



2001  
International Year  
of Volunteers

# International Year of Volunteers Conference

Hosted by Volunteering Australia and Australian Volunteers International



**21st - 23rd October 2001**

Volunteering: Real Choice, Real Change

MELBOURNE | AUSTRALIA

Sponsorship also provided by



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Program

## **Welcome to the International Year of Volunteers Conference!**

It is exciting to finally be here and have so many delegates, from such a diverse range of organisations, present. It is also terrific to have so many volunteers registered as delegates.

The year 2001 was proclaimed the International Year of Volunteers by the United Nations in November 1997 and four objectives for the year were identified: recognition, facilitation, networking and promotion.

Since it's official launch on International Volunteer Day last year (5 December, 2001) the momentum of the year has been building. Across Australia there have been countless recognition and celebration events highlighting the important work of Australia's volunteers. In some cases this is the first time that volunteers have felt publicly acknowledged or appreciated for the many hours of volunteer time that they contribute.

Of course, recognition activities have not been limited to Australia. Around the world countries are acknowledging the importance of volunteering in different ways, with all countries encouraged to support activities based on any of the four objectives for the year.

The theme of this conference is *Volunteering: Real Choice, Real Change*. The theme encompasses the United Nations' objectives for the year and reinforces the ideal that volunteering is about choice and that volunteering can affect real social change.

The Australian Bureau of Statistics tells us that in the year 2000 approximately 4.4 million Australians volunteered their time, accounting for 704.1 million hours, these figures suggest a positive and healthy future for volunteering in Australia. However, we must not take this for granted.

The consultation process that we have undertaken on behalf of the IYV National Community Council of Advice to develop *A National Agenda on Volunteering: Beyond the International Year of Volunteers* has confirmed that there are a number of key issues impacting on volunteering. The consultations have highlighted that these issues need ongoing consideration if volunteering is to continue as a positive social force. A draft of the *National Agenda* will be presented during the conference for your information.

We anticipate that many of the presentations during the conference will stimulate your thinking about some of the issues affecting volunteers and volunteer-involving organisations and their consequences for the future. We hope that you will find the conference program both informative and enjoyable.

This conference provides opportunities for you to meet colleagues from around Australia representing many different organisations. We encourage you to make the most of these opportunities to network, both now and when you return to your organisations and communities.

We would like to express our sincere thanks to our sponsors.

Our principal sponsor, National Australia Bank has not only provided a significant financial contribution but, for the first time, have linked the National CommunityLink Volunteer Awards to a key conference on volunteering. In doing so the National has reinforced its commitment to volunteers and volunteering.

The Commonwealth Department of Family and Community Services and the Victorian Government have also provided valuable financial and in-kind sponsorship. In doing so they have recognised the significance of the International Year of Volunteers and the valuable contribution that volunteers make to communities across Australia.

We would also like to take this opportunity to say thank you to the members of the Conference Steering Committee – Julie Jolly, Leanne Petrides, Dick Adams, Rosa D'Aprano, Alison Marshall, Dennis Sherwell, Anita Francis, Natalie Constable, Ann-Maree Bortoli, Prue Burns and Kylee Bates – all of whom provided valuable input and advice. We must also thank Margaret Ettridge of The Conference Organiser and her staff for getting us to this point with our sanity intact!

Finally, we would like to thank the volunteers – all 4.4 million of them. The International Year of Volunteers would not be here without them.

We wish you all an enjoyable and successful conference.



Sha Cordingley  
Co-Chair  
Community Council of Advice and  
Chief Executive Officer  
Volunteering Australia



David Penman  
Co-Chair  
Community Council of Advice and  
Executive Co-ordinator  
Australian Volunteers International

## **SESSIONS**

All sessions will be held on the Conference level, Grand Hyatt Hotel, Melbourne.

In order to offer delegates as many presentations as possible all conference sessions have been tightly scheduled. Please assist us by moving between sessions as quickly as possible.

Rooms for each session have been allocated based on delegates' indicated preferences. Unfortunately it is not possible to guarantee delegates a place at their preferred session, however all reasonable attempts will be made to accommodate delegates' preferences. If you are advised that a particular session is full, please choose an alternative session.

## **PRESENTERS**

All presenters are asked to convene at the front of the appropriate room with the Chair of their session immediately prior to the commencement of their session.

## **AUDIO VISUAL FACILITIES**

Speakers are asked to check their slides and overheads prior to their session during the appropriate tea or luncheon breaks. Spare slide carousels are available from the Conference Registration Desk and a technician will be on duty throughout the conference to assist presenters.

## **ABSTRACTS**

The conference abstracts are included at the back of this booklet. **(AB)** preceding the title of the presentation is the abstract number – **(NA)** denotes no abstract available.

## **CONFERENCE REGISTRATION DESK**

This desk will be staffed each day from 8.00 am until 5.00 pm. Please let us know if you require any assistance.

## **WEARING OF NAME TAGS**

For ease of identification and to assist with security, please ensure that name tags are worn at all times.

## **COLOURED NAME TAGS**

Key personnel from the host organisations – Volunteering Australia and Australian Volunteers International – are identified with an orange name tag. Please do not hesitate to ask for help, information or assistance if you need to.

## **MESSAGES**

The message board is located adjacent to the Conference Registration Desk – please check this board regularly for messages.

## **SPECIAL DIETARY REQUIREMENTS**

If you have any special dietary requirements, please contact the Conference Registration Desk. Note - we have catered for vegetarian options at all tea and lunch breaks. The luncheons to be served each day at the Grand Hyatt, in the conference foyer, are planned as light working lunches only.

## **DELEGATES WITH ACCOMMODATION**

If you paid a deposit for your hotel accommodation, when you registered for the conference, please ensure you check that deposit has been credited to your room account on departure. It is recommended that you make arrangements for your luggage to be held at your hotel, rather than bring it to the conference venue, where storage space is not available.

## **WELCOME RECEPTION**

The City of Melbourne are hosting a Welcome Reception for conference delegates on Sunday, 21 October from 6.00 pm to 7.30 pm at Melbourne Town Hall. Entry is strictly via a Reception ticket. If you are included in the guests for the reception, a Special Entry ticket will be placed behind your official name badge. Please do not misplace this ticket, as we are unable to reissue them.

## **CONFERENCE DINNER AND NATIONAL COMMUNITYLINK VOLUNTEER AWARDS PRESENTATION CEREMONY**

The Dinner will be held on Monday 21 October at the Plaza Ballroom, 191 Collins Street Melbourne. Entry is strictly via a Dinner ticket. If you are included in the guests for the dinner, a Special Entry ticket will be placed behind your official name badge. Please do not misplace this ticket, as we are unable to reissue them.

## **ACKNOWLEDGEMENTS**

We gratefully acknowledge the support of our principal sponsor, National Australia Bank.

We would also like to acknowledge the support provided by the Department of Family and Community Services and the Victorian Government.

Thanks also go to the City of Melbourne for hosting the Welcome Reception for conference delegates.

### Exhibitors

The following organisations are exhibiting in the conference foyer area:

- AON Insurance
- Australia Post
- Australian Tax Office
- Australian Volunteers International
- Brotherhood of St Laurence
- Department of Human Services
- National Australia Bank
- Volunteering Australia

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Please feel free to browse the exhibition stands and talk to exhibit personnel during tea and lunch breaks.

**Sunday, 21 October 2001**

**ARRIVAL TEA AND COFFEE**

**Room: Foyer**

**9.00 am to 9.45 am**

**OPENING SESSION**

**Plenary**

**10.00 am – 11.00 am**

**Room: Savoy 1/3**

**Chair: Mr Nick Toonen**

10.00 am

Traditional Opening

*Mrs Joy Murphy and The One Fire Dancers*

Welcoming Remarks

*Ms Mary Porter*

Welcome and Introduction to The Hon Senator Amanda Vanstone

*Mr Nick Toonen*

Opening Address

*The Hon Senator Amanda Vanstone, Minister for Family and  
Community Services (Cth)*

Welcome from the Principal Sponsor, National Australia Bank

*Mr Errol Talbot*

Ministerial Address

*The Hon Ms Christine Campbell, Minister for Community Services  
(Vic)*

**Session One A – Standards for Volunteer-Involving Organisations: Issues  
for Organisations and Their Volunteers**

**Concurrent Session**

**11.10am – 12.10 pm**

**Room: Savoy 2**

**Chair: Ms Sha Cordingley**

11.10 am

(AB13) Boards of All Sizes Can Govern

*Mr Terry Kilmister*

11.30 am

(NA) Grievance Procedures: Ensuring Access for Volunteers

*Mr Bill Mansfield*

11.50 am

(AB1) Rights and Protection for Volunteer Workers

*Dr Melanie Oppenheimer*

**Sunday, 21 October 2001**

**Session One B – The Volunteer Experience**

**Concurrent Session** 11.10 am – 12.10 pm  
**Room: Bristol**  
**Chair: Ms Jo Fairbairn**

- 11.10 am (AB51) Event Volunteer Expectations: A Study of Protocol Assistants at The Sydney 2000 Olympics  
*Miss Chatarina Davidsson*
- 11.30 am (AB54) The Volunteer Experience: Lessons From the Sydney Olympics  
*Ms Sheranne Fairley*
- 11.50 am (AB58) State Emergency Service – A Volunteer's Perspective  
*Mr Ken Hubbard*

**Session One C – Legal Liabilities: Can You Insure Yourself Against Them?**

**Concurrent Session** 11.10 am – 12.10 pm  
**Room: Savoy 1/3**  
**Chair: Ms Diane Morgan**

- 11.10 am (NA) Insurance for Voluntary Organisations  
*Ms Anna Thomas*
- 11.30 am (AB14) Liability Insurance – What Does It Mean For You?  
*Mr Peter Jamvold*
- 11.50 am (NA) Insurance for Volunteers or Government Legislation?  
*Ms Elizabeth Jameson*

**Session One D – Building Healthy and Sustainable Volunteer Programs**

**Concurrent Workshop** 11.10 am – 12.10 pm  
**Room: Grosvenor**  
**Chair: Mr Stephen Parsons**

- 11.10 am (AB49) Community Participation – Practical Strategies for Healthy and Sustainable Volunteer Programs  
*Ms Debra Olive, Mr Stephen McGarrigle and Mr Mark Creyton*

**LUNCHEON**

**Room: Foyer** 12.10 pm to 1.30 pm



**Sunday, 21 October 2001**

**Session Two A – Rural and Regional Issues**

**Concurrent Session** **1.30 pm – 3.00 pm**  
**Room: Savoy 2**  
**Chair: Mrs Sallie Davies**

- 1.30 pm (AB39) The Experience of Volunteers in the Provision of Human Services  
in New South Wales: A Regional Perspective  
*Associate Professor Jenny Onyx*
- 1.50 pm (AB26) Serving Our Country Australia  
*Mrs Marie Lally*
- 2.10 pm (AB57) Beyond the Tyranny of Distance: The Challenge of Supporting  
Volunteers in the Bush  
*Ms Pamela Greet*
- 2.30 pm Replacement Paper To Be Advised

**Session Two B – Ethical Issues Forum**

**Concurrent Session** **1.30 pm – 3.00 pm**  
**Room: Savoy 1**  
**Chair: Mr Jim Barr**

- 1.30 pm (AB16) Ethical Issues Forum – *Testing the Principles of Volunteering*
- Panelists: *Ms Jo Fairbairn*  
*Ms Cheryl Teng*  
*The Reverend Jeanne Beale*
- Respondent: *Ms Sha Cordingley*

**Session Two C – Skilling the Sector**

**Concurrent Session** **1.30 pm – 3.00 pm**  
**Room: Savoy 3**  
**Chair: Ms Debra Olive**

- 1.30 pm (AB31) National Opportunities for Skill Recognition of Volunteers – An  
ANTA Perspective  
*Mr Michael Taylor and Ms Alison Vickers*
- 2.30 pm (NA) Training for Managers of Volunteers: The Other Side of the Equation  
*Ms Louise Rogers*

**Sunday, 21 October 2001**

**AFTERNOON TEA**

**Room: Foyer**

**3.00 pm to 3.30 pm**

**Session Three A – Fundraising, Partnerships and The Media**

**Concurrent Session**

**3.30 pm – 4.30 pm**

**Room: Savoy 1/3**

**Chair: Ms Jane Sandilands**

- 3.30 pm (NA) New Fundraising Opportunities  
*Ms Margaret Armstrong*
- 3.50 pm Replacement Paper To Be Advised
- 4.10 pm (NA) Working With the Media  
*Mr Ric Holland*

**Session Three B – Changing Directions in Volunteering: Who Says Young People Aren't Interested in Volunteering?**

**Concurrent Session**

**3.30 pm – 4.30 pm**

**Room: Savoy 2**

**Chair: Mr Stephen McGarrigle**

- 3.30 pm (AB5) A Menace to Society, Or The Unrecognised Volunteers? Young People Re-defining Volunteering  
*Mr Michael Quall*
- 3.50 pm (AB11) Thinking Differently About Volunteering  
*Mr Asaf Fisher*
- 4.10 pm (AB28) [www.actnow.com.au](http://www.actnow.com.au): Using the Internet to Engage Young People In Volunteering  
*Ms Stephanie Coleman*

**Sunday, 21 October 2001**

**Session Three C – Volunteers and Industrial Relations**

**Concurrent Session** **3.30 pm – 4.30 pm**  
**Room: Bristol**  
**Chair: Mr Andy Fryar**

3.30 pm (AB61) Volunteer Work or Unpaid Labour? Cementing the Line in the Sand

*Ms Sha Cordingley*

3.50 pm (AB9) Volunteers as Unpaid Workers and Their Relationship to the Industrial Relations System

*Associate Professor Graham Cuskelly*

4.10 pm (AB67) Volunteer Charter – Putting Volunteers Back in the Driver's Seat

*Mr Bruce Conboy*

**Counting and Valuing Volunteers in Australia**

**Plenary Session** **4.35 pm - 5.35 pm**  
**Room: Savoy 1/3**  
**Chair: Mr Nick Toonen**

4.30 pm (NA) The Voluntary Work Survey 2000

*Ms Joanne Hillerman*

4.50 pm (NA) The Value of Volunteers

*Dr Duncan Ironmonger*

5.10 pm (AB25) Volunteering and The Future of Australia's Third Sector

*Professor Mark Lyons*

**WELCOME RECEPTION FOR CONFERENCE DELEGATES**  
**(Entry Card Essential)**

**Venue: Melbourne Town Hall** **6.00 pm to 7.30 pm**  
**Swanston Street**

**Monday, 22 October 2001**

**OPENING SESSION**

**Plenary Session** **9.00 am – 10.00 am**  
**Room: Savoy 1/3**  
**Chair: Mr Nick Toonen**

9.00 am (AB59) International Volunteering: Challenges in the 21<sup>st</sup> Century  
*Mr Stephen Parsons*

9.30 am **Keynote Address**  
(NA) Putting People at The Centre: Voluntary Action Shaping Social and Economic Change  
*Dr Kumi Naidoo*

**MORNING TEA**

**Room: Foyer** **10.00 am - 10.30 am**

**Session Four A – Changing Models of Volunteering: Corporate Volunteering – Friend or Foe?**

**Concurrent Session** **10.30 am – 12.00 pm**  
**Room: Savoy 3**  
**Chair: Ms Marie Fox**

10.30 am (AB70) Profiting from Non-Profits – Do Business and Caring Mix?  
*Dr Judy Esmond*

10.50 am (AB22) Corporate Volunteering: A Survey of Not-for-Profit Organisations: Preliminary Findings  
*Mrs Sha Cordingley*

11.10 am (AB35) Corporate Volunteers in Non-Profit Organisations: Working Together for the Mutual Benefit of Community  
*Mrs Marie Giess*

11.30 am (AB65) Building an Approach to Corporate Volunteering From a Public Sector Perspective  
*Ms Denise Swift*

**Monday, 22 October 2001**

**Session Four B – Building a Global Culture of Peace Through International Volunteering**

**Concurrent Workshop and Panel Session** 10.30 am – 12.00 pm

**Room: Savoy 1**

**Chair: Mr Stephen Parsons**

10.30 am (AB60) Building a Global Culture of Peace Through International Volunteering

*Mr Jim Chalmers, Dr Rebecca Spence and Mr Roger O'Halloran*

(AB40) Volunteering: Achieving Solidarity With International Neighbours

*Mr Roger O'Halloran*

**Session Four C – Volunteers and Paid Workers: The Challenges of Working Together**

**Concurrent Session** 10.30 am – 12.00 pm

**Room: Savoy 2**

**Chair: Ms Carol Burnett**

10.30 am (AB15) Volunteers Can't Work Here – We're Professionals! The Introduction of Volunteers into the Emergency Department of a Large Public Hospital

*Mr Andy Fryar, Ms Rosie Williams and Mr Mark Rogers*

11.15 am (AB52) Are Volunteers Unpaid Workers? – The Similarities and Differences Between Volunteer and Paid Staff

*Mr Alan Bates*

**LUNCHEON**

**Room: Foyer**

**12.00 pm - 1.30 pm**

**Monday, 22 October 2001**

**Session Five A – Volunteers: Building Stronger Communities**

**Concurrent Session** **1.30 pm – 2.30 pm**  
**Room: Savoy 2**  
**Chair: Mrs Mary Porter**

- 1.30 pm Replacement Paper To Be Advised
- 1.50 pm (AB48) Building Stronger Communities Through Volunteers and Reciprocity  
*Ms Maureen Bott*
- 2.00 pm (AB64) RAPlink – Linking People and Resources in Regional Australia  
*Ms Elizabeth Murphy, Ms Judy White and Mr John Champness*
- 2.20 pm (AB23) The Joys of Foster Grandparenting  
*Ms Katherine Rechtman and Ms Jane Ware*

**Session Five B – Developing a Professional Volunteer Manager's Association**

**Concurrent Session** **1.30 pm – 2.30 pm**  
**Room: Bristol**  
**Chair: Ms Megan Paull**

- 1.30 pm (AB44) Developing a Volunteer Manager's Professional Association  
*Ms Betty Ericksen and Mr Peter Heyworth*

**Session Five C – Volunteers: Why Do They Do It?**

**Concurrent Session** **1.30 pm – 2.30 pm**  
**Room: Savoy 1/3**  
**Chair: Mr Stephen Parsons**

- 1.30 pm (AB6) Volunteer Motivation and De-motivation  
*Mr Martin Cowling*
- 1.50 pm (AB17) Leadership Victoria's SkillsBank: Professionals Volunteering for Leadership Development and the Common Good  
*Ms Jenny Trethewey*
- 2.10 pm (AB53) Volunteers at The Sydney 2000 Olympics: A Presentation of Who They Were and a Comparison of Their Voluntary Work Pre- and Post-Games  
*Ms Trish Dyck*

**Monday, 22 October 2001**

**Plenary Session – To Be Advised**

**Room: Savoy 1/3**

**2.35 pm - 3.05 pm**

**Chair: Mr Nick Toonen**

**Book Launch – “Volunteering Visions” edited by Joy Noble and Fiona Johnston**

**Room: Savoy 1/3**

**3.05 pm - 3.35 pm**

**Chair: Ms Mary Porter**

**Speakers:** *Ms Pamela Bone*  
*Mr David Templeton*  
*Ms Jane Sandilands*  
*Ms Anne Dunn*

**Afternoon Tea and Poster Display and Discussion**

**Room: Foyer**

**3.35 pm- 4.30 pm**

1. (AB30) Research to Reality – The Positive Power of Participation  
*Ms Jo Fairbairn*
2. (AB37) The Volunteer Home Visitor With Families  
*Mrs Josephine Glenday (presented by Mr Alan Bates)*
3. (AB62) Lessons from Landcare  
*Ms Ann Connolly*
4. (AB32) Volunteer Training and Support  
*Ms Judith O'Neill*
5. (AB55) Community Partnerships Conserving Plant Communities – Royal Botanic Gardens Volunteer Program  
*Ms Sharon Willoughby*
6. (AB50) Volunteering and Home Visitation: 160 Years On  
*Mr Damian Coleridge*
7. (AB8) Kids Under Canvas – A Unique Recreation Program  
*Ms Pam Kappelides*
8. (AB7) Volunteers Are Worth It!  
*Ms Pam Kappelides*

## Monday, 22 October 2001

9. (AB3) Valuing Volunteers Through Professional Enhancement Planning  
*Ms Linda Fletcher*
10. (AB4) Training Volunteers, The Processes and the Benefits  
*Ms Sherry Cuthbert*
11. (AB46) "Friends of The Earth" – Volunteers Working Globally and Locally  
*Ms Sarojini Krishnapillai*

**CONFERENCE DINNER AND 2001 NATIONAL COMMUNITYLINK  
VOLUNTEER AWARDS  
(Entry Card or Official Invitation Essential)**

**Venue: Plaza Ballroom  
191 Collins Street**

**7.00 pm for 7.30 pm**



**Tuesday, 23 October 2001**

**Opening Session: Volunteering Into The Future**

**Plenary Session**

**8.30 am – 9.30 am**

**Room: Savoy 1/3**

**Chair: Mr Nick Toonen**

- 8.30 am (AB63) The Changing Face of Volunteering – Into the 21<sup>st</sup> Century  
*Ms Lisa Paul*
- 8.50 am (AB69) Global Trends – Is There a Future in Volunteering?  
*Dr Judy Esmond*
- 9.10 am (AB24) Presenting a National Agenda on Volunteering: Beyond The  
International Year of Volunteers  
*Mrs Sha Cordingley*

**Session Six A – “Now You’re Here, We’d Like You To Stay”: Burnout, Work-life Imbalance and Other Reasons for Leaving**

**Concurrent Session**

**9.35 am – 10.35 am**

**Room: Savoy 1/3**

**Chair: Mrs Rosemary Sage**

- 9.35 am (AB66) Why Volunteers Leave – Volunteer Exit Survey in the Emergency  
Services  
*Mr Allan Woodward*
- 9.55 am (AB12) Burnout in The Fire Service: The Work-Life Imbalance of  
Volunteer Firefighters  
*Ms Tunde Meikle*
- 10.15 am (AB38) Don’t Worry – Be Happy! An Alternative to Burnout  
*Dr Judy Esmond*

**Tuesday October 23, 2001**

**Session Six B – It's Not Just The Thought That Counts: Recognising Volunteers**

**Concurrent Session** **9.35 am – 10.35 am**

**Room: Savoy 2**

**Chair: Ms Marie Fox**

- 9.35 am (AB43) How To Recognise Coaches, Officials and Administrators at the Grass Roots Level of Sport  
*Ms Antonia Harmer*
- 9.55 am (AB71) Weedbusters – Local Heroes, Global Champions  
*Ms Kate McArthur*
- 10.15 am (AB36) National Health and Medical Research Council: Health Volunteers  
*Mr Andy Fryar and Mr Robert Grenfell*

**Session Six C – Need Volunteers? They're Right Next Door: Promoting Volunteering Locally**

**Concurrent Session** **9.35 am – 10.35 am**

**Room: Bristol**

**Chair: Mrs Anita Hinton**

- 9.35 am (AB18) Establishing Geelong's Volunteer Resource Centre – A Networking Experience  
*Ms Olga Givoye and Ms Anne Dance*
- 9.55 am (AB45) Maximising and Promoting Volunteerism at a Local Government Level  
*Ms Jennie Lee*
- 10.15 Replacement Paper to Be Advised

**MORNING TEA**

**Room: Foyer**

**10.35 am - 11.00 am**

Tuesday October 23, 2001

**Session Seven A – Just Waiting To Be Asked: Recruiting Volunteers**

**Concurrent Session**

**11.00 am – 12.30 pm**

**Room: Savoy 1**

**Chair: Ms Diane Morgan**

11.00 am (AB47) Just Waiting To Be Asked: Recruiting Volunteers - Panel Presentations and Discussion

Attracting Volunteers from Churches  
*Mr Doug Taylor*

Rejuvenating a Tired Volunteer Base  
*Ms Elizabeth Senior*

[www.govolunteer.com.au](http://www.govolunteer.com.au)  
*Ms Rosie Lewis*

Volunteering: The Electronic Edge in Recruiting  
*Mr Jeremy Grainger*

Volunteer Recruitment in the Emergency Services  
*Mr Allan Woodward*

The Faces of Volunteering Wesley Mission Sydney – Volunteer Research Report  
*Mr Alan Bates*

**Session Seven B – Changing Models of Volunteering: Corporate Volunteering – Some Case Studies**

**Concurrent Session**

**11.00 am – 12.30 pm**

**Room: Savoy 2**

**Chair: Mr Gary Cazalet**

(AB42) Changing Models of Volunteering: Corporate Volunteering - Some Case Studies - Panel Presentations and Discussion

Getting on the Corporate Volunteering Bandwagon  
*Ms Olga Givoye*

Corporate and Community Volunteering – A Case Study  
*Mr Philip Harrison and Ms Melinda Buckland*

Capacity Building in the City of Hobsons Bay  
*Ms Cath Templeton and Ms Tamara Churchill*

Choice and Change in Centrelink's Support for Volunteering  
*Dr Margaret Browne*

**Tuesday, 23 October 2001**

**Session Seven C – Workshopping a National Agenda on Volunteering:  
Beyond the International Year of Volunteers**

**Concurrent Session**

**11.00 am – 12.30 pm**

**Room: Savoy 3**

**Chair: Ms Sha Cordingley**

11.00 am (AB20) Workshopping a National Agenda on Volunteering: Beyond the  
International Year of Volunteers

Outcomes of the Emergency Management Summit  
*Major General Hori Howard*

Issues from around the States  
*Mrs Sallie Davies, Ms Mary Porter*

The Draft National Agenda on Volunteering  
*Mrs Sha Cordingley*

**LUNCHEON**

**Room: Foyer**

**12.30 pm – 2.00 pm**

**Session Eight A – Investing in the Future: Voluntary Organisations and  
Organisational Change**

**Concurrent Session**

**2.00 pm – 3.30 pm**

**Room: Savoy 1**

**Chair: Ms Louise Rogers**

2.00 pm (AB33) It's More Than Numbers! The Advantages of Qualitative Inquiry in  
Volunteer Organisations  
*Ms Christine Fahey*

2.20 pm (AB56) Facing Change by Changing Face: The Volunteer Organisation in  
The Marketplace  
*Dr Joanne Wilkinson*

2.40 pm (AB21) Value-adding Volunteers  
*Ms Anne Knock*

3.00 pm Replacement Paper To Be Advised

**Tuesday, 23 October 2001**

**Session Eight B – Volunteer Management: Thinking Outside the Box**

**Concurrent Session**

**2.00 pm – 3.30 pm**

**Room: Savoy 2**

**Chair: Mr Andy Fryar**

- 2.00 pm (AB19) Reframing Volunteer Management: Thoughts From The West  
*Mrs Megan Paull*
- 2.20 pm (AB 27) Adding Value With Volunteers  
*Ms Irena Liddell*
- 2.40 pm (AB34) We Can't Get Blood Out of a Stone – Effective Volunteer  
Communication  
*Ms Kira Armstrong*
- 3.00 pm (AB2) Developing International Links Through Work Exchange  
*Ms Rosie Williams*

**Session Eight C – Volunteering Is For All**

**Concurrent Session**

**2.00 pm – 3.30 pm**

**Room: Savoy 3**

**Chair: Mr Michael Quall**

- 2.00 pm (AB10) Experiences and Perceptions of Volunteering in Indigenous and  
non-English Speaking Background Communities  
*Dr Lorraine Kerr*
- 2.20 pm (AB68) Involvement of People With Disabilities – Myth Versus Reality  
*Mr Michael Simpson*
- 2.40 pm (AB41) The Volunteer Work Initiative – A Serviced Based Perspective  
*Ms Joanne Redden*
- 3.00 pm (AB29) Reach Out!'s Virtual Volunteering Program for Young People  
*Mr Joe Elias*

**AFTERNOON TEA**

**Room: Foyer**

**3.30 pm - 4.00 pm**

**Tuesday, 23 October 2001**

**CLOSING SESSION**

**Room: Savoy 1/3**

**4.00 pm – 5.00 pm**

Closing Address and Conference Summary  
*Mr Nick Toonen*

Words of Thanks – Closing of Conference  
*Ms Mary Porter*

## **BOOK OF ABSTRACTS**

### **ABSTRACT 1**

#### **RIGHTS AND PROTECTION OF VOLUNTEER WORKERS**

*Dr Melanie Oppenheimer, Senior Lecturer, Australian History, Penrith Campus, University of Western Sydney New South Wales*

An increasingly important but often overlooked aspect of the volunteer experience is the tenuous position of the rights of the volunteer worker in the workplace. The question of adequate protection of volunteers is contentious and highly problematic. This paper will highlight some of the issues relevant to volunteers and volunteer-involving organisations and offer some suggestions as to how the current situation may be improved.

