanted to share the blessing as widely as possible.

And yet, as we've professionalised and brought on more staff, we've come to realise that we may have begun to overlook our greatest asset and greatest gift - the very people whose heart and passion that this whole organisation has been built on, and on whom we continue to be completely reliant - OUR VOLUNTEERS.

I am immensely excited to commend this volunteer strategy to you, as it represents our renewed focus and commitment on remaining a volunteer-led, volunteer-enabled and volunteer-supportive organisation.

I am confident that through the implementation of this strategy, alongside the tireless efforts our new Volunteer Engagement Facilitator, Gelly McAuliffe-Bunker, and the ongoing encouragement of our entire team, that by 2023, ChaplainWatch will be well on the way to being a volunteering organisation of choice.

To our many volunteers, working across multiple projects and doing so many roles: We see you, we appreciate you and we value you!

THANK YOU FOR ALL YOU DO.

In this ministry, we make a difference in how we treat others, not just in the treatment we give them. The method is the ministry. This ministry began from a volunteering heart, is managed by a volunteering body, and seeks to engage, equip, and empower volunteers in care for others, while also caring for them.

Volunteering requires a commitment of time and energy. Likewise, we are committing time and energy to volunteers through the creation of this new role. Through it, we seek to understand more clearly and deeply what draws and motivates our volunteers, and to discern those practices which help their ongoing commitment to this important ministry. We also want to recognise any factors which may be working against volunteer engagement. We seek to give volunteers input into policies and procedures, and a voice in matters which impact them. Above all, we want them to know our appreciation, and to recognise their contribution in ways appropriate to them.

It is an honour to work with you and for you.



**GELLY MCAULIFFE-
BUNKER**
Volunteer Engagement Facilitator

WHO WE ARE

Our Mission

Watching Out For You When Good Times Go Bad.

Our Values

DIVINELY LED

INTENTIONAL INTERVENTION

OWNING RESPONSE-ABILITY

PEOPLE MATTER

Our Vision

across Queensland, a crisis, a ChaplainWatch Chaplain

Our Calling

Isaiah 62:6

"I have posted watchmen on your walls, Jerusalem; they will never be silent day or night. You who call on the LORD, give yourselves no rest"

Lamentations 2:19

"Arise, cry out in the night, as the watches of the night begin; pour out your heart like water in the presence of the Lord. Lift up your hands to him for the lives of your children, who faint from hunger at every street corner."

Our Services

NIGHTWATCH CHAPLAINCY & NIGHTSAFE REST AND RECOVERY

Watching out for you when good times go bad in the entertainment precincts overnight

- NightWatch Chaplains – proactive patrols providing public safety in public spaces
- NightSafe Rest and Recovery – A safe place for you providing safety comfort and somewhere to rest when intoxicated.

VAKS.ORG.AU

Watching out for you when your good times go bad and you find yourself in need.

- Vans and Kitchens (VAKS) – vaks.org.au Your one-stop online directory to connect with food and homelessness services.

COMMUNITY CRISIS CHAPLAINCY

Watching out for you when good times go bad through crisis or disaster

- Community Crisis Chaplains – responding to the community in Crisis and Disaster.

CHAPLAINWATCH VOLUNTEER ENGAGEMENT MODEL

Alongside our mission, vision and values, the ChaplainWatch Volunteer Engagement Model will guide the strategies which we undertake. The model helps to ensure we appropriately balance our efforts to properly **know** the experiences, perspectives and motivators of our volunteers and their contributions with **doing** the activities that make the most difference to improving volunteer experiences and contributions within ChaplainWatch. It is important to us that we hear our volunteer's voices while we seek to give opportunities for volunteers to make the greatest impact with the most benefit to those whom Chaplainwatch serves.



ChaplainWatch's organisation-wide volunteer strategy objectives are to

- ENQUIRE** about volunteerism and ChaplainWatch's involvement,
- UNDERSTAND** the costs and benefits of volunteering in, and for, ChaplainWatch,
- ENHANCE** the volunteer experience, and
- INTEGRATE** volunteerism into all aspects of ChaplainWatch.

CHAPLAINWATCH VOLUNTEER ENGAGEMENT STRATEGY 2022-2023

After much prayer, and seeking, wisdom, our Volunteer Engagement Strategies for the coming year are summarised below.

