

## MANAGERS OF VOLUNTEERS NETWORK MEETING MINUTES

**Date:** 27 October 2006

**Facilitated by:** Volunteering Queensland

**Organisations Present:**

Cathay Community Association Inc	Queensland Cancer Fund
Commonwealth Respite & Carelink Centre	Royal Children's Hospital Foundation
Community Care Inc – Volunteering Service	RSL Carrington
Ernst @ Young Foundation	RSL Homecare
Esk Shire Council (Visitor Centre)	St Pauls Lutheran Aged Care Village
Fernvale Vic (Esk Shire Council)	Vital Connection
Laidley Shire Council	Volunteering Logan River Valley Inc
Queensland Association of School Tuckshops	Volunteering Queensland

TOPIC	DIALOGUE
<b>Welcome</b>	Welcome to organisations and introductions from each organisation representative.
<b>Volunteer Cricket Day</b>	<p><b>Tickets for the 2006 Volunteer Cricket can now be ordered online at VQ's website <a href="http://www.volqld.org.au">www.volqld.org.au</a> by clicking on '2006 Volunteer Cricket Day'.</b></p> <p><b>Match:</b> Queensland Bulls v Victorian Bushrangers (Day/Night) Ford Rangers One Day Cup  <b>Date:</b> Friday 8 December 2006  <b>Time:</b> Gates open 1.15pm with the match starting at 2.15pm, and concluding at approx. 9.45pm  <b>Venue:</b> The Gabba (Brisbane Cricket Ground), Vulture Street, Woolloongabba</p> <p>As ticket holders, you and your friends and family will receive free entry to the match, free transport, and meal discounts.            We're pleased to advise that this year's free public transport has been expanded. In addition to City-Gabba bus shuttles before and after the match, ticket holders will now also be able to travel for free on all TransLink scheduled services in South East Queensland including QR Citytrain, Brisbane Transport buses and Brisbane City Council ferries.            Please note: Each ticket admits TWO people.</p>
<b>International Volunteer Day (IVD)</b>  <b>5 December</b>	<p>Volunteering Queensland will be hosting an IVD event of Tuesday 5 December to recognise and celebrate all of the hard work that volunteers have put in over the year. The event will also include:</p> <ul style="list-style-type: none"> <li>• Showcase volunteer stories and celebratory drinks</li> <li>• Debate on volunteering and reimbursement</li> <li>• Quest Newspapers will launch the 2007 Westside Walk and distribute cheques to the community organisations for which the 2006 Westside Walk raised funds</li> <li>• The Minister of Communities has given an indication that he will be attending</li> </ul>

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<p><b>Kylie Hogan Segment VQ's Services Coordinator</b></p>	<p><b>1. Homeless Connect:</b> is a one-day event aimed at helping homeless adults connect with resources and services such as medical, housing, legal, financial, employment, recreation, personal care and grooming, which can lead to pathways of affordable housing and self sufficiency.</p> <p><b>Date:</b> Wednesday, 1 November 2006  <b>Time:</b> 10:00 am to 3:00 pm  <b>Venue:</b> Brisbane City Hall, King George Square, Brisbane</p> <p><b>2. Ship for the World:</b> is a cultural program sponsored by the Government of Japan and is centred around a voyage on an ocean liner. It is held annually and each year a different mix of nations is invited to participate. The purpose of SWY is to promote mutual understanding and friendships between youth, cultivate international co-operation, foster leadership and establish networks. Brisbane has been selected to be a host city for SWY in February 2007. There are approx 270 participants Aged between 18 and 30 years of age, from 14 different countries.</p> <p><b>3. Quest Newspapers:</b> are going to run a feature on volunteering in January 2007 including a listing of community organisations that engage volunteers. They will be listed according to involvement within an area specific to individual paper's distribution. VQ is looking for any great volunteer stories to be used in the newspapers. If you have any stories to offer please email them to Kylie Hogan at <a href="mailto:coordinator@volqld.org.au">coordinator@volqld.org.au</a></p> <p><b>4. Volunteer Work Initiative (VWI):</b> please be aware that if you have Centrelink volunteers, who as part of their volunteer role are required to drive an organisational vehicle, you must meet specific insurance requirements (\$20 million liability). For more information please contact Kylie Hogan on 3002 7600 or <a href="mailto:coordinator@volqld.org.au">coordinator@volqld.org.au</a></p> <p><b>5. Your Events:</b> if you have upcoming events for which you require volunteers, VQ can send out an e-broadcast advising volunteers of your job opportunities for this event.</p> <p><b>6. Screening Checks:</b> VQ asks organisations to let us know what screening checks they are required to carry out on volunteers, so that VQ can progress discussions with State Government to simplify screening processes. If your organisation undertakes screening checks on volunteers, please fill out the <a href="#">screening checks list</a> and return it to Kylie on fax number 3229 2392.</p>

