SUMMER 2015 EDITION DEADLINE

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If you would like to contribute a story of your organisation’s successes or the achievements of your volunteers, please contact the editor. All photos must be high resolution, 300dpi or higher.
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FRONT COVER
Surf Life Saving volunteers. Photo courtesy of Surf Life Saving SA.
We are delighted that the Premier of South Australia Jay Weatherill, and our new Minister for Volunteers, the Hon. Zoe Bettison MP, have affirmed their election commitment to reward and attract volunteers at the recent South Australian Volunteer Awards. South Australian volunteers will receive in-kind support as well as tickets, vouchers and promotional offers as part of the State Government’s strategy to reward existing volunteers and encourage the next generation. The State Budget includes $1.2 million over four years for two volunteer schemes based on similar programs working successfully interstate and overseas.

Celebrating 25 years of National Volunteer Week
This year’s National Volunteer Week played host to a series of events in SA and NT, celebrating and promoting volunteering and thanking volunteers.

One thing most people don’t know about National Volunteer Week is that Australia is one of the international pioneers. When we signed up to it 25 years ago, only one other country celebrated National Volunteer Week – the United States. These days, 70 countries run week-long programs to promote volunteering.

National Projects through Volunteering Australia
The national peak body, Volunteering Australia, has announced two initiatives to ensure that Australia keeps pace with international changes and trends in volunteering.

The first initiative is to review the National Volunteering Quality Standards. Volunteering SA&NT will lead this project.

The second involves a review of the definition of Volunteering. This project, which will challenge long held assumptions of what constitutes volunteering in Australia in 2014, is being run by Volunteering Tasmania.

The definition of volunteering is a critical reference for the volunteering sector. It has a bearing on decision making by governments, volunteer resource centres, volunteer involving organisations and corporates. Not only does it enhance workforce planning, it underpins the integrity of volunteering and volunteers, ensuring a common understanding of what volunteering is.

Board Appointments
Volunteering SA&NT chairperson Tim Jackson has been appointed as the new Volunteering Australia President.

Tim replaces Matt Rutter whose stewardship of Volunteering Australia’s recent transformation is acknowledged and appreciated, as is his contribution to volunteering.

Tim will continue to serve as Chairperson of the Volunteering SA&NT Board.

In other news, we farewelled NT stalwart Olivia Birkett from the Volunteering SA&NT Board. However with the recent appointment of Pam Robinson OAM to the Board, the NT is assured of a strong voice at the Boardroom table. Pam, who will Chair the NT Board Sub Committee, brings with her a great deal of local, national and international knowledge and experience.

More information on all of our board members is available on our website www.volunteeringsa-nt.org.au.

Thank you to our Patron, The Governor of South Australia, Kevin Scarce

I would like to take this opportunity to thank our Patron, His Excellency Rear Admiral Kevin Scarce AC CSC RANR, Governor of South Australia, who, throughout the period of his Patronage, has been an exemplary champion of volunteering.

I would also like to acknowledge his wife Mrs Elizabeth Scarce, who for many years has been volunteering her services with numerous organisations, all of whom have benefitted from her outstanding skills and support.

As most of you will know, The Governor steps down from the role in September this year and will be replaced by the South Australian Lieutenant General, Mr Hieu Van Le. We wish The Governor and Mrs Scarce all the very best for the future.
Since being appointed Minister for Volunteers in March 2014, I have attended many events to both recognise and thank volunteers for their invaluable contribution to our community.

As I travel around South Australia, I continue to be amazed at the diversity of volunteering opportunities we have here in South Australia and the dedication of those who selflessly give their time and effort.

This dedication represents the best of what South Australia is about, and what it aspires to be, and as Minister I am proud to be able to acknowledge and support the work of our volunteers.

It was a pleasure to be able to meet so many volunteers and community organisations. Thank you for your hospitality and sharing your thoughts and ideas with me.

**Volunteer Certificate Recognition Program**

The Office for Volunteers free Volunteer Certificate Recognition Program provides organisations with certificates acknowledging their volunteers.

Many organisations held special functions to honour their volunteers and present their certificates during National Volunteer Week. More than 2,500 South Australian Volunteer Certificates of Appreciation, and almost 300 Premier’s Certificates of Recognition for Outstanding Volunteer Service were awarded.

Congratulations to everyone who received a certificate. I encourage volunteer organisations to use this wonderful program.

**Volunteers Day Concert**

South Australia is the only state in Australia with a public holiday dedicated to the recognition of volunteers and, on 9 June, we celebrated and thanked our volunteers at the annual Volunteers Day Concert.

The concert, attended by Premier Jay Weatherill, was buzzing with excitement as we presented the 2014 State Volunteer Awards to recognise the invaluable work of volunteers, community organisations and businesses across the state.

**Volunteer Training Grants**

A total of 26 Volunteer Training Grants have been allocated to a range of organisations including volunteer resource centres, councils, suitably qualified training providers and not-for-profit community organisations.

Volunteer Training Grants contribute towards the cost of training to assist volunteers and volunteer managers to increase their skills and experience, and help meet the needs of local communities and services.

I was impressed with the submissions this year, with more than 100 applications received and $100,000 allocated to support the volunteer community.

On behalf of the State Government, I thank you all for your contribution to building strong, supportive and inclusive communities and I look forward to meeting many more of you.

Hon Zoe Bettison MP
Minister for Volunteers
The Volunteering Strategy for South Australia was launched in January 2014. A critical document for the sector and the State as a whole it was developed by a unique partnership of Volunteering SA&NT, the State Government of South Australia, the Local Government Association and Business SA.

The strategy provides a vision and action plan for volunteering in South Australia for the next six years, its aim being to ensure that the number of volunteers continues to grow, despite pressure from changing community norms such as increasing urbanisation, evolving technology, complex legislation, access to insurance cover, volunteer rights, and recruitment and recognition.

**Partnership Board**

A partnership board comprised of representatives from each of the strategy partners will oversee and monitor the implementation of the strategy and its operational plan. They are Evelyn O’Loughlin, CEO Volunteering SA&NT; Lisa Teburea, Director Planning and Community Services LGA; Rick Cairney, Director of Policy, Business SA; and Sue Wallace, Executive Director, Department of Communities and Social Inclusion. The independent Chairperson of the Board is Rosina Hislop, a strategic consultant with over 20 years’ experience in Australia and the UK.

**Working Groups**

Four cross sector working groups have been established. Each of the working groups will be responsible for the delivery of the strategy through one of the four focus areas namely:

- Invest in the foundations of volunteering
- Promote and inform on the benefits of volunteering
- Implement leading practice and high quality standards
- Proactively adapt through continuous improvement

It was encouraging to see the high level of interest in the development of the strategy with more than 80 people offering to participate in one of the working groups.

For one of their first tasks, the Working group members attended a plenary meeting with the Board in May to determine priorities for the operational plan, and to set targets and timeframes for endorsement by the Partnership Board. The Hon Zoe Bettison MP, Minister for Volunteers, also attended the plenary session to hear from the working groups and to provide feedback.

**Reference Group**

A reference group has also been created to give feedback on individual initiatives during the strategy’s implementation.

Members of the reference group will be invited to participate in on-line polls, focus groups and annual reviews of the strategy.

If you would like a copy of the strategy, please contact Volunteering SA&NT on 08 8221 7177 or visit the website www.savolunteeringstrategy.org.au.
National Volunteer Week Parade

To kick off National Volunteer Week in South Australia, Volunteering SA&NT held its annual Volunteer Parade through the city on Monday 12 May.

Bigger than in previous years, over 500 people participated representing 32 organisations, 10 of whom marched for the first time.

Of the organisations who had previously participated, many approached it with more gusto this year, bringing additional volunteers as well as mascots, banners, vehicles and dogs: emergency service rescue dogs, Royal Society for the Blind dogs, companion dogs and a large group of greyhounds from the Greyhound Adoption Program (despite the impressive canine contingent, their number was not included in the final count...).

Organisations represented at the march included Meals on Wheels, SACA, SES, Royal Flying Doctor Service, Zoos SA, Australian Red Cross, SA Sea Rescue Squadron, The Smith Family, St John Ambulance, STAR Inc, and South Australian Police among others.

