

MANAGERS OF VOLUNTEERS NETWORK MEETING MINUTES

Date: 23 February 2007

Facilitated by: Volunteering Queensland

Organisations Present:

Australian Orangutan Project	Leukemia Foundation
Blue Care Southern Region	Lexmark Indy 300
Brisbane City Council	Life Stream Foundation
CCI - Volunteering Service	Montrose Access
Cerebral Palsy League of Queensland	Mount Gravatt West School Campus
Clwlth Respite & Carelink Centre	Royal Brisbane & Woman Hospital
Diabetes Aust Qld	Royal Children's Hospital Foundation
Disability Services Queensland	The Duke of Edinburgh's Award, Dept of Communities
Diversity in Child Care Qld	
Education QLD	Volunteering Queensland
Laidley Shire Council	Volunteer Support Mentoring Program

TOPIC	DIALOGUE
Welcome	Welcome to organisations and introductions from each organisation representative
Refresher Training for longer-term volunteers	<p><u>Training Needs – why longer term volunteers need training:</u></p> <ul style="list-style-type: none"> ▪ Assessment/feedback on work – be honest, keep records ▪ Update or reminder on WH+S ▪ Update or reminder on Policies and Procedures esp. Grievance, Disciplinary + Counselling Policy. ▪ Reminder about role boundaries <p><u>Delivery Models / Strategies</u></p> <ul style="list-style-type: none"> ▪ Regular training updates (get commitment from managers and team leaders) ▪ Annual update (video, WH+S, including Harassment Policy + Procedure, etc) ▪ Recognition events + opportunities to integrate training. ▪ Involve experienced volunteers in development work (Position Descriptions, Policy + Procedures) ▪ Have new and experienced volunteers train together (experienced buddy refreshes their own training as they train new volunteers) ▪ Review processes such as Cooperate Action Plan (review) ▪ Non negotiable reviews (Face to face, Phone) ▪ 'Toolbox talks' with sign off (can be delivered at meetings or sent out with minutes) ▪ Make relevant to training needs (what's in it for volunteer) ▪ Make delivery (time/method) appropriate to age groups ▪ Certificates of attendance /accreditation.

TOPIC	DIALOGUE
	<ul style="list-style-type: none"> ▪ Learning Conversations – can be informal “how are you going... what would you like to do about that.....would you like help with that?....”
<p>VQ Segment</p>	<p>Free Volunteer Management workshop series: Conservation Volunteers Australia in partnership with Toyota Australia is offering a series of free volunteer management workshops in Brisbane and throughout Australia.</p> <p>Workshop 1: Change management for community groups Date: Thursday 10th May Time: 9am – 12pm Venue: Toyota - 20 Paradise Road, Acacia Ridge</p> <p>Workshop 2: Volunteer management – meeting the challenges Date: Thursday 15th March Time: 9am – 12pm Venue: Toyota - 20 Paradise Road, Acacia Ridge</p> <p>More information on the workshops can be found via the following link http://www.volqld.org.au/forms/Toyota%20workshops.pdf</p>
	<p>Training: VQ's 2007 Training Calendar for February to June is now available.</p>
	<p>National Volunteer Week (NVW): VQ is considering a number of ways to celebrate volunteering, and recognise volunteers during NVW, which include:</p> <ol style="list-style-type: none"> 1. A human formation of a red 'V' throughout Brisbane City <ul style="list-style-type: none"> ▪ Volunteers and community organisations wear a red t-shirt or hold a red balloon whilst forming a 'V' ▪ Follow with a sausage sizzle 2. Breakfast at the Convention Centre (or another large venue within Brisbane) <ul style="list-style-type: none"> ▪ Organisations can purchase tables/seats to for their volunteers (recognition) ▪ Coincide with the start of the Westside Walk 3. Breakfast in the park (Roma St Parklands) <p>Please email your feedback on these ideas, or suggestions on how to celebrate volunteering, to Sharyn or Carlton at admin@volqld.org.au</p>
	<p>VQ's website: VQ is upgrading its website and needs your help to find volunteer photos to make the site more volunteer friendly. If you have high quality and eye catching photos please email them to Carlton at carlton@volqld.org.au along with permission from the volunteer/s to use the photos.</p>
<p>Volunteer Programs</p>	<p><u>Volunteer Program Planning</u></p> <ul style="list-style-type: none"> ▪ Strategic Planning meetings : <ul style="list-style-type: none"> ○ Set goals with senior management

TOPIC	DIALOGUE
	<ul style="list-style-type: none"> ○ Focus on service delivery outcomes (not on needs of volunteers). ▪ Avoid holidays / exam times / Major Sporting events ▪ Needs audit: <ul style="list-style-type: none"> ○ What do staff need from volunteers? ○ What have been the issues? ▪ Creation of meaningful roles (drop irrelevant / time consuming tasks) ▪ Break Position Descriptions down to smaller range of tasks ▪ Formalise process for task allocation (e.g. admin request form acts as reminder “is this an appropriate task for a volunteer?”) ▪ Provide training for paid staff on volunteer recognition + awareness ▪ Be clear about what volunteer needs you can meet (+ what you can’t) ▪ Look at volunteer life cycle – plan recruitment, screening accordingly ▪ Maintain contact while screening checks being done (phone, e-mail, start training) ▪ Plan service delivery reviews with stakeholders across the year ▪ Costs / Resource / budgets <p>Some useful basic guidelines for Volunteer Program planning are contained in VQ’s Volunteer Management Resource Kit accessible on VQ’s website under Education and Training at http://www.volqld.org.au/forms/vol%20man%20resource%20web%20kit.PDF</p>