



# VOLUNTEER SOUTH WEST

## Newsletter

Volume 39

February 2015



Government of Western Australia  
Department of Local Government and Communities

99 Victoria Street, Bunbury WA 6230 Ph:97913214 Fax: 97917060

Email: [volunteer.south.west@bigpond.com](mailto:volunteer.south.west@bigpond.com)

Website: [www.volunteersouthwest.org.au](http://www.volunteersouthwest.org.au)

Office hours 9.30am-2.30pm Monday –Friday



### *From the Coordinator...*

As Tania Jackson is on long service leave it is my privilege to introduce the first newsletter for this new year. Volunteer South West Inc once again has big plans to support volunteers and not for profit organisations in the region in 2015.

Beginning with our VAST training workshops, we will be focussing on training that you've requested through our training audit surveys. We will focus this year on supporting organisations to best manage their volunteers through training but will be looking at training such as audit preparation, cross cultural communication and workplace health and safety. We will also support agencies and our volunteers through our programs such as TAKE2, Smart Events and MOVE. VSW has also been invited to present training to clubs and other agencies out of the Bunbury area this year.

We now have 164 people following our new FACEBOOK business page. Find us and LIKE us at [www.facebook.com/volunteersouthwest](http://www.facebook.com/volunteersouthwest) and keep up to date with information on upcoming training, new volunteering positions as well as tips on managing your volunteers.

Gaitree Sud, our Project Officer, will be offering a free Bridge to Volunteering (B2V) information session on the first Tuesday of each month for people to find out how they might volunteer and what it's all about. Please come along at 10am to Lotteries House and enjoy a cuppa and chat!

Denise Sara, our Smart Events program coordinator, has been busy during this festival season organising event evaluations for a number of south west agencies. These event evaluations are one of the most useful tools in gathering information at your event and the statistics from the report produced can be used to access funding for your next event.

Volunteer South West is open 5 days a week in Lotteries House, Victoria Street in Bunbury to assist with enquiries about Volunteering. We welcome volunteers to come and talk with us about how they can participate in the community through volunteering.

Best Wishes for 2015! Shamara Williams, Coordinator



## Have you heard about MOVE?



Volunteer South West's new 'internship' volunteering program called MOVE (Multicultural Opportunities through a Volunteering Experience) further exposes CaLD clients to the social, economic and cultural life of an Australian workplace, develops language skills where required and promotes multiculturalism within that workplace.

Funded by Australia Post's Our Neighbourhood Community Grants program, volunteers from a culturally and linguistically diverse/ migrant background are currently being placed in volunteer positions at various not for profit agencies that are financial members of VSW. They are being managed by that agency to fulfil work placement-like criteria. This is a 6-8 week (upto 2 days per week) internship position with potential to skill up the volunteer, give them confidence in the various employability skills and give them practical experience and confidence for the workplace. The process supports sustainability in volunteer placement and gives the agency extra help during the internship process with training and support provided by VSW.

Gaitree Sud, the project officer for the program, has already placed a number of 'intern' volunteers and we are currently planning cross cultural communication training for both supervisors and volunteers on April 1st.

If you would like to be a part of this program as a volunteer or as a host agency please contact Gaitree Sud on [enhancingaccess.volunteer@bigpond.com](mailto:enhancingaccess.volunteer@bigpond.com) or Shamara Williams on [admin.volunteer@bigpond.com](mailto:admin.volunteer@bigpond.com) or call 9791 3214 for more information.

## A huge “THANK YOU!” to volunteers



Government of Western Australia  
Department of Local Government and Communities



On December 5<sup>th</sup>, International Volunteer Day, volunteers were recognised and celebrated across the globe. In Western Australia, the Thank a Volunteer Day grant offered by the Department of Local Government and Communities allowed a large cross section of local agencies to recognise, appreciate and say ‘thank you’ to their volunteers.

Over 60 volunteers from about thirty not for profit organisations in the south west region gathered together at the Dolphin Discovery Centre for an outdoor tea party coordinated by Volunteer South West. These volunteers, specially nominated by their organisations, enjoyed afternoon tea in a beautiful setting, with a visit from some dolphins in the bay and entertainment provided by students from Grace Christian School.