The Parade began at the Torrens Parade Ground and travelled along King William Street to Victoria Square where His Excellency, Rear Admiral Kevin Scarce, the Governor of South Australia and Patron of Volunteering SA&NT officially opened National Volunteer Week.

Following The Governor’s speech were speeches from the Deputy Chairperson of the Volunteering SA&NT board, Leanne Muffet, and the Hon Zoe Bettison MP, Minister for Volunteers. Amanda Blair MCed.

Volunteering SA&NT would like to thank OzHarvest for doing an outstanding job with the barbeque, not only feeding everyone involved in the parade and a few passers by, but also the hungry canines.
The Hills are aligned... and strategically planned

Value of Volunteering formally endorsed in the Hills

The formal signing of the Adelaide Hills Volunteer Charter by Hills Volunteering VRC and State and local government partners was a key part of this year’s National Volunteer Week celebrations in the Adelaide Hills.

“I am delighted to see this level of support for Hills Volunteering by the District Council of Mount Barker, the Adelaide Hills Council and the State Government, because volunteers and volunteer involving organisations in our region greatly benefit by having access to a dedicated Volunteer Resource Centre” said Gunter Scheide, Chair of Hills Volunteering.

“The release of the State Volunteering Strategy for South Australia 2014-2020 provided an ideal opportunity to revise our local charter, align it with the State Strategy and reaffirm commitment from partners.

“This Charter demonstrates a regional commitment to our volunteers and acknowledges the positive impact volunteers have on our community, providing vital services and building connectedness and well-being across the Adelaide Hills”.

The signing of the Charter was witnessed by local business representatives, Mayor McHugh of Alexandrina Council, elected members, CEOs and managers from the Mount Barker and Adelaide Hills Councils and Southern and Northern Volunteering.

Key aspects of the Charter include acknowledging the significance of volunteering and exploring sustainability for the sector. This is vital for the Hills community which has a higher rate of volunteering than the city average. Because volunteers are essential in building strong communities the key words in this Charter include leadership, recognition, participation, partnerships, successes, needs and training. To view the Charter visit www.hillsvolunteering.org.au

Esmé Barratt, Manager of Hills Volunteering and Vicki Williams, Volunteer Development Officer District Council of Mount Barker

Hills Celebration

The ‘power of volunteering’ was celebrated in grand style with over 1000 volunteers from across the Adelaide Hills and Alexandria region attending the National Volunteer Week movie day at Wallis Cinema Mount Barker.

Starting with an official launch by the tri region Council Mayors Ferguson, Spragg and McHugh, and the formal cutting of the ribbon by the Hon Zoe Bettison, Minister for Volunteers, volunteers were treated to morning tea, all day entertainment, a free movie, drinks and popcorn.

Evelyn O’Loughlin, CEO Volunteering SA&NT took the opportunity to formally thank the Wallis family for their invaluable support to volunteering not only in the hills but across the state with great initiatives all year round. She presented them with a watercolour, “Drooping Sheoak”, by South Australian artist Linda Catchlove, on behalf of the three Councils.

The day was abuzz with people coming and going and enjoying the festive atmosphere. But for some, volunteering didn’t stop as evidenced by the attendance of an RSB training dog – and carer – and some small joeys from the Native Animal Network. (see p. 28)

It’s hard to believe but it gets better each year! The entertainment was great.
The Top End’s hardworking volunteers were recognised for their service at a special celebration at Parliament House in Darwin and at Lasseters Hotel Casino in Alice Springs during National Volunteer Week.

More than 100 people were nominated for this year’s NT Volunteer of the Year Awards.

Chief Minister Adam Giles, who presented the Awards in Darwin said on the night, “It is fantastic to see so many Territorians giving up their time to help others and contribute to the community. I don’t know where we would be without you. In fact, I am proud to say that Darwin has the highest proportion of people who volunteer out of all Australian capital cities.”

The Awards recognise the tireless work done by organisations and individuals across the Territory. “What better way to kick off Volunteer Week than by offering our thanks to those who put their hands up and get involved in their community.

“This is the fourth year the awards have been held and the event is going from strength to strength with almost double the entries compared to last year,” Mr Giles said.

**Individual Award Winners**

**Chief Minister’s Medal for Volunteering Achievement**
Ashley Winks from Variety, the Children’s Charity.
Mr Winks has been involved with Variety since 2008 and has raised more than $30,000 for the charity.

**Chief Minister’s Medal for Volunteering Service**
Peter Mahony from the City of Darwin.
Mr Mahony is a well-known disability advocate who is the Chairperson of the City of Darwin’s Disability Advisory Committee.

Maxine Way, Northern Territory Fire & Rescue Service - Howard Springs Volunteer Fire Brigade Unit accepting Award nominees for the Chief Minister’s Medal for Volunteering Service, Graham and Beth Stacey

Award winners VSA&NT Large Organisational Excellence

Andrew Turner, Assist Director Operations Bushfires NT - winners VSA&NT Large Organisational Excellence

Nominees for the VSA&NT Award for Organisational Excellence - Small Organisations category

L to R: Jimmy Doyle, Variety NT, NT Chief Minister Adam Giles, Ashley Winks Variety NT 2014 - winner Chief Minister’s Medal for Volunteering Achievement, Daryl Manzie, Certificate of Appreciation recipient for Territory FM (and former CLP politician )

Andrew Turner, Assist Director Operations Bushfires NT - winners VSA&NT Large Organisational Excellence

Nominees for the VSA&NT Award for Organisational Excellence - Small Organisations category

Maxine Way, Northern Territory Fire & Rescue Service - Howard Springs Volunteer Fire Brigade Unit accepting
Chief Minister’s Medal for Emergency Services
Neil King from Bushfires NT
Mr King has been involved with fire management in the Top End for more than 40 years and is on call 24 hours a day during bushfire season.
Winners of individual categories each received $2500 to donate to a not-for-profit organisation of their choice.

Organisational Award Winners

Volunteering SA&NT Award for Organisational Excellence (small organisation - $3000)
Duke of Edinburgh’s Award NT – Winner

Volunteering SA & NT Award for Organisational Excellence (large organisation - $2000)
Bushfires NT - Winner
Bushfires NT manages a team of 1000 registered volunteers in 22 Brigades, servicing around 100,000 square kilometres of rural land.

2014 is the first year organisations could also nominate volunteers for Certificates of Appreciation, letting them know their time, efforts and achievements are appreciated.

A separate celebration was held in Alice Springs to recognise the efforts of volunteers in Central Australia.

Adelaide’s QEH announces
Marjorie Hele Award 2014

The Marjorie Hele Award recognises and celebrates the numerous and valued achievements of Adelaide’s Queen Elizabeth Hospital (QEH) volunteers.

This year it was awarded to Helen Emery from Stroke SA who came to the QEH as a volunteer for the Homestroke Pilot Project in 1998 which involved visiting stroke patients on the wards and in their homes to provide peer support, and to discuss the contents of the Stroke Resource Package with patients, families and carers. Helen continues to do that work today. She also supported the introduction of Neurology’s Own Pet Dog Visiting initiative in 2005, and the Delta Therapy Dog Program in 2011, coordinated by The Friends of QEH.

Helen Emery with Jackie Wood, Director of Nursing & Patient Care Services, The Queen Elizabeth Hospital & Nursing Co-Director, Medical Directorate
Capgemini’s Adelaide business won the 2014 Premier’s Award for Corporate Social Responsibility in recognition of the volunteer work its employees have done – and continue to undertake – with South Australian environmental organisation, Trees For Life (TFL).

Capgemini, a worldwide provider of consulting, technology and outsourcing services, actively encourages employees at all levels to “get involved in the communities in which they live and work”. In late 2012 Adelaide employees of Capgemini formed their own Corporate Social Responsibility Committee.

“We formed a relationship with Corporates4 Communities (through the SA Government agency Heta), who gave us contact details for many groups so we could explore opportunities with those who we felt aligned with our core values,” Capgemini Centre Director Trevor Patti said.

“One of our main focus points was the environment and Trees For Life stood out as a perfect organisation for us to pursue a relationship with.”