### **ABSTRACT 2**

#### **DEVELOPING INTERNATIONAL LINKS THROUGH WORK EXCHANGE PROGRAMS**

*Rosie Williams, Volunteer Manager, Lyell McEwin Health Services Volunteer Association*

In May 2000 I undertook a work exchange for an eight month period in Canada with a colleague employed as the Director of Volunteer Resources in the Chinook Health Region in Lethbridge Alberta Canada.

I believe this was the first exchange of its kind involving the volunteer sector. The exchange came about after 12 months of research, planning and negotiation.

This session aims to give participants information and insight into this type of project with the message that it is a possible option for others in this field, providing information about process and documentation developed for this purpose.

*The exchange came about because I wanted to:*

- Have an adventure
- Pursue practical field research in Volunteer Management
- Gain new knowledge to apply to both my personal and professional life
- To do all of the above while minimising my risk

*The aim of the exchange was to:*

- Provide an opportunity to increase professional competence and development
- Experience first hand another system in the area of volunteer management
- Experience living as a member of another society
- Renew energy and commitment to the field of Volunteer Management
- Gain new skills and knowledge
- Develop shared communication & good will with the volunteer sector in another country
- Facilitate cross fertilisation of ideas
- Have an opportunity to enhance or improve practices at our home organisations.

*The presentation examines:*

- The process used to set up the exchange (which included processes for participants to exchange cars, homes and jobs).
- Strategies and processes used to find a suitable exchange partner
- A discussion about the documentation which was developed and used
- The issues that needed to be addressed & overcome to make the exchange a reality
- The development of job descriptions and role definitions for the exchange
- First impressions on arrival
- Teething problems
- Getting Settled

- Differences / similarities between the two organisations
- Highlights of the experience
- A reflection of what could be done differently in retrospect

I successfully presented this paper at a workshop at the World Conference in Volunteering in Amsterdam January 2001.

**ABSTRACT 3**

**POSTER**

**VALUING VOLUNTEERS THROUGH PROFESSIONAL ENHANCEMENT PLANNING**

*Linda Fletcher, Sunnybank Family Support Inc.*

Volunteers in the 21<sup>st</sup> Century are coming from many varied backgrounds and volunteering for as many different reasons.

Sunnybank Family Support Inc. believes that its staff (paid and unpaid) are its most valuable resources. In the Operating Principles, resourcing staff is a priority and we work to ensure we have well trained and supported staff.

During the year 2000, a working party developed a "Professional Enhancement Planning" model [PEP] which is now being used within the organisation for the 30 permanent staff, 27 casual staff and 90 volunteers.

We use a standardised series of forms and letters for each person in the organisation, which are then distributed to appropriate stakeholders identified by the staff member.

The process, hopefully, should be completed in 6-8 weeks and the outcome is a PEP for each person for a twelve month period.

The presentation will look at the experiences of two volunteers who have completed professional enhancement plans and will outline the strengths and any areas for improvement of this model.

**ABSTRACT 4**

**POSTER**

**TRAINING VOLUNTEERS. THE PROCESS AND THE BENEFITS**

*Sherry Cuthbert, Manager Volunteer Development and Services*

**Training volunteers: The Process**

Volunteers will bring to their volunteering role skills, knowledge and life experiences. An important factor is that the volunteer is prepared so they may perform the job they have been recruited to. Ensuring volunteers feel confident and have the skills to perform their role is important to the agency that recruits this valuable resource.

This Poster display and discussion will assist Coordinators of Volunteers to identify the steps when planning a training program for volunteers. The discussion will focus on the development of a training program, through the identification of skills and knowledge required when fulfilling a volunteer job description.



**References:**

- Non-Government Disability Training Unit: Dept of Human Services, Developing an Agency Training Plan, How to Guide
- Australian Institute of Training and Development, Analysing Training Needs
- Community Skills Training Centre, Skills for Managing Volunteers

**ABSTRACT 5****A MENACE TO SOCIETY, OR THE UNRECOGNISED VOLUNTEERS?  
Young people re-defining Volunteering**

*Michael Quall*

In recent months we have seen a rise in the popularity and propensity of street-based, 'fist in the air' style protest action, in particular focused on issues such as anti-capitalism and globalisation.

At first glance, this appears to be a new phenomenon in this country – certainly the roots of the so called M1, S11 and similar movements are planted firmly in the United States and Europe. But is this really such a new concept here? Or have we just forgotten our past?

At the heart of this 'new' movement of community based social consciousness is a steadily strengthening core of young people – young people who want a say in the renewal of the world they will inevitably inherit.

These young people give of their time freely – does this make them volunteers? Does it compare to bushfire brigades and meals on wheels? Can we put a value on this radical and overt style of civic participation?

Community leaders and politicians alike have been heard to brand this style of protest as 'un-Australian' – a seemingly harsh assessment of young people interested in effecting genuine social and cultural change in Australian society. Were the protests against the Vietnam War un-Australian? Were the 'Freedom Riders' for Aboriginal rights un-Australian? Was the Women's Movement of the 1960s un-Australian?

This presentation seeks to explore the relationship between young people and volunteerism, and the validity of political activism as a form of civic participation – and hopefully draw some conclusions that the definition of volunteerism is itself evolving, and young people have this process firmly in their grasp.

**ABSTRACT 6****VOLUNTEER MOTIVATION AND DE-MOTIVATION**

*Martin Cowling, Senior Manager, Volunteer Development Team*

A key ingredient in the successful operations of volunteer-based organisations is the health of their volunteer workforce. It is crucial that volunteer managers understand what factors are motivating and de-motivating their volunteers. AFS Intercultural Programs Australia in late 2000 conducted a comprehensive survey identifying the factors affecting volunteer motivation in their organisation using a tool called EMPI (Employee Motivation and Productivity Index). 80% of our 907 key volunteers responded providing the researchers with a significant sample.

This presentation:

- 1) Identifies what factors motivate and de-motivate volunteers
- 2) how these factors change during a volunteer's life cycle
- 3) introduces the tools AFS used in their survey
- 4) shares some of the results from the survey

**POSTER****VOLUNTEERS ARE WORTH IT!!!**

*Pam Kappelides, Kids Under Kanvas*

Many people continue to enrich their own lives and the lives of young people through facilitating camping and outdoor experiences with the program Kids Under Kanvas. People of all ages, from all walks of life, volunteer their time as camp and outdoor experience leaders to enable people with and without disabilities to fully participate in this integrated program. The Kids Under Kanvas program provides volunteers and participants opportunities to share new experiences, learn new skills, or re-kindle old ones and develop self-confidence and self-respect. The Volunteer leaders form the core of the camp community and the way they interact, cooperate and plan together is a crucial factor in the quality of the program. The diversity of volunteer backgrounds provides a balance of skills, talents and qualities.

Volunteers for Kids Under Kanvas are recruited, assessed and trained for their specific roles on an ongoing basis with training focused on areas such as first aid, teamwork, personal care, legal liability, conflict resolution and negotiation, roles and responsibilities and disability awareness. This poster presentation offers service providers a chance to look at enabling volunteers to be a part of their respite programs enriching program outcomes. Having appropriately trained volunteers allows parents and carers to feel secure that Kids Under Kanvas is a credible respite and recreation option for their young person. This presentation outlines the training process used at Kids Under Kanvas and how the benefits of comprehensive volunteers training are vital for a successful respite program.

**POSTER****KIDS UNDER CANVAS – A UNIQUE INTEGRATED CAMPING PROGRAM**

*Pam Kappelides, Kids Under Kanvas*

Kids Under Kanvas, a service of Wesley Central Mission, was established in 1972 to provide an integrated program of school holiday camps, weekend camps and day outings for a mix of children and teenagers with and without disabilities. Today Kids Under Kanvas has over 120 participants who are currently divided into two age groups, 8-14 year olds and 15-20 year olds.

The following activities are coordinated on an annual basis; 12 weekend camps, 8 school holiday camps per holiday break, 24-day outings, one interstate trip, one international trip, sibling camps and one family camp per year. During Kids Under Kanvas activities there is always an emphasis on the abilities rather than disabilities of the participants. In addition Kids Under Kanvas provided respite for the families of participants, giving siblings a chance to have special time with their parent/s and giving carers a break from providing what is often a high level of personal care and support. Kids Under Kanvas believes that people with disabilities have the right to actively participate in the community and that they enrich and make a positive contribution to our society.

The program challenges attitudes of fear, ridicule and pity towards people with disabilities. For young people who camp or go on outings with Kids Under Kanvas, living and having fun together provides opportunities to learn new skills and enjoy activities in the company of friends. This presentation outlines the unique delivery model of integration in a camping and outdoor experience area.

**ABSTRACT 9****VOLUNTEERS AS UNPAID WORKERS AND THEIR RELATIONSHIP TO THE INDUSTRIAL RELATIONS SYSTEM**

*Graham Cuskelly, School of Leisure Studies, and Peter Brosnan, School of Industrial Relations Griffith University Queensland*

With a volunteer work force of 47,000, known collectively as GamesForce 2000, the Sydney 2000 Olympics drew attention to the role of volunteers. Whilst high-profile, these volunteers are only a tiny proportion of the 2.6 million volunteers found in formal organisations in Australia. The management of voluntary organisations and the delivery of programs and services is reliant upon the involvement and commitment of a large number of volunteers and a smaller, but increasing, number of paid staff. Much of the work that is undertaken by volunteers bears some resemblance to paid work. Similarly, volunteers are often required to be multi-skilled, to work in a number of roles within one organisation and across two or more voluntary organisations. The impact of volunteer work on the economy and the labour market is potentially quite substantial. In contrast to work organisations, the hours that volunteers work are largely unregulated and frequently no records are kept within voluntary organisations. This paper raises some of the industrial relations and human resource management issues created by a volunteer work force. Using sport and recreation organisations as an example, this paper begins by describing the volunteer labour force and, in the second half of the paper, raises some issues as they affect industrial relations.

**ABSTRACT 10****EXPERIENCES AND PERCEPTIONS OF VOLUNTEERING IN INDIGENOUS AND NON-ENGLISH SPEAKING BACKGROUND COMMUNITIES**

*Dr. Lorraine Kerr, Adjunct Research Fellow*

Volunteer participation in our society is commonly regarded as important and beneficial for a variety of reasons at the individual, community and state levels. Despite this, Indigenous and non-English Speaking Background peoples are under-represented in official accounts of the volunteer se6Xfindings from recent research which examined Indigenous and NESB people's issues and attitudes in relation to conceptions of volunteering, the nature of their volunteer involvement, and supports for and barriers to volunteering in order to understand a) how volunteering can be promoted as an inclusive and enriching aspect of life, and b) how voluntary activity and community effort can be recognised, facilitated and supported. The results indicated that a broader conception of volunteering and community effort is of vital importance to encompass different interpretations of what it means to give of one's time and effort to others and to understand how social capital is actually formed in a contemporary Australian society – a society which aspires to productive diversity, and promotes reconciliation as being firmly on the public agenda.

**ABSTRACT 11****THINKING DIFFERENTLY ABOUT VOLUNTEERING**

*Asaf Fisher*

With an aging population and structures mainly designed to facilitate the participation of adults, can Australian organisations – and for that matter organisations worldwide – afford not to revisit the way they do things so that they become more inclusive of young people? The question on everyone's lips – how do we involve young people? – may not be such a mystery after this address. This paper will focus on practical strategies for making volunteer organisations more inclusive of young people.

**BURNOUT IN THE FIRE SERVICE: THE WORK-LIFE IMBALANCE OF VOLUNTEER FIREFIGHTERS**

*Tunde Meikle, Senior Lecturer in Psychology, Australian Catholic University and Volunteer Firefighter – CFA Victoria*

Fire service volunteers are vulnerable in a way not usually expected. It is not just the nature of fire suppression that can threaten to consume the soul. Entire lives risk being consumed in another way by the overwhelming nature of commitment to service that volunteers demonstrate. They are devoted to their team mates, to the survival of the brigade and to ensuring the preservation of a unique way of contributing to emergency service provision through volunteering. The costs of this devotion are paid for by families and workplaces in a hidden form of collateral impact that results primarily from one person's attempt to do good for others.

In common with all service organizations, the fire service has busy and willing people who are often asked to do even more. When these requests are knowingly made of a population of self-selected participants who are there because of their intense desire to make a difference, then the usual checks and balances that may be present in paid employment seem to break down. There is no award that determines a fair day's contribution, and so an individual can feel the time and effort they put in is just never enough.

But unlike general service organizations, volunteer firefighters are in a continual state of readiness and tension, especially if they are in a high response area, and the usual demands of training, administration, fundraising and station maintenance have to be done by them as well. This is why the continuing professionalisation of volunteer firefighting nationally, with the emphasis on qualifications and certifications impacts so acutely upon an already stretched volunteer membership.

This paper contributes to examining the well-being of fire service volunteers in a broader way than is commonly done. Usually only critical incidents on the fire ground are the focus of helpful intervention. This author's view is that fire service work as volunteers is increasingly out of balance with the rest of life for many volunteers and this critical incident now requires attention.

**BOARDS OF ALL SIZES CAN GOVERN**

*Terry Kilmister, Boardworks International*

Regardless of the size or stage in development of a board, it can govern. Even a small community organisation in start-up mode and with no staff has governance tasks to carry out.

As organisations grow and employ staff, the need to govern becomes even more important. Although there might be only one staff member, there is still the need to separate operational and governing functions.

The components of governing are:

- Setting the strategic or longer-term direction for the organisation.
- Determining how the board and staff should or should not act when in their work role, i.e. setting policies.
- Monitoring policy and other compliance requirements.
- Assessing organisational risks and setting risk management strategies.
- Working closely with the CEO, hiring and terminating.
- Reporting to stakeholders as required.

Board meetings are where the board does its work. Meetings should be carefully planned, meaningful, value adding and enjoyable. Increasingly boards are using their precious meeting time for board education and strategic thinking and review and less for checking on past actions.

In order for the board to make good use of its board time and to enable the CEO to provide the 'right' information, the board should make clear exactly what information it requires in order to carry out its governance responsibilities. Increasingly boards are using 'dashboards' and 'balanced scorecards' to meet some of their governance responsibilities.

Board member education is increasingly being seen as essential for effective directorship. Many organisations are now setting aside a pool of money to meet the cost of good governance and are recognising that the cost of poor governance can be high.

It is important that the board as a whole board and individual members have the opportunity to share wisdom and experience with the CEO and staff. But this must be done in a way that does not result in directors crossing the line and instructing employees on how to carry out their roles. By knowing which hat a board member is wearing when speaking to staff, real value can be added without creating conflict and confusion.

Wherever possible, boards should seek to express 'diversity' rather than 'sameness'. While this can create a number of interpersonal challenges around the boardroom table, the outcomes of such diversity can lead to superior decision-making and increased value from the board.

#### **ABSTRACT 14**

### **LIABILITY INSURANCE – WHAT DOES IT MEAN FOR YOU?**

*Peter Jamvold, Insurance Council of Australia*

The availability and cost of liability insurance is an important issue not just for volunteers in Victoria but for the whole community Australia-wide and internationally. It is affecting professionals through their professional indemnity cover and businesses and volunteer and community groups through their public liability cover.

The essential reason for the issue is the constantly increasing cost of claims under these policies. In public liability insurance in Australia, claims costs have exceeded premium income since the early 1990s. This situation is unsustainable for insurers. The solution rests ultimately with society: if society wants accessible liability insurance, then the cost of claims must be reduced.

In the short term, there are measures which volunteer organisations can take to help themselves. It is recommended that they talk with their insurer or insurance broker to seek ways in which the risk associated with their activities might be better managed. They can also look to spreading the risk by pooling their insurance with other organisations with a similar risk profile.

#### **ABSTRACT 15**

### **VOLUNTEERS CAN'T WORK IN HERE - WE'RE PROFESSIONALS!!!**

***The Introduction of Volunteers into the Emergency Department of a large public hospital***

*Andy Fryar, Executive Officer, Lyell McEwin Health Service (LMHS) Volunteers Inc,*

*Mark Rogers, Clinical Nurse Manager, LMHS Emergency Department*

*Rosie Williams, Volunteer Manager, LMHS Volunteer Association Inc.*

*Bill Green, Volunteer, LMHS Emergency Department*

In 1999 at the request of the Emergency Department at the Lyell McEwin Health Service in Adelaide's northern suburbs, a partnership was formed between the LMHS Volunteer Association and the Emergency Department of the hospital to work towards the introduction of volunteers into this area.

As with all heavily medically orientated areas, an Emergency Department usually has a strong culture of domination by the professionalism of doctors and nurses working with patients. As a result the notion of introducing volunteers at even a basic level of assistance is often met with disdain.

The idea that volunteers could actually work as equal team members with professional staff in an environment like an emergency ward would for many seem an impossible task.

While this workshop examines the specific experiences of the LMHS Volunteers in establishing a new volunteer program in an acute care area it has relevance for Volunteer Managers outside of the health sector also.

The workshop will be relevant to anyone wanting to introduce volunteers into any new area seen as being 'too professional' for the introduction of volunteer assistance.

Participants will gain an insight into:

- Preparing staff in a new area for the introduction of volunteers
- Recruitment and selection of appropriate volunteers
- Development of volunteer roles
- Ongoing supervision and evaluation
- The strategic and important role of creating allies in the new area
- The expansion of volunteer shifts and roles
- Volunteer Recognition

This workshop will be presented in a way that encourages open discussion and debate around the above items.

**ABSTRACT 16**

#### **ETHICAL ISSUES FORUM – TESTING THE PRINCIPLES OF VOLUNTEERING**

**Facilitator:** *Mr Jim Barr*

**Panelists:** *Ms Jo Fairbairn*  
*Ms Cheryl Teng*  
*The Reverend Jeanne Beale*

**Respondent:** *Ms Sha Cordingley*

#### **The Principles of Volunteering are:**

- *Volunteering benefits the community and the volunteer.*
- *Volunteer work is unpaid.*
- *Volunteering is always a matter of choice.*
- *Volunteering is not compulsorily undertaken to receive pensions or government allowances.*
- *Volunteering is a legitimate way in which citizens can participate in the activities of their community.*
- *Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.*
- *Volunteering is an activity performed in the not for profit sector only.*
- *Volunteering is not a substitute for paid work.*
- *Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.*
- *Volunteering respects the rights, dignity and culture of others.*
- *Volunteering promotes human rights and equality.*

These principles were developed by Volunteering Australia in 1998 following substantial consultation with volunteer-involving organisations. The principles stand at the core of an agreed philosophy that underlies volunteering – or do they?

While it is appropriate that these principles should, from time-to-time, be re-examined to assess their ongoing relevance, as the world and society changes some of these principles are at risk of being set aside, overlooked or simply ignored.

Given that these principles were identified and developed to protect both the volunteer and the community it is important that we do not allow this to happen.

This Ethical Issues Forum – consisting of a number of selected panelists – will provide the opportunity to test some of the principles and think about the role that they play.

The facilitator, Jim Barr, will invite the panelists to contribute to the discussion using a narrative or “hypothetical” form.

Included among some of the specific issues that may be canvassed are:

- The role that volunteers play in achieving social justice;
- Whether volunteering at AIDSLINE could jeopardize a volunteer’s employment opportunities;
- The role of volunteers in industrial disputes.

#### **ABSTRACT 17**

### **LEADERSHIP VICTORIA’S SKILLSBANK: PROFESSIONALS VOLUNTEERING FOR LEADERSHIP DEVELOPMENT AND THE COMMON GOOD**

*Jenny Trethewey, SkillsBank Co-ordinator, Leadership Victoria*

This year 160 professionals from the private, public and community sectors will provide pro-bono advice and support to Victorian not-for-profit arts, sport, welfare, environment and health /disability organisations. They will do so through SkillsBank, an initiative of the alumni of the Williamson Community Leadership Program.

The Program, now in its twelfth year, brings together emerging leaders from profit/nonprofit, private/public, arts and service organisations. The Program is rigorous and exposes participants to eminent leaders and a diversity of leadership styles and ideas, and the ‘big issues’ confronting our community in the next decade. Three hundred and thirty five people have now participated in the Program.

SkillsBank offers graduates opportunities for continuing leadership development outside the workplace, plus the chance to give something worthwhile back to the community.

This presentation will describe the structure of SkillsBank; identify the factors contributing to its success; and reflect on the challenges in planning for its second decade of operation.

**ABSTRACT 18****ESTABLISHING GEELONG'S VOLUNTEER RESOURCE CENTRE – A NETWORKING EXPERIENCE**

*Olga Givoye, Coordinator of volunteers, Vision Australia Foundation Geelong  
Anne Dance, Manager volunteer services, St Laurence Community Services*

In the early 90's there was an increasing impetus amongst not-for-profit organisations to appoint coordinators of volunteers to improve volunteer service function within their organisations.

It was not uncommon for newly appointed coordinators, in newly created positions, to find themselves isolated in their role. A need for peer support and exchange of ideas quickly became apparent. Regular networking with others in this field made good sense.

In Geelong, the relevance of these gatherings was immediately evident from the number of workers who chose to attend monthly meetings. Before long group members identified the need to establish a local volunteer shop front that would provide people who were looking to volunteer, information about volunteering opportunities in the Geelong community. Seeking a funding source for a local volunteer resource centre was the big challenge.

Amongst the heroes in those days was Sha Cordingley, who at that time was with Volunteering Victoria. Sha inspired courage and focus to achieve this aim.

After more than a decade of holding fast to the dream, the Geelong volunteer resource centre opened its doors and has been going from strength to strength ever since.

The key success features were: recognising that workers in volunteer services face similar challenges; pooling resources; the need to network because together everyone achieves more; taking every opportunity to communicate the dream; a core group within the network not letting go of the momentum.

**ABSTRACT 19****REFRAMING VOLUNTEER MANAGEMENT: THOUGHTS FROM THE WEST**

*Megan Paull, Edith Cowan University, Perth, School of Management, Faculty of Business and Public Management, Churchlands Campus*

"Managing" volunteers has become an accepted approach in recent times, with a profusion of courses, books, workshops and the like to assist those charged with the responsibility. It is generally agreed that volunteers need to find that their volunteer activity is well organised, and makes good use of the gift of time that they offer. Some have argued that "managing volunteers is, in many cases, more difficult, and requires more skill, than managing paid staff". It is also true that there are tensions between the needs of the organisation and the volunteers for volunteer work to be well managed, and the unique elements of volunteering which make it special.

Volunteering is currently experiencing a time of rebirth and growth, and the tensions and challenges associated with this time of transition have caused many of us to re-evaluate what volunteering is all about. IYV 2001 – the International Year of Volunteers - is a perfect opportunity to place the questions associated with this time of transition on the table.

This paper will present the outcomes of a discussion forum held in Western Australia on the perennial question of whether we can and should "manage" volunteers, and whether the answers have changed with the changing times in which we find ourselves.



**WORKSHOPPING THE NATIONAL AGENDA ON VOLUNTEERING: BEYOND THE INTERNATIONAL YEAR OF VOLUNTEERS**

*Ms Sha Cordingley, CEO Volunteering Australia*

*Ms Sallie Davies, CEO Volunteering Western Australia*

*Ms Mary Porter, CEO Volunteering ACT*

*Mr Hori Howard, representing the Emergency Management Australia*

This session will provide an opportunity for delegates to discuss key points made in the draft document *A National Agenda on Volunteering: Beyond the International Year of Volunteers* that will be presented at the conference.

Input into the development of a *National Agenda* was gathered through face-to-face consultations across Australia and self-completion questionnaires distributed to organisations through a variety of networks.

This session will also feature summaries from some of the State Volunteering Centres about the key issues and outcomes identified at the various state conferences on volunteering held during the International Year of Volunteers.

Emergency Management Australia will also participate in this session and will present the key outcomes from the Emergency Management Summit held in Canberra on 11 -12 October 2001.

**ABSTRACT 21****VALUE-ADDING VOLUNTEERS**

*Anne Knock, Volunteer Coordinator, The Benevolent Society*

Volunteers aren't recruited just to fulfil an organisation's need. Organisations also have the responsibility to grow people – both paid staff and volunteers. The notion of gift and exchange has been a recent trend in promoting volunteering and thereby broadening the range of people recruited.

It can be highly satisfying to see that the person who came in as a volunteer recruit will leave with new skills, experiences and opportunities have been made possible through their work as a volunteer. They may take a different volunteer role or be equipped to take their place in the workforce, nevertheless, through this opportunity they were able to grow.

If volunteer organisations can provide these opportunities they should not feel abandoned when a volunteer leaves, but be reassured that they have contributed to the next step in the volunteer's development. The organisation may have provided all that they can and it is time to recruit and move others through.

With this process in place the volunteer organisation can gain a reputation in the community for developing people and potentially become the volunteer organisation of choice for many people. How does an organisation implement a program of growth for their volunteers?

*Change mindsets.* Work with paid staff to view volunteers as co-workers bringing together their skills to achieve the organisation's goals. Encourage the gift-exchange attitude.

*Model leadership.* Provide an example of leadership that empowers people and challenges them to attempt new things.

*Develop people.* Become strategic in team building, skill acquisition for volunteers and providing leadership opportunities for volunteers.

*Become a learning organisation.* Growth means change and this can occur through the provision of learning programs for volunteers. 'Training' as such is only one view of learning and adopts a limited view when it comes to growth. Training is necessary for specific work-related skills. Learning develops areas of interest related to volunteer work and opportunities for personal development.

**ABSTRACT 22**

**CORPORATE VOLUNTEERING: A SURVEY OF NOT-FOR-PROFIT ORGANISATIONS – PRELIMINARY FINDINGS**

*Sha Cordingley, CEO Volunteering Australia*

Corporate or employee volunteering programs have operated for many years in countries such as the United Kingdom, the United States and Canada and are regarded as a legitimate way for companies to fulfill some of their social responsibilities while providing important opportunities for employees to be involved in their communities.

Corporate volunteering is a newer, but growing, trend in Australia. The literature in this area however appears to focus primarily on the benefits of this form of involvement on the company and its employees, without specifically examining the impact of this changing model of volunteering on not-for-profit organisations.

In 2001 Volunteering Australia conducted a Survey of Not for Profit Organisations in order to gain insight into not-for-profit organisations' attitudes and experiences relating to corporate volunteering programs.

