

# MINUTES

## Volunteer Managers Network

Date: Friday 28 November 2008

Time: 9.30am – 12.30pm

Venue: Volunteering Queensland Training Room, Lvl 6, 333 Adelaide St

### Organisations in attendance:

▪ BlueCare	▪ Lifeline
▪ Brisbane Seniors Online	▪ Somerset Regional Council
▪ Greening Australia Queensland	▪ Volunteering Queensland

Topic	Dialogue
Welcome	Welcome to organisations and introductions from each organisation's representative
Paid and Volunteer Staff Relationship	Jelenko Dragisic from Volunteering Queensland focused on the importance of cultural relationship between paid and volunteer staff. Please <a href="#">click here</a> to gather more information on Jelenko's presentation
Presentations	Anastasia from Lifeline did a presentation on strategies and tools used in their organisation in maintaining relationship between paid and volunteer staff. Please <a href="#">click here</a> to gather more information on Anastasia's presentation
Generate Forums	<p>Dian Morgan, CEO of Volunteering Queensland talked about VQ's new project on Intergenerational Volunteering Forums. Volunteering Queensland is inviting community organisations to join this meeting for various reasons</p> <ul style="list-style-type: none"><li>▪ According to recent surveys, 18-25 year olds are the highest group wanting to volunteer or get involved in community organisation.</li><li>▪ This age group is not a great fan of traditional recruitment process and</li><li>▪ Prefer modern methods of recognition (text messages, messages on MySpace and so on are preferred more than Certificates of recognition and morning tea) for their services.</li></ul> <p>Volunteering Queensland would like to organise a gathering of 5 organisations before the end of this year. The aim of this gathering is to have a round table discussion/workshop to capture examples/ideas that these organisations are following to recognize their volunteers (different generation volunteers-Gen Y, Gen X, Baby Boomers and Silent Generation). Results from these meeting will be placed on Volunteering Queensland's website under Best Practice Corner for any community organisation to go through.</p> <p>This is an on going project. If your organisation is interested in being a part of this gathering please get in touch with <b>Smitha KARANCHERY</b> (<a href="mailto:registrations@volqld.org.au">registrations@volqld.org.au</a>) at Volunteering Queensland.</p>
Discussion	Focused on problems faced between Volunteers and paid staff and ways in which the relationship can be improved

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	<p><b>Problems faced:</b></p> <ol style="list-style-type: none"> <li>1. Lack of trust</li> <li>2. Lack of communication,</li> <li>3. Paid and Volunteer Staff not sharing enough information</li> <li>4. Paid Staff not able to spend more time with volunteers due to volunteers nature of work (part time or casual work)</li> </ol> <p><b>Solution:</b></p> <ol style="list-style-type: none"> <li>1. listen and talk</li> <li>2. Direct communication between Volunteers and Paid staff rather than email communication</li> <li>3. Volunteer staff can decide not to work in an environment that they are not comfortable with</li> <li>4. Organisation to have             <ul style="list-style-type: none"> <li>▪ good systems, policies, procedure in place for both Volunteers and Paid Staff</li> <li>▪ Update policies and procedures</li> <li>▪ Develop a good team that produces better results</li> <li>▪ Having job description for Paid and Volunteer staff based on their role</li> </ul> </li> </ol>
Emergency Service	<p>During the recent storms season Volunteering Queensland was the prime contact for general public willing to volunteer. Volunteering Queensland played an important role in creating a database with willing participants skill set and passing the details on to Emergency services, Red Cross and other appropriate agencies.</p> <p>Volunteering Queensland has also developed a database of all volunteers who are interested in the future contribution.</p> <p>Storms Hotline: 1802266 24 Hours No: 1800173349</p>
Next VMN Meeting	<p><b>Date:</b> Monday (23/2/2009) <b>Time:</b> 9.00am (for 9.30am – 12.30pm) <b>Topic:</b> Formal Volunteering</p>