Our *Enquire* and *Understand* lenses this year have led us to planned *Integrate* and *Enhance* strategies for the coming year. These are our action plans, the **Do** phase. The success of these will be measured and further refined as our *Enquiries* monitor against the benchmarks set. These, in turn, will frame our Understanding as the **Know** phase is further refined. Through measurement, evidence-gathering, and planned focus-group engagements, our goal is to achieve our dreams for volunteer engagement, further strengthening the ChaplainWatch ministry for God's glory.

ENQUIRE Strategy	Know Volunteers
<ul style="list-style-type: none">◆ Objective: improve volunteer retention<ul style="list-style-type: none">○ Key Result: Higher overall achievement in Satisfaction and Values scales.◆ Objective: Compliance with National Standards for Volunteer Involvement<ul style="list-style-type: none">○ Key Result: 80% compliance across all standards exceeded.◆ Objective: Aligning ChaplainWatch commitment with volunteer preferences.<ul style="list-style-type: none">○ Key Result: Survey top two 'TeamMember-values' are consistent with 'Best things' experienced.	
UNDERSTAND Strategy	Know ChaplainWatch & Volunteering
<ul style="list-style-type: none">◆ Objective: Understand volunteer groups, their uniqueness, and shared characteristics<ul style="list-style-type: none">○ Key Result 1: clear statistics on active and available volunteers across groups.○ Key Result 2: greater volunteer awareness of available opportunities and resources.◆ Objective: Understand key factors in enquiry to trainee progression<ul style="list-style-type: none">○ Key Result 1: increased community and volunteer awareness of application process.○ Key Result 2: clear expectations set on website and at application processing stage.○ Key Result 3: lower number of enquirers and applicants not qualifying for training.◆ Objective: Understand main determinants in trainees becoming full Team Members.<ul style="list-style-type: none">○ Key Result 1: clear expectations set at invitation, application, and interview processes.○ Key Result 2: lower numbers of trainees exiting or lapsing in progress.	
INTEGRATE Strategy	Action: ChaplainWatch & Volunteering
<ul style="list-style-type: none">◆ Objective: Improve communication with current and potential volunteers<ul style="list-style-type: none">○ Key Result 1: higher application rate by team member's family and friends.○ Key Result 2: higher attendance at team meetings and gatherings.○ Key Result 3: higher engagement with social media and other communications.◆ Objective: Integrate National Standards across Volunteer LifeCycle<ul style="list-style-type: none">○ Key Result : Team Members at various stages, and in various groups, recognise ChaplainWatch as compliant◆ Objective: Increase proportion of volunteers to staff<ul style="list-style-type: none">○ Key Result 1: grow volunteer base within each ChaplainWatch project area.○ Key Result 2: achieve > 50% volunteer mix on 80% NightWatch rostered shifts.	
ENHANCE Strategy	Action: Volunteers
<ul style="list-style-type: none">◆ Objective: Enhance ChaplainWatch Volunteer Experience<ul style="list-style-type: none">○ Key Result 1: committed team of volunteers offering feedback.○ Key Result 2: improve overall scores on Satisfaction and Engagement survey.○ Key Result 3: achieve 60% volunteer retention beyond one year for non-student volunteers.	

Markers of Success (How will we know that Volunteer Engagement is working)

- Increased Volunteer Satisfaction (People love volunteering with us)
- Increased Volunteer Applications (People want to volunteer with us)
- Positive regard for ChaplainWatch in exit interviews (Even when they leave, they want to advocate for us)
- Increased retention (People want to stay with us)
- Increased compliance with National Standards (we are doing the right thing by our volunteers)
- Increased economic benefit from volunteering (volunteers are adding value to our mission)
- Greater proportion of team members are volunteers (We are volunteer-led)
- Greater congruency with our vision, mission, and values (We are colleagues-in-mission with our volunteers)



PO Box 191 Fortitude Valley
Qld 4006 Australia
225 Wickham Street
(McWhirter's Building)
Fortitude Valley
Qld 4006 Australia

E info@chaplainwatch.org.au
T 0422 145 544

NightWatch Hotlines:

Brisbane 0475 558 000

Sunshine Coast 0412 758 000

Bundaberg 0421 224 000

Gladstone 0423 005 000

Rockhampton 0478 817 000

www.chaplainwatch.org.au
www.vaks.org.au