Last year 29 Capgemini staff undertook three days of volunteering through TFL’s Bush For Life Program. They attended Bush Action Team days on highly biodiverse and valuable sites in Banksia Park, Hallett Cove and Lonsdale. Their bushcare work included using different techniques and tools to remove invasive environmental weeds. Bush For Life volunteers regularly look after these sites but the extra help given by Capgemini employees to further protect these areas has been greatly appreciated.

In May this year Capgemini Adelaide staff undertook another day of corporate volunteering and have one more scheduled for later in the year.

“Staff who have undertaken this volunteering have come back and shared really positive comments with their colleagues – not to mention the reach of people beyond their workplace,” Mr Patti said.

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“Staff who have undertaken this volunteering have come back and shared really positive comments with their colleagues – not to mention the reach of people beyond their workplace,” Mr Patti said.

“The volunteering days have been really well organised by Trees for Life, with really professional, friendly and helpful staff.”

TFL’s Bush For Life Program currently supports more than 700 active volunteers on 300-plus bushland sites, protecting more than 3400 hectares of precious native vegetation across South Australia. The program always welcomes more volunteers and has been offering corporate volunteering for the past few years.

Other organisations who have undertaken corporate volunteering through TFL have included Minter Ellison, Caramel Computers, Coca Cola, Business SA, Finsbury Green, Optus and Adelaide Convention Centre.

If you are interested in corporate volunteering through Trees For Life phone the office on (08) 8406 0500. Volunteering SA&NT also offers assistance to organisations wishing to pursue corporate volunteering opportunities and can be contacted on (08) 8221 7177.
OzHarvest - Cooking for a Cause

Earlier this year, leading food-rescue organisation OzHarvest officially launched their South Australian corporate engagement program, Cooking for a Cause.

A team building experience with a social impact, Cooking for a Cause involves a hands-on cooking class for groups and is led by a professional chef. Together, the team creates many nutritious meals which are then delivered by OzHarvest to local charitable organisations.

Founder and CEO of OzHarvest Ronni Kahn says, “the aim behind Cooking for a Cause is to provide a fun and interactive way for corporate teams to engage with OzHarvest, while spreading the word about food sustainability and food waste.

“Food and cooking are two of life’s greatest pleasures. They nourish us, they build community sustainability and can help keep families and professional teams connected.

“We get a great number of requests from organisations wanting to support us. Cooking for a Cause is a fantastic way of doing something together, while providing nutritious fresh food to people in the local community who might otherwise not get to eat.

“OzHarvest has had huge growth here in SA since we launched three years ago and in that time we have delivered more than 1.8 million meals from 430 Adelaide food businesses, redistributing that food to 70 recipient charitable agencies.

”The aim...is to provide a fun and interactive way for corporate teams to engage with OzHarvest, while spreading the word about food sustainability and food waste. ”

“We are now rescuing, on average, 7000 kilograms of food every week.”

There is growing demand for OzHarvest’s service from food businesses who want to donate their surplus food, and the waiting list of charitable agencies who are struggling to provide vital services to local communities. Cooking for a Cause enables OzHarvest to accomplish so much more and helps them grow sustainably.

Preparing food in the OzHarvest kitchen at Goodwood

Corporate volunteering team from Santos getting into the spirit

This includes the expansion of food rescue into the southern region of Adelaide by adding a third vehicle to the bright yellow fleet in 2014.

OzHarvest are very grateful to the chefs who volunteer their time and talents to run the classes. Each brings a different spin to the message of reducing waste in the kitchen, and sustainable cooking, so no class is ever the same. Chefs involved include Callum Hann & Themis Chryssidis from Sprout Cooking, Dennis Leslie from The Adelaide Oval, Tze Khaw from the Adelaide Convention Centre, Mohammed Bartaouch from Marrakech, Nick Finn from The Highway Hotel and Silvia Hart from the Seasonal Garden Café. There is also a dedicated group of volunteers who assist with each session.

Cooking for a Cause has been made possible through significant support from The Klein Family Foundation, enabling OzHarvest to relocate into their commercial kitchen at Goodwood.
A Priceless Contribution Pays Off

It’s often been said that the best way to find yourself is to lose yourself in the service of others. This is true for the 480 valuable members of SAPOL’s Police Volunteers Program.

Since its inception in August 2010 the Police Volunteers Program has tripled in size, with volunteers making significant contributions across SAPOL. Volunteers can be found throughout the community, in public relations roles at police stations, conducting guided tours of the Police Academy and Thebarton Barracks, engaging with youth through Blue Light and the Road Safety Centre as well as supporting crime prevention initiatives at the local level. Without volunteers giving their priceless gift of time, the South Australian Police Historical Society, Chaplaincy and Puppy Development Programs would struggle to exist while training at the Police Academy would suffer without the many volunteers who engage in role plays to assist recruit and in-service training.

Winston Churchill once said, “You make a living by what you get, but you make a life by what you give”. While volunteering is all about giving to the community, many members of the Police Volunteers Program also see it as an opportunity for self-development and as an effective pathway to a career with SAPOL.

Constable Travis Gordon-Edwards is one of 15 former SAPOL volunteers who have progressed to paid employment within the organisation, either as sworn police officers, protective security officers or non-sworn personnel. With a desire to eventually become a police officer, Constable Gordon-Edwards volunteered in a customer service role at Christies Beach Police Station.

“Volunteering was a great way to increase my involvement with the local community and gain an insight into the world of policing,” he said.

“The hours were flexible so I could perform my role while still meeting my other commitments of a full-time job, studies and sport.”

In his first two years working in patrols in Eastern Adelaide Local Service Area Constable Gordon-Edwards has often drawn upon the skills and experience gained in his 12 months as a volunteer.

“Volunteering allowed me to interact with people of all socio-economic backgrounds, which is invaluable when dealing with a diverse community, particularly in the city on a busy Friday or Saturday night,” he said.

While on the job, Constable Gordon-Edwards takes every opportunity to talk with any SAPOL volunteers he encounters.

“They usually have ambitions to secure paid employment with SAPOL so it’s great to let them know that their volunteering pays off and assists both them and SAPOL,” he said.

Volunteering was a great way to increase my involvement with the local community and gain an insight into the world of policing.

– Constable Travis Gordon-Edwards
One such volunteer is Kacie Donaghey who is hoping to follow in the footsteps of Constable Gordon-Edwards by using her current public relations volunteer role at the front counter of Christies Beach Police Station as the launching pad for a policing career.

“My long term goal is to become a police officer, so volunteering is a great way to see what police have to deal with on a daily basis and how they resolve challenging situations,” Kacie said.

Kacie is leaving no stone unturned in her quest to eventually become a member of SAPOL’s Dog Operations Unit, by giving up her time to supervise Blue Light events, successfully completing a Certificate III in Police Studies and undertaking training to become a role player at the Police Academy.

“I think volunteering will give me an advantage in the recruitment selection process as I have been exposed to the daily operations of a busy police station, learnt about procedures and the variety of reports received, and dealt with difficult situations,” Kacie said.

Volunteering at Blue Light discos paid off for Hayley Milligan who secured a role with SAPOL as a Protective Security Officer (PSO) before being accepted into the cadet course at the Police Academy. As a PSO she performed a diverse range of tasks including patrols, monitoring electronic security systems, and protecting vital government infrastructure.

“I saw volunteering as the ideal pathway to a career with SAPOL,” Hayley said.

“Volunteering at locations such as Thebarton Barracks and Police Headquarters provided me with a broad range of skills which were invaluable in my role as a PSO. My experience as both a volunteer and PSO provided the perfect foundation for what I hope will be a long-term policing career.”

Spending 12 months as a public relations volunteer at the front desk of Mount Barker Police Station set the tone for Lisa Boyce’s role as a SAPOL Call Centre Operator.

“I initially volunteered to enhance my professional development and give back to the community. However, after a while I realised that I wanted a career with SAPOL,” Lisa said.

“Working as a volunteer gave me a greater awareness of our diverse community and a significant insight into the challenges and demands of policing. This was invaluable preparation for my current role.”

Fellow Call Centre Operator Tania Drabic also answered the call for volunteers, providing a range of customer service duties at Holden Hill Police Station for more than 12 months before successfully gaining a permanent role with SAPOL. Three years later she is still drawing upon her experience as a volunteer to deal with the daily challenges of her job.

