

## Volunteers help shape the future more than 20,000 times

Over the last 12 months DFES has implemented new approaches, tools and mechanisms to engage volunteers in meaningful and accessible ways. We believe volunteers' knowledge, ideas and perspectives are crucial in ensuring that we develop resources, policies and services appropriate for the job, wherever that may be. Our new focus has meant that volunteers have had the opportunity to be actively involved in the design and development of projects, programs and resources that are relevant and directly impact them.

There has been some excellent examples of volunteers helping us shape the future over the last 12 months.

The Volunteer Hub project has involved an intensive co-design methodology, including Moray testing, involving approximately 300 volunteers who have provided input through a range of ways including:

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- team visits to both metropolitan and regional volunteer brigades, groups and units to collect feedback and discuss proposed changes and improvements
- online surveys and phone interviews to identify problem areas in the Volunteer Portal that can be fixed through the proposed Hub design

- first click testing to see how volunteers would complete specific tasks. This allowed us to evaluate the usability of the Portal and proposed Hub
- usability testing through using observation software to 'see' and 'hear' how easy or difficult it was to complete tasks through the portal and to understand how volunteers could see the Hub being designed and structured
- online card sorting to evaluate how information should be presented in the Hub
- workshops to develop the structure, page layouts and visual design of the Hub
- prototype testing to make sure the proposed Hub design works in the way volunteers need it to.



Volunteers are helping shape our future

These strategies enabled volunteers from every region in the State to actively participate in the design of the new Volunteer Hub. Through their input, early testing of the Hub shows a high degree of user satisfaction and acceptance with the emerging product. All those who have actively participated in the project will continue to develop the Hub through to its release.

The Marine Next Gen project aims to address the aging volunteer base within VMRS. By engaging volunteers through a variety of mechanisms including telephone interviews, targeted surveys and a series of workshops/ focus groups to identify issues and strategies, the project was able to identify opportunities to attract a younger cohort to the Service. Strategies are now being developed from all the information gathered.

From volunteer engagement campaigns across a multitude of issues including Child Friendly, Child Safe Organisation policy, the 400MHz radio transition project and development of operational doctrine, more than 20,000 instances of volunteer engagement underpin our commitment to strengthening ties with our volunteers and to learning from their unique local knowledge and experience.