Self-completion questionnaires were sent to a sample of 1,500 member organisations of the State and Territory Volunteering Centres.

The preliminary findings of this survey will be presented in this paper.

**ABSTRACT 23**

**"THE JOYS OF FOSTER GRANDPARENTING"**

*Katherine Rechtman and Jane Ware. THE FOSTER GRANDPARENT SCHEME (VIC) INC*

The role of the Foster Grandparent Scheme (Vic) Inc. is to arrange and support a mutually beneficial match between a mature aged volunteer and a child with a disability and his or her family. The aim is for the foster grandparent to spend regular time with the child in the child's own home, thereby providing some respite care for the child's family, much enjoyment for the foster grandparent, and, ideally, the development of a strong friendship between the foster grandparent and the family of the child.

The Scheme is designed for families that have at least one child with a disability and who have insufficient family or other support in caring for their child. The foster grandparent, who must be in reasonable health and aged fifty years or over, is carefully matched by trained staff with a suitable family, and then visits the child at her or his home, usually for a minimum of two hours each week. As the match becomes more established, the foster grandparent may develop more flexible arrangements with the family, taking the child or other family members on outings or to their own homes.

The main challenges faced by the Foster Grandparent Scheme include the recruitment of suitable members of the community to act as foster grandparents, obtaining sufficient funding for efficient operation of the Scheme, and ensuring that appropriate matches continue to be made between families and foster grandparents.

The Scheme has operated for approximately 27 years, and in that time although many things have changed, the benefits felt by volunteers, children and their families continue to make the Scheme an important part of the Victorian community.

#### **ABSTRACT 24**

### **PRESENTING A NATIONAL AGENDA ON VOLUNTEERING: BEYOND THE INTERNATIONAL YEAR OF VOLUNTEERS**

*Sha Cordingley, CEO Volunteering Australia*

From its commencement, the International Year of Volunteers (IYV) provided the opportunity to recognise and celebrate the work of Australia's volunteers in many ways – whether it be through television commercial and print media, high profile grants and awards or small, local recognition activities.

However the IYV National Community Council of Advice, established in June 2000 to provide a community response to the year, acknowledged the need to ensure that the important celebration activities would not provide only fleeting recognition and that some legacy of the year would remain.

With the future in mind, the National Community Council of Advice, through its steering committee, set about the task of developing *A National Agenda on Volunteering: Beyond the International Year of Volunteers*.

In the process of developing the *National Agenda* the National Community Council of Advice sought to:

- identify the key issues affecting volunteers and volunteering;
- identify the outcomes needed to address these issues; and
- propose strategies for achieving these outcomes

Input into the *National Agenda* was gathered through face-to-face consultations held in every state and from self-completion questionnaires distributed to organisations through a variety of networks. Organisations, both large and small, from across the voluntary sector had input to the development of the *National Agenda*.

A draft of the *National Agenda on Volunteering: Beyond the International Year of Volunteers* will be presented to conference delegates.

The draft document will form the basis of a final document and report to be presented to Government on 5 December 2001, the conclusion of IYV.

#### **ABSTRACT 25**

### **VOLUNTEERING AND THE FUTURE OF AUSTRALIA'S THIRD SECTOR**

*Professor Mark Lyons*

Australia's third sector is large, diversified and overlooked. This presentation will outline the dimensions of Australia's third sector, explore its relationship with society and point to the ways it depends on volunteers. It will conclude by reviewing the evidence, for and against, the proposition that the third sector is in decline. This includes evidence from the 2000 voluntary work survey. It concludes that the evidence is inconclusive.

**SERVING OUR COUNTRY AUSTRALIA.**

*Mrs Marie Lally, National President of the Country Women's Association .of Australia*

My paper is from the heart of a country women, and as the leader of the Country Women's Association, the organization that has served this country Australia in a huge voluntary capacity for the past 79yrs.

This great grass roots organization was born from that first Bush Women's Conference held during the Royal Agricultural Show in Sydney in 1922, and has shown the way for volunteers in our Country ever since.

The C.W.A. members magnificent work in the War Years , it's compassionate support to women and their families through the depression years and the ever growing and continuing voluntary service to their Communities is legendary. Millions of dollars have been raised to support projects in health and education etc.

The C.W.A. is the largest women's organization in Australia with 44000 members and 1855 branches throughout the country. Because of the amazing network and structure of our Branches we are able to respond with practical help very quickly in times of emergency, fire, flood etc. No monetary value can take the place of these caring volunteers.

C.W.A. offers its members many opportunities for diversity of volunteering, be it teaching leadership, art, craft, floriculture cooking, through to computer skills and small business management.

Through the Associated Country Women of the World our members have opportunities to Volunteer and share their skills with the women of the South Pacific Islands , so reaching out beyond our shores.

In 1992 C.W.A. of Australia was awarded the ANZAC PEACE PRIZE in recognition of the outstanding effort by an Australian organization, which the concept of International understanding and has made a contribution to world peace in accordance with best traditions exemplified by ANZAC.

**ADDING VALUE WITH VOLUNTEERS**

*Irena Liddell, Deputy Director, NSW Meals on Wheels Association Inc*

The presentation will look at what we mean by saying that volunteers add value to service provision in the community and will then go on to discuss how they do that. Participants will be invited to list possible roles for volunteers, identify barriers to lateral thinking and practice thinking 'outside the square'. The major question asked is "Who me, a volunteer, what would I do?" The aim of the workshop is to get participants thinking about how their attitudes and beliefs colour what they think a volunteer can, or should do – particularly in traditional organizations like meals on wheels. The presenter will then work with participants to show how a change in attitude, gained from new information and based on thinking 'outside the square' will assist organizations to work with volunteers in new ways, thereby adding value to the programme and to the volunteer's own self esteem.

**www.actnow.com.au: USING THE INTERNET TO ENGAGE YOUNG PEOPLE IN VOLUNTEERING**

*Stephanie Coleman, Producer, The Inspire Foundation*

ActNow is an innovative website project which was piloted in the North Sydney area of NSW in the first half of 2001. The site was launched in May and was immediately successful in connecting volunteers with local organisations.

ActNow is the first online volunteering service in Australia to focus specifically on young people (16-35 years) and their interests, such as the environment, sports, arts, human rights, working with animals, helping kids or community work.

The site differs from other volunteering sites because it combines a colourful and interesting homepage which features stories about volunteering and voluntary organisations, with an internet based volunteer matching service rather than solely being a matching service. The content is regularly changed to encourage young people to revisit the site.

The unique community engagement, web customisation and marketing approach of Act Now provides for a roll-out by community where community organisations promote volunteer opportunities, community causes and evenenenevents, to enable young people to local level.

The paper will outline the evaluation findings from the North Sydney pilot and will discuss how these findings can be used for further engagement of young people in volunteering. Some of the key lessons learnt in engaging young people in volunteering include:

- the collection of young people's stories about volunteering and its positive benefits makes young people feel good about volunteering and inspired to get involved themselves
- the Internet allows young people to see the range of volunteering work that is available in their community and so allows them to choose work that suits their skills and interests so volunteer and organisation benefit.
- Writing job descriptions in a youth friendly way, with volunteers needs in mind (such as flexible hours etc) helps with recruitment.

**REACH OUT!'S VIRTUAL VOLUNTEERING PROGRAM FOR YOUNG PEOPLE**

*Joe Elias, Reach Out! Youth Programs Co-ordinator*

The Reach Out! web service has as a major component a youth participation program. This program allows young people to be virtual volunteers for the service for a minimum period of three months. By applying online through Reach Out! young people have the opportunity to advise and help in the direction of the service. The ways in which we engage with our youth advisory board and youth ambassadors is through email and the online discussion forum. The Online forum is administered by a Youth Programs Co-ordinator daily and is used to allow our members to volunteer at any time of the day by initiating or getting involved in discussions, participating in questionnaires and keeping connected with other members and the Reach Out! crew. This presentation will outline the process, advantages, disadvantages and findings from the evaluation.

**POSTER****ABSTRACT 30****RESEARCH TO REALITY – THE POSITIVE POWER OF PARTICIPATION***J.Fairbairn, G.Sutherland, B.Furness, B.McCulloch, I.Gray*

In 1998, 22 people with multiple sclerosis voluntarily took part in a sports science research project with Georgina Sutherland (Victoria University, Melbourne, Australia) titled: The effect of exercise on the health-related quality of life of people with multiple sclerosis.

On completion of the research, the participants wanted to continue exercising in the water to music. The MS Society of Victoria worked in partnership with the participants and Georgina Sutherland to develop an on-going, twice-a-week aquatics program. This became a 12-month study of a user-pays model. The participants named the program SWEAT (Sutherland Water Exercise and Activities Training). SWEAT proved to be a successful self-funding and self-sustaining aquatics program. Management at the Melbourne Sports and Aquatic Centre approached the MS Society to administer SWEAT as one of their own programs commencing in January 2000. SWEAT has since become a community development model in areas where no aquatics program for people with disabilities exist and is managed by 7 aquatic centres.

The positive power of participation in SWEAT includes ownership, physical fitness, mobility, socialisation, friendships, support, understanding, self esteem and having fun. 130 people with multiple sclerosis, motor neurone disease, Parkinson's Disease, Huntington's Disease, arthritis, asthma, heart conditions, cancer and other conditions are currently participating in SWEAT each week. SWEAT is an unfunded, user pays program and was honoured to receive a finalist award for Excellence and Innovation in the Victorian Government Sport and Recreation Industry Awards 2000.

**ABSTRACT 31****NATIONAL OPPORTUNITIES FOR SKILL RECOGNITION OF VOLUNTEERS – AN ANTA PERSPECTIVE***Michael Taylor, Principal Project Officer, Australian National Training Authority (ANTA)*

In this session Michael will explain the key features of the national training system and the broad directions of training in Australia. Consideration will then be given to the opportunities for the recognition of the competencies achieved by the volunteer sector to be recognised within the national training system. An overview of current work in this area will be explored. The presentation will conclude with an instructive practical example from a TAFE Institute of what can be achieved.

**POSTER****ABSTRACT 32****VOLUNTEER TRAINING AND SUPPORT***Ms Judith O'Neill, Chief Executive Officer, The Abbeyfield Society (Australia) Ltd*

The Abbeyfield Society (Australia) Ltd works with local community groups made up of volunteers who are responsible for initiating, building and managing community housing developed to meet the needs of low income, isolated older people. This is a complex area of volunteer activity involving committees with a broad range of skills willing to maintain long term management responsibilities as well as providing a measure of support to residents. The aim of the presentation is to fully describe the scope and level of responsibility undertaken by volunteers. In order to enable the volunteer committees to carry out the tasks required of them, it has been necessary for Abbeyfield Australia to establish a series of volunteer supports. These include the development of written guidelines and policies; regular information exchange; group meetings

and training seminars. The supports have been developed in cooperation with the volunteer committees and are informed by their experiences in the field. Their relative effectiveness has been assessed and ways of expanding and improving the quality of training and support opportunities for volunteers is discussed. The strength of volunteers' commitment to serving their communities is analysed in relation to the demands on their time and expertise and on the increasing levels of responsibility faced by them. The value of training in balancing out this equation is raised.

#### **ABSTRACT 33**

### **IT'S MORE THAN NUMBERS! THE ADVANTAGES OF QUALITATIVE INQUIRY IN VOLUNTEER ORGANISATIONS**

*Ms Christine Fahey MPA, BA App Sci., University Department of Rural Health, Tasmania*

Understanding and valuing volunteers requires information, and though quantitative data collection is well used, qualitative is not. This paper looks at the benefits of including a qualitative component to volunteer research. It uses the experience of *The More than a Band-Aid Project* to show the advantages of using a multi-method approach to gathering volunteer information.

The increasing importance to volunteer organisations of gathering data is explained.

Qualitative research approaches are demystified with examples of simple methods of sampling, data collection and analysis. The paper highlights the benefits of these methods for volunteer organisations. Collaborative action research approaches, and social interactionist approaches are particularly suited to organisations with a flatter structure.

Multi-method studies, as used in *The More than a Band-Aid Project*, combine quantitative and qualitative inquiry. This method gave the project added depth and understanding regarding the issues affecting Tasmanian Volunteer Ambulance Officers.

Ultimately by using both forms of inquiry, an organisation can be better informed about their volunteers.

#### **ABSTRACT 34**

### **WE CAN'T GET BLOOD OUT OF A STONE – EFFECTIVE VOLUNTEER COMMUNICATION**

*Kira Armstrong and Carol O'Shea, National Public Relations Department, Australian Red Cross Blood Service*

The Australian Red Cross Blood Service (ARCBS) is one of Australia's largest volunteer organisations, relying on close to 500,000 voluntary blood donors annually for its survival. In addition to blood donors, ARCBS has close to 2500 volunteers assisting with running and maintaining this vital community service in a range of roles.

Communication on a limited budget is a cross-sector issue affecting all organisations reliant on volunteers. This presentation will cover:

- why communication with and recognition of volunteers is critical to any organisation reliant on volunteers
- how communication plays a critical role in addressing volunteer issues
- how to communicate effectively on a limited budget – for organisations of all sizes.

As with many other organisations reliant on volunteers, ARCBS faces a varied and broad array of challenges. Effective communication has helped to overcome many challenges for the Blood Service, and plays a critical role in handling ongoing challenges.

The role of communication in addressing the following challenges will be drawn on throughout the presentation:

- Compassion fatigue – communicating with and encouraging participation from a broad audience tired of hearing about what they could and should be doing to help charities and not-for profit organisations
- Communicating with a broad and diverse group of volunteers who cannot be categorised – donors and volunteers can be from any segment of Australian society
- Broadening the scope of people's perception of volunteering to include donating blood
- The need for regular and committed support to ensure the continuing operation of the Blood Service.

**ABSTRACT 35**

**CORPORATE VOLUNTEERS IN NON-PROFIT ORGANISATIONS : WORKING TOGETHER FOR THE MUTUAL BENEFIT OF COMMUNITY**

*Marie Giess, Coordinator of Volunteers, Global Arts Link*

Global Arts Link (GAL) is a social history museum and international standard art gallery which has been developed with significant consultation and involvement of the local community over a two year period, so in the true sense of the word, it **belongs** to the community.

As an initiative of Ipswich City Council, GAL is very conscious of its commitment to volunteering and the community in general and feels that a legacy of IYV would be a fitting tribute to the volunteers of our community. A pilot program was mooted that could develop collaborations and partnerships within the corporate and community sectors, raise the level of awareness of volunteering, create new experiences within the corporate sector and result in sustainable outcomes for everyone involved.

In conjunction with one of its major sponsors, (C S Energy), GAL has developed a pilot project for a corporate/community partnership in volunteering in a regional art gallery. In this partnership, the company will provide one volunteer per week for a period of twelve (12) months. Given the response of the C S Energy staff at all levels, the project can already be hailed a success. Through the expansion of the project to the wider community, this pilot will address issues that reflect the needs of the volunteer sector in terms of maintenance of numbers and post-retirement activities for early retirees and could assist those who are socially or geographically isolated and/or are from disadvantaged population groups.

Media coverage of each new corporate volunteer ensures that the profile of volunteering, GAL, the corporation and the individual are all winners in this project.

The paper will outline the project and key components of its success and the tangible benefits to the community and the corporation.

**ABSTRACT 36**

**NATIONAL HEALTH AND MEDICAL RESEARCH COUNCIL: HEALTH VOLUNTEERS**

*NHMRC Volunteers in Health Care Working Party  
Robert Grenfell and Andy Fryar*

The National Health and Medical Research Council (NHMRC) is a leading source of health advice and fosters research with an interest in improving individual and public health for all Australians.

The Health Advisory Committee (HAC) of the NHMRC recognises that volunteers play an integral part in our health care system, particularly in rural and remote areas. With 2001 being the 'International Year of Volunteers', the Committee believe it fitting that they do some work in the area.



The volunteers work program includes:

- The development of an Information Paper about volunteering in health-care in Australia;
- The development of a Manual for the use by volunteers in the health sector; and
- To hold the 2001 NHMRC Health Volunteer Awards to recognise individual volunteers and volunteer organisations.

Members of the HAC Volunteers in Health Care Working Party will present findings from the awards program and information contained in the Information Paper and Manual.

## **POSTER**

**ABSTRACT 37**

### **THE VOLUNTEER HOME VISITOR WITH FAMILIES**

*Josephine Glenday, Extra Hands Co ordinator, The Hills Family Centre*

The Hills Family Centre is a community- based program designed to prevent family disruption and breakdown by strengthening family relationships, and in turn the wider community. The centre's focus is on early intervention for families at risk, aimed at strengthening the family unit and relationships within.

The Hills Family Centre provides many services aimed at strengthening families in our local community. The key principles and characteristics of our centre are:

- The family is the focus
- Range of entry points that families can access the service
- Flexible, non-judgemental and family friendly
- Client-centred approach
- Recognises and builds on the family's strengths and competencies
- Preventative focus
- Integrating counselling and practical assistance
- Responsive to local community needs
- Partnerships and interagency co-operation
- Building in sustainability
- Holistic approach
- Culturally and contextually appropriate service delivery
- Ongoing review and evaluation

#### **Objectives:**

- To present case studies which demonstrate the effective use of a competency based approach in working with children and their families
- To reflect on the centre's experience in integrating the work of volunteers alongside that of professional workers.
- To outline a model for utilising Volunteer Home Visitors with Families, in the context of The Family Centre Model.

**ABSTRACT 38**

### **DON'T WORRY – BE HAPPY! AN ALTERNATIVE TO BURNOUT**

*Judy Esmond Ph.D*

*"In this millennium the number one threat to our health and well-being will not be heart disease or cancer – it will be chronic stress".*

The economic, social, physical and emotional costs of stress to our society, organizations and individuals are enormous. For those involved in the non-profit sector recognising, dealing with and managing stress is of crucial concern. Many volunteers and paid staff are lost to the sector because they just burnout.

If you are interested in gaining a greater insight into the causes of our stress and how stress effects our functioning this is an exciting, interactive presentation not to be missed. Dr Judy Esmond will present her latest research on stress and we will learn how to achieve a balance between rustout and burnout and consider the steps in identifying the risks and early symptoms of burnout in our personal and working lives. Judy will also share the 10 successful steps her research identified from 180 variables as being the key factors to moving from being distressed and worried to de-stressed and happy! Please come prepared to enjoy this presentation.

#### **ABSTRACT 39**

### **THE EXPERIENCE OF VOLUNTEERS IN THE PROVISION OF HUMAN SERVICES IN NSW: A REGIONAL PERSPECTIVE**

*Leonard, R., Onyx, J., Bragg, R., Frow, L., Hall, P., Killock, S., Thompson, N., and Hayward-Brown, H.*

Whilst voluntary work has been identified by scholars as the most important factor in the accrual of social capital, there has been little attention paid to volunteering itself. A combined research project between the University of Western Sydney, NCOSS (Council of Social Services of N.S.W.), the N.S.W. Premier's Office and the N.S.W. Department of Women addresses these issues by identifying key experiences of women volunteers in South West Sydney and the Central Western Region of N.S.W. These two regions have a high level of need for welfare services but differ in their levels of volunteering and social capital.

The aims of the project are multiple and include an examination of the following issues: the rural and urban experience of women volunteers; the tension for volunteers between personal rewards and exploitation; the relationship between volunteers and their organisations and the balancing of volunteer work with everyday demands.

The research involves ten focus groups of eight volunteers from organisations selected across a range of criteria, including both established volunteer programs and new programs such as 'Families First'. Subsequent individual interviews involve selected participants from focus groups, co-ordinators of volunteers in organisations and clients themselves. Outcomes include further understandings about the accrual of social capital through volunteering, information for funding bodies on appropriate employment of volunteers and guidelines for volunteers, which should lead to more satisfying work and better service to clients. This paper will present theoretical issues and preliminary results from the focus groups.

#### **ABSTRACT 40**

### **VOLINTEERING: ACHIEVING SOLIDARITY WITH INTERNATIONAL NEIGHBOURS**

*Roger O'Halloran, PALMS National Director*

If you have come to help me,  
You are wasting your time.  
But if you have come because  
Your liberation is bound up with mine,  
Then let us work together.

The above sentiments have been attributed to both Australian Aboriginal woman Lilla Watson and former Bishop of El Salvador Oscar Romero. How many in the majority world express a similar feeling after the experience of hosting a so-called volunteer?

In 2001 do I pat myself on the back for having been a volunteer? What do 'volunteers', communicate to overseas communities if our income, globetrotting capacity and general lifestyle speak of material reliance and a lack of willingness to be vulnerable? The vulnerable volunteer can provide a fundamental link of solidarity with Australia's international neighbours.

How do we prepare those who volunteer to be vulnerable? By comparison with many international neighbours Australians clearly live in a society where the individual ego is paramount. This paper suggests that to achieve solidarity we need to take the "I" off its pedestal.

We need to be prepared as pilgrims, able to negotiate transition and open to transformation. There is a prophetic element requiring a creative spirit, willing to question the taken-for-granted, without leaving a careless footprint on the sacred ground of others.

If undertaken humbly, sharing skills that one has had the good fortune to develop, can lead to the animation of a community. However to be accepted as animators we must be prepared to be animated by the wisdom of those with whom we go to work. This is where the substance of collective liberation lies.

This paper emphasizes a challenging journey with a potential to engage the Australian community in a movement to solidarity with Australia's international neighbours.

#### **ABSTRACT 41**

### **THE VOLUNTEER WORK INITIATIVE: A Service Based Perspective**

*Joanne Redden, Keith Collie, & Garry White, Logan and Albert North Disability Services Inc*

This paper offers a service-based perspective on the benefits and challenges of the Volunteer Work Initiative. Below are just a few highlights of the issues presented.

Logan and Albert North Disability Services (LANDS) have participated in the Volunteer Work Initiative (VWI) since its inception. While some view the VWI with apprehension, concerned that participants are not motivated by pure altruism, LANDS team members choose to embrace it, maintaining that VWI volunteers are assets to the organisation, who are both motivated and dedicated.

The benefits of the VWI for both the organisation and individual are many. Volunteers provide approximately 85 per cent of all direct service delivery at LANDS, and although VWI volunteers account for only one-fifth of our volunteer base they provide 60 per cent of volunteer service delivery. On average VWI participants volunteer more hours and are more cost efficient. They are also more likely to participate in both general and specialized training, and as a result have a clearer understanding of organizational policies and procedures. In the case of the VWI volunteer, tangible benefits can be found in the form of accredited certificates, and references. Other benefits include formal training and increased employment prospects. Positive changes in volunteer's self-concepts are also evident and should not be dismissed lightly.

The introduction of the Volunteer Work Initiative at LANDS has not been without challenges. Challenges that have confronted us include volunteer training & recognition, changes in organisational philosophy, team member insecurity, and mistaken perceptions of the Volunteer Work Initiative. It is important to highlight however that many of these issues were not specifically associated with the implementation of the Volunteer Work Initiative, but were issues associated with change in general, and as such were able to be resolved with effective change management.

**CHANGING MODELS OF VOLUNTEERING: CORPORATE VOLUNTEERING – SOME CASE STUDIES**

**Facilitator:** *Gary Cazalet, Director, Corporate Citizenship Consulting*

**Panelists:** *Olga Givoye, Vision Australia  
Dr Margaret Browne, Centrelink  
Cath Templeton, Toyota  
Tamara Churchill, City of Hobsons Bay  
Phil Harrison, Conservation Volunteers Australia  
Melinda Buckland, BHPBilliton*

**Using case studies presented by the panelists, this session will consider some of the models of corporate volunteering that have been adopted by organisations, along with the associated benefits and issues for both the participating corporate and not-for-profit organisations.**

Led by a facilitator, the panelists – from both the corporate and not-for-profit sectors - will share the learnings from their experiences of corporate volunteering with delegates and will be asked to consider a range of issues, which could include:

- their experiences in establishing successful partnerships to implement a corporate volunteering program;
- the corporate experience in gaining commitment to a corporate volunteering program within their own organisations;
- the impact of participation in corporate volunteering programs on not-for-profit organisations;
- the experiences of the employee volunteers; and
- the benefits of evaluation and whether they might do anything differently next time.

The following abstracts outline some of the key points likely to be raised by each of the panelists in their short presentations and during the panel discussion.

**GETTING ON THE CORPORATE VOLUNTEERING BANDWAGON**

*Olga Givoye, Coordinator of volunteers, Vision Australia Foundation Geelong*

When big business starts making noises about corporate citizenship it's probably a good idea for not-for-profit organisations to be ready to respond to offers coming their way. For many small not-for-profits, coming up with enough tasks for two or three people, never mind teams of six to eight people wanting to fill an eight-hour day, can be a challenge.

Corporate volunteering is an interesting concept. If it is driven by company policy what choice do employees have? In this instance we have capitalised on the offer rather than explore this issue.

At Vision Australia Foundation's Geelong Centre, staff, clients and volunteers decided to give it a go. Over the past two years we've welcomed corporate volunteers from The Body Shop and Ford Motor Company to our centre, resulting in three successful corporate volunteering programs. The experience was a highlight for both the corporate volunteers and our Illawarra community.

Key success factors:

- involving staff, clients and volunteer representatives in developing activities for corporate involvement;
- presenting an information and training session for corporate volunteers' orientation to the mission and services of our organisation (abbreviated training program);
- requesting workers, such as trades people with specific skills, to fulfil particular jobs;
- opportunities for interaction with clients;
- providing a program outlining activities and tasks for corporate volunteering team members;
- allocating staff to be responsible for particular volunteer program areas;
- offering opportunities for continuing involvement in client services outside working hours;
- getting feedback from corporate participants regarding their placement and suggestions for improvement;
- making it fun.

Corporate participation has raised corporate workers' awareness of the community services Vision Australia Foundation provides for people who are blind, vision impaired or have dual sensory loss, and helped us save dollars which can be redirected into client service provision.

### **CORPORATE AND COMMUNITY VOLUNTEERING PARTNERSHIP – A CASE STUDY**

*Phil Harrison, Conservation Volunteers Australia, Melinda Buckland BHPBilliton*

Conservation Volunteers Australia is Australia's largest organisation involving volunteers in practical conservation projects. CVA has coordinated community participation in environmental projects for twenty years, is a founding member of the International Conservation Volunteers Alliance and in 2000 was inducted into the United Nations Environment Program Global 500 Roll of Honour.

BHP Billiton is one of the largest resource companies in the world with operations on every continent. BHP Billiton employs thousands of staff in Australia and is considered an icon of Australia's business community.

CVA and BHP had had a relationship over a number of years whereby BHP had supported CVA activities. In 1999, BHP sought to re-orientate its community partnerships to better reflect the strategic direction of the company. In particular, BHP invited CVA to work with it to develop a partnership that would provide leadership in the environment sector and provide opportunities for staff engagement and involvement.

CVA and BHP Billiton undertook a rigorous process of project development that ultimately resulted in the Revive our Wetlands program, with the aim of providing managed volunteer assistance to communities wishing to restore or protect their wetlands through practical, on ground conservation projects.

Wetlands are among the most important life support systems on earth. They are vital for ecological sustainability. Yet it is estimated that since European settlement more than half of Australia's wetlands have been destroyed. CVA has the capacity and credibility to deliver the expertise, manpower and coordination skills needed to make *Revive* a success, but it does not have the financial resources to activate them. BHP Billiton is able to provide those resources and demonstrate its commitment to environmental conservation and local community development.

This project will clearly display the positive outcomes that can be achieved through effective voluntary community involvement and ownership as well as the benefits of strategic alliances between the corporate and not for profit sector. It has all the ingredients of a "best practice" model.