“Dealing with members of the public at the front desk gave me a good understanding of why people seek police assistance. It also helped me develop the ability to remain calm and neutral in challenging situations and be trusted with confidential matters,” Tania said.

“Volunteering with SAPOL is a unique and rewarding way to get involved with the community while also being an effective pathway into paid employment.”
Volunteering SA&NT is pleased to announce two new courses: Management and Marketing at an Introductory level (SA) and Risk Management at an Intermediate level (SA & NT).

We are also happy to report that we have received an additional 12 months funding from the Office for Volunteers. This funding enables us to offer our Introductory sessions free of charge to volunteers and volunteer managers in city and regional areas.

On the topic of regional areas, we will be making a number of trips in the next 12 months. Planning is now underway and we are keen to hear what topics you would like us present.

The following is a reminder about the new training classification system:

**INTRODUCTORY:** If you are new to the volunteer sector, are considering becoming a volunteer, or starting out as a new volunteer manager choose Introductory sessions. These run for 2 hours, offer basic information and skills training and are FREE of charge.

**INTERMEDIATE:** If you have been volunteering or working with volunteers for some time and want to increase your skills and knowledge, choose Intermediate sessions. Most run for 3 hours and build on your knowledge and skills for a minimal fee.

**ADVANCED:** These are for experienced, skilled professionals in the volunteer sector who want to engage and collaborate with like-minded peers and broaden their networks. They provide a diverse range of forums, master classes and professional training on a fee for service basis.

**Tailored:** If you are looking for a specific program for your organisation, board, staff or volunteers, please contact us for a quote on a tailored training program to suit your needs.

**Full descriptions** of all training sessions, dates and times are listed on our website.

**FOR MORE DETAILS VISIT www.volunteeringsa-nt.org.au**
### Volunteer Management

**Coordinators, managers and other staff in management and supervisory positions supporting volunteers**

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<td>SA &amp; NT</td>
<td>Recruiting: Induct, Retain, Reward</td>
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<td>SA</td>
<td>Recruiting: CALD Volunteers</td>
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<td>SA</td>
<td>Recruiting: Engaging Young People</td>
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<td>SA</td>
<td>National Standards: Workshop</td>
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### Organisations

**Governance for small, medium or large organisations, operating with full or partial volunteer support**

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<tr>
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<td>SA</td>
<td>Corporate Volunteering: An Introduction – <strong>FREE</strong></td>
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<td>Grant Writing: An Introduction – <strong>FREE</strong></td>
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<td>SA &amp; NT</td>
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<td>Governance: An Introduction to Risk Management – <strong>FREE</strong></td>
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<td>SA &amp; NT</td>
<td>Governance: Risk Management</td>
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* Indicates new courses
**Productivity Ninja Masterclasses**

Volunteering SA&NT was pleased to host productivity expert Graham Allcott on his Australian tour in May.

Graham, ‘The Productivity Ninja’, is revolutionising stuffy time management courses and offering innovative and stimulating ways to ensure we maximise our productivity at work and in our personal lives.

Seventy people attended the workshops in Adelaide, Sydney and Melbourne with 35 attending the two CEO dinners hosted in Canberra and Adelaide featuring Graham as our guest speaker.

It was great to hear so many fantastic conversations about productivity and work/life balance, and to feel the enthusiasm for the topic in all sessions.

**Key Messages**

There are a few key themes central to Graham’s approach including:

- Remain calm regardless of workload
- Practice mindfulness
- Be prepared and organised
- Don’t be afraid to be unorthodox or stand out when the time is right
- Productivity ninjas are not superhuman!

A highlight for Graham was:

> “watching and being part of some huge lightbulb moments and decisions about projects, actions and in a couple of cases, whole careers. Very inspiring.”

Given the excellent feedback we received, Volunteering SA&NT hopes to offer the full “Think Productive” workshop in Australia next year.

If you’re curious about how to implement and tailor your ‘second brain’, you can email Graham on graham@thinkproductive.co.uk or follow him on Twitter @grahamallcott and @thinkproductive.

VSA&NT also has Graham’s book “How to be a Productivity Ninja” on sale at the discounted price of $20.

If you would like to purchase a copy of the book please call us on 8221 7177.

Tracey Fox
Volunteering SA & NT
Executive Manager, Operations & Head of Training

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I feel motivated and excited about implementing many of the ideas I learnt today. Thank you for a great session.
Purple Truck mobile renal dialysis unit launched in Alice Springs

A state-of-the-art mobile renal dialysis unit, the Purple Truck, was launched in Alice Springs in December 2011.

Painted by the Papunya Tula artists, the truck is operated by the Western Desert Nganampa Walytja Palyantjaku Tjutaku Aboriginal Corporation (WDNWPT).

Medicines Australia provided the funding to WDNWPT to build the truck with a dialysis machine in the back, to provide dialysis services to remote communities in Central Australia.

The Purple Truck has already completed its first visit to the community of Papunya in the Western Desert, and has been allocated funding to make trips to other communities surrounding Alice Springs.

The Purple House is the Alice Springs headquarters. Services include:

- dialysis 6 days a week
- social support services
- social enterprises
- Primary Health Care and Allied health services
- Chronic disease coordination
- Well being activities
- Indigenous employment activities

Volunteering SA&NT in Alice Springs paraded in the Annual Rotary Club of Alice Springs Bangtail Muster on May Day, along with 12 other organisations from the volunteer sector including APEX, Scouts, CADRA, Girl Guides, Red Cross, Royal Flying Doctor Service, St Phillips and St Vincent de Paul. The parade was followed by a sausage sizzle at the car park of Anzac Hill Oval.

During National Volunteer Week VSA&NT hosted a Volunteer Managers Network Meeting at Araluen Arts Centre with guest speaker Kimberly Marshall from Shoe Boxes of Love.

Kimberly also spoke at a bbq breakfast on Traeger Park Oval saying thank you to over 100 valuable Volunteers. Corporates and paid staff supplied and cooked the bbq for the volunteers.

VSA&NT’s Kaye Mahomet was the guest speaker at a Women in Business Lunch which focused on positive living and volunteering.
The most important hour of your week may be the one you give away

When I asked Fung why she decided to volunteer for Melaleuca Refugee Centre she said: “because I like sharing. When I have the opportunity to help other people by sharing my knowledge or my experience, I find joy”.

Fung started volunteering with Darwin’s Melaleuca Refugee Centre in January last year. Since then she has been involved in volunteering with a Melaleuca Youth program, the Social Support Program, community event stalls and most recently, World Refugee Day Festival 2014. Fung was nominated for an NT Volunteer of the Year Award and has spoken about volunteers and volunteering on ABC radio.

As a social support volunteer Fung has been involved in supporting three Congolese families that arrived in Darwin during the past year. Fung and her colleagues welcomed the families at the airport and later assisted them with a number of activities such as their first grocery shopping, finding their way around the city, and getting their households set up. They were also taken to many community activities and events which helped make them feel welcomed. Fung even familiarised one of the families with our “lawn sales” – a great community resource – and gave them their first gardening experience in Australia.

Importantly, she brought them into the wonderful multicultural environment of Darwin by inviting them to join her at community dinners including the Greek Glenti.

Fung is one of Melaleuca Refugee Centre’s 40 volunteers who cover such an important element in a family’s journey of resettling in Australia, helping them to feel welcomed and connected within the wider community.

Fung is a role model of excellent community engagement and Melaleuca feels honoured to have her in the team.

Andrea Ausserwinkler, Volunteer Coordinator
Melaleuca Refugee Centre  (08) 8985 3311

Reading to “John” - note from a volunteer

The man I volunteer for, “John”, has been visually disadvantaged for the past seven years. His condition is attributed partly to passive smoking and partly to inhalation of asbestos dust while working on brake blocks on trains. The condition is incurable.

John worked for Victorian Railways for 25 years as a signalman and then as a guard for 15 years. His problem surfaced one day when his vision blurred while he was driving his car. Days later he was virtually blind. He finds being unable to read very frustrating, particularly when he receives the railway magazines to which he subscribes!

