

# The pandemic: its impact on people, and what we can do

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**THE XFACTOR  
COLLECTIVE**  
together we have the answers

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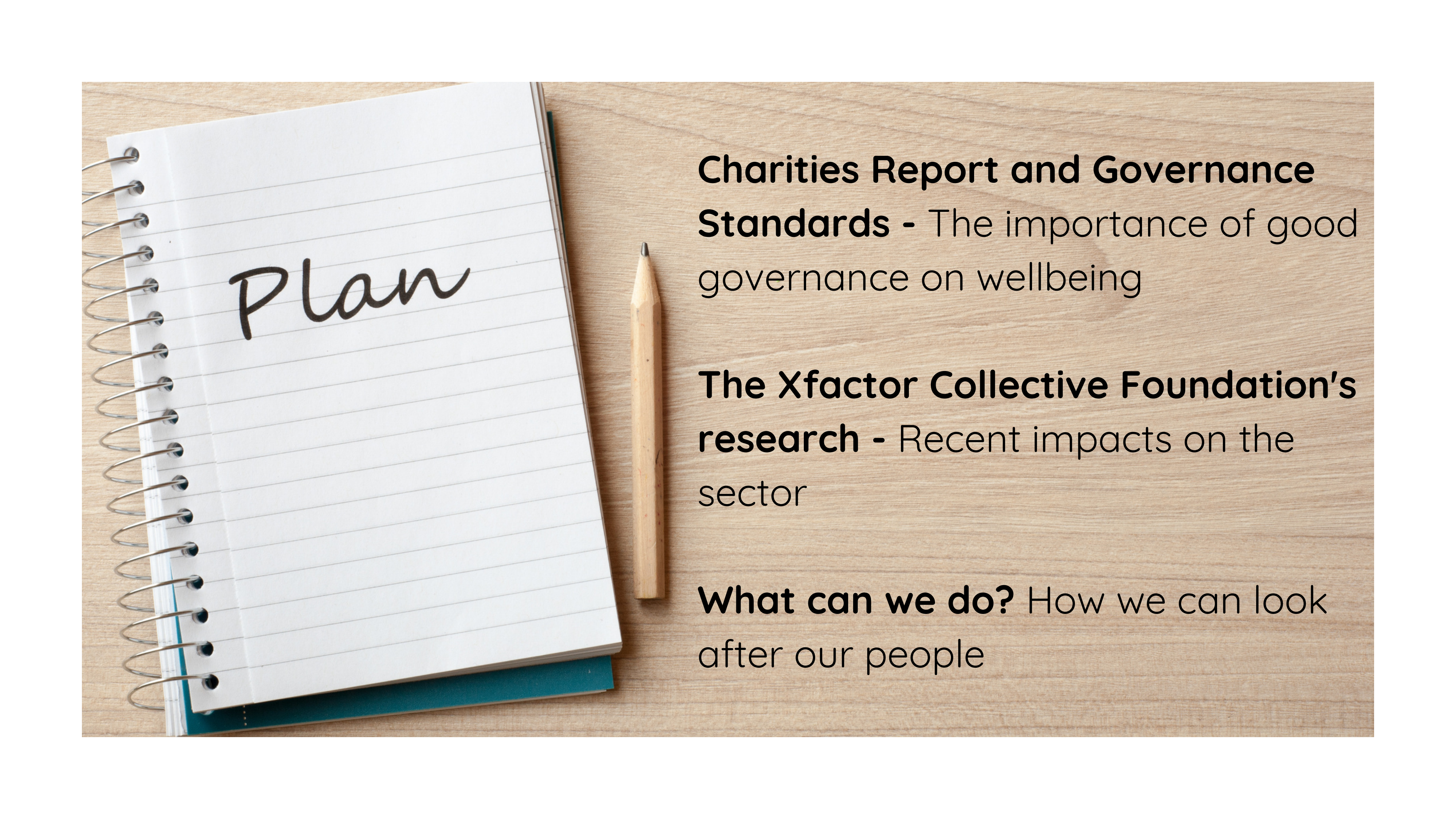




# Today's Agenda





A spiral-bound notebook with the word 'Plan' written in cursive, a yellow pencil, and a wooden background with text.

