



We're confident that **only those invited to a workspace have access**. The clear user interface made it **very easy to administer**.

**Alan Stevenson**, IT and Communications Manager, Volunteer Scotland



#### ORGANISATION

Volunteer Scotland

#### INDUSTRY

Public Sector - Local Government

#### COUNTRY

Scotland

#### SOLUTIONS

 **Objective** CONNECT

#### BENEFITS AT A GLANCE

**Facilitated a nationwide volunteering response** during the COVID-19 lockdown, providing practical and emotional support to local communities

**Provided a secure external file sharing** and collaboration platform for dispersed agencies and volunteers

**Granted immediate software access** so workspaces could be up and running straight away, without delays

**Delivered easy-to-use features** and functionality to quickly onboard individuals, regardless of IT proficiency

## Volunteering for the vulnerable: Coordinating a national support effort amidst COVID-19

**The COVID-19 pandemic put emergency plans into motion around the world. Countries found themselves responding to unexpected challenges and attempting to coordinate relief efforts across their localities as lockdowns came into force.**

**For Volunteer Scotland – the only national centre for volunteering in Scotland – the need to move quickly to provide continued support to its communities was crucial. Fortunately, Objective Connect provided all the tools to enable the team to do this...**

Volunteer Scotland exists to make a difference through volunteering. From measuring volunteer impact and supporting skills development, to promoting volunteer opportunities and matching individuals to local organisations, the registered charity is a hub of Scottish volunteer activity.

The rapid development of coronavirus made volunteers critical to the country's collective efforts to support and rebuild its communities and continue to provide essential public services. As such, Volunteer Scotland, alongside others including the British Red Cross and NHS Scotland, supported the Scotland Cares Campaign aimed at driving volunteer recruitment.

### SMELLS LIKE COMMUNITY SPIRIT

More than 35,000 people signed up with Volunteer Scotland through the campaign, creating a pool of volunteers for local authorities, charities and community groups to draw upon and deploy as required. The total number of volunteer registrations across the campaign exceeded 76,000, with it later paused by the Scottish Government due to its popularity.

Volunteer Scotland was responsible for coordinating the expanding network of volunteers, matching individuals with local needs and community activities as and when required. Subsequently, the charity needed a platform to support secure external file-sharing and collaboration, ensuring the safe and protected exchange of information and communication.



We're continuing to use this solution to help us **manage the volunteering response to coronavirus** and especially as we ease from our lockdown and enter a period of recovery. **It's such a flexible solution.**

**Alan Stevenson,**  
IT and Communications  
Manager, Volunteer Scotland



### ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

### OBJECTIVE CORPORATION LIMITED

Europe: +44 118 207 2300  
Asia Pacific: +61 2 9955 2288  
[www.objective.com](http://www.objective.com)

As IT and Communications Manager, Alan Stevenson notes: "We were looking for a file share solution that was completely secure (end-to-end encryption was key), that was easy for Volunteer Scotland to administer and easy for a growing number of external organisations to use."

### CONNECTING A CARING COMMUNITY

Volunteer Scotland saw the benefits of Objective Connect immediately. As a secure file-sharing application, the solution gives complete control over any information shared externally and with unlimited users and the ability to collaborate on documents, capture conversations, work remotely and control tasks securely, it catered to the charity's COVID-19 response requirements.

Volunteer Scotland signed up to the service as COVID-19 hit, avoiding delay given the browser-based software allows for an almost immediate account switch on.

Objective Connect subsequently allowed the charity to do the following (where permission had been granted):

- **Coordinate all 35,000 Scotland Cares volunteers**, managing the sharing of personal data with the volunteer centre dealing with the response across each of Scotland's local authorities;
- **Share details** of those signing up for new volunteering opportunities with their corresponding national organisation; and
- **Collaborate with volunteer centres and national organisations** quickly and easily regardless of user IT proficiency, given the system's intuitive features and functionality.

The result is a turnkey solution which has enabled volunteers to be connected efficiently to those organisations dealing with the response. This response has included food deliveries, essential supplies and medication drop-offs for vulnerable people and emotional support for those requiring assistance or feeling isolated during the lockdown, amongst other areas of support.

Alan adds: "We now have around 40 external organisations (each with one or more contacts) accessing volunteers' personal data relevant to their local area, or to a specific opportunity they're managing. Objective Connect allows us to quickly create a new workspace, invite external contacts to their space and then share new data (e.g. a new spreadsheet) – and that sharing can work both ways. We can very quickly provide updates as each list grows."



**35,000**  
**Scotland Cares volunteers**  
coordinated across multiple  
volunteer centers



**Secure sharing**  
of volunteer data with  
local government authorities



**40**  
external organisations were  
**able to securely access**  
volunteers' personal data

### A RESILIENT AND GROWING VOLUNTEER NETWORK

Beyond lockdown, Volunteer Scotland is aware that there is still much to be done to support the recovery challenge ahead. However, it sees its use of Objective Connect as an ongoing and expanding service, supporting wider volunteering needs and processes along the way.

Alan explains: "We're continuing to use this solution to help us manage the volunteering response to coronavirus and especially as we ease from our lockdown and enter a period of recovery. It's such a flexible solution. we can immediately see other uses beyond this crisis.

"Volunteer Scotland aims to make volunteering easy and safe for everyone and, thanks to Objective Connect, this is now a reality regardless of any new challenges that may arise."