I got involved when I came across his predicament on the ‘Volunteer Carers Wanted’ list at NT Carers about six years ago. At the time I was a volunteer carer for someone who needed company and a sympathetic ear and I was not thinking of taking on another client.

But John’s plight touched me.

I read voraciously and cannot imagine being unable to read. So I volunteered to read to John for two hours a week. I am an eclectic reader, but reading railway journals has been a whole new experience!

I have learnt about Garratt engines, rolling stock, locos, broad gauge and small gauge tracks, ‘dwell’ time - the time a train stops at a station to allow passengers in and out...only seconds can you believe it!

Often I don’t know what some technical word or phrase means and have to ask John to explain, so it has been a learning curve for me. I must admit though, the statistics bore me to death...which brings me to my reason for writing about John. He now has a volunteer to do something on a regular basis that is really meaningful to him. But there are many people in our community who don’t.

If you would like to do something that really makes a difference in someone’s life, Carers NT are always looking for everyday people to provide friendship and support not only to people with a disability but to their carers as well.

- Leelamani Gunaratnam

If you can spare 1 to 2 hours a week or fortnight, please contact Kate Beadman, Volunteer Advisor at Carers NT on 8944 4888.
Sounds of Music raises voices and funds

The support of some incredibly enthusiastic and creative community fundraisers around Australia is making it possible for the Leukaemia Foundation to reach more families impacted by blood cancer, including those in the Northern Territory.

Recently in Darwin, locals were treated to a night of quizzical fun at the ‘Sounds of Music’ quiz night at the Tracy Village Social & Sports Club. The evening was organised and hosted by keen community fundraiser and Darwin local, Catherine Joyce. Catherine has been fundraising to support the Leukaemia Foundation since her much loved mother, Judith, was diagnosed with leukaemia in 2012. Sadly, after a short illness, Judith passed away in June of the same year.

Together with Judith’s husband John, Catherine organised the first of two quiz nights in her mother’s memory in April this year to raise funds for vital blood cancer research. Catherine extended her support for the Foundation even further, shaving her head in the World’s Greatest Shave.

As owners of Casuarina music store, Sounds of Music, John and Catherine’s fundraising efforts have attracted great support from fellow business owners and the local community.

Their first quiz night included a ‘Battle of the Buskers’, where quiz participants were asked to busk at the event to raise funds and win prizes. John and Catherine’s love of the music industry also meant that they were able to showcase some great talent, with a young lady aged around nine “singing her heart out” to win over the crowd.

Now with their second quiz night done and dusted, Catherine and John hope to raise $10,000 once the money is tallied up.

With more $6000 already raised from their first event and a great collection of auction and raffle items, they are hopeful of achieving their goal.

Catherine’s Sounds of Music Quiz Night is just one example of the range of events that clever community fundraisers come up with to support the Leukaemia Foundation.

If you have an idea for an activity or event, please contact the Leukaemia Foundation so they can help bring your idea to life! Call 1800 620 420 or go to www.leukaemia.org.au/how-to-help/fundraise.

Vinnies CEO Sleepout

The Vinnies CEO Sleepout, which began as a local community venture in Sydney’s Parramatta in 2006, has grown to involve 7 cities nationally and has raised over $19 million for Vinnies Homeless Services.

This year’s CEO sleep outs in Darwin & Alice Springs successfully raised $181,300. Nationally the event raised $ 5.7 million dollars.

The aim of the program is not just to service the homeless by raising funds and awareness, but to bring about an end to homelessness. The discomfort of sleeping on the streets is a small fragment of the larger reality that Vinnies hopes to impart upon our communities’ leaders.
Port Pirie Men’s Shed

The Port Pirie Men’s Shed has been relocated and rebuilt with Federal funding assistance and support from UnitingCare Wesley Country SA. The new multi-purpose shed and training complex hosts a large workshop with carpentry and metal work bays, a large volunteer area, offices, training rooms and a catering kitchen.

In partnership with local schools, Employment Directions and the Port Pirie Health Service among others, The Men’s Shed hosts programs that teach and mentor children, youth and adults to interact with each other and the community through group work focused around carpentry and metal work.

Novita auxiliary groups help develop kids’ potential every day

Novita Children’s Services, the not-for-profit organisation that has cared for South Australian children with disability and special needs for 75 years, is fortunate to have the support of 19 auxiliary groups across the state.

Novita currently provides child development, rehabilitation and disability services to more than 2,000 young clients.

Novita’s auxiliaries, based across metropolitan Adelaide and in regional South Australia, are groups of volunteers who work together in their local communities to support Novita by:

• raising much needed funds for services, equipment and infrastructure
• promoting Novita’s work within the community, and
• volunteering their time at Novita events and within its administration.

The emphasis is on enjoyment, so every group tailors its fundraising to its own interests and strengths. From quiz nights, garage sales, luncheons and high teas, to fashion parades, movie nights, raffles and lotteries, there is no limit to the type of activity you can organise.

Last financial year, Novita’s 260 auxiliary members raised more than $175,000, holding more than 50 events to raise both funds and profile for the work Novita does with South Australian children.

Novita also has 50 volunteers who contribute independently of the auxiliary network, assisting with administration, hamper packing, the outside school hours care program TeenZone, Novita’s Toy and Resource Centre, and at annual Novita events such as Walk With Me and the West End Mighty River Run.

If you are interested in joining an auxiliary, creating your own group, or becoming a volunteer, please call Novita’s Community Relations Coordinator, Anthea Mur, on (08) 8243 8221 or email anthea.mur@novita.org.au

The emphasis is on enjoyment, so every group tailors its fundraising to its own interests and strengths.
Flying the flag in Upper Spencer Gulf

Whyalla and Port Augusta utilised National Volunteer Week to get the word out about volunteering and volunteer opportunities in the region.

In Port Augusta, the Volunteer Managers’ Network together with the Port Augusta City Council, held their first mini expo at the Port Augusta Civic Centre to encourage more people to participate in their community through volunteering. A number of organisations were involved including the Royal Flying Doctor Service, Uniting Communities, Port Augusta Hospital, Red Cross, STARClub Port Augusta, Families SA, Victim SA, Port Augusta Prison, Department for Correctional Services and the Department of Education and Child Development.

In Whyalla, the Whyalla City Council promoted awareness of volunteering through an information stall at Westland Shopping Centre, manned by representatives from the Smith Family Learning for Life program, STARClub Whyalla, Whyalla Hospital, Whyalla City Council and Beyond Bank.

The Smith Family Learning for Life Program involves volunteers working with a group of students to help them work through their homework and keep them focused on the tasks at hand. Whyalla Program co-ordinator Jeremy Head said: “we’re getting more kids interested but we need the volunteers to support them.”

We’re getting more kids interested but we need the volunteers to support them.

Pasties for Education

For the past two years, Soroptimist International Port Pirie has run a pasty drive in May in conjunction with one of the local bakeries to supplement the funds invested since the closure of the Book Exchange in 2011.

This year they stepped into Baker Bear’s Bakery, Solomontown, at 8am and worked until midday - preparing, cooking and packing the pre-paid orders. After a quick break they set off in all directions around town to deliver the highly sought after, delicious-smelling pasties.

This year eight members and one co-opted friend made 60 dozen pasties. According to Heather Hunt, “we find it an enjoyable experience.

“We can work as a team while chatting socially, even floating ideas about future projects”.

Funds raised from this year’s efforts will be channelled into a new education program run by Port Pirie Boystown’s Parenting House for young parents, who the club has supported in the past.

Soroptimist International is also associated with the South West Pacific Federation of clubs www.siswp.org whose most recent international project, Birthing in the Pacific, is aimed at improving the horrendous statistics in PNG for maternal and infant mortality.

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Jenny Hughes and Esther Dangerfield
Oxfam, Red Cross and Volunteering SA&NT jointly support Asylum Seeker project

Staff at the Oxfam Australia Trading Warehouse embarked on an ambitious new project last year where they offered asylum seekers the opportunity to volunteer with Oxfam in their warehouse operations.

The project was implemented to assist asylum seekers who are waiting to be granted Refugee Status or the Right to Work in order to obtain valuable work experience, an understanding of how Australian workplaces operate, and a chance to use and improve their English language skills.