*Revive* was launched in early 2001. It is the largest business and community partnership in Australia to address the state of our nations wetlands with a value of more than \$2.5 million.

This paper will document the process of partnership development, early results and the strategies used to facilitate volunteer involvement.

## **CHOICE AND CHANGE IN CENTRELINK'S SUPPORT FOR VOLUNTEERING**

*Dr Margaret Browne, Centrelink*

Since the launch of IYV in December 2000, Centrelink has focused on recognising staff volunteering efforts and in encouraging further efforts by individual staff members. There has also been support for initiatives at the local level which are directed at volunteering activities organised by local office staff.

To underpin its commitment Centrelink's leadership team has endorsed principles and objectives for volunteering, a major feature of which is the need for volunteering efforts to be sustained beyond 2001 and the international year, into the years ahead.

Centrelink's interests in and involvement with volunteering occur at a number of levels:

- formal arrangements and programs which it delivers - for example, the Voluntary Work Initiative.
- informal corporate arrangements - for example, where our local offices have entered into arrangements for staff volunteers to assist the local community.
- "formal" individual arrangements - for example, volunteering efforts of staff directed at recognised community organisations.
- informal individual arrangements - such as the individual volunteering efforts of staff who may pursue their own personal interests through voluntary efforts.

All of these activities are of interest to Centrelink and are being promoted and encouraged. How this interest will be promoted in the years ahead will require planning and ongoing management. It will also require Centrelink maintaining and further developing community contacts and links, which will accord with Centrelink's future role in service delivery.

## **CAPACITY BUILDING IN THE CITY OF HOBSON BAY**

*Cath Templeton, Manager Public Affairs, Toyota Australia*

*Tamara Churchill, Neighbourhood Development Officer, Hobsons Bay City Council*

Toyota Australia and the City of Hobsons Bay are working together to share the skills of Toyota employees with local community organisations.

Toyota's manufacturing plant is located in Altona, within the City of Hobsons Bay.

The program matches Toyota employees with community organisations requiring assistance with a specific task or skill. The employee aims to transfer the required skill to the organisation so that they can undertake the task in the long term.

The City of Hobsons Bay identifies the organisations and projects and Toyota matches the volunteers with the tasks.

Currently the program is being piloted. The joint presentation will discuss the process for establishing the pilot program.

Employee participation is a key aspect of Toyota's *Community Spirit* Program. The program aims to improve Toyota's linkages with the local community and build relationships with key local community organisations and stakeholders. This initiative supports Toyota's corporate citizenship strategy and complements the City of Hobsons Bay volunteer strategy.

Employee volunteerism provides the following benefits:

- Gives local groups access to additional professional skills
- Builds the capacity of local organisations
- Builds relationships between Toyota and the local community
- Demonstrates to employees that Toyota values their skills
- Encourages Toyota employees to be part of the local community
- Builds employee pride in Toyota

**ABSTRACT 43**

**HOW TO RECOGNISE COACHES, OFFICIALS AND ADMINISTRATORS AT THE GRASS ROOTS LEVEL OF SPORT**

*Antonia Harmer and Dianne Cowan, Australian Sports Commission*

This presentation will provide an overview of the National 'Thanks Coach' and 'Thanks Official' Campaign which has been implemented by the Australian Sports Commission, State Departments of Sport and Recreation and National Sporting Organisations.

Volunteers in sport and recreation organisations are the people who give up their own time to ensure that others have the opportunity to participate in sport. Hundreds of thousands of coaches, officials and administrators contribute tremendously to sport every year on a voluntary basis. Recognising coaches, officials and administrators is one of the best ways to recruit and retain volunteers in sport.

The Thanks Coach / Thanks Official Campaign is an initiative of the Australian Sports Commission (ASC). The aims of the Campaign are to recognise the commitment of grassroots coaches and officials and to raise the awareness and profile of qualified coaches and officials to the broader community. Sporting organisations are encouraged to develop a culture where coaches and officials are recognised publicly. This can be done in many ways such as the distribution of nomination awards, recognition kits including a certificate, a thank you letter from a high profile coach, acknowledgement in newsletters and formal presentations at award nights.

The simple act of saying thanks or acknowledging publicly what a volunteer has achieved has numerous spin offs for both the individual and the organisation. Recognition is vital in raising morale and assisting levels of professionalism, in promoting a social atmosphere, in making people feel as if their contribution is worthwhile, in keeping volunteers happy and by doing so creating a more harmonious organization.

The purpose of this presentation is to celebrate the contribution that coaches, officials and administrators make to sport and provide information to organisations on the planning, implementation and evaluation of an inexpensive recognition strategy aimed at volunteers.

**DEVELOPING A VOLUNTEER MANAGERS PROFESSIONAL ASSOCIATION**

*Betty Ericksen, President SAAVA, Coordinator of Community Visitors Scheme, Lutheran Community Care and Peter Heyworth is Vice President of South Australian Association for Volunteer Administration (SAAVA), Coordinator of Volunteer Services at Royal Society for the Blind, SA. and Board member of Volunteering SA*

We, together with the Board, have learnt the hard way about the issues involved with developing a professional association

The competent management of volunteers is increasingly being seen as important with an ever growing number of organisations utilising the services of someone to coordinate volunteers – in both paid and unpaid capacities. The development of this new profession will see many growing pains as it seeks to gain recognition within our community. Consequently, the time is becoming increasingly appropriate for the development of Australia's first professional volunteer manager association.

In 1998 a working party was set up in South Australia to look at the possibility of setting up a professional association for people involved in volunteer management in SA.

As a result of consultation in South Australia, a Board was set up and the South Australian Association for Volunteer Administration (SAAVA) was finally launched in 2000. Subsequent to further discussions, and with increasing membership and interest from interstate, in September 2001 the membership changed Saver's name to the Australasian Association of Volunteer Administrators (AAVA).

This workshop will look at the role of professional associations and the history and vision of AAVA. It will also provide an ideal opportunity to have input into the formative stage of AAA's development.

**MAXIMISING AND PROMOTING VOLUNTEERISM AT A LOCAL GOVERNMENT LEVEL**

*Ms Denise Olsson, Community Committees Development Officer and Ms Jennie Lee, Director of Community Services, City of Casey*

The City of Casey has committed itself to the development and promotion of a culture of volunteering, to help develop a sense of community in Victoria's fastest growing municipality. Forty families move into Casey each week, and one house is constructed every working hour. The City of Casey values its people, and in particular, its volunteers as its most important asset in the development of communities.

To encourage and promote volunteering, Casey has established a range of important initiatives that are a first for Local Government.

**Corporate Volunteering**

Council recognises the shared benefits associated with a Corporate Volunteering Program.

The City of Casey Staff Volunteering Program invites staff to volunteer to assist a community organisation within Casey for 15.2 hours paid time per annum. Casey staff gain invaluable knowledge of the community as well as the opportunity to help others and gain new skills and experience. In addition, community organisations gain access to skilled volunteers in an environment of limited resources. It is anticipated that staff volunteers will continue voluntary work in their personal life. The City of Casey is active in advocating for other corporations within the City to adopt similar programs.



## **Community Training and Development Program**

The Community Training and Development Program has been developed to provide a series of free or subsidized workshops, information sessions and seminars for volunteers from community organisations and groups. The program assists community groups to develop skills to support the operation and development of their organisation.

Workshops include sessions on topics such as: computer courses, committee training, project management, financial management, submission writing, Occupational Health & Safety, marketing and promotion.

## **Volunteer Matching Program [www.casey.vic.gov.au/volunteer](http://www.casey.vic.gov.au/volunteer)**

Casey has established a Volunteer Matching Program on its website at [www.casey.vic.gov.au/volunteer](http://www.casey.vic.gov.au/volunteer). Focussed on the local community, the program provides the opportunity for community organisations to advertise their volunteer positions free of charge and, at the same time, it is a simple way for people to find volunteer positions that suit their needs and interests.

Providing information to residents on how to start volunteering and access volunteer positions is a key tool in promoting volunteering and supporting community organisations.

## **Casey Community Volunteer Award Program and Community Volunteer Thank You Function**

The first Annual Casey Community Volunteer Award Program and Community Volunteer Thank You Function was held to celebrate Year of the Volunteer (YV) 2001. The Award Scheme and Thank You function provides an opportunity for Council to recognise and honour all community volunteers and award outstanding individuals who have contributed significantly to the development of their organisation, the Casey community or have had a positive impact on the quality of life of residents.

The Inaugural program saw an overwhelming response from the community with 66 nominations and almost 600 people attending the Award Ceremony and Thank You Function.

**ABSTRACT 46**

## **POSTER**

### **FRIENDS OF THE EARTH – VOLUNTEERS WORKING GLOBALLY AND LOCALLY**

*Sarajini Krishnapillai, National Liaison Officer, Friends of the Earth Australia*

Friends of the Earth (FoE) Australia is a volunteer-based Environmental organisation. The organisation comprises a unique and diverse blend of community members committed to real changes in the direction of our current social and environmental future.

The majority of FoE's work is carried out by unpaid workers. Because many of our campaigns expose the activities of governments and corporations, we need to be independently funded - through garage sales, benefit gigs, donations and individual memberships. While this makes for hard work, it also gives FoE the freedom to speak out about issues such as logging of water catchments, indigenous land rights and the expansion of uranium mining in Australia.

Volunteers at FoE are involved in a broad range of activities - from serving customers in FoE's organic food co-op, answering phone inquiries about how to buy ethically sourced photocopy paper, organising student trips to visit a proposed radioactive waste dump site in outback South Australia, to editing FoE's newsletter. The overwhelming majority of people who volunteer at FoE want to use their unpaid time effectively - whatever their skills, education or background. While environmental threats to our survival loom ominous for many of Australia's youth, volunteering at FoE is an important part of being active, motivated and involved in discovering sustainable solutions for our future.

**ABSTRACT 47**

## **JUST WAITING TO BE ASKED: RECRUITING VOLUNTEERS**

The *Voluntary Work Survey 2000* conducted by the Australian Bureau of Statistics showed that 4.4 million Australians – more people than ever – volunteered. Yet recruitment of volunteers remains a significant issue for volunteer-involving organisations.

With this in mind, in this session a range of panelists will be asked to consider:

*"What strategies do you see as helpful to others in trying to maintain a flourishing volunteer base?"*

Participating panelists have a range of experience and the following abstracts outline some of the key points likely to be raised in discussion:

### **Attracting Volunteers From Churches**

*Doug Taylor, Community Partnerships Manager, Baptist Community Services NSW and ACT (BCS)*

Organisations that utilize voluntary services rarely research and analyse their volunteer constituencies demographics and social trends. This practice, though neglected, can provide considerable insight into present and future voluntary sector developments. Research acts as a constructive complement to anecdotal observations, providing empirical support or critique to preconceived assessments. This paper attempts to develop unique research on Baptists of NSW and the ACT. In particular their practice and perceptions of volunteering. It focuses upon what motivates Baptists to become volunteers, and what encourages Baptist to continue volunteering?

To address these questions a survey has been undertaken of 45 Baptists. This survey includes Baptists who are young and old, clergy and lay people from the city and country. As a background to this survey thought is given to the Australian Bureau of Statistics and National Church Life Survey material. These resources provide a helpful context to the survey on Baptists. Following these contextual and research considerations, observations are made that relate specifically to the Baptist experience of volunteering, however the information is relevant to all Volunteer Managers who have as their constituency church groups. Discussion will focus on the motivations, perceptions and practice of volunteers from churches. This will be the basis for a practical consideration of how to attract and keep this unique type of volunteer animal.

### **Rejuvenating a Tired Volunteer Base**

*Main Author and Presenter - Elizabeth Senior – Support and Education Worker, PaNDa*

The Post and Ante Natal Depression Association (PaNDa), is a state wide, not for profit organization funded by the Mental Health Division– Victorian Department of Human Services. PaNDa commenced in 1985 when two women suffering from Postnatal Depression met and found support in talking with each other. As a result of this meeting PaNDa was founded. With a large support network of volunteers, PaNDa provided services such as 24-hour telephone support, groups for women suffering from postnatal depression and a visitation program women hospitalised because of the condition. All volunteers, both on the committee of management and the regular volunteer base had to have suffered and recovered from post or antenatal depression.

By late 1999 PaNDa found its once healthy volunteer base severely depleted. The committee of management was reduced to three members and only a handful of volunteers remained to man the support phone line. Urgent action was needed if the organisation was to continue. Today PaNDa is thriving and the volunteer base is growing. A full to capacity volunteer training program was recently conducted and a waiting list exists for the next program.

## **WWW.GOVOLUNTEER.COM.AU**

*Ms Rosie Lewis, Business Development Manager, GoVolunteer*

[www.govolunteer.com.au](http://www.govolunteer.com.au) is an initiative of Volunteering Australia developed in partnership with SEEK Communications and The Boston Consulting Group.

GoVolunteer is Australia's first national on-line volunteer matching service. Since its launch in June 2000, GoVolunteer has expanded enormously – with the number of registered organisations, advertised volunteer opportunities and unique visitors to the site increasing every month. One organisation wrote and said GoVolunteer was an “invaluable tool” and they “had 60 new volunteers in a matter of 6 weeks”.

[www.govolunteer.com.au](http://www.govolunteer.com.au) currently receives over 25,000 unique visitors every month. This presentation will outline this simple to use tool, the benefits to your organisation of going online and how your organisation can tap into these thousands of potential volunteers.

## **Volunteering: The Electronic Edge in Recruiting**

*Mr Jeremy Grainger*

The Internet has meant that the availability and the volume of information accessible to the public and organisations are far greater than was possible pre-Internet. It also means that this information is received speedily and can be responded to swiftly. People who have the impulse to volunteer can fulfil this wish quickly with minimal effort.

Though the Internet has added speed and efficiency, there is some concern that the Internet will take away the personal side of volunteering and that not everyone in the volunteering sector has ready access to Internet facilities. Australian Volunteer Search (AVS), at [www.volunteerssearch.gov.au](http://www.volunteerssearch.gov.au) has recognised this and ensured that the Volunteer Hotline, a people based phone service, is available 12 hours a day, 5 days a week. AVS will also be available on the extensive fleet of touch screen units that are accessible to all members of the public in Centrelink Offices. The Hotline and Touch Screen Unit fleet make AVS more than just an Internet site. By fostering industry partnerships, respecting those already in place, and through the use of online newsletters and regular contact with volunteer organisations and volunteer seekers, Australian Volunteer Search is preserving personal contact.

To provide a service that meets the needs of the users it is important to talk to the market. Regular market surveys and contact with volunteer organisations individually on their requirements and their feedback is important. Since the inception of AVS, the site has been developed around the suggestions of volunteer organisations and will continue to do so.

Electronic technology as a way of motivating, educating finding potential volunteers is a free and easy tool for organisations in an age when funds, coverage and timely information are essential. There is now choice in how you recruit volunteers by using a technology that is at the forefront of change.

## **VOLUNTEER RECRUITMENT IN THE EMERGENCY SERVICES**

*Allan Woodward, Manager Volunteer Planning & Development, Country Fire Authority*

(Note: The views expressed in this workshop are not necessarily those of the CFA.)

In this presentation, you will be introduced to the methodology CFA uses with brigades to recruit new volunteers in a geographically diversified environment. The presentation will cover a brief overview of CFA, trends in volunteer numbers in CFA and the six key socio-demographic factors influencing these trends. A brief review of how CFA works with brigades will be offered outlining our social audits and multiple recruitment activities approach. Selected case studies will be offered which demonstrate a range of recruitment strategies based on individual local needs. The presentation will include CFA's 13 success factors and data on program effectiveness.

## **THE FACES OF VOLUNTEERING WESLEY MISSION SYDNEY – VOLUNTEER RESEARCH REPORT**

*Strategic Planning and Development Unit Wesley Mission Sydney -  
Sharon Hoogland Manager  
Alan C Bates, Manager Volunteer Services*

Wesley Mission is the largest city church for the Uniting Church in Australia, which conducts a ministry of Word and Deed. Volunteers form a vital part of the community outreach programs of social action, charity work and care for the community. As a preview to IYV 2001 research was conducted amongst the 3000 volunteers of the Mission. This report was launched on the 23 May 2001 by Sandy Hollway the Chair of the NSW advice committee for IYV 2001, for the NSW government. The key findings of the research will be highlighted as well as comparisons and lessons learned. Copies of the Report will be made available to each delegate attending the workshop. Unpublished information will be shared with the delegates to give further insight into how to retain and attract the appropriate volunteers especially in a welfare sector organisation. This will be an inspiring and encouraging presentation as the direct feedback from the volunteers will be given which has not been reported in the main report due to restraints of space. Other issues that the report has addressed are Volunteering Defined, Volunteering as a Pathway, Volunteering as Social Capital, Youth- the future of Volunteering, and Trends in Volunteering. The Faces of Volunteer- Wesley Mission Volunteer Report is about celebrating service to other in this The International Year of Volunteers.

**ABSTRACT 48**

## **BUILDING STRONGER COMMUNITIES THROUGH VOLUNTEERS AND RECIPROCITY**

*Maureen Bott – Manager: Community Resource Program, UnitingCare Connections*

The Community Resource Program strengthens professional intervention to high-risk families by harnessing available volunteer time, as well as assisting families to identify their own gifts and talents and contribute back to the community through three complimentary strategies:

*Strategy#1 Volunteer "probationary psychologists" (Interns) and Post Graduate "family therapy students" provide assistance with client assessment, counselling and assist with training community volunteers.*

*Strategy#2 "Natural Helpers" from local communities are trained as community visitors/mentors to support high-risk parents and children and assist them to access community resources.*

*Strategy #3 The connection to the Local Energy Transfer System (LETS) where a community skills chest has been developed to support people in crisis. At the conclusion of the volunteer support through the community chest, and where it is appropriate, families are then encouraged to build their own family support and community networks through the LETS system by exchanging their own time and services for that of others.*

This strategy of Professional volunteers, community volunteers, and the community skills chest and LETS program has the potential to mobilize the local community to:

- Provide Neighbourhood Resources
- Accept peoples gifts
- Generate a sense of acceptance and community belonging
- Prevent Social Isolation
- Provide Employment
- Build Self-Esteem.

These are all well recognised factors for building stronger and more risk resilient communities.

#### **ABSTRACT 49**

### **COMMUNITY PARTICIPATION – PRACTICAL STRATEGIES FOR HEALTHY AND SUSTAINABLE VOLUNTEER PROGRAMS**

*Debra Olive, Stephen McGarrigle and Mark Creyton, Education Unit, Volunteering Queensland Inc*

With the inability of either the government intervention or the economic rationalist approaches to deal effectively with current social problems in communities around the globe, the renewal of civil society may be the way forward in the new millennium. Civil society encompasses those groups, associations and networks in which people come together by choice to work on issues of common concern.

Volunteering provides opportunities for citizen and community participation and thus has key roles to play in developing a truly civil society. These roles have been recognised by business, governments and community leaders for some time with resulting increases in the value given to volunteering and the resources available to programs involving volunteers.

There is a need for community-based organisations to take a leading role in developing effective models for meaningful and innovative involvement of citizens.

This workshop will introduce participants to key principles and practical strategies for developing and enhancing a participatory focus for their program.

This workshop will be useful to:

- Those who want to ensure their programs are relevant to the current environment
- Those who want to facilitate participation in their organisation/ program etc.

#### **ABSTRACT 50**

### **POSTER**

#### **VOLUNTEERING AND HOME VISITATION: 160 YEARS ON**

*Damian Coleridge, Information and Training Coordinator, St Vincent de Paul Society Victoria*

The St Vincent de Paul Society was founded 160 years ago, in Paris, by Frederic Ozanam and his student friends. It has always been a volunteer run organisation. Its core work has always been home visitation.

Home visitation has recently been recognised as a key element in the support of families. The NSW Government, for instance, has decided it is good social policy to create a family support network and one of the key elements in this is home visitation by volunteers. Increasingly there are other organizations running programs where this is a key element.

Last year, at a special Congress, 1,000 St. Vincent de Paul volunteers determined that they needed to offer increased support for families. Home visitation is a key element in that support.

The St. Vincent de Paul Society knows a great deal about home visitation – last year volunteers visited over 175,000 families - and its 3,000 volunteers across Victoria are in the long term process of rethinking this core work.

Our presentation will centre on these questions:

- What has been learnt over 160 years and what is being learnt at present.....
- About supporting people without supports?
- About the role of home visitation in this?
- About volunteer involvement in this work?
- What is the long-term process of rethinking home visitation?
- Who is driving this process?

**ABSTRACT 51**

### **EVENT VOLUNTEER EXPECTATIONS: A STUDY OF PROTOCOL ASSISTANTS AT THE SYDNEY 2000 OLYMPICS**

*Miss Chatarina Davidsson and Dr Jack Carlsen, Edith Cowan University, School of Marketing, Tourism and Leisure*

This study was designed to develop quantitative and qualitative measures of the expectations of volunteers who give freely of their time, skills and energy without expecting any monetary return. The study focuses on protocol assistants at Sydney 2000 Olympics. Pre-event surveys were distributed to volunteer protocol assistants at training sessions prior to the Sydney 2000 Olympics. Data from the pre-event survey was used to identify what the expectations of protocol assistants were when volunteering. The extent to which these expectations were met was measured using a post-event survey mailed to the protocol assistants after the closure of the Sydney 2000 Olympics. The findings indicate that there are considerable differences between expectations and actual experiences for this group of volunteers.

**ABSTRACT 52**

### **ARE VOLUNTEERS UNPAID WORKERS? THE SIMILARITIES AND DIFFERENCES BETWEEN VOLUNTEERS AND PAID STAFF**

*Alan C Bates, Manager - Volunteer Services, Wesley Mission*

Delegates will be encouraged to fully participate in this interactive and sometimes fun way of discovering when to treat volunteers as unpaid staff, and when to give them special consideration as unique volunteers. Delegates from all over Australia and our international visitors will be encouraged to work in small groups to consider the legislative differences between paid and unpaid staff the differences between paid staff. What people desire in paid and volunteer positions will be explored to give a better understanding on how volunteers can be supported, maintained and especially appreciated in this The International Year of Volunteers. This workshop will discover when it is inappropriate to cross the line between paid and unpaid workers conditions and when it is eminently desirable that both parties are treated in exactly the same manner. By the use of case studies, small group projects and a discussion forum style the delegates will leave with a clearer understanding concerning this issue and a very positive outlook as to when and how volunteers should be encouraged and appreciated. This workshop will not only be about legal issues but more effective people management skills especially for volunteers.

**ABSTRACT 53****VOLUNTEERS AT THE SYDNEY 2000 OLYMPICS: A PRESENTATION OF WHO THEY WERE AND A COMPARISON OF THEIR VOLUNTARY WORK PRE AND POST GAMES**

*Ms Trish Dyck, Dr Ian Ford, Ms Lara Hayes, Australian Sports Commission*

**This is one of two papers presenting the results of a study of major event volunteers. The second paper will be presented by Sheranne Fairley at Concurrent Session 1B – The Volunteer Experience.**

Over 60,000 volunteers from Australia and overseas contributed more than 6 million hours of time and energy to make the Sydney 2000 Olympic and Paralympic Games a resounding success. To better understand their motives and experiences, almost 1800 volunteers were surveyed in the first week of the Olympics. Eight months later, around 1900 volunteers (including over 300 Pioneer volunteers, those who volunteered prior to Games-time) were sent a follow-up survey. The questionnaires used to survey respondents consisted of two components. The first component considered demographic variables and broader voluntary experiences pre/post-Olympics while the second component focused solely on the Olympic volunteer experience and considered variables such as benefits sought, commitment to volunteering, and feelings of inclusion in the Olympic volunteer "community".

This presentation will focus on the first component and will include a description of the respondents and an examination of their motives for volunteering, type of volunteer involvement and hours spent volunteering pre- and post-Olympics. The presentation will also consider reasons for non-involvement in volunteering prior to or since the Olympics.

**ABSTRACT 54****THE VOLUNTEER EXPERIENCE: LESSONS FROM THE SYDNEY OLYMPICS**

*Ms Sheranne Fairley, Dr Chris Green, Prof Laurence Chalip, and Dr Graham Cuskelly  
School of Marketing and Management, Griffith University*

This is the first of two papers presenting the results of a study of major event volunteers.

More than 60,000 people from across Australia and overseas volunteered their time and energy to ensure a successful 2000 Sydney Olympic/Paralympic Games. Almost 1800 of these volunteers were surveyed during the first week of the Games. Eight months later, around 1566 volunteers were sent a follow-up questionnaire. The questionnaires used to survey respondents consisted of two components. The first component considered demographic variables and broader voluntary experiences pre/post-Olympics while the second component focused on the experience of volunteering at the Olympic Games. This presentation examines the benefits that volunteers sought from their involvement in the Games, their expectations for obtaining those benefits, their commitment to the unit to which they were assigned, and the degree to which volunteers felt a sense of community with other volunteers. The presentation will then examine the degree to which participants felt they had received the benefits they sought, and will identify some of the barriers and costs associated with volunteering. The presentation will pay particular attention to the role of community in volunteering, satisfaction with the Olympic volunteer experience, and the effects of these on further volunteering. Implications for recruitment and management of volunteers will be discussed.

**POSTER****COMMUNITY PARTNERSHIPS CONSERVING PLANT COMMUNITIES – ROYAL BOTANIC GARDENS VOLUNTEER PROGRAM**

*Sharon Willoughby, Co-ordinator Voluntary Guides, Royal Botanic Gardens Melbourne*

International Year of the Volunteer is an important year for the Royal Botanic Gardens Melbourne (RBG) as it marks the 20<sup>th</sup> year of our Voluntary Guide Program.

Our volunteers donate their enthusiasm, knowledge and time to support RBG Melbourne. Voluntary guides do this through the research and presentation of guided walks, special interest tours for groups and illustrated talks. Herbarium volunteers contribute to the curation of the State Botanical Collection—with a total of 5,672 specimens added to the National Herbarium's database system and mounting a backlog of over 9000 pressed specimens. Through these activities volunteers support the Gardens' Mission by increasing visitors' enjoyment of RBG Melbourne and their knowledge and awareness of plants in the community.

To provide additional opportunities for the community to become involved in the Royal Botanic Gardens an organisational volunteer program is being developed. The cornerstones of this program will be to:

- Supporting the RBG to fulfill its mission and corporate goals;
- Enable the RBG to develop a community partnership that will foster volunteer relationships for life thus better supporting our volunteers;
- Develop reciprocal rights and responsibilities between the organisation and its volunteers; and
- Recognise the contribution volunteers make to the organisation.

**ABSTRACT 56****FACING CHANGE BY CHANGING FACE: THE VOLUNTEER ORGANISATION IN THE MARKET PLACE**

*Dr. Joanne Wilkinson*

Volunteer organisations in the community have, in the past, enjoyed special status and often a unique ability to attract membership. This is no longer so. The continuing existence of these organisations now depends on their ability to recruit and retain members within a highly competitive market and in a rapidly changing environment. Organisations of volunteers must now demonstrate competent management, efficiency, relevance and accountability – characteristics seemingly inconsistent with voluntary action.

Survival of volunteer organisations depends upon achievement of a competitive edge over similar organisations in the recruitment of new volunteers. The acquisition of new recruits may include some of whom have been long-term and committed, or alternatively, disillusioned members of other organisations. Participation in volunteer organisations fluctuates according to a range of factors, important among which are the interests of those volunteering, levels of satisfaction with management, disposable income to cover the costs of volunteering and availability of discretionary time. Evidence about the nature of voluntary action and the issues that drive and constrain volunteer choice underpin the design and operation of effective volunteer organisations.