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<p><b>Succession Planning</b></p>	<p style="text-align: center;"><b><u>Group's Ideas</u></b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="415 260 951 296" style="width: 50%; text-align: center;">Challenges</th> <th data-bbox="951 260 1529 296" style="width: 50%; text-align: center;">Strategies</th> </tr> </thead> <tbody> <tr> <td data-bbox="415 296 951 905"> <ul style="list-style-type: none"> <li>• Absence of key volunteers</li> <li>• Volunteer Board Members – Inexperience of new members – integration – effectiveness</li> <li>• Lack of Job Descriptions, understanding organisation's approach to volunteering, documentation (expectation to just manage)</li> <li>• Building relationships with volunteers</li> <li>• Introducing necessary change – resistance of volunteers.</li> <li>• Lack of process documentation</li> <li>• Appropriate selection of appointee (personal characteristics)</li> </ul> </td> <td data-bbox="951 296 1529 905"> <ul style="list-style-type: none"> <li>• Adequate &amp; Effective induction</li> <li>• Support from experienced staff</li> <li>• References to industry-specific information</li> <li>• Process documentation – resource / tools; templates</li> <li>• Organisation chart</li> <li>• Contacts lists</li> <li>• Database of volunteers</li> <li>• Rosters</li> <li>• Share responsibilities - hand over 'chunks' to other</li> <li>• Calendar of events &amp; projects + list of who is doing what</li> <li>• To-do list</li> <li>• Develop trusting relationships</li> </ul> </td> </tr> </tbody> </table>	Challenges	Strategies	<ul style="list-style-type: none"> <li>• Absence of key volunteers</li> <li>• Volunteer Board Members – Inexperience of new members – integration – effectiveness</li> <li>• Lack of Job Descriptions, understanding organisation's approach to volunteering, documentation (expectation to just manage)</li> <li>• Building relationships with volunteers</li> <li>• Introducing necessary change – resistance of volunteers.</li> <li>• Lack of process documentation</li> <li>• Appropriate selection of appointee (personal characteristics)</li> </ul>	<ul style="list-style-type: none"> <li>• Adequate &amp; Effective induction</li> <li>• Support from experienced staff</li> <li>• References to industry-specific information</li> <li>• Process documentation – resource / tools; templates</li> <li>• Organisation chart</li> <li>• Contacts lists</li> <li>• Database of volunteers</li> <li>• Rosters</li> <li>• Share responsibilities - hand over 'chunks' to other</li> <li>• Calendar of events &amp; projects + list of who is doing what</li> <li>• To-do list</li> <li>• Develop trusting relationships</li> </ul>
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<p><b>Information from Linda Hahn (VQ) on Succession Planning</b></p>	<p><b>Succession Planning – Identifying and preparing suitable successors to fill a role when it is vacated.</b></p> <ol style="list-style-type: none"> <li><b>1. Training someone to step in to the role:</b> <ol style="list-style-type: none"> <li>a. Identify the critical role(s) and update job descriptions</li> <li>b. Identify potential successor(s) and assess their learning needs against the proposed new role</li> <li>c. Plan and implement training and development to facilitate professional and personal growth to meet proposed new role functions – training plan</li> <li>d. Provide opportunities to shadow, deputise and/or take 'acting' role for periods of time to consolidate learnings, build confidence</li> <li>e. Review, assess and address any additional development needs and address as in b &amp; c</li> <li>f. When ready, appoint as successor</li> </ol> </li> <li><b>2. Preparation for handover:</b> <ol style="list-style-type: none"> <li>a. <b>Clear role description</b></li> <li>b. <b>Task list:</b> Daily, weekly, monthly, quarterly and annual tasks detailing what is to be done, how it is to be done (tools and procedural documents), and references to previous examples e.g. report files.</li> <li>c. <b>Organisation chart</b> detailing supervisory relationships and key relationships</li> <li>d. List of <b>key contacts</b> both internal and external (name, position, contact details, relationship to position, notes (e.g. cross reference to organisation chart, key tasks etc)</li> <li>e. <b>Policies &amp; procedures</b> list of documents relevant to role and responsibilities</li> <li>f. <b>Systems documentation summary</b> e.g. hard copy file systems and electronic directory structures</li> <li>g. <b>To be done list</b> Prioritised list of everything you are aware of that you have not completed with recommended actions and timeframes</li> </ol> </li> </ol>				