For the trial run of the project, Oxfam Australia Trading liaised with Red Cross and Volunteering SA&NT and recruited three enthusiastic volunteers - Najee and Hadi from Afghanistan and Abraham from Liberia. All three men committed to work at the warehouse for one day a week for three months.

The trial run of the project was a great success with all three volunteers expressing their delight and gratitude for the experience. The current team is equally delighted to be involved.

At the end of the program, volunteers are eligible to receive a character reference which is essential when seeking paid employment. Abraham was even granted the Right to Work in Australia by the end of his placement.

Because of its success, the asylum seeker program will continue to offer three month placements to new groups of volunteers.

Volunteering SA&NT

In the past two years, Volunteering SA&NT has helped more than 130 asylum seekers to learn about volunteering, many referred by Red Cross. Community activities like volunteering can be vital to asylum seekers’ physical and mental wellbeing as most do not have work rights, and opportunities for education and training are severely limited. Many have expressed their gratitude to the Australian people for offering them a safe haven and feel that volunteering allows them to make a contribution by being active in the community and helping others.

They have volunteered at organisations including Oxfam, Meals on Wheels, Royal Adelaide Hospital Kiosk, Salvos Stores, St Lukes Church, Vinnies Stores, Foodbank, and Conservation Volunteers. If you have an opportunity for individual or group volunteering for asylum seekers who want to contribute, please let us know, especially if you have a leader who is proficient in their language.

Anna Williamson, Volunteering SA&NT, 8221 7177 anna.williamson@volunteeringsa-nt.org.au
Surf Life Saving

Surf Life Saving SA (SLSSA) is a vibrant organisation offering a unique blend of lifesaving, emergency operations, sport, education programs and athlete development-to-leadership training, to list only a few of the services and programs provided.

With a new CEO at the helm, Claire Harris, the organisation is poised to look at growing the services and functions it performs to an even higher level. She said, “SLSSA has a great brand and fantastic standing in the community, yet many don’t understand or know the range of things we do. I am excited with the possibilities and opportunities that are open to further growing the profile, public offering and strength of SSLA.”

The reach and role of SLSSA has grown and evolved over the years with many people only knowing the organisation for the surf lifesavers wearing the red and yellow caps on the beach, however SLSSA does more than provide essential volunteer lifesaving services to the community. Among other things it also:

- provides paid lifeguard services to Councils and other authorities and events
- delivers coastal risk management programs to land managers
- delivers first aid and CPR programs to businesses and the general community
- provides a range of sporting activities, including a very strong nippers program, and
- delivers programs in schools.

SLSSA State President John Baker noted, “with a great history and a clear vision we are ready to make sure the organisation is vibrant and meeting the expectations of the community for many years to come. Our role in saving lives and building safer and stronger communities is still our key focus, and with our new CEO on board we are confident about extending our reach to more people.

“The organisation now boasts over 8,900 members in South Australia with over 140,000 nationally. While those numbers continue to grow, so does our love of the water and the need to extend the boundaries where services are provided.”

During the 2013 summer more than 170 people in South Australia were rescued in situations where they may not have survived had assistance not been provided. In addition, 830 people were treated for first aid and a further 7,825 were provided assistance of some sort. All that from a total of 71,600 volunteer patrol hours provided to South Australian beaches.

The good, bad and the ugly...

> Volunteering… it’s a great cause!
> We had bad luck – our volunteer made a mistake!
> Legal costs are mounting and the outlook is ugly!

It’s more affordable than you think to retain your good reputation. For more information call (08) 8113 0999 or visit us online apiinsurance.com.au
New Premises and a New Name for OstomySA

OstomySA, formerly known as the Colostomy Association, launched its new name and its new premises at a function earlier this year attended by Rear Admiral Kevin Scarce, the Governor of South Australia, local Mayor Kirsten Alexander, and Dignity for Disability party member the Hon Kelly Vincent MP.

Formed in 1962 OstomySA has been providing personal support, care, information and encouragement to people who have an opening in the abdomen, a stoma, through which bodily waste from the bowel or bladder is evacuated. Stomas may result from injury, birth defects or radical surgery due to disease.

The Association is also responsible for the supply of ostomy appliances, more commonly known as colostomy or ileostomy bags, to some 2,000 members. These are funded under Medicare.

Speakers at the launch referred to the importance of volunteers who service charitable organisations like OstomySA, which has 40 dedicated volunteers who assist in a number of capacities such as contacting new ostomates, packing parcels for postal deliveries, and attending at the front counter to help members collect their monthly supplies. Volunteers help from a few hours a month to 12 hours a week - and OstomySA could not operate without them.

Kelly Vincent MP also spoke on the fundraising difficulties faced by the "silent", "hidden" or "unsexy" organisations such as OstomySA, compared to the more community-recognized charities.

According to Ruth Horne, secretary OstomySA, "it was affirming to hear these words from someone as keenly aware as Kelly Vincent. Ostomy associations need to be smarter in our drive to get a fair piece of the charity dollar.

"Having a stoma is not exclusive to the elderly. Many of our members are infants or young people who’ve had issues with genetic problems such as crohns or ulcerative colitis.

"OstomySA has a children’s ostomate program whereby we provide each child with their own stoma puppet (a Gastronaut) designed especially to help them and the people around them better understand what a stoma is. The puppets cost $30 and are funded solely by donations."

OstomySA is now located at 1 Keele Place Kidman Park 5025.

International Focus

Ostomy SA also has an international charity arm which donates product to two hospitals in Kenya, one in Indonesia and one in Fiji, in addition to supporting initiatives in other developing countries.

“We know we are answering a huge need. People in these countries have to buy their own ostomy appliances and they don’t have the money. For them, it may come down to choice between feeding the family or purchasing a new colostomy or ileostomy bag.

“New ostomy appliances are donated to us when someone has had a reversal of their condition and they no longer need the unopened product. Local hospitals also send us samples they don’t need, and members make donations to the Australia Fund which covers our postage costs - $12,000 annually.

“We know are touching the lives of thousands of people in these countries. In the 18 months from April 2012 – Dec 2013, we sent approximately $250,000 of stock overseas.”

For more information or to make a donation contact Ostomy SA Secretary Ruth Horne on 08 8235 272.
LGMA 2014 Leadership Awards

Rural City of Murray Bridge Volunteer Management Team takes out top Award

Local Government Managers Australia (SA) rolled out the red carpet at the Adelaide Entertainment Centre for local government CEOs, executives and staff at the 2014 LGMA (SA) Gala Awards Dinner in April.

"Local government professionals work very hard in their communities and deliver some amazing services and new initiatives. This event has been running for nine years as a way of recognising and celebrating those achievements," said Taryn Sexton CEO, LGMA (SA).

Rural City of Murray Bridge’s Volunteer Management Team won the 2014 LGMA (SA) Leadership & Management Excellence Award – Rural Councils.

This award acknowledges the use of superior management and leadership skills to achieve outstanding benefits for the organisation and for the community and was awarded in recognition of the development and implementation of a Volunteer Management Plan to assist the Rural City to attract, develop and retain volunteers while providing a stimulating, supportive and safe work environment that enables them to maximise their contribution.

Peter Bond, CEO, Rural City of Murray Bridge said, "Winning this category was a worthy reward for an outstanding team who work passionately with the 250 plus wonderful Volunteers under Councils’ many volunteer programs”.

Ngareta Cronin, Volunteer Coordinator Rural City of Murray Bridge said, "I'm really proud to say that our Council truly understands the importance of volunteers and volunteer management at all levels of the organisation. This is only possible through strong support from our management, by having a plan and a team of staff to implement the plan, and of course an army of volunteers to deliver."

Doug Lehmann wins Variety Award

Variety SA saluted Doug Lehmann by awarding him the 2014 Variety Presidential Citation at the recent International Variety Conference in Georgetown, Barbados, for his contribution to Variety – the Children’s Charity of South Australia. During his 20 years as an entrant he was instrumental in raising almost $500,000. As the SA Variety Bash Chairman, Doug has delivered the past 4 Bash events, from 2011-2014.
The Department for Correctional Services undertakes a robust recruitment process to ensure that people who provide support to prisoners and offenders throughout South Australia have the required skills for the work and are placed in a role that matches their skills and interests.