Organisational roles and the services provided by volunteers need to be redesigned by organisations seeking to position themselves more favourably in the marketplace. Adept management orchestrates organisations to strengthen member numbers and commitment and consequently the organization's resource base and future development. Responsible management ensures that this occurs.



**BEYOND THE TYRANNY OF DISTANCE: THE CHALLENGE OF SUPPORTING VOLUNTEERS IN THE BUSH**

*Ms Pamela Greet, Manager, Volunteer Services: Queensland Cancer Fund*

The Queensland Cancer Fund (QCF) has a registered volunteer population of approximately 2,600 people spread from Cooktown in the north, to Mt Isa and Cunnamulla in the west, and Coolangatta on the NSW border.

As Manager of Volunteer Services the presenter of this paper faces the challenge of building and maintaining appropriate mechanisms and procedures for ensuring consistent and comprehensive support for all aspects of the volunteer programme. This includes such elements as: volunteer orientation, role selection and placement, initial training and ongoing information and skills maintenance.

The presentation will address the following key concerns which are faced not only by the QCF but by many other organisations which need to support volunteers at a distance.

- Creating and maintaining the organisational identity
- Skills maintenance
- Making the network live: keeping in touch with volunteers.

Both the perspectives of regional and rural volunteers and the organisational concerns will be explored in the presentation. This is intended to be a 'warts and all' look at some of the practical difficulties of addressing these issues.

The presenter has worked in the voluntary sector for over 18 years in a diverse range of roles in many different settings. This has included positions with national organisations, peak bodies in Australia and significant experience in Europe and the UK with international organisations. This presentation will draw on current responsibilities as well as previous professional experience.

**STATE EMERGENCY SERVICE- A VOLUNTEER'S PERSPECTIVE**

*Mr Ken Hubbard, Victoria*

**Background to S.E.S.**

- Established March 5th 1975 from what was the Victorian Civil Defense.
- 145 Units throughout Victoria.
- 5500 Volunteers.
- 70 Permanent Staff.
- 8 Regional Offices.
- More than 150,000 hours of community service contributed by S.E.S. volunteers per year- operational, community work and training.
- Average 6000 operational call outs per year.

**Why become a Volunteer?**

- Most Volunteers come to the organisation with a general idea of the service and motivated by varying combinations.
- A desire for a broad range of experiences.
- Feeling some sense of social responsibility.
- Need for contact with other people.
- As a response to expectations of other people.
- Needing approval from others.
- In expectations of future employment.
- Needing to make a mark.

### **Training for Volunteers.**

- Volunteers receive comprehensive training in emergency related activities.
- Communications.
- Road Accident Rescue.
- Search and Rescue.
- Windstorm Recovery.
- Flood Relief
- Emergency Planning and Preparedness.
- Others

### **Rewards for the Volunteers.**

- Develop new skills.
- Form new friendships
- Accept high levels of responsibilities.
- Enjoy team spirit.
- Saving lives and property.
- Excitement and challenges.
- Others.

**ABSTRACT 59**

## **INTERNATIONAL VOLUNTEERING: CHALLENGES IN THE 21ST CENTURY**

*Bill Armstrong (Chief Executive Officer, Australian Volunteers International)*

*Presenter: Stephen Parsons (Australian Volunteers International)*

Volunteers are essential to the health of civil society. In all aspects of community life we rely on the skills and dedication of volunteers to ensure the success of our institutions and programs. Volunteering is about action: it's about a willingness to step forward, to put up your hand and give your best to the task at hand.

An *international volunteer* is someone who, at some personal cost, brings both skills and personal qualities to contribute and learn from people of other cultures.

International volunteers, through their involvement with people in the communities in which they are living, working and learning, are in a unique position to make a meaningful contribution towards the development of a better world.

Australian Volunteers International built on the belief that real development is facilitated by cross cultural understanding and the existence of close relationships between the people of different societies. In short, *real development is about people*. And people must play an active role in determining their own development.

What is the future role for international volunteering? How will it need to adapt to the increasing pace of change across the world?

This keynote paper examines the key challenges facing international volunteering in the 21<sup>st</sup> Century.

**BUILDING A GLOBAL CULTURE OF PEACE THROUGH INTERNATIONAL VOLUNTEERING**

*Jim Chalmers, Australian Volunteers International*

This brief introductory paper opens discussion for an interactive workshop (90 minutes) that aims to shed more light on the outcomes & the value of international volunteering.

The workshop is open, and participation is invited; contributors include Australian Volunteers International staff, returned volunteers and Rebecca Spence, Head of Peace Studies at the University of New England.

The *backdrop* to the workshop is a conviction by the Australian Council for Overseas Aid that peace-building strategies must increasingly inform Australia's international development assistance program. The paper investigates the strategic thinking and predictive outcomes of Australia's principal overseas volunteer agency, Australian Volunteers International (AVI).

The stated purpose of AVI is *to work towards a peaceful and just world*. The paper examines operational principles and identifies outcomes. It explains them in terms of results that can be *predicted & replicated*. In raising questions which emerge from AVI activities in such regions as East Timor and Bougainville the paper leads directly to the workshop.

The underlying intention of the paper is to put to rest the tired old mantra that values (like peace) are not universal & that they are 'culturally-relative'. The workshop goes further: participants will be invited to discuss the suggestive remark of Jose Ramos Horta (30 May 2001, *Date Line*, SBS), commending East Timorese "to keep the peace by tolerance & humility and building strong relationships, with Australians, and our own people".

What is the role of international volunteers in the development of a culture for peace?

**VOLUNTEER WORK OR UNPAID LABOUR? – CEMENTING THE LINE IN THE SAND**

*Sha Cordingley, CEO Volunteering Australia*

In the International Year of Volunteers it is appropriate to ask some serious questions about volunteering — questions that we have hitherto put into the community's too hard basket. What is legitimately volunteer work as opposed to other forms of work is one such question. Why do we need an answer to this question? Haven't we been able to muddle through quite satisfactorily with an ambiguity around volunteering?

This paper argues that such 'muddling through' is no longer an option. Increasingly, volunteers are being asked to provide services in a variety of social and industrial settings. Within these settings there is little apparent agreement between the main stakeholders — government, unions, managers of volunteers, not-for-profit organisations, peak bodies and indeed volunteers themselves — about where the boundary between paid and unpaid work should lie.

In endeavouring to explore this issue, a number of the main stakeholders have been interviewed to elicit their views about what is legitimate volunteer work, and what they stand to gain or lose depending on where that boundary might be drawn. This paper contends that without a broad consensus on this matter there will be significant implications not only for the volunteer movement but also for the whole of society.

**POSTER****LESSONS FROM LANDCARE**

*Ann Connolly, Park Care Co-ordinator, Environment ACT, ACT Parks and Conservation Service*

Environmental volunteers in the ACT are making a difference! Amongst their achievements are the thousands of seedlings they have grown and planted and the many thousands of weeds they have helped control. This poster will include examples of local Park Care, Rural and Urban Landcare projects.

With a decade of Landcare behind us, lessons learnt include the:

- value of participatory management;
- need for volunteers and paid staff to respect each other;
- need to manage and resource programs and projects adequately;
- need to ensure that volunteering for the environment is rewarding and enjoyable;
- need to reduce administrative tasks and pressure on volunteers;
- need to recruit creatively and put effort into retaining volunteers;
- need to recognise the achievements of volunteers.

**ABSTRACT 63****THE CHANGING FACE OF VOLUNTEERING - INTO THE 21<sup>ST</sup> CENTURY**

*Lisa Paul, Deputy Secretary, Department of Family and Community Services*

This paper will look at the evolution of volunteering from the Commonwealth perspective and canvas recent trends and some future directions. Specifically it will look at how Commonwealth policies for strengthening families and communities recognise the contribution of volunteering and the increasing recognition of the value of voluntary community work in helping individuals achieve social and economic outcomes.

The paper will canvas recent research and analysis undertaken by the Department of Family and Community Services, including work based on the recent ABS 2000 Volunteering Survey. It will highlight current policy questions.

**ABSTRACT 64****RAPlink—LINKING PEOPLE AND RESOURCES IN REGIONAL AUSTRALIA**

(1) *Ms Elizabeth M Murphy BA(Hons) (ANU)—Secretary and Public Officer (Author)*

(2) *Dr John H Champness PhD (London)—Vice-President*

*RAPlink Incorporated*

RAPlink is a link between rural, remote and other communities and sources of information and help for projects that will assist community growth. It is a communication channel with links and networks all round Australia, particularly in rural and remote areas. It is a database and research starting point for information about community lifestyles, needs, human resources. We provide practical help when needed, and volunteer professional advisers are available to visit communities if requested. It is entirely voluntary, and keeps its costs to a minimum by operating almost entirely by email and the Web. We have no funding yet except membership fees. It is very new—incorporated in June 2001—but has grown out of a smaller group called Regional Australia Partnership. We are still a partner-based entity, believing that we can work best towards a greater Australia by taking action together.

This PowerPoint slide presentation, supported by posters and chat, shows the history of RAPlink and its major objectives. We will demonstrate how we can achieve them through regional action partnerships and internet links.

**ABSTRACT 65**

**BUILDING AN APPROACH TO CORPORATE VOLUNTEERING FROM A PUBLIC SECTOR PERSPECTIVE**

*Ms Denise Swift, Executive Director, Department of Family and Community Services*

Government is increasingly promoting sustainable community and business partnerships as part of its work to strengthen communities and build a preventative approach to problems. A key element of this work is encouraging good corporate citizenship and the adoption of community investment strategies, which include employee volunteering programs.

It is important that Government is demonstrating leadership in its adoption of community investment strategies and employee volunteering programs. In doing so Government faces a number of challenges arising from its accountabilities, public interest role and the demands of changed community expectations.

This paper will describe the efforts of the Commonwealth to promote business and community partnerships and to build an evidence base for employee volunteering in the Commonwealth Department of Family and Community Services.

**ABSTRACT 66**

**WHY VOLUNTEERS LEAVE - Volunteer Exit Survey in the Emergency Services**

*Allan Woodward  
Manager Volunteer Planning & Development, Country Fire Authority*

The views expressed in this paper are not necessarily those of the CFA.

When such a lot of effort is put into recruiting and training volunteers to undertake emergency services roles, it is important to understand why they leave. This paper presents the results of a Volunteer Exit Survey conducted by CFA in late 2000 with volunteers who left the organisation. The background rationale and methodology for the survey is outlined and the key findings relating to volunteer mobility, time management and conflict issues are presented. The paper outlines the strategies that need to be taken by large volunteer based organisations in order to minimise losses in volunteer numbers and a number of recommendations are outlined and discussed.

**ABSTRACT 67**

**VOLUNTEER CHARTER – PUTTING VOLUNTEERS BACK IN THE DRIVER'S SEAT**

*Bruce Conboy, Volunteer CFA Firefighter and State Counsellor, Victorian Rural Fire Brigades' Association  
Quentin Turner, volunteer CFA Firefighter and Past President, Victorian Urban Fire Brigades' Association*

The paper will be presented by Bruce Conboy and Quentin Turner both of whom are volunteer firefighters and senior volunteers on their respective volunteer Associations.

The views expressed in this paper are not necessarily those of the CFA, the VUFBA, the VRFBA or the Victorian Government.

Volunteer firefighters in CFA have been disappointed at their exclusion from enterprise bargaining negotiations between employer and employees simply because they are volunteers. Yet the ramifications of the decisions made have impacted widely on the welfare of volunteers. Volunteers have also been disappointed by some politicians lack of understanding of the volunteer ethic – the why of what they do. The Volunteer Charter is about the relationship between CFA volunteers, CFA management and the Victorian Government. It is an enduring agreement concerning common expectations acknowledged and held between the parties. It includes a consultative process and a commitment to consult with volunteers on matters that affect them.

In this paper, a brief background history to the development of the charter will be offered. The contents of the charter will be overviewed and the process of discussion with all of the parties will be outlined highlighting the major issues that arose as part of the consultative process.

More importantly, the charter highlights the negative impacts of collective bargaining where part of the collective is left out. It will present to other groups of volunteers a positive way in which their needs and contributions can be recognised and valued. This charter will show volunteers how they can be involved in management under the true spirit of industrial democracy without the baggage of the industrial relations arena.

**ABSTRACT 68**

### **INVOLVEMENT OF PEOPLE WITH DISABILITIES – MYTH VERSUS REALITY**

*Mr Michael Simpson*

People with disabilities are often the welcome recipients of the work of volunteers - and this view is widely recognised by the community. Too often though, this view is seen as the only involvement that people with disabilities have with volunteers. The reality is that many people with disabilities contribute significantly to the life of the community through their voluntary contributions. This paper will canvass both aspects of this equation emphasising the voluntary contributions to community life and spirit provided by people with disabilities.

The membership of the National Disability Advisory Council (Council) will be used as a prime example of how people with disabilities through their individual and combined experience, expertise and diverse broad networks, enrich community life. The vision for Council is that *people with disabilities, their families and carers are valued and equal participants in all aspects of life* - obviously this includes people with disabilities receiving voluntary support as well as providing meaningful activity that adds to the wealth of the community.

**ABSTRACT 69**

### **GLOBAL TRENDS – IS THERE A FUTURE IN VOLUNTEERING?**

*Judy Esmond Ph.D*

This presentation by Dr Judy Esmond will examine the global trends that are occurring in the world of volunteering. Having recently returned from two months overseas examining and researching volunteering trends in Europe, the United Kingdom, the United States and Canada, Judy will share her recent findings on just what is really occurring overseas. She will examine significant trends across the 12 themes identified for the International Year of Volunteers. Her research will challenge you to think "outside the box" and provide an insight into future trends that will change the face of volunteering as we know it. She will identify key steps to how organizations can respond to these trends to continue to successful, while those organizations that do not will simply disappear. Learning from our past, join Judy in the present as we take volunteering into the future - beyond 2001.

## PROFITING FROM NON-PROFITS -- DO BUSINESS AND CARING MIX?

*Judy Esmond Ph.D*

This presentation is based on a two-part research study looking at the development and emergence of community business partnerships between non-profit organisations and business. Part 1 of this study has examined community business partnerships in the Australian context and Part 2 of this study will compare and contrast the Australian experience with countries around the world. The interactive presentation will provide an overview of numerous models of partnership throughout the world. It will answer such questions as to whether, for the non-profit sector these partnerships are about boom or bust? And whether both sides can really profit from the experience? From those already in partnerships this exciting research will identify the 'key' principles necessary for developing successful partnerships between those in the business of caring (non-profits) and those involved in incorporating caring into business (corporations and businesses). As the concepts of 'corporate citizenship', 'triple bottom line' and 'social capital' continue to gain momentum throughout the world, the partnerships between the community and business may well be vital in developing relationships for a better world so that we all may profit!

## "WEEDBUSTERS" -- LOCAL HEROES GLOBAL CHAMPIONS

*Kate McArthur, Department of Natural Resources and Environment*  
*Cindy Hanson, Department of Primary Industries, Water and Environment*  
*Andrew Clark, Department of Natural Resources,*  
*Salvo Vitelli, Department of Natural Resources*  
*Leslee Hills, Department of Primary Industries and Fisheries,*  
*Helen Peade,*  
*Sandy Lloyd, Agriculture WA*  
*David Walker, Primary Industries and Resources South Australia*  
*Jack Crow, Department of Natural Resources and Environment*

*Weedbuster* is a national initiative to promote, recognise and reward volunteers for their commitment to weed management and associated land degradation issues. The *Weedbuster* initiative aims to help stimulate greater awareness and to foster community ownership of weed management initiatives around Australia. Weeds have been recognised as one of the biggest threats to biological diversity in Australia and have overtaken land degradation as the most widespread and concerning rural problem. Weeds cost Australia over 6 billion dollars per year in lost primary production, social and environmental costs. While governments and organisations throughout Australia are committed to reducing the impact of pest plants, a dedicated band of volunteers and land managers are essential in the fight against weeds.

*Weedbuster* started as Weed Awareness Week in Queensland in 1994, and has developed into a national program coordinated by representatives from each state and territory. A focus of the initiative is *Weedbuster Week*, held in the second week of October each year. *Weedbuster Week* 2001, (7-14 October), will recognise volunteers and community groups for their outstanding dedication, commitment to weed management. The facilitators and coordinators who support the volunteers will also be recognised.

The paper examines the function of initiatives such as *Weedbusters* in motivating, supporting and stimulating community and volunteer commitment to natural resource management programs. The relationship between recognition/reward and motivation will be explored in the context of peer review. The paper will discuss the role of volunteers in natural resource management and investigate the nature of their contribution to sustained weed management. *Weedbusters* will be used as a model to explain how and why environmental volunteers become involved and subsequently how government departments and other land and water management agencies can encourage and support their efforts.

# Volunteers 2001

## *International Year of Volunteers Conference*

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### Presenter Biographies

10-Oct-01

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#### **Ms Kira Armstrong**

Kira Armstrong completed a Bachelor of Applied Science in Information Studies (Communication and PR major) at the University of Technology Sydney in 1997.

Upon completion of her degree, she joined a public relations consultancy specialising in technology, and was responsible for managing several client campaigns, including Apple Computer and Network Associates.

Kira joined the Australian Red Cross Blood Service as National Public Relations Assistant Coordinator in October 2000. She is currently responsible for coordinating and implementing national public relations activities, including communication with staff, donors and key stakeholders.

#### **Major Margaret Armstrong**

Major Margaret Armstrong is representing the Fundraising Institute of Australia.

The first female Salvation Army Officer in Australia to hold the position of Territorial Public Relations Secretary, Major Margaret Armstrong is responsible for all Public Relations and fundraising operations in the Southern Territory (Vic, SA, WA, NT and TAS), with an annual target of around \$35 million. Margaret oversees all facets of the Army's major fundraising campaigns, including the Red Shield Appeal Campaign, the national Doorknock, Wills & Bequests, Capital Appeals and The Salvation Army's internal stewardship programs, as well as donor development and corporate giving.

Margaret has one daughter, two sons, and two grandchildren. Margaret is recognised as having some unique ideas in creative marketing and donor development and these skills have helped to place The Salvation Army as a leading fundraising organisation.

She is an enthusiast for her work and always willing to help other fundraisers in their personal or organisational development. Margaret was the inaugural winner of the Arthur Venn award for Excellence in Fundraising. She is also a member of the Fundraising Institute of Australia (Victoria Chapter) with responsibility for training and development.

#### **Mr Jim Barr**

Jim Barr is a consultant and Baptist Minister based in Melbourne with a wide background in community development and leadership training in Australia and overseas. He has worked in an extensive variety of contexts in both the corporate and community sectors. He has designed and facilitated narrative scenarios and "hypotheticals" across Australia and in Britain, the US, New Zealand and Hong Kong.

#### **Mr Alan Bates**

Alan Bates comes from a financial and sales background with over 25 years experience in leading, training and managing volunteers. For the past 10 years he has held the position of Manager Volunteer Services, Wesley Mission, Sydney, which has over 3000 volunteers. Alan graduated in the first class for the "Diploma of Volunteer Management Practices" conducted by the School of Volunteer Management, National Centre for Citizenship and Volunteer Management, Sydney NSW. He has presented papers at state, national and international volunteer conferences.

#### **Rev Jeanne Beale**

Reverend Jeanne Beale is the Social Justice and Community Deacon for UnitingCare Connections.

#### **Ms Pamela Bone**

Pamela Bone is Associate Editor of The Age newspaper in Melbourne.

#### **Ms Maureen Bott**

Maureen Bott has over 24 years experience working in the child and family welfare field and has worked predominantly with families and children in crisis and the development of community resources and community networks. Maureen has extensive experience working with volunteers and non-formal support networks.



Currently she is the Development Manager of Unitingcare Connections Community Resource Program. This program provides a platform for the development of new and innovative ideas for (usually) community-based services and for the incubation of projects that have been identified as needs throughout the agency.

### **Ms Carol Burnett**

Carol Burnett is currently Chief Executive Officer of Volunteering Victoria. Previously, Carol was a departmental manager for Asialink at the University of Melbourne. Carol has a Bachelor of Education with post graduate qualifications in vocation education, training and human resources.

### **Mr Gary Cazalet**

Gary Cazalet is Director of Corporate Citizenship Consulting.

### **Mr Jim Chalmers**

Dr. Jim Chalmers is affiliated with Australian Volunteers International as coordinator of the South Australia office. He brings an anthropological perspective on peace studies stemming from research on non-oppressive societies in Borneo. He was visiting faculty in Sumatran and Indian universities as a volunteer with Australia Volunteers International. He has taught in Australian and Canadian universities, and his writings on caste, belonging, and indigenous communities in the clash with classical traditions, are published in Australia, North America, and Asia.

### **Dr John Champness**

John Champness is a psychologist with special interests in rural and remote psychology, health and organisational psychology. He is also a sheep and cattle farmer in the Geelong area of Victoria, and combines these interests in his volunteer contribution to RAPlink Incorporated, of which he is Vice-President. He prepared and analysed a pilot lifestyle survey of rural towns for RAPlink, and has successfully promoted RAPlink's services within the psychological profession around Australia.

### **Ms Tamara Churchill**

Tamara Churchill – Hobsons Bay City Council. Tamara's current role as Neighbourhood Development Officer involves working with community groups, service providers and government agencies to support and further develop services and facilities across the City of Hobsons Bay. Tamara is currently involved in a number of projects aimed at supporting both volunteers and local community groups.

Tamara has previously held positions in both State and Commonwealth Government Departments and has extensive policy development and program management experience across a range of urban management, local government, community safety, housing and disability programs.

### **Ms Stephanie Coleman**

Stephanie Coleman is a producer with The Inspire Foundation an organisation that uses the internet to inspire young people.

Stephanie produced the [www.actnow.com.au](http://www.actnow.com.au) volunteering website, a website which was designed to encourage more young people to get involved in volunteering, and piloted in North Sydney earlier this year.

Prior to joining Inspire in 1999 Stephanie worked in the television industry for many years in production management and research. During her time at the Nine Network she was the researcher for several documentary programs, including the 1999 Logie Award winning series of RPA.

Stephanie has a degree in Communications from the University of Technology, Sydney where she studied Journalism and Film and Television Production.

Stephanie was also a volunteer at the Sydney 2000 Olympic Games.

### **Mr Damian Coleridge**

Damian Coleridge: Formation and Training Co-ordinator with the St. Vincent de Paul Society in Victoria for the last 7 years. Works with the 7,000 local volunteers across the state.

### **Mr Bruce Conboy**

Senior Vice President - Victorian Rural Fire Brigades Association. More than 20 years service as a volunteer firefighter at Mt Martha Fire Brigade, including 11 years as Secretary and 5 years as Captain. Currently Secretary again. Ash Wednesday Veteran. Represents Westernport Area Region 8. In civilian life a

Civil Engineer for 36 years. Currently Manager - Engineering Services at Knox City Council.

### **Ms Ann Connolly**

Ann Connolly has managed the Park Care program for 4 years. Park Care is an ACT Government program where people from the community form groups of volunteers and work with Rangers to care for local nature reserves. There are 15 Park Care groups in the ACT. Ann has a BA/BSc (Hons) with a background in wildlife ecology, bush regeneration project management and tutoring in environmental management at the Australian National University. Ann has a history of volunteering in related areas and am a member of the ACT International Year of Volunteers Steering Committee.

### **Mrs Sha Cordingley**

Sha Cordingley has worked in the community sector for the past 23 years since completing a BA at the University of Melbourne and an Associate Diploma in Welfare Studies. Her initial involvement was in youth work, later moving into the volunteer sector in various positions. She is currently the Chief Executive Officer of Volunteering Australia, a position she has held for the past two years. She has authored several papers on volunteering and has a keen interest in policy development.

### **Mr Martin Cowling**

Martin J Cowling, (BA Psych. Grad dip Adult Education and Training, Grad dip HR Management) has worked in volunteer and change management for thirteen years for organisations including UNICEF Victoria and the AIDS Council of NSW. He is currently Manager of Volunteer Development for AFS Intercultural programs which has approximately 3000 volunteers across Australia. Martin is passionate about providing volunteers with the best possible experience whilst ensuring organisational goals are achieved. He is a volunteer with church based organisations and Red Cross NSW.

### **Associate Professor Graham Cuskelly**

Graham Cuskelly is an Associate Professor with the School of Leisure Studies at Griffith University in Brisbane and Director of its Centre for Leisure and Gaming Research. His major research interest is volunteers in sport. In his PhD thesis he studied the development of organisational commitment and turnover amongst sport volunteers. Most recently he has been involved in research projects of Olympic Games volunteers and volunteers at other major sport events and served as guest editor for the Parks and Leisure Australia Journal special issue on volunteerism. Graham published a number of papers in national and international journals and has been invited to speak on volunteer management issues in sport at a number of national forums in Australia and New Zealand. A recent national project which he coordinated was the writing of the 16 module Volunteer Management and Club/Association Management Program for the Australian Sports Commission. He co-authored the paper for this session with Peter Brosnan, Professor of Industrial Relations at Griffith University.

### **Mrs Sherry Cuthbert**

Sherry has worked in the not for profit sector for over twenty years. During this time, she has both managed and supported staff and volunteer training programs as well as educated and trained people with disabilities. Education and training programs have been implemented in Residential Services, Rehabilitation Programs, and broadened into the development of training for over 3000 volunteers within Vision Australia Foundation. Volunteers provide a wide range of services, varying from retail to direct services to people with vision and sensory loss. Volunteer training programs, have been developed and implemented to ensure volunteers are skilled, knowledgeable and confident to perform their volunteering roles.

### **Ms Anne Dance**

Born in the United Kingdom and moved to Australia 24 years ago. Working background of social welfare, community development and management. For the past eight years, managed a volunteer program for St Laurence Community Services (Batwon). This is a non-profit organisation, provides aged care, family, Community, retail and disability services. Anne believes that volunteering provides a pathway for people in their life which generates personal growth and development and can lead to new paid work or training opportunities. She is a firm believer in networking with other professionals to share ideas, identify gaps and working together to achieve a common goal.

### **Miss Chatarina Davidsson**

Chatarina Davidsson is currently completing a PhD at Edith Cowan University on the topic of volunteers at mega-events such as the Olympic Games. She was herself a volunteer protocol assistant at the Sydney 2000 Olympics and was assigned to the Spanish Royal Family.

Her experience as a volunteer combined with the research completed to date provides some unique insights into volunteer training, motivations, expectations and satisfaction.

**Mrs Sallie Davies**

Sallie Davies is the Chief Executive Officer of Volunteering Western Australia.

**Ms Ann Dunn**

Anne Dunn was a public servant in South Australia and the Northern Territory for 23 years. She held the positions of Commissioner of the Public Service Board and Chief Executive Officer of the departments of Local Government, Arts and Culture Heritage and Family and Community Services. For three years she was Deputy Chief of the Australia Council and Chair of the Community Cultural Development Board. Ann has recently completed a contract as the CEO of the City of Port Phillip in Victoria. She has operated as a facilitator/mediator in the fields of arts, community relations and development, reconciliation, rural affairs and women's issues.

**Ms Trish Dyck**

Trish Dyck is a Senior Project Officer in the Research Unit, Sport Development Group, Australian Sports Commission. Previous to this employment, she worked at the Commonwealth Department of Health and Aged Care. Trish graduated from the University of Alberta, Canada with a Masters of Arts Degree majoring in Health Promotion. Her expertise spans the fields of health, physical activity, sport, and recreation.