Plan

**Charities Report and Governance Standards** - The importance of good governance on wellbeing

**The Xfactor Collective Foundation's research** - Recent impacts on the sector

**What can we do?** How we can look after our people





# Charities Report and Governance Standards



A decorative graphic featuring a dark blue rounded rectangle with a thick border. Inside the rectangle, the text is centered. Above and below the rectangle are clusters of blue dots of varying sizes. A light blue curved shape is positioned behind the bottom right corner of the rectangle.

The latest Charities Report provides context on the scope of the charity sector before the 2019-20 bushfires and the COVID pandemic.



# The Australian Charities Report

- Sector revenue growth of nearly 7%.
- Growth in charity assets of \$30 billion to \$354 billion.
- A \$1.3 billion increase in donations to total of \$11.8 billion.



Donations rose



an increase of  
**\$1.3 billion**  
from the previous year



# The Australian Charities Report

Charities employed



Volunteer numbers



- Smaller charities were more reliant on volunteers than larger ones.
- For every employee, extra small charities were likely to have 26 volunteers.



# The Australian Charities Report

- The sector was generally in 'robust health' prior to bushfires and COVID pandemic.
- The sector plays a big role in Australian life, and in the Australian economy.
- The sector's reach and impact on people is significant, wide-ranging and diverse.





# ACNC Governance Standards

## **The standards cover:**

1. Purposes and not-for-profit nature
2. Accountability to members
3. Compliance with Australian laws
4. Suitability of Responsible People
5. Duties of Responsible People
6. Maintaining and enhancing public trust and confidence in the Australian NFP sector






# Good 'people policies and procedures'

Good 'people policies' and good governance have a positive impact on people's wellbeing.

They can provide clarity, guidance, confidence and direction for a charity's people.







And the example of good governance  
and good policy must come from the  
top. From leaders.



[illegible]



# RESET 2020»

NATIONAL IMPACT+NEED RESEARCH STUDY

# Key findings

1

The COVID-19 pandemic continues to affect service delivery.

2

An increase in demand for services has staff working longer hours.

3

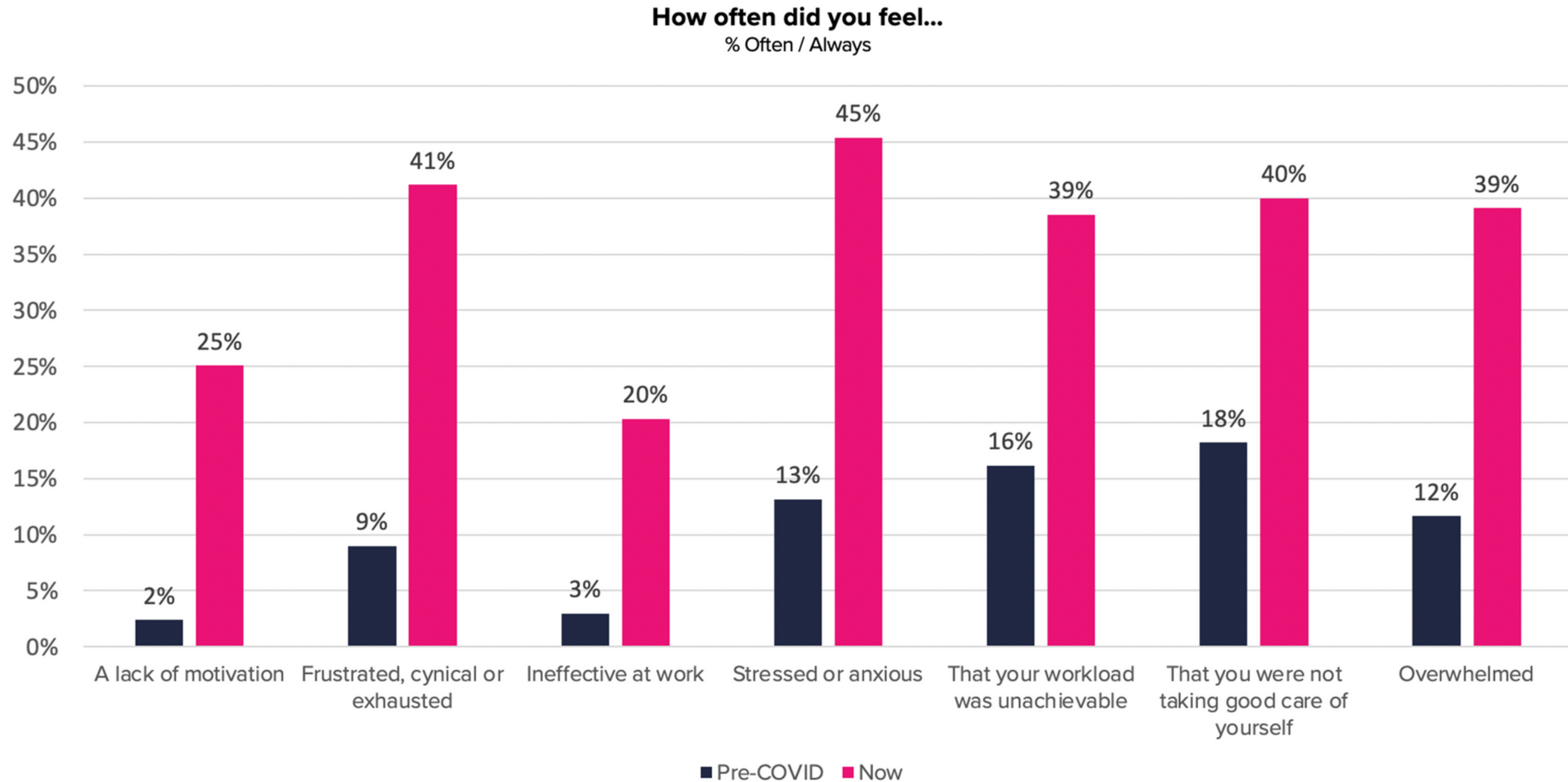
Respondents report worrying signs of burnout and fatigue.