We aim to respond to enquiries within 2 working days and send an initial application pack containing information about the volunteer roles available in the Department and practical assistance on how to apply. Applications are assessed against the existing roles available, however it is important to recognise applicants as individuals and, if someone presents with a unique skill we endeavour to think outside the box and consider if we are able to work with them in a way that maximises their skills and interests.

An interview, a police check, local induction training and a full day orientation complete our recruitment process. This is also supported by role descriptions, Team Leaders, ongoing training and volunteer meetings. With a view to maximising volunteer retention, DCS endeavours to engage volunteers in ‘volunteer career paths’ with reviews at 4 weeks, 3 months and 12 months. This approach enables us to have regular communication with our volunteers and as a person’s confidence grows, the Volunteer Unit offers them different or more challenging roles to ensure they remain interested and engaged.

CO.AS.IT has been celebrating and recognising the efforts of volunteers in the Italian community in a collaborative way for the past 10 years. Our awards initiative has become a popular and recognised event that around 350 volunteers look forward to each year. The event is held in May and includes an award system recognising volunteers who can be nominated by their agency. A special youth category is also included to highlight any younger volunteers. The reason the event is so popular is due to the collaboration between the Italian community agencies - volunteers enjoy sharing the afternoon with other agency volunteers.

CO.AS.IT. co-ordinates the event and arranges plenty of food, wine and entertainment, but it is the coming together of agency staff, volunteers and management that is so appreciated by volunteers. The Italian agencies also work tirelessly to ensure the volunteers can get to the venue and participate in the event. Without the collaboration of ANFE, CIC, PISA, Italian Benevolent Foundation, St Hilarion Aged Care and many other smaller groups the event wouldn’t be such a success. Together the Italian agencies can thank volunteers for their work and celebrate their contribution. Both large and small agencies participate, and for some of the smaller agencies it is the only form of recognition they receive, so for them the event is particularly important. Volunteers have said they “feel special and important for the day”. The event is also broadcast live on Italian radio.

Volunteer Co-ordinators, I want to talk to you about volunteer recognition. I volunteer because I want to. I like it. I gain more from it than perhaps you know. I get to have experiences not normally available to me. I get to meet people I would not normally encounter. I gain a sense of community and of pulling together toward a common goal. I get a sense of self-worth and purpose. I feel valued and I make a difference. So, in terms of volunteer recognition, I am less interested in lunches, certificates, pins and so on, and more interested in the day to day experience we share. Treat me as a colleague, a valued team member.

Listen to my ideas and suggestions. Keep me in the loop about things I need to know to do my job well. If I have contributed to a project, let me know how it went and give me your feedback; let me give you feedback. Challenge me, with support, to venture outside my comfort zone, and enjoy with me the magic that happens there. And, from time to time, let’s enjoy a cuppa and a plate of scones and thank each other.
Are there Risks in Volunteering?

Volunteering is a richly rewarding experience enjoyed by more than 900,000 South Australians who contribute their time and skills to enhance the fabric of our society. But very occasionally things go wrong and when they do it can have a big impact on an organisation, its affected clients, and the volunteers. This article by Andrew Cook from API Insurance Services looks at the types of insurance that organisations may wish to consider to protect themselves against that risk.

There are a range of insurance covers that every volunteering organisation can consider – as protection for its volunteers and for the organisation itself.

In a business context, volunteers are unpaid staff delegated with authority to carry out tasks for the organisation engaging the volunteer. As such, the organisation has an obligation to protect its volunteers; it also needs protection against the possible failures of its volunteers should they not adhere to certain legal requirements governing their volunteering activities.

For instance, if an unsupervised volunteer abuses the trust of vulnerable people, the organisation can be sued for damages. Other inadvertent actions by volunteers such as causing damage to property by not taking sufficient care, accidentally hurting people (physically and mentally) or unwittingly breaching the law, can also lead to litigation and the expense of defending the volunteer and/or organisation. The consequential financial loss, let alone loss of reputation, can be substantial if the judgement is unfavourable.

Public Liability insurance (sometimes known as Broadform Liability insurance) is designed to cover your organisation if it is found to be negligent in causing personal injury to those you are endeavouring to help, or injuring members of the public interacting with your organisation, or if you cause damage to the property of others during the course of volunteering activities.

Personal accident insurance (also known as volunteer insurance) covers the organisation’s officials and its volunteers for any out-of-pocket expenses resulting from accidental injury, disability or death while carrying out their volunteering activities.

Put simply, public liability insurance covers the organisation where negligence is involved, whereas personal accident insurance covers your volunteers should accidental injury be involved.

Prevention is always preferable to cure; and volunteering organisations should endeavour to minimise their exposure to risks by implementing robust policies and procedures to govern the activities of the organisation, its officials and volunteers. But even the most prudent organisations cannot prevent unforeseen accidents or incidents.

There are of course many other forms of insurance that may be relevant to your organisation. For instance: Directors and Officers Liability Insurance, Fidelity or Fraud Insurance, Professional Indemnity, and of course insurance cover for the organisation’s building, property and trading activities. And while some organisations might say “it’s all too hard” or “we can’t afford all that”, the more pertinent question is: can you afford not to have appropriate insurance cover?

You should also be aware of the Volunteers Protection Act 2001. In broad brush terms, this Act seeks to protect volunteers against personal liability claims while also recognising the interests of those who actually suffer injury, loss or damage as a result of negligence by a volunteer.

How do I protect myself and my volunteering organisation?

However, by seeking to limit the personal liability of a volunteer (and their associated legal costs) the Act transfers the liability for a volunteer’s negligence to their community organisation.

“...by seeking to limit the personal liability of a volunteer (and their associated legal costs) the Act transfers the liability for a volunteer’s negligence to their community organisation.”

We strongly suggest you seek out an insurance adviser who is genuinely interested in your activities and understands the volunteering sector. If you dedicate some time to explain your volunteering activities, the adviser will recommend affordable insurance cover relevant to your organisation’s activities.

API Insurance Services is a long term supporter of Volunteering SA&NT and proud sponsor of many of its activities. If you wish to contact Andrew Cook, Insurance Manager, API Insurance Services, call (08) 8113 0999.
The approach of problem solving that is used most frequently in the not-for-profit sector is oriented towards finding and funding a solution within a single organisation. This is referred to as Isolated Impact. Through this process, non-profit organisations try to invent independent solutions to social problems. This approach often leads to important changes in the lives of individual service users, but on the really tricky social issues, it doesn’t change the factors driving people’s disadvantage and vulnerability. Nor does it join all the resources together to ensure the best possible use of them.

**Collaboration**

Collaboration between NGOs is becoming more common. Collaboration is defined as “joint working by two or more charities in order to fulfil their purposes, whilst remaining separate organisations”. This approach is often more productive than an isolated impact approach.

**Collective Impact**

Collaboration on a grand scale, Collective Impact (Kania & Kramer, 2011) is arguably more successful. A Collective Impact initiative is a form of collaboration involving a centralised infrastructure, a dedicated staff and a structured process that leads to a common agenda, shared measurement, continuous communication, and mutually reinforcing activities among all participants.

Most Collective Impact initiatives start with a small group of committed people who come together wanting to try something different because the previous approaches they have attempted have had poor results. Its success rests on the diversity of the people providing leadership and resourcing - usually a mix of business, government, service providers and people with lived experience. To be successful, all participants must have a shared vision for change, they must use the same data collection and ensure there are people with a very specific set of skills to serve as the backbone for the entire initiative.

**Long term strategy**

Collective Impact is a long term strategy and may need several years of deliberation to reach a consensus, and from there a solution. This requires a strong level of discipline and continuity of approach - for instance, if a member leaves their position, the person who fills the role must have the same commitment to the project. Data must be collected to define the properties of the social problem and to narrow the focus in order to set goals. This stage may take up to 18 months.

**The need for caution**

Collective Impact, as a term, has been in use for three years to describe the conditions required for lasting large scale social change initiatives. The researchers behind it are John Kania & Mark Kramer and they publish in the *Stanford Social Innovation Review*.