**Mr Joe Elias**

Joe Elias is the Youth Programs Co-ordinator for The Inspire Foundation an organisation that uses the internet to inspire young people. Joe has been involved in youth participation programs for the last two years now. The programs involve co-ordinating young people who have volunteered to be on a Youth Advisory Board and subsequently Youth Ambassador Program. This is done by placing their content up on the Reach Out! web service ([www.reachout.com.au](http://www.reachout.com.au)), organising their involvement in events and activities in their local community and being a support for the young people. Prior to joining Inspire in 2000 Joe worked as a Law Clerk for several years whilst concurrently holding volunteering positions at youth agencies in Sydney such as the AIDS Council of NSW. During his time in the field of law Joe mainly worked on human rights cases and in media law. Joe has a degree in Arts from Macquarie University, Sydney and is currently in his final year of his Law degree. He also has a background in counselling.

Joe's paper will be presented by Stephanie Coleman

**Ms Betty Eriksen**

Betty Ericksen, is President SAAVA, Coordinator of Community Visitors Scheme, Lutheran Community Care.

**Dr Judy Esmond**

Judy Esmond PhD, is a lecturer in the Division of Humanities at Curtin University, Western Australia. She is an outstanding and much sought-after speaker and educator. Judy also assists both non-profit and for-profit organisations in training, research and coaching and has received rave reviews from those who have attended her workshops on volunteer recruitment, building community and business partnerships, leadership, change dynamics, team building and managing stress. The first print of her book "Count Me In 501 Ideas on Recruiting Volunteers!" published to celebrate the International Year of Volunteers, sold out within two months. Judy presented her book and recruiting ideas at the World Volunteering Conference 2001 in Amsterdam and has returned from two months overseas researching volunteering trends throughout Europe, the UK, USA and Canada.

**Ms Christine Fahey**

Christine Fahey is Junior Research Fellow with the University Department of Rural Health, Tasmania. She has managed the More than a Band-Aid Project, which developed strategies to assist recruitment, retention, training and support, for Tasmanian Volunteer Ambulance Officers and will now be extending this work to other States. She has a strong research interest in issues affecting health at the community level, with a background of community nursing.

**Mrs Jo Fairbairn**

Jo Fairbairn is from the Multiple Sclerosis Society of Victoria.

**Ms Sheranne Fairley**

Sheranne Fairley is a PhD student in the School of Marketing and Management at Griffith University on the Gold Coast. Her research is primarily positioned in the areas of sport tourism, and consumer behaviour.

During 2000 and 2001 she was involved in a study on Olympic Volunteers which was jointly funded by the Australian Research Council (ARC) and SOCOG. Specifically, the study was designed to better understand the motives and experiences of Volunteers.

**Mr Asaf Fisher**

Asaf Fisher is co-author of "Participation: Sharing the Stage," the NSW Commission for Children and Young People's publication on how to involve children and young people in decision-making. He is currently acting as a consultant, providing government, non-government and private sector organisations with advice on engaging children and young people in decision-making.

**Ms Linda Fletcher**

Linda Fletcher is from Sunnybank Family Support Inc.

**Ms Marie Fox**

Marie Fox is the Chief Executive Officer of Volunteering New South Wales.

**Mr Andy Fryar**

Andy is employed as the Executive Officer of the Lyell McEwin Health Service Volunteer Association, one of Australia's largest and broadest serving health based volunteer programs - boasting some 450 volunteers across 30 program areas and 5 key sites. In addition to his work role, Andy is actively involved in the development of the Australian volunteer sector where his roles include being a member of the South Australian Association for Volunteer Administration's (SAAVA) accreditation sub-committee. He is the current President of Volunteering SA and a Vice President of Volunteering Australia.

Andy is a Convening Editor and Manuscript Developer with 'e-volunteerism' - the electronic journal of the volunteer community, which is based in Philadelphia and operated by leading US volunteerism experts and authors, Susan Ellis and Steve McCurley.

**Mrs Marie Giess**

Marie Giess has been an actively involved in the Ipswich Community for the majority of her working career and in 1999 was employed by Global Arts Link - Ipswich's award winning art gallery and social history museum. Her brief was to develop a volunteer program to suit their specific needs. With a background in business, training, marketing and community development, Marie took a business approach to developing the now very successful and community focussed program. She is now employed as their full-time Coordinator of Volunteers and is passionate about community, networking and sharing resources where possible. Marie enjoys, movies, reading, writing and socialising.

**Mrs Olga Givoye**

Since 1994 coordinated volunteer programs for Vision Australia Foundation's Geelong Centre. Vision Australia is a not-for-profit organisation specialising in services for people who are blind, vision impaired or have combined hearing and vision loss. Work experience includes 20 years in education including 10 years as a classroom teacher and 10 years in school community development. Olga values networking opportunities with colleagues in the volunteering sector to achieve improved outcomes for workers, volunteers and clients. Believes volunteering is increasingly offering a range of skill development options for those looking for pathways into education, training, special interests and employment.

**Mr Jeremy Grainger**

Jeremy Grainger is a senior Commonwealth Public Servant in the Department of employment, Workplace Relations and Small Business. Jeremy has responsibility for the policy, development and promotional aspects of the Australian Volunteer Search web site which was developed by his department in response to the Government's commitment to facilitating volunteering in the Australian community. Jeremy has extensive experience in the employment portfolio and more recently in the development and implementation of online systems for service delivery, most notably Australian Job Search.

**Ms Pamela Greet**

Pamela Greet is the Manager, Volunteer Services with the Queensland Cancer Fund. She has worked in the voluntary sector for 18 years, of which some 15 years have been spent in the humanitarian aid and development sector, including 8 years working with international organisations in Europe. Pamela has worked with volunteers at a local, state, national and international level. With a strong background in community capacity building, Pamela is particularly interested in leadership in voluntary organisations and in issues related to motivation, training and support for volunteers who work at a distance. She is currently a volunteer member of several boards and committees.

**Mrs Antonia Harmer**

Antonia Harmer is a Sport Education Consultant at the Australian Sports Commission and has a Bachelor of Leisure Studies degree from the University of NSW. Antonia coordinates the National Coaching Scholarship

Program and Graduate Diploma of Elite Sports Coaching Course. She also assists national sporting organisations to enhance their coach, official and administrator education and development programs including the recognition of volunteers.

#### **Mr Phillip Harrison**

Currently Director Corporate and Government Affairs for CVA. Has worked for CVA for the past 15 years, commencing as a volunteer on conservation projects and spending time as project supervisor, State Manager and Director of the Green Corps program.

#### **Mr Peter Heyworth**

Peter Heyworth is Vice President of South Australian Association for Volunteer Administration (SAAVA). Coordinator of Volunteer Services at Royal Society for the Blind, SA. and Board member of Volunteering SA. Together with Betty Eriksen, and the Board, have learnt the hard way about the issues involved with developing a professional association

#### **Mr Ric Holland**

Ric Holland has been involved with volunteering for 30 years both in the UK and Australia. Ric pioneered social action broadcasting in the UK, recruiting tens of thousands of volunteers. Ric was also responsible for setting up Britain's first national telethon and with the ABC and the Volunteer Centre of Victoria (as it was then) established the radio series "Social Action Broadcasting" – Australia's first radio volunteer recruitment series.

Ric is former President of the then Volunteer Centre of Victoria and Vice President of Volunteering Australia. He is presently involved in establishing Comic Relief – a nationwide television fundraising event with Channel 9 to be broadcast in 2002.

#### **Major General Hori Howard**

Major General (retired ) Hori Howard AO,MC,ESM was Deputy General of Emergency Management Australia from 1987 - 1989, then Director General of the NSW State Emergency Service from 1990 - 2001. He is currently chairman of the NSW State Emergency Management Committee, and of the Australian Council of State Emergency Services. Recently he assisted Emergency Management Australia to manage the Volunteer Summit for Emergency Management Volunteers.

#### **Mr Ken Hubbard**

Ken Hubbard is a volunteer member of the Victoria State Emergency Service and have been for over 24 years. For the last 17 years he has been the Controller of the Bendigo Unit. He is Principal of Kalianna Special School located in Bendigo and has been for the last 16 years.

#### **Dr Duncan Ironmonger**

Duncan Ironmonger is Director of the Households Research Unit in the Department of Economics at the University of Melbourne, where he is Principal Fellow and Associate Professor.

#### **Ms Elizabeth Jameson**

Elizabeth Jameson is a Partner with the firm Deacons, Lawyers in Brisbane where she specialises in commercial/corporate law. Her experience in the area includes a particular focus on corporate constitutions and other legal advice, in the not-for-profit and for-profit sectors, and the associated corporate and commercial issues that arise out of them.

In addition to her legal skills, Elizabeth has sat on, and chaired, a number of boards and committees and so brings a very practical understanding to constitutional work. She was a Board Member of the Endeavour Foundation from 1993 to 1998 and is a life member of the Foundation. Elizabeth has been involved with a range of organisation over the years in this capacity and at present serves in the following capacities:

- Chair of the Queensland Biennial Festival of Music;
- Deputy Chairperson of the Board of Trustees with Brisbane Girls' Grammar School;
- Member of the Council of the University of the Sunshine Coast;
- Member of the Board of Directors of MAP Funds Management Limited as trustee for the MAP Master Superannuation Plan and MAP Investment Trust;
- Member of the Board of Directors of QANTM Australia CMC Pty Ltd; and
- Member of the Queensland Judiciary Salaries and Allowances Tribunal.

#### **Mr Peter Jamvoid**

Currently Group Manager, Southern Division for the Insurance Council of Australia, responsible for Insurance Council business in Victoria, Tasmania and the ACT.

Previously:

- An Australian Trade Commissioner with postings in Washington DC, Bangkok and Osaka
- An executive with Shell Australia involved with establishing the structural, trading and shipping arrangements for the North-West Shelf liquefied natural gas project, negotiating the LNG sales agreements in Japan and then managing government affairs for Shell in Australia
- Employed in own businesses, including setting up and managing Tiwi Pearls Pty Ltd, a pearl farming venture located off Arnhem Land in the Northern Territory of Australia

### **Ms Pam Kappelides**

Upon completion of a Bachelor of Arts (Recreation Management) in 1992, Pam Kappelides commenced her journey in the Disability and Aged Care field, working for the Department of Sport and Recreation, Victoria (SRV), coordinating Healthy Lifestyle Weekends for Older People. Further to this role, she also had the chance to work in the USA, participating in various recreation programs for older people, children and youth for nine months, with the YMCA in Salem, Oregon.

Following her work with SRV, the Australian Greek Society for Care of the Elderly employed Pam to coordinate the recreation programs at various facilities. During this time, she also completed a Graduate Diploma in Recreation, Aging and Disability at Victoria University, followed by the completion of Masters in Research in 1999. Currently, Pam is managing the Kids Under Canvas program for Wesley Central Mission and lecturing sessionally for Victoria University in the Human Movement, Recreation and Performance Department.

### **Dr Lorraine Kerr**

Dr. Lorraine Kerr is an Adjunct Research Fellow in the School of Social Work and Social Policy at the University of South Australia, and is a member of the University's Social Policy Research Group. Her particular areas of research interest are inequality, employment, unemployment and labour market policies, community development and social capital, and volunteering. She has conducted research and written widely in all of these areas, including ways in which volunteering itself is challenged in the current social policy environment.

### **Mr Terry Kilmister**

Terry Kilmister is a Director and Principal of BoardWorks International (Australia) Pty Ltd based in Melbourne. Terry has in excess of 20 years experience of consulting to corporate, government and not-for-profit organisations. This work has included quality management, strategic planning, management development and mentoring, organisational review, business facilitation and governance development.

Terry specialises in not-for-profit board governance development and support having consulted to and trained in excess of one thousand boards in Australia and NZ. Using a Principle-Centred approach to governance, he has assisted many boards to adopt a positive and productive role, enabling boards and CEOs to agree clear role boundaries and accountabilities so that both can add value to the organisation through the creation of synergies and sound working relationships.

### **Ms Anne Knock**

Present position - Volunteer Program Coordinator for The Benevolent Society, Australia's oldest charity. The organisation sees volunteers playing a vital role in helping to create caring and resilient communities. Anne's role is to develop volunteering opportunities across the range of services offered by The Benevolent Society. Previously - Program Coordinator for the Program to Aid Literacy, Community Care Branch of St John Ambulance in NSW. In 2000, this program had 350 active volunteers. Preparation of volunteers through training and regular ongoing structured learning opportunities helped to maintain a solid core of committed and well-prepared volunteers across the state.

Qualifications - Masters of Education (Special Education) from University of Sydney, and in adult education (Certificate IV Workplace Trainer and Assessor).

### **Ms Sarojini Krishnapillai**

Sarojini Krishnapillai is the National Liaison Officer for Friends of the Earth Australia.

### **Mrs Marie Lally**

Marie is National President of the Country Women's Association of Australia. She has been a member of the 3XSouth Australian Country Women's Association serving in all leadership positions, all branch, group division and State level, including State President from 1966 to 1999. Internationally she has attended four World Conferences of The Associated Country Women of the World as a delegate for SACWA Leading the State delegation to Pretoria in South Africa in 1998. She has also been a delegate at four South Pacific Area conferences of The Associated Country Women, leading the delegation to Suva, Fiji in 1999, as National

President she represented CWA of Australia at the World Conference in Hamilton in Canada in 2001. She has worked on ACWW resource teams teaching women of Western Samoa, and the Island of Niue and Enerabella in SA, basic sewing and pattern drafting.

Locally Marie has served on the South Australian Country Arts Trust as a Board Member for the Eyre Peninsula Region, Board Member of the Lock Health and Welfare Centre, President of the Lock Arts Council and Central Eyre Pony Club for many years. She was awarded Citizen of the Year for 1998 for community leadership by the Elliston District Council.

#### **Ms Jennie Lee**

Jennie Lee is from the City of Casey

#### **Ms Rosie Lewis**

Rosie Lewis works for Volunteering Australia as the Business Development Manager for GoVolunteer, the first national not-for-profit volunteer-matching website in Australia. She has worked in marketing for a number of not-for-profits organisations (incl. The Royal Women's Hospital, Yooralla Society of Victoria & CARE Australia) for the past ten years. She has a BSc (Hons) in Business Administration from Bath University in England.

#### **Ms Irena Liddell**

Irena is the Deputy Director of the NSW Meals on Wheels Association Incorporated and have been in this position since August 2000. She has worked in the HACC Program in NSW since its inception and therefore have had a very good understanding of the issues facing services both now and into the future. She has worked as a service provider, as a policy maker and also as a policy implementer on a number of projects including the introduction of the Client Information and Referral Record (CIARR) and the HACC MDS. In her current position she has become acutely aware of the challenges facing traditional "Volunteer Based" organisations such as meals on wheels in trying to acknowledge and sustain, the current volunteer base while also recognising and responding to the need to do things very differently in the future.

#### **Professor Mark Lyons**

Mark Lyons is Professor of Social Economy in the School of Management at the University of Technology, Sydney, and co-director of the Australian Centre for Co-operative Research and Development (ACCORD). He has a PhD from the Australian National University and has researched and published in the fields of Australian history, social policy and social economy. From 1986-1989 he was Executive Director of the Australian Council of Social Service (ACOSS). He was the foundation chair of Australian and New Zealand Third Sector Research. He was director of the Australian Nonprofit Data Project (ANDP), which, inter alia, provided Australian participation in the Johns Hopkins Nonprofit Data Project. He has explored the relationship between nonprofits and both government and business, and has been a member of the Prime Minister's Round Table on Business/Community Partnerships. He was a member of the Australian Government's Reference Group on Welfare Reform and the Australian Statistics Advisory Council. He is a member of the Council of Governors of the Asia Pacific Philanthropy Consortium and director of the Asia Pacific Philanthropy Information Network. He is a director of the International Society for Third Sector Research. His book *Third Sector – The Contribution of Nonprofit and Cooperative Enterprise in Australia*, the first comprehensive study of Australia's third sector, was published by Allen & Unwin in February 2001.

#### **Mr Bill Mansfield**

Bill Mansfield is an Assistant Secretary of the Australian Council of Trade Unions (ACTU). His main areas of responsibility at the ACTU are in education and training, occupational health and safety and international issues. He is a graduate in law from the University of Melbourne. He is a member of various boards and advisory committees including the Governing Body of the International Labour Organisation (ILO) (based in Geneva), the National Occupational Health and Safety Commission and the Safety, Rehabilitation and Compensation Commission. He is also the Deputy Chair of the Australian National Training Authority.

#### **Ms Kate McArthur**

Kate is a research officer in the Biological Control Services Victoria team (Project Leader English broom, also involved in the international biological control program comprising scientists from Australia, New Zealand, the United States and Europe), current Victorian Weedbuster Coordinator and Project Leader for research into little studied *Psylloidea* species. She has extensive experience in the development of strategic management plans, and in the delivery of programs that facilitate the adoption of 'best practice' pest management. Kate and is also an accredited NRE wildfire-fighter.

#### **Mr Stephen McGarrigle**

Stephen McGarrigle works as education projects coordinator for Volunteering Queensland (VQ). He has just been awarded a Churchill Fellowship for 2002 to undertake a comparative analysis of International Leadership

programs in not-profit settings. In 2000 he was selected as the Queensland representative to attend the first Australian Community Learning Leaders program. Stephen has currently developed the first Assessment and Workplace training programs specifically designed for those who work in the third sector (community and non-profit). In his role of educator, he has worked with hundreds of groups and organisations to develop more effective management committees and volunteer programs. He has developed new courses in submission writing, strategic planning and management committees. He is currently working with a range of unfunded programs to assist in their strategic planning and community development processes.

### **Ms Tunde Meikle**

Tunde is a senior lecturer in Psychology at the Australian Catholic University and a registered psychologist in Victoria as well as being an active volunteer firefighter herself. She belongs to a very busy urban brigade and this paper is a reflection of her professional reflections on her own and other's experiences.

### **Ms Diane Morgan**

Di Morgan is the Chief Executive Officer of Volunteering Queensland.

### **Ms Elizabeth Murphy**

Elizabeth Murphy is a linguist, author and international communication skills consultant, based in Canberra. She has worked as a volunteer in community, education and arts organisations over many years, and is the main author of many of the papers and presentations given by RAPink members at conferences and summits concerned with rural and regional development in Australia. She is Secretary of RAPink Incorporated.

### **Dr Kumi Naidoo**

Kumi Naidoo is Secretary General and CEO of CIVICUS: World Alliance for Citizen Participation. CIVICUS is dedicated to strengthening citizen participation and civil society worldwide. Kumi was previously the founding director of the South African NGO Coalition during which time he served on the task team to draft new NGO legislation. He has also worked extensively in adult education and social and economic justice work in South Africa. He has published several articles on NGO's, civil society and youth and resistance politics in South Africa. A book which he recently edited, entitled "Putting Youth at the Centre" was launched in August 2001. An activist of the ANC since a very young age, he was expelled from school at age 15 for his anti-apartheid activity. He now holds a doctorate degree in political science from Oxford University where he was a Rhodes Scholar.

### **Ms Joy Noble**

Joy Noble and Fiona Johnston, editors of Volunteering Visions which is being launched at the Conference, have a history of working together, beginning with being the first editors of the Australia Journal on Volunteering. They both have a long-term interest in the subject of volunteering and have had extensive experience as volunteers. Joy co-founded the Volunteer Centre of SA and has written a number of books on the management of volunteer programs. Fiona has both taught and been involved in researching the subject of volunteering. Joy and Fiona were heavily involved in Australian Volunteers at Work:

101 stories, the recently published book relating the experiences of volunteers of all ages and backgrounds.

### **Mr Roger O'Halloran**

Roger O'Halloran was born in 1954 in Trafalgar, Victoria. He attended secondary school at Xavier College in Melbourne. In 1977 he completed a Bachelor of Arts and Graduate Diploma of Education at (Monash University). After that he spent 15 years teaching in Victorian classrooms and coordinating students, staff and curriculum.

In 1992, PALMS, prepared him, his wife, 11-year-old son and seven-year-old daughter for their 1993 mission to Western Samoa, where for two years he coordinated a training program for local teachers with the order of Salesian Fathers at Don Bosco Technical Centre, Alafua. This started a significantly successful PALMS program, which in six years with three volunteers in consecutive two-year placements, helped to grow the local teaching staff from 20% to 80%. In October 1995 Roger and his family moved to Sydney where he took on the position as PALMS Coordinator. He also undertook further studies and was awarded his M.Ed. (Leadership) in 1997. From October 1997 he spent two and a half years at Caritas Australia as Network Development Coordinator during which time he began studies for a Masters in International Development. (Deakin University). Adding a third child to the family (September 1998), becoming PALMS Director (January, 2000) and moving into a 'renovators delight' (March 2000) have meant that further formal studies have had to be put "on hold".

### **Ms Judith O'Neill**

Judith O'Neill is Chief Executive Officer of the Abbeyfield Society (Australia) Ltd.

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### **Ms Debra Olive**

Debra Olive works (part time) as education projects coordinator for Volunteering Queensland (VQ). Debra has had a major role in the development of the Certificate IV Coordination of Volunteers program. Debra is currently working on a range of projects including co-authoring a book on best practice in working with volunteers, community leadership programs, non-profit organisational development and evaluation consultancies and development of training programs for a variety of organisations that work with or are introducing volunteer programs. Prior to working with VQ, Debra worked as Manager of volunteer services for the Queensland Cancer Fund.

### **Associate Professor Jenny Onyx**

Jenny Onyx is an Associate Professor in the School of Management at the University of Technology, Sydney. She has over 30 years of university teaching and research experience, with particular emphasis on issues of social justice, involving ethnicity, and more recently, social capital. She is the editor of Third Sector Review.

### **Dr Melanie Oppenheimer**

Dr Melanie Oppenheimer lectures in Australian history at the University of Western Sydney. She has researched and written widely on aspects of voluntarism especially focussing on voluntary work on the Australian home front during World War II. She is the author of Red Cross VAs. A History of the VAD Movement in NSW (Ohio Productions, 1999); co-editor with Jeni Warburton, Volunteers and Volunteering (Federation Press, 2000); and has recently joined the editorial board of the Australian Journal of Volunteering.

### **Mr Stephen Parsons**

Stephen Parsons has worked at Australian Volunteers International since late 1997, and is currently Senior Manager of Australian Operations in the National Office in Melbourne. Stephen taught in an Adelaide secondary school for 4 years upon the completion of his BEd degree. He and his wife then spend 2 years in the late 1980s as Australian Volunteer teachers in Botswana. On return Stephen was involved in teacher training workshops in Vietnam, run by Australian Volunteers International, as well as doing a MA in Development Studies. From 1991 to 1997 Stephen worked at the Centre for Applied Linguistics in the University of South Australia.

### **Ms Lisa Paul**

Lisa Paul is the Deputy Secretary, Community and Business Strategy, Commonwealth Department of Family and Community Services (FaCS). She is responsible for assisting the Secretary in the overall management of the Department. In addition her specific responsibilities include community strategies, housing, the FACS State and Territory office network, Centrelink partnership, the Child Support Agency and the Commonwealth Rehabilitation Service.

### **Mrs Megan Paul**

Megan Paul is an active volunteer. She has participated in community volunteering for a number of years - taking on committee roles with her local playgroup, kindergarten, pre-primary and currently primary school P&C - having a love of words she often finds herself taking on the role of secretary to these organisations. She has also been involved in Neighbourhood Watch and has been the team manager in her children's tee ball and netball teams.

In Western Australia Megan is the chair of the recently launched Volunteering Research Network at Volunteering WA - a voluntary position. She is also the Western Australian contact for the Australian Journal on Volunteering.

In her professional life Megan is a sessional lecturer in the School of Management at Edith Cowan University. She has recently completed her Master of Business in which she looked at the role of feedback in managing the performance of volunteers. She has published and presented papers and conducted workshops on managing change, managing feedback and managing difficult volunteers at state and national conferences in recent years. Megan is now pursuing her PhD in Business Studies, and is once again investigating an area of volunteer management, this time associated with older volunteers.

### **Ms Mary Porter**

Current President of Volunteering Australia, CEO of Volunteering ACT and National Representative to the International Association of Volunteer Effort (IAVE). Involved in Community work all working life. Arrived in the ACT from the Northern Territory 1977. Volunteer Nursing Sister in remote parts of the Northern Territory for 12 years. Founding member of Tuggeranong Community Service (regional community service in one of the ACT's town centre regions). Employed with that organization as the Manager of its Community Service Department till

1992. Staff of a Federal Minister from 1992 to 93. Founding member of Volunteering ACT in 1986 and employed by that organization since it gained initial funding in 1993 to the present day. Sat on a considerable number of Boards & Committees including the ACT Chief Minister's former Health Advisory Board and joint community/government reference group to introduce Compact in ACT. Former President of ACTCOSS and Board Member of ACOSS. Keen Interest in social justice, health & education, particularly that of young people, also an emerging interest in alternative justice systems. Keen reader and poet, published a short book of poems.

#### **Mr Paul Power**

Paul Power: Formation, Research and Communications Co-ordinator with the St. Vincent de Paul Society in the Wollongong area of NSW. Involved in creative, community developments in south-western Sydney.

#### **Mr Michael Quall**

Michael Quall is a multi-faceted Community Development practitioner based in Canberra. Equally comfortable working with both Government bureaucracies and local communities, Michael is a highly regarded adviser on Indigenous affairs and Youth issues in particular. A former Chairperson of the Youth Coalition of the ACT and current Chairperson of the ACT Aboriginal and Torres Strait Islander Consultative Council, he is a respected young community leader and advocate. Having lived in Canberra most of his 26 years, and with a diverse career spanning Commonwealth public service, three years with the Australian Federal Police as an Aboriginal Liaison Officer, and more recently as a senior officer in the ACT public service Michael has seen Canberra and its people grow, change and evolve. Last year (2000) he was awarded both the Young Canberra Citizen of the Year Award and the ACT NAIDOC Young Aboriginal Person of the Year in recognition of his efforts in the community. He commits much of his time both professionally and in a voluntary capacity to participating wholeheartedly in that evolutionary community.

In between his hectic professional and representative schedule he still finds time to spend at home with his wife and four children, coaching and refereeing junior soccer, and chairing the local School Board.

#### **Ms Katherine Rechtman**

Ms Ware holds a Bachelor of Business Degree and has worked in various state government departmental positions. She was the project manager for the Down Syndrome Association for two years, and has also operated her own business. Ms Ware has been the Manager of the Scheme since December 2000.

Katherine Rechtman is the current Honorary Secretary of the Scheme. She joined as a foster grandparent in 1994 and enjoyed the company of her foster grandchild and his family on a regular basis until they moved to Mildura to live in January this year. A new foster grandchild is in the pipeline. Her background is primarily a legal one, and has also worked as a conciliator and manager in various institutions, including the Equal Opportunity Commission and the Children's Court. Katherine is a part time member of the Intellectual Disability Review Panel, and has a special interest in diasability issues and young people.

#### **Ms Joanne Redden**

Joanne Redden is from Logan and Albert North Disability Services Inc.

#### **Ms Louise Rogers**

Louise is currently Coordinator of Volunteer Management Studies at the Onkaparinga Institute of TAFE in Adelaide. She has worked in education for the past 30 years in a variety of roles including as a teacher and a Curriculum Advisor with the Education Department of South Australia, a Senior Lecturer in Sociology at the University of SA and Director of the SA School of Management.

Her voluntary work includes membership of the Board of Management for the Developing Alternative Solutions for Housing Inc. and the Council for Offenders Aid Rehabilitation Services.

