

# MANAGERS OF VOLUNTEERS NETWORK MEETING MINUTES

**Date:** 25 August 2006

**Facilitated by:** Volunteering Queensland

**Organisations Present:**

CCI - Volunteering Service	Leukemia Foundation of Qld.	Qld. Police Service
Clwlth Respite & Carelink Centre	MS	Riding for disabled Queensland
DSQ - The Friendship Program	PCYC	Volunteering Queensland
Ernst @ Young Foundation	QAST	
Laidley Shire Council	Qld Education	

TOPIC	DIALOGUE
<b>Welcome</b>	Welcome to organisations and introductions.
<b>International Volunteer Manager Appreciation Day (IVMA Day)</b>	<p>It is an initiative on OzVPM to set aside the 1 November as International Volunteer Manager Appreciation Day (IVMA Day) in order to avoid confusion with the United Nations International Volunteer's Day on December 5.</p> <p>Throughout the last month VQ has raised this subject at Volunteer Manager Network Meetings, and the general agreement was that volunteer managers should be celebrated during National Volunteer Week (NVW) in May. During the lead up to NVW, VQ will write to organisations and encourage them to celebrate and acknowledge the work of volunteer managers throughout NVW.</p>
<b>Creating a future for our sector: A consultation</b>	<p>QCOSS is circulating a consultation paper, a part of a state-wide consultation process being held as part of the Future of the Sector Project.</p> <p>This consultation paper aims to find out from community not-for-profit services: common values that unite us, how we can collaborate to achieve common goals, and key issues of concern. These responses will then be used to develop a Community Services Sector Charter. The consultation also involves local discussion groups to be held across the state, and will culminate in a round table to be held in October 2006. The Community Services Sector Charter will be developed at this forum. Once developed, the Community Services Sector Charter will provide a representative view from community organisations across Queensland and will enable the sector to speak with a united voice on issues of common concern.</p> <p>Your contribution is extremely important!! Please take the 15-20 minutes of your time it will take to complete the questionnaire. You can complete the paper yourself, with your board, or other members of your organisation.</p> <p>To obtain a copy of the consultation paper <a href="#">click here</a> and either:</p> <ol style="list-style-type: none"> <li>1. Complete an electronic copy of the consultation paper by typing in your responses and emailing it to <a href="mailto:tanyah@qcross.org.au">tanyah@qcross.org.au</a></li> <li>2. Print out the consultation paper, write in your responses and either fax it attention Tanya Hall to 3832 4119, or mail it to: Queensland Council of Social Service, PO Box 306, Red Hill QLD 4059.</li> </ol> <p><i>Please forward your responses no later than 10 September 2006.</i></p>

<p><b>Linda Hahn Segment</b></p> <p>(VQ Manager of Sector Support)</p>	<ul style="list-style-type: none"> <li>▪ To view upcoming VQ training events visit VQ's website at <a href="http://www.volqld.org.au/DotNet/Training/">http://www.volqld.org.au/DotNet/Training/</a></li> <li>▪ Christmas Jobs – if you have any Christmas volunteer job opportunities you would like advertised, please fill out a job description form (title it “Christmas Job”) and return it to Kylie on fax number 3229 2392.</li> <li>▪ Volunteers – if you can accommodate groups of volunteers (students, overseas groups, corporate etc) or volunteers with limited English, please contact Kylie at <a href="mailto:coordinator@volqld.org.au">coordinator@volqld.org.au</a> or 3002 7600. This information will be passed onto the groups or volunteers.</li> <li>▪ Minister's Awards for Excellence - nominations close on Wednesday 6 September for the Minister's Awards for Excellence in Workforce Development. Download a <a href="#">nomination form</a> and nominate your organisation today.</li> <li>▪ VA is setting up an online discussion group from 30-31 August, regarding 'Screening duty of care' and its impact on volunteer management. If you're interested in joining this group please see Linda Hahn during the break.</li> </ul>
<p><b>Enhancement of VQ's database, VolBase</b></p>	<p>VQ will receive a Queensland Government grant of \$245,000 to enhance its online volunteer matching database, VolBase. This will give organisations and volunteers the ability to input and update data online rather than posting or faxing forms into VQ. A Skills Bank will be an option available for registered volunteers to advertise their specific skills online, and will allow contact from organisations seeking to recruit a person with those skills.</p> <p>VQ will be setting up a Reference Group to test and comment on the upcoming VolBase Enhancements. If you're interested in being a part of the VolBase Reference Group please contact Carlton Meyn at <a href="mailto:carlton@volqld.org.au">carlton@volqld.org.au</a> or on 3002 7600.</p>
<p><b>VQ Community Futures</b></p>	<p>Throughout the remainder of the year VQ's Community Futures Team will be making a range of resources and tools available on VQ's website, to assist with new or developing volunteer programs. The resources have been structured according to the National Standards for involving volunteers in not-for-profit organisations.</p>
<p><b>Welfare-to-work changes</b></p>	<p>If you know of any volunteers under the age of 55, or any community organisations being disadvantaged by the new Welfare-to-work changes, encourage them to write to their local member.</p>
<p><b>Department of Communities - Update (Part 1) on Strengthening Volunteering Initiatives</b></p> <p><u>Guest Speakers</u> Nusch Herman, Leonie Sanderson, and Natalie Cook</p>	<p>The Department of Communities updated the VQ Volunteer Managers Network about the <i>Strengthening Volunteering</i> initiatives. This project encompasses a review of the current Queensland Government policy on volunteering as well as a number of projects including the Volunteer Resource Centre pilot project and the enhancement of Volbase.</p> <p>A number of issues were raised by the network including:</p> <ul style="list-style-type: none"> <li>• Checks for volunteers, such as Blue Card, criminal checks, the DSQ check and safety cards;</li> <li>• Recruitment and retention of volunteers; and</li> <li>• Out-of-pocket expenses for volunteers.</li> </ul> <p>It was agreed that VQ would arrange another meeting (after the caretaker period) so that the Network and the Strengthening Volunteering team could explore the issues further, for input into the policy review process.</p>