Because interest in Collective Impact is on the rise, it is a little at risk of becoming a buzz phrase without really reflecting the depth of commitment, investment and flexibility required. If communities have been trying to solve a problem without success for years, the idea that anything new must be a good thing and worth trying is understandable, but Collective Impact is a long term strategy and may need several years of deliberation and consultation to reach a solution. It is no “quick fix”.

Collective Impact initiatives could play an important role in responding to issues of concern to our communities, which is why Volunteering SA&NT is proud to be one of the Founding Partners of a new organization, Together SA, which has been established to promote, resource and facilitate this work in South Australia.

Collective Impact needs a high level of discipline from all those involved for the duration of the process. It is a new approach to long term collaboration and may well be a useful tool in making a difference in selected communities. As Margaret Mead said, “A small group of thoughtful people could change the world. Indeed, it’s the only thing that ever has.”

Jane Osborne identifies areas of policy development and its impact on the volunteering sector. She has conducted research, and advised VSA&NT on ethical considerations.

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**Welcome Patrizia Kadis**

**CALD HACC Volunteers Project Officer, Volunteering SA&NT**

Patrizia Kadis is Volunteering SA&NT’s Project Officer for Commonwealth Home and Community Care (HACC) funded programs. She has wealth of experience in health and community development, having worked with a number of health and welfare services in the past 20 years. She led the Development and Support Community Services team at the Italian Benevolent Foundation SA Inc. and has been awarded for the collaborative work she has initiated to achieve culturally appropriate frameworks and models through the sharing of resources, cultural knowledge, expertise, volunteering, and access for clients and their Carers to a range of services. Patrizia has had success in securing Federal and State funding resulting in the expansion of programs and services to the CALD community. She also sits on a number of boards, is committed to service excellence and has a strong passion for volunteering, culture and language.
Making every dollar count

There are many significant challenges facing the not-for-profit sector, more perhaps than ever before. In order to deliver on core business programs that add value to the community, leaders in the industry must navigate their way through a range of tough issues that can cause uncertainty and cast doubt over their organisation’s ability to continue to deliver. One such challenge is managing the organisation’s finances.

In an environment where there is significant uncertainty over funding sources, the task of making every dollar count is important. In this situation the relationship that an organisation has with its bank is critical as the bank can go a long way to ensuring that the organisation is well positioned to utilise their funding in the most efficient and effective manner.

In order to gain maximum value out of the relationship with your bank there are several important elements to keep top of mind:

Fees
In the not-for-profit sector there is widespread speculation on how income is allocated. It is therefore important to ensure that bank fees are kept to a minimum or even better, completely eliminated. Several banks now provide fee free banking on various products and services for organisations that operate in the NFP sector. Given this, if you are currently paying too much in fees to your bank, now might be the time to take a look at what else is on offer in the market.

Products and Services
There are many banking products and services currently in the market but how many of them have been specifically designed for the not-for-profit sector? Dedicated products designed for the sector are now becoming more common in Australian banks. For example, one of the most important elements of the banking proposition for many NFPs is the ability to receive income (donations/ regular giving etc.) through various channels and with minimal fees. Many banks have recognised this and designed their systems and services to suit this need.

Convenience
It is critically important that your bank is there for you when, and how, you need it to be. There are many factors that contribute to your bank being convenient. These can include the location or proximity of branches, online accessibility, opening hours (in branch and after hours) and your ability to access personal service when required. Quite often many community organisations operate in a 24/7 environment so it is important that they have a banking partner is available and able to be there when required.

The Relationship
Perhaps the most important element of all is the relationship you have with your bank. Below are some important questions to ask yourself when you are assessing your current relationship:

- Do you have a personal account manager that is able to be contacted at any time?
- Do they understand your needs and react and respond accordingly?
- Are they proactively working with you to ensure that you have the best products and services whilst trying to eliminate or minimise fees?
- Does your bank offer anything else other than a banking relationship? For example, do they have a volunteer program in place and are they able to offer skill based volunteers to assist your organisation in other ways?
- Do they align with the values of your organisation and display this in the way they do business?

If the answer to any of the above questions is no, perhaps it might be time to take stock and re-evaluate what your organisation might look for in a banking relationship that will enable you to make every dollar count.

Peter Rutter is the General Manager of the Community Development Division at Beyond Bank Australia. Beyond Bank is a 100% customer owned bank and a proud partner of Volunteering SA&NT and Volunteering Australia. If you wish to contact Peter, he can be reached at prutter@beyondbank.com.au.

Vale Peter Mahony 7 March 1948 – 19 May 2014

Peter Mahony, winner of the Chief Minister’s Medal for Volunteering Service at the 2014 NT Volunteer Awards, dedicated a large part of the past 35 years to advocating strongly for people with disabilities at a State, National and International level. A quadriplegic since 1978, he volunteered countless hours, tirelessly served on many committees and played a major role in advising service providers and governing bodies on the needs of people with disabilities. His willingness to provide a constant voice for people with a disability has achieved many improvements to services and raised awareness of disabled issues amongst the broader community. Peter will be sadly missed.
Minister for Volunteers, the Hon Zoe Bettison MP (centre) with members from the Native Animal Network holding joeys at an event celebrating Hills Volunteering.

RSB puppy and trainer Ruth at the Hills Volunteer movie day.

Volunteering SA&NT Sessional Trainer Carole Rogers presenting SAIBT student Xieu Wen Tang with her certificate. If you would like to take on an SAIBT work-experience student to assist in administrative roles while they gain insights into the Australian work environment, contact tracey.fox@volunteeringsa-nt.org.au

Red Cross Open Day Alice Springs - Celebrating 100 Years. L to R: Sandra Cannon - NT Executive Director Red Cross, Margaret Reilly - Regional Manager Alice Springs Red Cross, Robert Tickner - CEO Australian Red Cross, Barbara Salour - Welcome to Country, Michael Legge - President, Ross Pinney, Australian Red Cross Board Member.

Attendees at VSA&NT’s Training Forum Above: Lucy Camp, Volunteer Manager Royal Adelaide Show. Below: Gai Dawe and Danielle King from Minda Inc.
With the help of Volunteering SA&NT, Alice Springs newspaper The Centralian Advocate runs a special monthly section on volunteering which, among other things, highlights Volunteers of the Month. In response to this initiative, NT Chief Minister Adam Giles sends a personal letter of thanks to each listed Volunteer of the Month.

Left: NT Chief Minister Adam Giles hands thank you letters to Alice Springs Volunteers of the Month for March 2014. L to R: Rachel Naylor – Anglicare’s Meals on Wheels, Harry Cook – Central Australian Show Society, NT Chief Minister Adam Giles, Frances Liepa – Arid Lands Environment Centre.

Parks and Wildlife and Friends of the Larapinta Trail hosted a volunteer working bee at Simpsons Gap in March. The weather was perfect. In preparation for the Larapinta Trail Season, the group installed new camping sites by laying sand in designated areas and pruning surrounding trees. The new Larapinta Trail Shelter got a lick of paint and the area around the shelter was cleared of weeds and grasses to create a decent firebreak. Others walked a small section of the trail pruning and clearing the track for the upcoming walking season. Following all the hard yakka, Friends of the Larapinta Trail provided everyone with a much needed warm egg and bacon roll and steaming tea and coffee.

23rd IAVE World Volunteer Conference Sept. 17 - 20
Volunteer managers, leaders and researchers...don’t miss your opportunity to be part of the 23rd World Volunteer Conference being hosted by Volunteering Australia on the Gold Coast from 17 – 20 September!

REGISTER NOW
iave2014.org

Volunteering SA&NT would like to acknowledge the support of:
Volunteers do fantastic work in Australian communities and we’re proud to support them. By partnering with Volunteering SA & NT, we help connect people with volunteer opportunities.

We also believe that volunteers should be rewarded. That’s why we’ve developed a Volunteer Banking package, to say ‘cheers’ for the great work they do.

The package provides a range of banking benefits as well as a yearly donation of $20 back to the organisation the volunteer supports. In addition, volunteers receive a reward card providing access to discounts at restaurants, retail outlets and leisure activities throughout Australia. This package is only available for limited time.

To find out how your organisation and volunteers can benefit from a partnership with Beyond Bank, contact Vicky Roberts, Community Development Manager on phone 08 8205 8609 or email vroberts@beyondbank.com.au

The other way to bank.