Participants were asked to get creative with the hats they wore to the event and prizes were donated by the Dolphin Discovery Centre and Envy Beauty Specialists. This all made for a wonderful celebration with certificates of appreciation presented to each volunteer in thanks for their service to the community.



## The success of TAKE2

The Take2 Volunteer Mentor Program pilot project was developed in recognition of the need for additional support in volunteer roles for people with disabilities. Project partners Volunteers South West and Enable South West recognise the invaluable contribution that diverse people make to the community through volunteer participation. The program matches a client volunteer with different abilities with another experienced volunteer in a volunteer position in a not for profit agency.

The position last for 8 weeks or longer with potential to grow the position and skill up the volunteer to continue in the position unsupported if able.

We had 8 successful placements during the year and were also able to run training to support agencies participating in this program, titled Diversity@Work with the support of a number of the wonderful agencies in the region.

Benefits were many and varied, the agencies who participated were able to see the value of employing volunteers with a disability and responded to the challenges of diversity in the volunteers. The mentee volunteers have showed a significant level of commitment and enjoyed the teamwork. They have learnt new skills and are learning self-management through being included in the workplace.

To participate in this program in 2015 please contact the program’s project officer, Gaitree Sud on 9791 3214 or email [enhancingaccess.volunteer@bigpond.com](mailto:enhancingaccess.volunteer@bigpond.com)



## SMART EVENTS PROGRAM

The purpose of Smart events is to provide support for volunteers in the South West involved in the organisation and management of community festivals and events. Our services include:



- A fantastic Trailer Event Kit for hire to meet all your festival needs.
- Smart Events can give assistance and advice on festival issues.
- Smart Events provides annual training on event related topics. (If you have any ideas or there is an area of event management you would like to see focused on please let us know!)
- Event Evaluations— a valuable resource to help your event in many different ways including, knowing the demographics of the people attending your event, where to target your promotion dollars, seek future funding, satisfy sponsors and major stakeholders as well as provide information for grant acquittals and event reports to name but a few.

It's been a busy festival season so far for our event surveyors with evaluations carried out for Dardanup Bull and Barrel, South West Seniors Expo, City of Bunbury's Christmas Lights Festival, Val Lishman Research Foundation inaugural Truck Pull and many more.

If you would like more information on any of the above services please contact Denise Sara, Smart Events Coordinator, on 9791 3214 or by emailing [smartevents@bigpond.com](mailto:smartevents@bigpond.com)

### Would you like to be part of the Smart Events Survey Team?

If you like attending events held in the South West and enjoy meeting and talking to people and get paid for it, why not be part of our surveyor team! Drop in to Volunteer South West and have a chat with Denise she would love to see you.

## WA Volunteering Awards

The Western Australian Volunteer of the Year Awards program is now in its 6th year and is committed to acknowledging the remarkable endeavours of Western Australian volunteers. These prestigious awards promote the value and important contribution of volunteering to the social, cultural, economic and environmental well-being of Western Australia and pay tribute to those who inspire and promote the spirit of volunteerism through their endeavours. Award nominations cover eight categories, listed below:

- Western Australian Volunteer of the Year
- Western Australian Youth Volunteer of the Year
- Western Australian Lifetime Contribution to Volunteering
- Western Australia Excellence in Volunteer Management
- Western Australian Corporate Volunteer of the Year
- Western Australian Community Volunteer of the Year
- The Edie Hoy Poy Volunteer Award for Ethnic Communities
- Western Australian Volunteer of the Year 'People's Choice Award'

### Nominations for 2015 will close at 4pm, 20 March 2015

For more details and an online nomination form visit <http://awards.volunteeringwa.org.au/> Awards will be announced during National Volunteer Week 11 – 17 May 2015

## Recruiting Volunteers

One of the main reason NEW VOLUNTEERS give for becoming a volunteer is because they were ASKED! So you need to ASK people to volunteer. The more people you ask the more possible it is that people will say yes. Your current volunteers are your best source for recruiting other volunteers. They already know about your organisation, what it does and what it provides for volunteers. A volunteer who has already dedicated much of their own time, before asking someone else to do so, is that much harder to refuse.