#### **Mr Mark Rogers**

Until recently, Mark Rogers was employed as the Clinical Nurse Consultant (CNC) of the Emergency Department at the Lyell McEwin Health Service in Adelaide's northern suburbs.

In his role as CNC, Mark was involved in the planning and development of the Lyell McEwin's Emergency Department Volunteer program and was instrumental in the successful integration of volunteers into the Emergency Department environment.

Mark now works in the hospital's Critical Care unit and he is currently looking for the possible expansion of volunteers into the ICU environment.

#### **Mrs Rosemary Sage**

Rosemary Sage is the Chief Executive Officer of Volunteering South Australia.

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### **Ms Jane Sandilands**

Jane Sandilands is a writer and editor based in Bermagui on the far south coast of New South Wales. Her specialist work areas are philanthropy, volunteering and rural and regional Australia. Jane is the Editorial Adviser for the National Australia Bank's Community Webpage and is currently writing her fifth monograph on R. E. Ross in a series about Australian philanthropists. Her main volunteering role is Chair of Bermagui-based Theatre Susso Performing Arts Company, a position she has held for three years and which has a commitment to performing Australian works to rural and regional audiences.

### **Ms Elizabeth Senior**

Elizabeth Senior is a Social Worker with a graduate diploma in Health Education and Promotion. She has a 20 year background in public health and is currently working as an Education and Support Worker at PaNDa (Post and Ante Natal Depression Association). She has worked extensively as a volunteer herself and is now enjoying the other side of volunteerism, managing volunteers.

### **Mr Michael Simpson**

Michael Simpson has personal experience of disability. He has been blind for 27 years having lost sight through two separate accidents, one at the age of 9 and one at the age of 18. He has had a long involvement in disability services and disability consumer organisations, having worked for Royal Blind Society for over 25 years and having been National President of Blind Citizens Australia for seven years. He is currently Deputy Chair of the National Disability Advisory Council - a Council which provides policy advice to the Commonwealth Minister for FACS. He is also Director, Client and Community Services with Royal Blind Society.

### **Dr Rebecca Spence**

Dr Rebecca Spence is the coordinator of the Centre for Peace Studies at the University of New England. She also lectures in peace and conflict studies. Her main areas of research and consultancy have been in the area of post conflict recovery. She has volunteered in South Africa as a mediator/nonviolence trainer at the Quaker Peace Centre. While there she worked on strategies for reducing violence in the Cape Townships. She has also volunteered in Northern Ireland where she acted as facilitator and support person to a prison visiting scheme.

### **Ms Denise Swift**

Denise Swift is the Executive Director, Community and Locational, Commonwealth Department of Family and Community Services (FaCS). Her responsibilities include Community Strategies, Housing Support and the FaCS State and Territory Office Network. Denise's office is in Melbourne and she is the first member of the FaCS Executive to be located outside Canberra.

### **Mr Eric Talbot**

Errol Talbot, General Manager, Business Financial Services for Victoria and Tasmania, National Australia Bank Limited.

In his current role Errol leads a team responsible for developing and managing the customer relationships of the Nationals' Business clients in VIC & TAS.

Over the last 15 years his business focus has been in the fields of corporate, commercial and risk management during appointments in New York, Sydney, Canberra, Detroit and now Melbourne.

Errol and his wife Ther from Queensland, having transferred to Melbourne from Brisbane in 1983. Errol enjoys motor cycling, reading of the lessons of history, retains a disturbingly strong passion for Rugby League and through the subtle influence of Therese, also enjoys the Theatre, Opera and Ballet.

He is a fellow of the Australian Institute of Banking and Finance, a Graduate of the Australian Graduate School of Management at the University of NSW and of the executive development programmes at Mt Eliza Business School and Darden Business School, University of Virginia.

### **Mr Michael Taylor**

Michael Taylor is a Principal Project Officer within the National Training Frameworks Pathways area of ANTA. His major responsibilities include the management of:

- VET in Schools programs
- School Based New Apprenticeships
- Youth Development initiatives
- and the broad Transition from School area.

Prior to this Michael was the Statewide Manager of Vocational Education in Schools with the Victorian Department of Education, Employment and Training with a wide range of responsibilities related to the development and implementation of vocational education programs in schools.

Michael also has experience as a senior curriculum consultant and government secondary school teacher in the outer east region of Melbourne.

### **Mr Doug Taylor**

Doug has been with BCS for 2 years and has primarily worked in developing the organisation's Volunteer Program with increasing responsibilities in Fundraising and Community Partnerships. Prior to coming to BCS Doug worked in the areas of Community Development and Pastoral Work in Sydney. To date his studies have included a BA (Hons) in History, BMIN in Theology and Diplomas in Pastoral Care and Volunteer Management. He is married to Cath and they together parent 1 child and 1 cat (the cat being the more troublesome). Life outside of BCS includes participating in his local Uniting Church, volunteering in a range of ways in his community and playing sport, namely rugby (from which he has acquired an impressive array of obscure injuries).

### **Mr David Templeman**

David Templeman is the Director General of Emergency Management Australia, which forms part of the defence portfolio. He has worked in the Department of Defence for 32 years, primarily in the fields of human resource management, organisational development and in major departmental restructures. David was born in Hobart, Tasmania, and is a graduate of the Australian National University, the Australian Defence Staff Colleges and the Harvard Business School.

### **Ms Cath Templeton**

Cath Templeton – Toyota Australia

As Manager, Public Affairs at Toyota Australia, Cath is involved in developing Toyota's corporate citizenship strategies. Part of the strategy is a local community program encouraging greater employee participation in local community activities. Cath is also one of the participants in the Toyota Employee Volunteer Pilot program.

Previously, Cath has worked with defence industry and the Federal Government in various communication and media liaison roles. She continues to provide public affairs support to the Australian Defence Force as a Flight Lieutenant in the Royal Australian Air Force Reserve.

### **Ms Cheryl Teng**

Cheryl has worked in the areas of health and education. She holds skills and qualifications in the areas of: medical technology; health education; social welfare and management of human services. Cheryl has held the position of manager of the AIDS, Hepatitis & Sexual Health Line Inc. since last November. This position allows an understanding of working as a supportive team player in an organisation with a small staff complement and a large number of volunteers from a wide variety of backgrounds.

During this short presentation Cheryl will highlight the reality of volunteering in an organisation such as AH&SHL that deals with the sensitive issues of HIV/AIDS and Hepatitis C. Such affiliations can often encourage other people to attach assumed social histories and identities or develop stigmas, for volunteers, because of misconceptions about these issues.

### **Ms Anna Thomas**

Anna Thomas BA LLB (Hons) is a Lawyer with the commercial team at Moores Legal. Anna has had broad experience in commercial law, developing a particular expertise in Not-For-Profit Law. Anna has acted for various volunteer, charitable and religious bodies, including a number of volunteer resource centres and major charitable organisations. Anna has advised on liability issues and risk management, organisational structures, governance, regulatory compliance, discrimination, aged care and various other issues confronting not-for-profit organisations on a regular basis. Anna has also presented several seminars for a number of volunteer resource centres, addressing various legal issues pertinent to volunteer organisations. Anna can be contacted by email at [annathomas@mooreslegal.com.au](mailto:annathomas@mooreslegal.com.au) or by telephone on 9843 2120.

### **Mr Nick Toonen**

Nick Toonen has a long history of volunteering and working with volunteers in Australia and New Zealand.

Until January 2000 Nick was based in Tasmania, where he took leading roles in a number of health and community service organisations, including as President of the Tasmanian Council of Social Services and Family Planning Tasmania. Nick has also served on the boards of the Australian Council of Social Services, the Australian Federation of AIDS Organisations and Family Planning Australia.

From 1994-2000 Nick was the Director of Volunteering Tasmania, a board member of Volunteering Australia, and involved in planning for the International Year of Volunteers.

For over a decade Nick was a leading member of the gay and lesbian human rights movement in Tasmania, including taking a successful case against discriminatory state laws to the United Nations Human Right Committee in 1993-4.

After six months running a grocery store in the outer suburbs of Manila with his partner, Nick moved to New Zealand in July 2000. He is currently the Chief Executive Officer of the New Zealand Association of Citizens Advice Bureaux (involving 2,800 volunteers) and Chairperson of the New Zealand Ministerial Reference Group for the International Year of Volunteers.

### **Ms Jenny Trethewey**

Jenny joined Leadership Victoria as SkillsBank Co-ordinator last year, after thoroughly enjoying her year on the Williamson Community Leadership Program in 1998. Jenny places program graduates onto the Boards of not-for-profit organisations and puts together teams of graduates to help organisations tackle a particular project or problem.

This new job continues a theme in Jenny's working life and community involvements. Jenny uses social research, policy and advocacy skills to work to improve the opportunities and living standards of disadvantaged Australians. She also assists community organisations to evaluate their services and develop partnerships with business and governments.

Jenny worked for ten years with the Brotherhood of St Laurence documenting through research the changing nature of poverty in Australia, developing ideas for policies and services which would help to make a difference and running a national campaign to encourage awareness and action on child poverty. She maintains an involvement with the Brotherhood through membership of their Audit Committee.

While her two children were of pre-school age, full-time work was replaced with a patchwork of paid and honorary work so that Jenny could spend time with them. She undertook short-term consultancy projects for community and philanthropic groups and taught at the Centre for Public Policy, University of Melbourne.

Jenny is a Trustee of the Ronald Henderson Research Foundation, a philanthropic trust established to honour and continue the work of an eminent Australian economist. The Foundation funds high quality, public policy research which combines social and economic analysis.

She is actively involved in her children's activities, but now with two children at school looks forward to not being the President of the kindergarten this year! Jenny is married to David Beech Jones.

Gardening, reading, playing the flute and going to the theatre are her interests but on weekends these days you are just as likely to find her driving to recorder and swimming lessons or finding a new playground with her children.

### **Ms Judy White**

Judy White is a professional health and community development consultant, based in Canberra. She has been involved in many major community projects, including the 'Healthy Cities' project, and has devoted many years to voluntary activities in support of individuals in crisis and community development in Australia. She is a RAPink Committee Member.

### **Dr Joanne Wilkinson**

Dr Joanne Wilkinson is a health professional who has long been a volunteer in local as well as international organisations. She is currently a Board Member of Volunteering Victoria. Joanne's interest has been captured and held through participation in volunteer organisations and her awareness of the crucial roles they play in support of the quality of life of their various communities. Over the past two decades, Joanne has combined her work as a volunteer with research in the field of voluntary action. The focus of this research has been on the way that organisation, engaging volunteers, work and are best managed. She believes that research can provide volunteer organisations with sound evidence to guide their various activities and directions and that - to ignore such findings is to squander valuable volunteer resources.

### **Ms Rosie Williams**

Rosie Williams has worked for the Lyell McEwin Volunteer Association for the past 4 years, where she oversees the Association's Northern Respite Care program - an award winning service offering innovative respite care solutions to the frail aged and disabled in Adelaide's northern suburbs.

A qualified trainer, Rosie has a passion for assisting agencies in the not-for-profit sector with options for volunteer training and program development.

In May 2000, Rosie initiated an innovative work exchange arrangement with a Volunteer Program Manager from Alberta, Canada. The exchange, believed to be the first of its kind, saw her take up the position of Director of Volunteer Resources with the Chinook Health Region for a period of 8 months - an experience she is keen to share with others.

**Ms Sharon Willoughby**

Sharon Willoughby is the Coordinator of Voluntary Guides for the Royal Botanic Gardens Melbourne.

**Mr Allan Woodward**

Alan Woodward is the Manager Volunteer Planning and Development, Country Fire Authority (Victoria).

# Volunteers 2001

## International Year of Volunteers Conference

### Confirmed Delegates

10-Oct-01

Name	Organisation	State
	Wimmera Volunteers	VIC
	The Scout Association of Australia	NSW
	Road Trauma Support Team (Vic) Inc	VIC
	The Scout Association of Australia	NSW
Ms Liz Abell	AntiCancer Foundation SA	SA
Ms Jan Abey	The Queen Victoria Home Inc	TAS
Ms Robyn Adams	Community Accessibility Inc	VIC
Mrs Tina Adams	Hackham West Community Centre	SA
Mr Michael Ali	Victorian Assoc. of Youth in Communities	VIC
Mr Eric Allan	Odyssey House Victoria	VIC
Ms Judy Allan	Australian Red Cross	VIC
Mrs Julia Allen	Vision Australia Foundation	VIC
Mr Nolan Alles	St Mary's House of Welcome	VIC
Ms Rowena Allsop	Office of Public Advocate	VIC
Ms Christina Alvarez	Community Broadcasting Assoc. of Aust.	NSW
Ms Donna Amos	Adelaide Community Healthcare Alliance Inc	SA
Ms Jan Anderson	Central Coast Volunteer Referral Agency Inc	NSW
Ms Karen Antrim	Office of the Public Advocate	VIC
Mrs Cheryl Apted	C/- Launceston Community Health Centre	TAS
Ms Tempe Archer	Family and Community Services	ACT
Mr Jeff Arkinstall	Melbourne Cricket Club	VIC
Major Margaret Armstrong	The Fundraising Institute of Australia	VIC
Mr Peter Arnold	Emergency Management Australia	ACT
Mr Trevor Arnold	State Emergency Service SA (ESAO)	SA
Ms Jumae Atkinson		WA
Dr Juan Bailey	Volunteering Victoria	VIC
Ms Maroochy Barambah	Ningy Ningy Cultural Heritage Association Inc	QLD
Ms Marcia Barclay	Midland College of Tafe	WA
Mrs Marnie Barnes	The Playgroup Assoc of Tasmania	TAS
Mr Jim Barr	Corporate Spirit	
Mrs Debra Barton	Vision Australia Foundation	VIC
Ms Pat Barton	City of Casey	VIC
Mr Saul Bastomsky	Office of Correctional Services Commissioner	VIC
Mr Alan Bates	Wesley Mission	NSW
Mrs Christine Bates	Wesley Mission	NSW
Ms Kylee Bates	Volunteering Australia	VIC
Mrs Leslie Batiste	Vision Australia Foundation	VIC
Ms Stephanie Bedggood	Brotherhood of St Laurence	VIC
Ms Carmel Behan	AMES	
Mr Brian Bell	NSW Dept of Corrective Services	NSW
Ms Sherryn Bellis	FaCS	
Ms Chris Bertram	Premiers Department	NSW
Ms Carol Bishop		WA
Mrs Carole Blake	Care on Mundy - Aged & Disability Services	VIC

<b>Name</b>	<b>Organisation</b>	<b>State</b>
Ms Claire Blakney	Greenpeace Australia Pacific	NSW
Ms Paula Boland	St Vincent de Paul Society	NSW
Ms Jo Booth	Queensland Narrating Service	QLD
Mr Alex Bortoli	Paddling Through History Association	QLD
Ms Anne-Marie Bortoli	Qld Department of Families	QLD
Mrs Helene Bourke	Launceston Community Health Centre	TAS
Mrs Lorraine Box	Australian Red Cross - SA Div	SA
Ms Lyn Brackley	Pregnancy Help Geelong	VIC
Mr Peter Brady	Volunteering ACT	ACT
Ms Fleur Brett	Footscray Community Arts Centre Ltd	VIC
Ms Jo Brian	Community Connections (Victoria) Ltd	VIC
Ms Marie Broad	Special Olympics of WA Inc	
Ms Alba-Luz Brockie	Canberra Council for International Students (Inc)	ACT
Ms Anne Brown	Blue Care - Wynnum Centre	QLD
Mr Robert Brown	Warrnambool Volunteer Services	VIC
Dr Margaret Browne	CentreLink, Del Top	ACT
Mrs Nicola Bruce	Monashlink CHS	VIC
Ms Sally Bruen	The Push	VIC
Mrs Elaine Brundle	Gateway Social Support Options Inc	VIC
Ms Carolyn Bryce	Starlight Childrens Foundation	NSW
Ms Maureen Burdett	Duke of Edinburgh Awards Young Australian Challenge	ACT
Ms Carol Burnett	Volunteering Victoria	VIC
Mr Michael Burns	MS Society of Victoria	VIC
Ms Prue Burns	Australian Volunteers International	VIC
Ms Sharon Bush	Visionary Foundation	VIC
Mrs Vicki Busnello	Australian Volunteer Search	ACT
Mrs Dot Butler	Midland College of TAFE	WA
Mrs Maxine Butwell	Lifelink Samaritans Inc	TAS
Ms Alison Byrne	Heartkids Victoria	VIC
Mr Colin Cahill	UNICEF Australia	NSW
Ms Donna Cain	Emergency Management Australia	ACT
Ms Joy Cairns OAM	Aurora Disability Services	TAS
Ms Elizabeth Campbell	Respite & Recreation Inc	NSW
The Hon Ms Christine Campbell	Parliament House	VIC
Ms Diana Campbell	The Cancer Council of NSW	NSW
Ms Marlene Campbell	Community Accessibility Inc	VIC
Ms Roseanne Campbell	Rosies Run Association	
Ms Julie Capper	AMES	
Ms Margaret Carmody	AMES	
Mr Brett Carroll	Vision Australia Foundation	VIC
Ms Jillian Carson	Churches of Christ Community Centre	VIC
Ms Maureen Carson	SES Lower Hunter Division	NSW
Mrs Trish Cashin	Volunteering Townsville / Thuringoua	QLD
Ms Michelle Castles	RSPCA (Vic)	VIC
Mrs Angela Cayzer	Knox Community Volunteers Inc	VIC
Mrs Jill Cayzer	The Council for Christian Education in Schools	VIC
Mr Gary Cazalet	Corporate Citizenship Consulting	VIC
Ms Susan Chaffey	Princess Alexandra Hospital	QLD



Name	Organisation	State
Mr Jim Chalmers		SA
Ms Pamela Chalyp	Paradise Kids	QLD
Dr John Champness		ACT
Ms Lorna Chapman	Office of Public Advocate	VIC
Ms Lorna Chapman	Office of Public Advocate	VIC
Ms Leonie Cheetham	Migrant Resource Centre of Canb. & Qbyn	ACT
Mrs Dianne Cheong	Volunteer Link Central Western Sydney	NSW
Ms Jo Chesher	Arts South Australia	SA
Mrs Bev Chidgey	Helping Hand Aged Care	SA
Mr Glenn Christie	Meander Valley Council	TAS
Ms Tamara Churchill	Hobsons Bay City Council	VIC
Mrs Michelle Clark	Esperance Volunteer Resource Centre	WA
Ms Glenda Clarke	MacKillop Family Services	VIC
Ms Michelle Clarkson	RSPCA Qld	QLD
Ms Gitta Clayton	AMES	
Ms Veronica Clayton	Hunter Volunteer Centre	NSW
Mrs Leneese Cleaves	Post & Ante-Natal Depression Support & Info.	ACT
Ms Program Co-ordinator	Melbourne CityMission	VIC
Ms Stephanie Coleman	The Inspire Foundation	NSW
Mr Damian Coleridge	St Vincent de Paul Society	VIC
Mr Mike Collins	Community Accessibility Inc	VIC
Mr Michael Collison	Ipswich Hospice Care	QLD
Ms Silke Collisson	Greenpeace Australia Pacific	QLD
Ms Ann Connolly	ACT Parks and Conservation	A CT
Mrs Natalie Constable	Dept of Human Services	VIC
Ms Glenis Cook	National Heart Foundation of Australia	VIC
Ms Helen Cook	Southern Family Life	VIC
Ms April Cooper	State Emergency Service SA (ESAO)	SA
Ms Muriel Cooper	Mental Illness Fellowship (Vic)	VIC
Mr Peter Copping	Ipswich City Council	QLD
Mrs Sha Cordingley	Volunteering Australia	VIC
Ms Megan Costigan	FaCS	
Mrs Dawn Court	Ipswich City Council	QLD
Ms Heather Cousins	The Playgroup Assoc of Tasmania	TAS
Mr Martin Cowling		NSW
Mr Tim Cox	Involvement Volunteers Assoc Inc	VIC
Mrs Debbie Coyle		VIC
Ms Yvonne Coyne	City of Cockburn	WA
Ms Danielle Crawford	Moonee Valley City Council	VIC
Ms Trish Cregan	Gold Creek School	ACT
Ms Sharron Cropley	Red Cross - Community Visitors Scheme	VIC
Mrs Jean Cunningham	Cranbourne Info & Support Service Inc	VIC
Mrs Helen Curran	Mater Hospital	VIC
Mrs Judy Curran	Australian Red Cross - SA Div	SA
Ms Susan Cusack (tba)	Riding for the Disabled Assoc of Aust	VIC
Associate Professor Graham Cuskelly	Griffith University	QLD
Mrs Sherry Cuthbert	PO Box 123	VIC
Ms Rosa D'Aprano	Brotherhood of St Laurence	VIC
Ms Michelle D'Silva	Murdoch Community Hospice	WA
Mrs Nancy Dalton	Monash Volunteer Resource Centre Inc	VIC
Ms Anne Dance	St Laurence Community Services	VIC
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Name	Organisation	State
Mrs Betty Daniels	Australian Red Cross	TAS
Ms Pamela Davidson	St John Ambulance Australia (Qld)	QLD
Miss Chatarina Davidsson	Edith Cowan University	WA
Mrs Marea Davies	Carer Support Services	VIC
Mrs Sallie Davies	Volunteering Western Australia	WA
Ms Betty Davis	St Georges Health Service	VIC
Ms Diana Davis	Australian Conservation Foundation	VIC
Ms Jennifer Davis	Community Connections (Victoria) Ltd	VIC
Mrs Sue Daw	Better Hearing Aust Inc	ACT
Ms Rachael Day	Tas Council on AIDS & Related Diseases	TAS
Ms Beverley Dean	MVRC	VIC
Ms Mary Del Papa	Southern Health	VIC
Mr Damien Dempsey	People Living with HIV / AIDS SA Inc	SA
Ms Anne Denning	Gold Creek School	ACT
Ms Christina Dennis	Friends of the Zoo	VIC
Ms Maree Depetro	Harpers Personal Training	VIC
Mr Tracy Grant Devine	Emergency Services Admin Unit	SA
Ms Christine Dickson	The Salvation Army	NSW
Mrs Terri Disher	Volunteer Friends Program	VIC
Ms Carol Dixon	Holmesglen Institute of TAFE	VIC
DO CARE - Northern Region	Do Care - Northern Office	VIC
DO CARE - Western Region	Do Care - Western Region	VIC
Ms Jan Donaldson	Victorian Court Network	VIC
Ms Sue Dornom	St Vincent de Paul Society	VIC
Ms Helen Doudle	Flinders Medical Centre	SA
Ms Clare Doyle	M.S. Society of Victoria	VIC
Mr Brett Drummond	St John Ambulance Service Australia (Victoria)	VIC
Ms Carol Drummond	Dandenong C.A.B.	VIC
Ms Wendy Duffy	ScienceWorks	VIC
Ms Vicki Dunn	Newcastle Mater Hospital	NSW
Mr Maciej Dunski	National Museum of Australia	ACT
Ms Arlene Duthie	Wimmera Volunteers	VIC
Mr Alan Eade	St John Ambulance Australia (Victoria)	VIC
Mrs Jeanette Eadie	Volunteering Townsville / Thuringoua	QLD
Ms Kathy Earp	AMES	
Ms Kerry Egan	Carer Support Services	VIC
Ms Linda Elliott	Aesop Business Volunteers Inc	ACT
Ms Sherlee Ellis	St Georges Health Services	VIC
Mrs Heather Ely	Knox Community Volunteers Inc	VIC
Ms Betty Eriksen	Lutheran Community Care	SA
Dr Judy Esmond	Curtin University	WA
Ms Damia Ettakadoumi	FISHCARE - DNRE	VIC
Ms Ann Evans	Blue Care - Brisbane Central Region	QLD
Ms Cherilyn Evans	The Casimir Foundation	NSW
Ms Julie Evans	Central Coast Volunteer Referral Agency Inc	NSW
Ms Karen Evans	Cancer Council of Tasmania Inc	TAS
Mr John Everett	ACT Dept of Education & Community Services	ACT

10 FaCs

SUMMIT Event Manager

Name	Organisation	State
8 FaCs		
9 FaCs		
Ms Christine Fahey	University, Dept of Rural Health	TAS
Mrs Madge Fahy	Catholic Womens League Australia Inc	ACT
Mr Mark Fairfull	SU Sportz	
Ms Sheranne Fairley	Griffith University	QLD
Ms Tia Farrar	Australian Red Cross	VIC
Ms Kaye Faulkner	Fassifern Community Centre	QLD
Ms Gillian Fawcett	Anti-Cancer Council of Victoria	VIC
Mrs Denese Ferguson	Wyndmarra Centre Inc	TAS
Ms Gemma Ferraretto	Club 84 Volunteer Project	SA
Mr Rob Fiedler	Qld Police Citizens Youth Welfare Assoc	QLD
Ms Judy Fisher	City of Melbourne	VIC
Ms Renae Fittler	Liverpool Volunteer Resource Centre	NSW
Ms Kimberley Flanagan	FaCS	VIC
Ms Linda Fletcher	Sunnybank Family Support Inc	QLD
Ms Lyndsay Flynn	Jimboomba Community Care Assoc Inc	QLD
Ms Sandy Forbes		ACT
Mr Simon Ford	Coal Creek Heritage Village	VIC
Ms Sue Ford	Coal Creek Heritage Village	VIC
Mrs Aysha Fox	City of Tee Tree Gully	SA
Ms Marie Fox	Volunteering NSW	
Mrs Molly Frampton	Victorian Court Network	VIC
Mrs Anita Francis	Dept of Human Services	VIC
Ms Lianne Francis	AntiCancer Foundation SA	SA
Mrs Vicki Franklin	Mater Health Services - Aubigny Pce	QLD
Ms Anne Franzl-Ford	St Vincents Hospital	VIC
Ms Leigh Fredericks	Starlight Childrens Foundation	VIC
Ms Elizabeth Frederickson	Volunteering Qld Inc	QLD
Mr Andy Fryar	Lyle McEwan Health Service Volunteers	SA
Ms Susan Fulcher	The NSW School Canteen Association Inc	NSW
Ms Carolyn Fuller	South Port Day Links Inc.	VIC
Ms Janet Galley	Brotherhood of St Laurence	VIC
Mr Stephen Gamble	Queensland Council of Carers Inc	QLD
Ms Nadine Garrard	Leigh Creek Regional Visitor Information Centre	SA
Mr Steve Gasson	Seaford Moano Neighbourhood Centre Ltd	SA
Ms Nancy Gearon	South East Palliative Care Ltd	VIC
Mrs Nancye Gearon	South East Palliative Care Ltd	VIC
Ms Maria Georgiou	Darebin Community Legal Centre	VIC
Ms Mary Gianevsky	Victorian Aids Council	VIC
Ms Jennifer Gibbons	Vision Australia Foundation	VIC
Mrs Marie Giess	Global Arts Link	QLD
Ms Sandra Giles	AMES (Adult Multicultural Education Service)	VIC
Mrs Mairi Girgis		VIC
Mrs Olga Givoye	Vision Australia Foundation	VIC
Ms Anna Gleeson	Coffs Harbour Neighbour Centre	NSW
Mrs Mary Glue	Mental Illness Fellowship (Vic)	VIC
Ms Rosemary Goddard	Monash Oakley Community Info. & Support	VIC
Ms Lindy Godfrey	People Who Care Inc	WA
Ms Sylvia Godman	Wyndarra Centre Inc	TAS
Mr Paul Godowski	Camevale in Adelaide	SA
SUMMIT Event Manager		