**Managing difficult issues in volunteer management**

Discussion facilitated by Mark Creyton

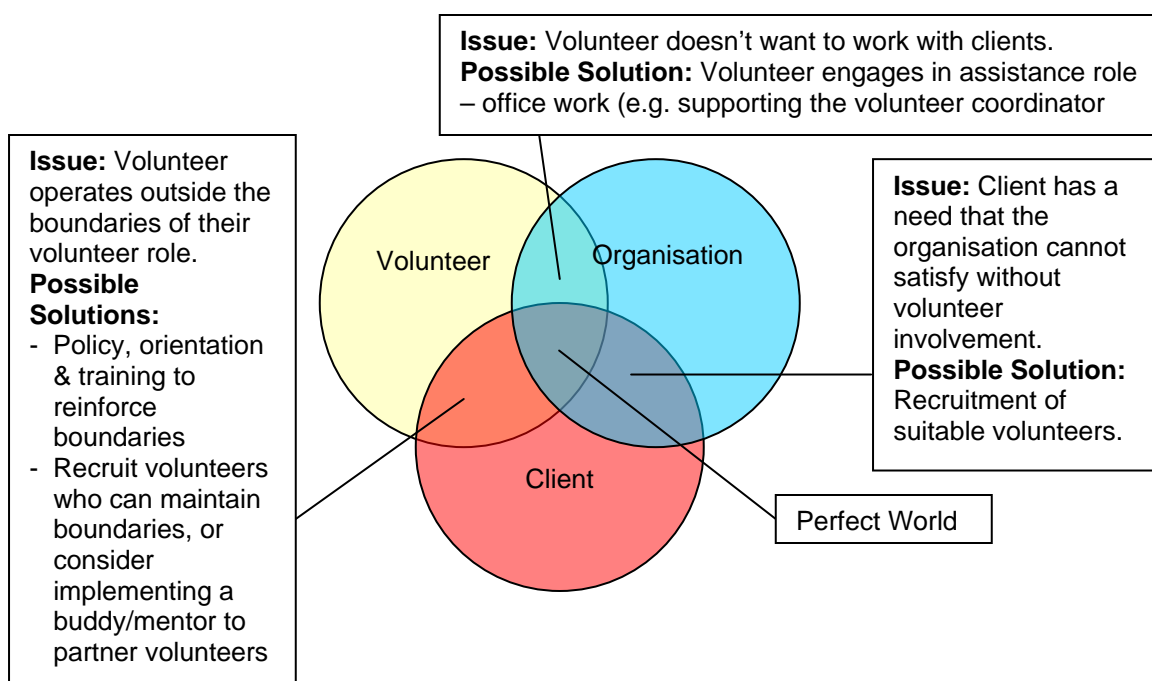
**Issues identified by group:**

1. Level of commitment and drop out rate of volunteers
2. Lack of resources to provide training
3. Volunteers not following policies and procedures/ creating boundaries
4. Traditional volunteers and moving on (aged)
5. Trouble makers and clique groups
6. Volunteers with a different agenda (positional and evangelical)

**Strategies to address identified issues:**

1. Policy
2. Recruitment
3. Systems
4. Regular Feedback
5. Look beyond "All Volunteers are Great" myth
6. Friends Group alongside existing volunteer program (to help people "move on")

**Steve McCurley's Model:** This model demonstrates areas where stakeholders' needs overlap and identifies possible issues and solutions.



**Volunteering Queensland's volunteer program policies and procedures:**

1. [Code of Conduct](#)
2. [Computer & Internet Use](#)
3. [CO-OPERATIVE ACTION PLAN](#)
4. [HRM Anti-Discrimination Policy](#)
5. [HRM Grievance Policy](#)
6. [HRM Volunteer Cooperative Action Plan](#)
7. [HRM Workplace Harassment Prevention Policy](#)
8. [Organisational Improvement Form](#)
9. [Organisational Improvement Policy](#)
10. [RISK MANAGEMENT POLICY](#)
11. [Staff Exit & Interview Policy & Procedure](#)

	<ol style="list-style-type: none"><li>12. <a href="#">Travel Request &amp; Reimbursement Claim Form</a></li><li>13. <a href="#">Volunteer Induction Policy</a></li><li>14. <a href="#">Volunteer Recruitment &amp; Selection Policy &amp; Procedure</a></li></ol>
<b>Next Meeting's Topic (29 September)</b>	<ul style="list-style-type: none"><li>▪ Recruitment – facilitated discussion</li><li>▪ Corporate Volunteering – Ernst &amp; Young perspective</li></ul>