Not every volunteer wants to, or is well suited to, approach others to volunteer. So look for a people-oriented person who is enthusiastic about volunteering as well as the recruitment task. They also need to be articulate and well presented, have a true passion for their work, a firm belief in the organisation and a positive outlook. Seek out these volunteers for your recruitment team!

The power of recognition and appreciation cannot be overlooked. People often say 'our volunteers don't want to be thanked. The work they do is appreciation enough.' Let's be very clear. This is the most dangerous mistake you can make. Even when someone says they don't expect to be thanked—do not be fooled. Every human being wants to be valued and appreciated. The skill is in customising the form of appreciation to fit the person. Find ways to appreciate your volunteers, so they will want to refer their relatives, friends and others to become volunteers too.

*Dr Judy Esmond, a leading expert on volunteering and an in-demand speaker on volunteer management, recruitment, retention and recognition. Subscribe to [www.morevolunteers.com](http://www.morevolunteers.com) and download a free e-book with ideas on recruitment, retaining and recognising volunteers as well as receiving regular emails with practical hints.*



Volunteer South West  
the heart of our community

**Dates for your diary**

**25th Feb VAST Training— Audit Preparation**, delivered by Stephen Foster.

**3rd Mar B2V Session— Bridge to Volunteering**—held the 1st Tuesday of every month, this FREE community education is about what volunteering is and isn't!

Volunteer coordinators why not send your new volunteers to learn about rights, responsibilities and benefits of volunteering!

**1st April—VAST Training—Communicating Across Cultures** delivered by Metropolitan Migrant Resource Centre.

**7th April— B2V Session—Bridge to Volunteering**

**7th - 28th April Enhancing Access program**—a supported volunteer program for people with barriers to volunteering. Ring 9791 3214 to find out more information.

**29th April—VAST Training WEBINAR—Reducing Volunteer Burnout**

**5th May B2V Session—Bridge to Volunteering**

Contact us on 9791 3214 for more information about all of the above programs.

## Launch of MOVE - Multicultural Opportunities through a Volunteering Experience



Volunteer South West's MOVE program was launched at Milligan Community Learning and Resource Centre in November by Bunbury MLA, John Castrilli, who spoke of the immeasurable value of volunteers to Australia and the local region.

"This new program will help people from culturally and linguistically diverse backgrounds to volunteer, gain skills and ultimately be able to find paid work" he said.



The morning tea and workshop was attended by a number of agencies as well as volunteers wanting to participate in the new program.

Attendees took part in a lively discussion on how agencies can make the volunteer placement easier for people from a culturally and linguistically diverse background and how the volunteer can help broaden the viewpoints of agency staff, promoting multicultural harmony in the workplace.



MLA John Castrilli with Volunteer South West staff Shamara Williams and Gaitree Sud



### Facebook

Check out our Facebook page to see photos from our many events and activities.

<https://www.facebook.com/volunteersouthwest>

### Website

Look out for upcoming training and other information on our website

[www.volunteersouthwest.org.au](http://www.volunteersouthwest.org.au)

## Volunteer South West Board of Management 2014-2015

Chairperson: Laurette Le Cras  
Deputy Chairperson: Deb Wilkins  
Treasurer: Jill Cross  
Manager: Tania Jackson

Members: Sharon Kavanagh  
Tanya Beechey  
Saswati Pal

### Volunteer South West

**Tania Jackson** – Manager  
**Shamara Williams** – Coordinator  
**Gaitree Sud**– Access & Inclusion Project Officer  
**Denise Sara**—Smart Events Coordinator  
Volunteer Referral Officers - **Dina, Maria, Dorothea, Margaret, Aldyth, Irina, Mon, Jeanette and Jessie**



Volunteer South West  
the heart of our community

Volunteer South West  
supported by:



Government of Western Australia  
Department of Local Government and Communities



Australia Government  
Department of Social Services