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<p><b>Recognition of Volunteers</b></p>	<p style="text-align: center;"><b><u>Group's Ideas</u></b></p> <ul style="list-style-type: none"> <li>• 'Thank you' ad in Newspaper or on community radio</li> <li>• Celebratory dinners</li> <li>• Induction, significance of program, \$ value</li> <li>• Morning teas</li> <li>• Points for attendance – saving on books; discounts on uniforms</li> <li>• Monthly draw</li> <li>• Christmas events</li> <li>• Team meetings – across team/s at office or local hotel</li> <li>• Sharing food / meal</li> <li>• Team building activities (adventures)</li> <li>• Verbal thank-you</li> <li>• Spend time with volunteers</li> <li>• Open door – be available / accessible</li> <li>• Service awards for lengths of service – certificate, label pin, appreciation certificates</li> <li>• Social / recognition events for whole volunteer team</li> <li>• Volunteers cricket day</li> <li>• Include in newsletter items <ul style="list-style-type: none"> <li>1. Volunteer stories</li> <li>2. Recognising volunteers</li> <li>3. Invite volunteer contributions</li> <li>4. Volunteer birthdays</li> </ul> </li> <li>• Photo + volunteer story on notice board</li> <li>• Birthday card with \$1 scratchy</li> <li>• Small freebie gifts with thank you note</li> <li>• Briefcase to keep information in, notebooks, pens, caps, chocolates</li> <li>• Review process to identify training &amp; development opportunities</li> <li>• Lucky draw prizes</li> <li>• Name badges</li> <li>• Sausage sizzle</li> <li>• Consult on organisation changes &amp; developments</li> <li>• Invite volunteers to other events (not normally part of their role)</li> <li>• Reimbursement of fuel expenses for distance travel and parking costs</li> <li>• Include in 'paid' staff events (e.g. Melbourne Cup)</li> <li>• Tea / Coffee / Lunch provided</li> <li>• Raffles</li> <li>• Certificate of attendance for training – presentation events involving paid &amp; volunteer staff</li> <li>• 'English' Breakfast event – tablecloths, flowers</li> <li>• \$ play auction at Christmas lunch – donated gifts – volunteers given \$1 play money for every volunteer hour worked</li> <li>• Calendar &amp; diary as gifts</li> <li>• Good quality biscuits / lollies</li> <li>• Uniforms (shirts denoting 'volunteer')</li> <li>• Release from work for corporate volunteers</li> <li>• Postcard with thanks – encourage them to display in workplace</li> <li>• Sponsored events: provide gift-packs for volunteers</li> <li>• Individual letters of thanks sent with certificates</li> <li>• Outings</li> <li>• Training <ul style="list-style-type: none"> <li>1. Invite to in-service</li> <li>2. Specific to volunteers</li> <li>3. Food &amp; drinks provided</li> </ul> </li> <li>• National Volunteers Week</li> <li>• Clients put on morning tea for volunteers with staff assistance</li> <li>• Pass on thanks from clients / patients.</li> </ul>

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<p><b>Information from Linda Hahn (VQ) on Volunteer Recognition</b></p>	<p><b>2003 Lyell McEwin Volunteers survey:</b>            Top 5 forms of recognition identified as being of value by volunteers:</p> <ol style="list-style-type: none"> <li>1. Free training opportunities</li> <li>2. Recognition by a name badge or uniform or logo</li> <li>3. Well organised orientation process on commencement</li> <li>4. Opportunities for 'self' motivation</li> <li>5. Social events and get-togethers with their team (not whole of organisation)</li> </ol>
<p><b>Next Meeting's Topic 24 November 2006</b></p>	<p>"Summary of Volunteer Programs" &amp; "Planning ahead for 2007 Volunteer Managers Network Meetings"</p>