4

Organisations need help to diversify revenue streams and to support staff and volunteer wellbeing.



# Sector wellbeing index







A photograph showing three hands of different skin tones stacked on top of each other, resting on a dark, textured surface. The hands are positioned vertically, with the fingers pointing towards the top left. The lighting is soft, highlighting the texture of the skin and the surface.

So how can we  
support our people in  
the sector?



# Organisational Wellbeing



The diagram illustrates the components of Organisational Wellbeing. It features a grey triangular roof at the top, followed by a light grey horizontal bar labeled 'Our People'. Below this are three colored cylinders: green for 'Physical Health' with a heart icon, orange for 'Mental Wellness' with a head icon, and blue for 'Connection' with a group icon. At the base is a yellow horizontal bar labeled 'Wellbeing Foundations'.

**Our People**

**Physical Health**



**Mental Wellness**



**Connection**



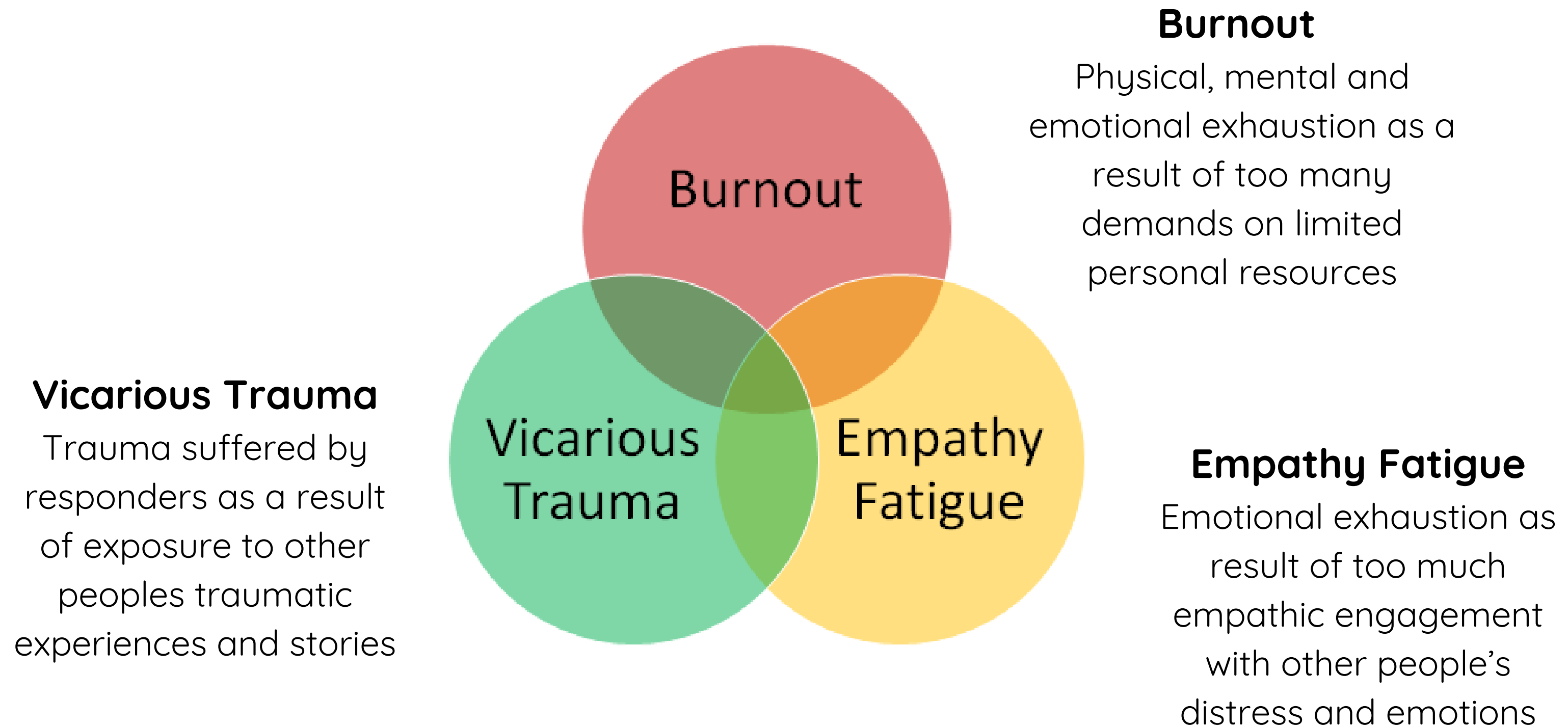
**Wellbeing Foundations**



# Burnout, empathy fatigue and vicarious trauma



# Burnout, empathy fatigue and vicarious trauma





## Signs of trouble



**Sad**



**Mad**



**Bad**



**Glad**






The image features a teal background with a torn paper effect. A horizontal strip of teal paper is torn across the middle, revealing a white background underneath. On the left side, a piece of teal paper is rolled up into a cylinder. The text "What matters most?" is centered on the white background.

**What matters most?**



## What matters most

-  Culture is often acknowledged yet frequently left to develop ‘organically’.
-  Nurturing organisational culture requires a deliberate approach.
-  Understanding what matters most to people in an environment that is forever changed.

## What matters most

“It’s easy to forget the value of a simple team conversation. Taking the time to talk, hearing the experience of others helped to agree what we truly valued about our culture.”

**Team member feedback**



## What matters most

“Our organisational culture is what holds us together when things go well. And, importantly, it’s what holds us together when things get a bit tough. Be the guardian of your culture.”

**Leader feedback**



# HELPFUL TIPS





## Things to remember



Leaders must prioritise their own wellbeing so they can sustain the organisation and team.



Build strong foundations that will support the wellbeing of all your people.

## Things to remember



Create healthy boundaries between what you can control and what you can't.



Limit exposure to distress and watch for the signs.



## Things to remember



Create a positive culture of fun, rest, inclusion, celebration and permission for self care.



Stop doing one thing. Make space.

## Things to remember



Have a conversation. Be curious.  
Ask what matters most to us?



Create a shared understanding –  
of each other, of your culture.





Questions ...



# Stay in touch

## ACNC

- Website: [www.acnc.gov.au](http://www.acnc.gov.au)
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