Name	Organisation	State
Mrs Pauline Goldstraw	AntiCancer Council of Victoria	VIC
Ms Ingelborg Gollino	City of Brimbank	VIC
Ms Jutta Goodall	Sandy Beach Centre	VIC
Ms Jackie Goodhead	Manningham Connections	VIC
Ms Maggie Goodman	Combined Churches Caring	VIC
Ms Sophie Gow	Queensland Performing Arts Trust	QLD
Mr Jeremy Grainger	DEWRSB	ACT
Ms Lynette Gratton	Gippsland Southern Health Service	VIC
Ms Pamela Greet	Queensland Cancer Fund	QLD
Ms Jenny Gregory	Doutta Galla Community Health Service	VIC
Ms Karen Guinea	Volunteering Qld Inc	QLD
Ms Teresa Gurr	Northern Volunteering SA Inc	SA
Ms Linda Guthridge	Edenhope	VIC
Ms Bich Ha	North Yarra Community Health	
Ms Bich Ha	North Yarra Community Health	VIC
Ms Bronwyn Hall	General Electric Australia & New Zealand	VIC
Ms Susan Halstead-Baker	Good Beginnings - Doncare	VIC
Ms Susan Ham	Puffing Billy Railway	VIC
Ms Gayle Hamann	MS Society of Victoria	VIC
Ms Ruth Hamilton	World Vision Aust	VIC
Ms	AMES	
Ms Jackie Hannam		
Ms Michelle Hanton	Dragon's Abreast	NT
Ms Cathy Harbison	Community Connections (Victoria) Ltd	VIC
Ms Fiona Harley	Mallee Family Care	VIC
Mrs Sue Harlow	Vision Australia Foundation	VIC
Ms Roe Harman	AMES	
Mrs Antonia Harmer	Australian Sports Commission	ACT
Mr Phillip Harrison	Conservation Volunteers Australia	VIC
Mrs Judy Hassell	AntiCancer Council of Victoria	VIC
Ms Kate Hayes	Parks Victoria	VIC
Ms Michele Haywood	CinemediA	VIC
Mrs Barbara Healy	Vision Australia Foundation	VIC
Ms Judith Heap	National Library of Australia	ACT
Ms Kay Heffernan	Fleurieu Volunteer Resource Centre Inc	SA
Ms Annemeike Heijden	Volunteering Australia	VIC
Mrs Joan Henriksen	AntiCancer Council of Victoria	VIC
Ms Penny Herbert	YMCA of South Australia	
Ms Nusch Herman	Homelessness & Individual Support Branch	QLD
Mr Peter Heyworth	Royal Soc. For the Blind SA Inc	SA
Mrs Lorraine Higgins	Volunteering ACT	ACT
Mrs Shirley Higman	Visionary Foundation	VIC
Mrs Jenny Hill	Ronald McDonald House - Monash	VIC
Ms Mary Hill	AMES Volunteer Tutor Program	VIC
Ms Joanne Hillermann	Australian Bureau of Statistics	ACT
Mrs Anita Hinton		VIC
Ms Susan Hocking	Community Information Glen Eira	VIC
Ms Rose Hogan	Home Visiting Program	NSW
Mr Paul Hogarth	Ovens & King Community Health Service Inc	VIC
Ms Robyn Holden	Redfern Legal Centre	NSW
Mr Ric Holland		VIC
Ms Majdie Hordern	Ausdance ACT	ACT
SUMMIT Event Manager		

Name	Organisation	State
Ms Kathleen Hosie	Here For Life Inc	VIC
Ms Dorothy Hribar	Cancer Foundation of WA	WA
Mr Ken Hubbard	State Emergency Service - Bendigo unit	VIC
Ms Kathy Hughes	AMES	
Ms Nicole Hughes	Sarina Youth Centre	QLD
Ms Louisa Hunt	Carer Support Services	VIC
Mr James Hunter	2002 World Masters Games	VIC
Ms Jennifer Hunter	FNQ Volunteer Resource Agency	QLD
Mrs Tracey Hunter	The Wesley Hospital	QLD
Ms Jennifer Hyland	Vicdeaf Society	VIC
Ms Kerry Hylton	Wyndham City Council	VIC
Ms Lesley Ikin	Volunteering Tasmania North	TAS
Ms Heather Ingram	Brotherhood of St Laurence	VIC
Mrs Angela Ireland	Family Drug Help	VIC
Dr Duncan Ironmonger	University of Melbourne	VIC
Mrs Margaret Isaacs	Vision Australia Foundation	VIC
Mr Garry Jackel	Peter James Centre	VIC
Ms Ann Jackman	The Council for Christian Education in Schools	VIC
Mr Richard Jackson	Technical Aid to the Disabled SA Inc	SA
Ms Stephanie Jakovac	AMES	
Ms Denise James	AMES	
Ms Elizabeth Jameson	Deacons Lawyers	QLD
Ms Molly Jedwab	Office of Correctional Services Commissioner	VIC
Mr Andrew Jeffrey	Brotherhood of St Laurence	VIC
Ms Jo Jenkins	World Vision Aust	VIC
Mrs Shirley Jennings	Shire of Wakool	NSW
Mr Don Jewell	Casey Conservation Advisory Committee	VIC
Ms Cheryl Johnson	Churches of Christ Community Care	VIC
Mr Graeme Johnson	Casey North Information & Support Service	VIC
Mrs Jane Johnson	Knox Community Volunteers Inc.	VIC
Mrs Michelle Jokic	Geelong Volunteer Resource Centre Inc	VIC
Ms Carol Jones	Community Information & Referral Centre	VIC
Mr Lester Jones	Deloraine Community Care Centre Inc	TAS
Ms Claudia Jordan	NSW Fisheries	NSW
Mrs Shirley Jorritsma	Dept Education, Training & Youth Affairs	ACT
Mr Geoffrey Joseph	Strahan Junior Sport	
Ms Jennifer Joyce	AMES	
Ms Christine Kajewski	ACT Chief Ministers Department	ACT
Ms Pam Kappelides	Kids Under Canvas	VIC
Mr Nick Karlas		
Ms Betty Karlake	Eastern Regions Mental Health Association	VIC
Ms Catherine Keane	Lyndoch Warrnambool Inc	VIC
Ms Susan Kear	St John Ambulance	QLD
Ms Clare Kelly	Australian Red Cross - SA Div	SA
Ms Heather Kelly	Volunteer Tutor Program	VIC
Mrs Sally Kelynack	Eastern Volunteer Resource Centre Inc	VIC
Mrs Wendy Kennon	Kew/Hawthorn Com. Info & Support Centre Inc	VIC
Mr John Kent	Volunteers of Banyule	VIC
Dr Lorraine Kerr		SA
Mr Rodney Keyaerts	Lyndale Cricket Club	VIC
SUMMIT Event Manager		

<b>Name</b>	<b>Organisation</b>	<b>State</b>
Mr Terry Kilmister	BoardWorks International	VIC
Mr Bob Kilpatrick	Office of Public Advocate	VIC
Ms Dorothy King		VIC
Ms Jeanette Kingston	Narellan Community Services	NSW
Mr Leonard Kingston	Narellan Community Services	NSW
Ms Faye Kirkwood	Diabetes Support Association	VIC
Ms Robyn Knight	Midland College of Tafe	WA
Ms Anne Knock	The Benevolent Society	NSW
Ms Mary Knowles	Avoca Volunteer Ambulance Officers Group	TAS
Mr Jack Koina	Technical Aid to the Disabled ACT Inc	ACT
Ms Angela Kominatos	NAB	
Ms Melissa Kovacs	People Outdoors	VIC
Mrs Pamela Kucewicz	Southern Cross Victoria Aged Care	VIC
Ms Helen Laing	AntiCancer Council of Victoria	VIC
Mrs Marie Lally	Country Women's Association of Aust	SA
Ms Doreen Langham	Jimboomba Community Care Assoc Inc	QLD
Ms Sigrid Langker	Volunteering Australia	VIC
Mrs Joanne Lansdowne	Questacon	ACT
Mrs Lisa Lavey	Interchange - Loddon Mallee Region	VIC
Mr Leigh Lawrence	Lands Inc	QLD
Ms Bridget Lawson	FaCS	
Mr Leo Ledwich		VIC
Mr Benjamin Lee	Liverpool Community Mental Health Service	NSW
Ms Sallyanne LeGros	Blue Care	QLD
Mr Kenneth Leonard	Lions Club of Redcliffe Kippa-Ring Inc	QLD
Mrs Roslyn Leonard	Lions Club of Redcliffe Kipparing Inc	QLD
Ms Ariane Lewis	Premiers Department	NSW
Ms Irena Liddell	NSW Meals on Wheels Association Inc.	NSW
Ms Kylie Linnell	City of Kingston	VIC
Mr Joe Lipari	Dept of Family & Community Services	WA
Ms Evelyn Lisiewicz	Drug Rehabilitation Action Group Inc	QLD
Ms Donna Little	Sporting Wheelies & Disabled Assoc	QLD
Ms Michelle Lloyd	Cardwell Shire Council	QLD
Mrs Kristine Lord	Lifelink Samaritans Inc	TAS
Mrs Patricia Loudon	Wesley Mission Perth	WA
Ms Kathleen Loxton	Knox Community Volunteers	VIC
Ms Kay Lump		
Mr Ivan Lundberg	Volunteering Western Australia	WA
Ms Kaye Lunt	Office of the Minister for Community Development	WA
Ms Maggie Lynch	AMES	
Professor Mark Lyons	University of Technology Sydney	NSW
Ms Glenis Mackie	Victoria State Rose Garden	VIC
Ms Barbara Maddox	Hunter Volunteer Centre	NSW
Ms Jenny Magee	Volunteering Waikato	
Ms Susan Magee	Casey North CISS	VIC
Ms Annette Maher	Volunteering Australia	VIC
Mrs Wendy Maher	Villa Maria Society	VIC
Mrs Gloria Mahoney	Monash Volunteer Resource Centre Inc	VIC
Ms Tania Malishev	City of Casey	VIC
Ms Amelia Manion	Skills Across the World	NSW
Mr Phil Manning	Moora Productions	WA
SUMMIT Event Manager		

Name	Organisation	State
Mr Bill Mansfield	Australian Council of Trade Unions	
Ms Alison Marshall	Royal New Zealand Foundation for the Blind	
Mrs Rosie Marshall	Dept of Veterans Affairs	VIC
Mrs Niki Matziaris	Australian Greek Welfare Society	VIC
Mr Reid Maxwell	Mental Illness Fellowship (Vic) Ltd	VIC
Mr Bruce May	Carlisle Food Centre	WA
Mrs Tallilah May	Community Information Glen Eira	VIC
Mr Tom May	Field Naturalists Club of Victoria Inc	VIC
Ms Hazel Maynard	AntiCancer Council of Victoria	VIC
Ms Glenda McArdle	Jimboomba Community Care Assoc Inc	QLD
Ms Prue McCausland	Friends of the Library	TAS
Mr Frank McClelland	Wimmera Volunteers	VIC
Ms Ann McClintock	View Clubs of Australia	NSW
Ms Maureen McConnell	Community Houses Assoc (CHAOS)	VIC
Ms Kaye McCulloch	St George Community Services Inc.	NSW
Ms Denise McDonald	Volunteers of Banyule	VIC
Mrs Helen McDonald	Delatite Shire Council	VIC
Mrs Elsie McDonough	Sunshine 60+ Better Group Inc	QLD
Ms Dee McElligott	NSW Fisheries	NSW
Mr Stephen McGarrigle	Volunteering Qld Inc	QLD
Ms Rachel McGloin	Life Without Barriers	NSW
Ms Rae McGowan	Community Connections (Victoria) Ltd	VIC
Mrs Barbara McKane	Vision Australia Foundation	VIC
Ms Sue McKay	Midland College of Tafe	WA
Mr Geoff McKenzie	NT Emergency Service	NT
Ms Jane McKinley	Ronald McDonald House	WA
Mr Gary McKinnon	Darwin Surf Life Saving Club	NT
Ms Margaret McKinnon	Eastern Palliative Care	VIC
Mrs Margaret McMahan	Dept of Natural Resources & Environment	VIC
Ms Peggy McMurray	Wonthaggi Hospital	VIC
Ms Sandy McNeil	Womens Information Centre	SA
Mrs Louise McPhee	Whitehorse City Council	VIC
Ms Therese McQuillan	Mt Olivet Community Services Ltd	QLD
Ms Wendy McRae	Ovens & King Community Health Service Inc	VIC
Mr Robert Menzies	Brimbank City Council	VIC
Ms Christel Mex	Office for Volunteers	SA
Ms Susan Meyer	Community Connections (Victoria) Ltd	VIC
Mrs Susan Meyerink	CAB Inc	VIC
Ms Vicki Mileo	Monash Volunteer Resource Centre Inc	VIC
Mrs Cathy Miller	State Library of Victoria	VIC
Ms Tracey Milne		VIC
Mr Steve Mitchell	Interchange - Loddon Mallee Region	NSW
Mr Wayne Mitchell	City of Whittlesea	VIC
Ms Branka Mladjen	AMES (Adult Multicultural Education Service)	VIC
Mr Mark Monahan	Edmund Rice Camps Inc	VIC
Ms Lindy Montell	National Trust of Australia (Vic)	VIC
Ms Betty Montgomery	Motor Neurone Disease Assoc of Vic Inc	VIC
Ms Elizabeth Montgomery	Launceston Field Naturalists Club Inc	TAS
Ms Diane Morgan	Volunteering Qld Inc	QLD
Mr Graham Morgan	Centre Link, Del Top	A CT
Ms Jan Morley	State Library NSW	NSW

<b>Name</b>	<b>Organisation</b>	<b>State</b>
Ms Heather Morrell	Christian Emergency Food Bank	VIC
Mr Henry Morrell	Christian Emergency Food Bank	VIC
Ms Lisa Morrison	Office of the Public Advocate	VIC
Ms Gabrielle Morrow	City of Casey	VIC
Ms Wendy Mouat	FaCS	
Ms Erica Mouiang	South Eastern Volunteer Resource Service	VIC
Mr Trevor Muirhead	Mannum High School	SA
Ms Anita Mumme	Glen Eira Volunteer Resource Service	VIC
Ms Kate Munro	Newcastle Mater Hospital	NSW
Ms Marina Murgatroyd	Meals On Wheels Rockhampton Inc	QLD
Ms Cath Murphy	Mallee Family Care	VIC
Ms Elizabeth Murphy	RAPlink Inc	ACT
Mr Iain Murray	Greenpeace Australia Pacific	VIC
Ms Sandy Myhill		SA
Ms Liz Nagel	Mosman Council	NSW
Ms Cathy Nash	Albury Wodonga Volunteer Resource Bureau Inc	VIC
Ms Enid Natoli	NSW Dept of Corrective Services	NSW
Ms Ruth Neave	Footscray Community Arts Centre Inc	VIC
Mr Brian Neaves	Kandos Rylstone Community Radio	NSW
Ms Sally Neville	Age of Fishes Museum	NSW
Mr Ross Newell	Lions Club of Bowen	QLD
Ms Ann Nicholson	People Outdoors	VIC
Ms Sue Nightingale	Northern Volunteering SA Inc	SA
Ms Joy Noble		SA
Ms Elizabeth O'Brien	Cobb & Co Museum	QLD
Ms Gail O'Brien	Home Visiting Program	NSW
Ms Pauline O'Brien	AMES (Adult Multicultural Education Service)	VIC
Ms Jan O'Connor	Anglicare SA Inc	SA
Mr Robert O'Halloran	Jesuit Social Services	VIC
Mr Robin O'Neill	Tennis Victoria	VIC
Ms Kat O'Reilly	Volunteer Alliance	VIC
Ms Patricia O'Reilly	Dept of Community Development Services	WA
Ms Nancy O'Toole	AMES (Adult Multicultural Education Service)	VIC
Ms Janet Oakley	The Council for Christian Education in Schools	VIC
Ms Debra Olive	Volunteering Qld Inc	QLD
Ms Jeanette Olszanski	Caulfield General Medical Centre	VIC
Associate Professor Jenny Onyx	University of Technology	NSW
Dr Melanie Oppenheimer	University of Western Sydney	NSW
Mr Mark Owens	Bundoora Extended Care	VIC
Miss Saziye Ozdogan	Kew Residential Services	VIC
Mr John Page	Wimmera Volunteers	VIC
Mr Bob Pahl		QLD
Mrs Lin Paice	Eastern Volunteer Resource Centre Inc	VIC
Mrs Robbie Pakes	World Vision Aust	NSW
Mr Frank Palomares	Collingwood Farm	VIC
Ms Anne Paltridge	Peter McCallum Cancer Institute	VIC
Ms Rosemary Panelli	Epilepsy Foundation of Victoria	VIC
Ms Debra G Parker	Royal Blind Foundation of Qld	QLD
Ms Sue Parkes	MS Society of Victoria	VIC



Name	Organisation	State
Mr Jamie Parsons	Melbourne Museum	VIC
Mr Stephen Parsons	Australian Volunteers International	VIC
Ms Lisa Paul	Dept of Family & Community Services (FaCS)	ACT
Mrs Megan Paul	Edith Cowan University	WA
Mrs Sylvia Peacock	Epworth Hospital	VIC
Person 2	Motor Neurone Disease Assoc of Vic Inc	VIC
Person 2 - RDA	Riding for the Disabled Assoc of Aust	VIC
Mr David Petherick	Office of the Public Advocate	VIC
Ms Leanne Petrides	Cranbourne Info & Support Service Inc	VIC
Ms Lyn Pezzanite	City of Casey	VIC
Mrs Yvonne Phillips	Child & Family Care Network (CFCN)	VIC
Ms Robyn Pierce	Barnados Australia	ACT
Ms Joane Pinder	AMES	
Ms Jacqui Pinkava	Dept of Employment, Workplace Relations & Small Busines	ACT
Ms Belinda Pinniger	Tennis Australia	VIC
Ms Jo-Anne Pipe	Shepherd Community Services	QLD
Sgt Erin Pobar	Australian Federal Police - ACT HQ	ACT
Ms Carole Popham	Friends of the Zoo	VIC
Ms Mary Porter	Volunteering Australia	ACT
Mr Mike Pratt	NAB	
Ms Monika Prendergast	Lyell McEwin Health Service Volunteers Inc	SA
Mrs Pauline Priestly	ScienceWorks	VIC
Ms Yvonne Putz	Eastern Volunteer Resource Centre Inc	VIC
Mr Michael Quall		ACT
Ms Val Quintrell	Knox Community Volunteers	VIC
Ms Carol Quirk	Hillary Commission for Sport, Fitness & Leisure	
Ms Sharon Raguse	Bendigo Tourism	VIC
Mrs Maureen Ramsden	Cancer Council of Tasmania	TAS
Ms Monica Rankin	City of Casey	VIC
Mr Chris Raven	Dunolly Fire Brigade	VIC
Ms Katherine Rechtman	Foster Grandparent Scheme (Vic) Inc	VIC
Ms Joanne Redden	Lands Inc	QLD
Ms Bernadette Reed	Bethlehem Community	VIC
Ms Bronwyn Reed	Age of Fishes Museum	NSW
Mrs Dulcie Reeves	Valley Volunteer Referral Services	NSW
Mr Daryl Regan	Emergency Services Admin Unit	SA
Ms Lyn Reilly	The Family Centre Community Projects Inc	NSW
Mrs Margaret Renk	Midland College of Tafe	WA
Mr Bob Richards	Office for Volunteers	SA
Ms Nicole Richards	Post & Ante-Natal Depression Support & Info.	ACT
Ms Christa Riegler	Volunteer Task Force	WA
Ms Cheryl Riitano	Liverpool Health Service	NSW
Mrs Judy Ritter		VIC
Ms Margaret Robertson	St Luke's Nursing Service	QLD
Ms Carmel Robins	AMES Volunteer Tutor Program	VIC
Mrs Jay Robinson	World Vision of Australia	VIC
Ms Joan Robinson	Office of Public Advocate	VIC
Ms Joanne Robinson	Anglicare SA Inc	SA
Ms Margaret Roche	Glen Eira Council	VIC
Ms Patricia Roche	City of Greater Dandenong	VIC
SUMMIT Event Manager		

Name	Organisation	State
Ms Louise Rogers	Onkaparinga Institute of TAFE	SA
Mr Mark Rogers	Lyell McEwin Health Service	SA
Ms Irene Roissetter	Kulin St John Ambulance	WA
Ms Pauline Rose	Emergency Services Admin Unit	SA
Mrs Robyn Rouvray	Calvary Hospital Adelaide Inc.	SA
Ms Viv Rowley	Fleurieu Volunteer Resource Centre Inc	SA
Ms Barbara J Rozenes	Court Network of Victoria	VIC
Mrs Chris Rump	Gippsland Southern Health Service	VIC
Mr Laurie Russell	Victoria State Emergency Service	VIC
Mrs Carolyn Ryan	Wesley Mission	VIC
Ms Denise Ryan	Carers Australia	ACT
Mrs Rosemary Sage	Volunteering SA	SA
Mrs Maggie Sanderson	Peninsula Community Health Service	VIC
Mrs Margaret Sanderson	Garoopna Uniting Care	VIC
Ms Jane Sandilands	Theatre Susso	NSW
Ms Dattore Sandy Santmyers	ACT Multicultural Council Inc	ACT
Mr Tony Saunders	Cumberland Bird Observers Club Inc	NSW
Ms Bronwyn Sawford	City of Unley	SA
Ms Merralyn Scholes	Community Information Centre	VIC
Mrs Dorothy Schultz	Sunshine 60+ Better Group Inc	QLD
Mr Warren Scott	Mundowie Festival's Inc	NSW
Ms Chris Sedgman	Central Highlands Community Legal Service Inc	VIC
Mr Mark Seller	Geelong Volunteer Resource Centre	VIC
Mrs Sue Shanahan	Villa Maria Society	VIC
Ms Vanessa Sharpin	Volunteering Gold Coast	QLD
Mr Scott Sheppard	Interchange - Southern	VIC
Mr Dennis Sherwell	NAB	
Mrs Jan Ship	Doncare	VIC
Ms Isabella Shorrock	Bothwell International Highland Spin In	TAS
Mrs Dianne Sides	Boroondara Family Network	VIC
Ms Sarah Sidiropoulos	Central Coast Volunteer Referral Agency Inc	NSW
Ms Kerry Simons	FaCS	
Mr Michael Simpson	c/- Ms Cheryl Scarlett	ACT
Mrs June Sledge	Volunteer Service for Flinders Medical Centre Inc	SA
Mr Andrew Smith	Australian War Memorial	ACT
Mr Brad Smith	Dept of Premier and Cabinet	QLD
Mr Greg Smith	Premiers Department	NSW
Ms Gwen Smith	Whitehorse Community Radio	VIC
Mrs Lorraine Smith	Northern Domicillary Care	SA
Ms Margaret Smith	AMES	
Ms Sue Smith	Christian Blind Mission International	VIC
Ms Kerrie Spinks	Volunteering Central West	NSW
Mrs Jan Spittles	St Vincent de Paul Society	NSW
Mrs Sharon Spurr	Shoalhaven Community Transport Service Inc	NSW
Mrs Judy Stampton	South Gippsland Conservation Society	VIC
Ms Faye Stewart	Sunshine 60 + Better	QLD
Ms Tania Stidwell	South Coast Environment Group	WA
Mr Tim Stockbridge	Volunteering ACT	ACT

<b>Name</b>	<b>Organisation</b>	<b>State</b>
Ms Susan Stone	Volunteering Bathurst	NSW
Ms Shirley Stuart	St Georges Health Service	VIC
Ms Sandra Sturgess	Central Coast Volunteer Referral Agency Inc	NSW
Ms Amanda Sundstrup	The Playgroup Assoc of Tasmania	TAS
Ms Sonia Swanborough	RSPCA Qld	QLD
Ms Denise Swift	FaCS	ACT
Mr Eric Talbot	National Australia Bank	
Ms Jill Talbot	Safety House Assoc of SA	SA
Mrs Tina Tasiopoulos	Mitcham Community House	VIC
Ms Carol Taylor	Boroondara Volunteer Resource Centre	VIC
Mr Doug Taylor	Baptist Community Services	NSW
Mrs Judy Taylor	Gungahlin Regional Community Service	ACT
Mr Michael Taylor	ANTA	VIC
Ms Rosemary Teasdale	Vision Australia Foundation	VIC
Mrs Kate Temby	AntiCancer Council of Victoria	VIC
Ms Cath Templeton	Toyota Australia	VIC
Ms Anna Thomas	Moores Legal	VIC
Ms Patsy Thomas		VIC
Ms Susy Thomas	Drug Arm WA Inc	WA
Mrs Juliet Thomasson	Valley Volunteer Referral Agency	NSW
Mrs Helen Thompson	AntiCancer Council of Victoria	VIC
Ms Nivek Thompson	Premiers Department	NSW
Ms Wendy Thompson	Womens Information Centre	SA
Ms Catherine Thornton	Volunteers of Banyule	VIC
Ms Marita Thornton	South West Health Care	VIC
Ms Billie Thow	Lifelink Samaritans (Tas) Inc.	TAS
Mr Nick Toonen	NZ IYV National Committee	
Mrs Lucy Tooth	Post & Ante-Natal Depression Support & Info.	ACT
Mrs Barbara Toussaint	Mercy Western Palliative Care	VIC
Ms Jenny Trethewey	Leadership Victoria	VIC
Mr Noel Trott	Vision Australia Foundation	VIC
Ms Helen Trotter	Box Hill Senior Citizens	VIC
Mrs Laura Turnbull	Volunteering ACT	ACT
Ms Maureen Tyrell	Brotherhood of St Laurence	VIC
Mrs Averil van der Velden	Sunnybank Family Support Inc	QLD
Ms Mariette van Galen	Lyell McEwin Health Service Volunteers Inc	S A
Mrs Judy Van Loenen	City of Tee Tree Gully	SA
Ms Linda van Louven	Grace McKellar	VIC
Ms Debra Van Rooyen	Commonwealth Dept of Family & Community Services	VIC
Ms Ruth van Tienen	National Museum of Australia	ACT
Senator The Hon Amanda Vanstone		
Ms Rosemary Vecchies	Heidelcare	VIC
Ms Kathleen Vella	The University of Sydney Union	NSW
Mrs Linda Verhoeven	Barwon Health	VIC
Ms Alison Vickers		VIC
Volunteer Coordinator	Casey North CISS	VIC
Mrs Gail Wager	The Council for Christian Education in Schools	VIC
Ms Gail Walker	Sunnybank Family Support Inc	QLD
Ms Sandra Walker	St Vincent de Paul Society	VIC
SUMMIT Event Manager		

Name	Organisation	State
Ms Judene Wallace	Volunteering Gold Coast	QLD
Ms Tiffany Wallace	Hobsons Bay City Council	VIC
Mrs Jane Ware	Foster Grandparents Scheme (Vic) Inc	VIC
Ms Paula Watson	Australian Red Cross	VIC
Mr Ian Wearne	Carer Support Services	VIC
Ms Jacki Weber	Wide Bay Volunteer Resource Agency	QLD
Mr Alexander Weilsmann	AESOP	ACT
Ms Rae Wells	Females in Training	ACT
Ms Janice West	Bendigo Tourism	VIC
Mrs Kerry Westcott	Bonnie Babies Foundation	VIC
Ms Kay Weston-Green	Volunteers of Banyule	VIC
Ms Jean Whitten	Barwon Older Adults Recreation Network	VIC
Ms Judy Whyte	RAPLink Inc	ACT
Mr Barry Wight	Dept of Family & Community Services	ACT
Mr Steve Wiles	Volunteering Western Australia	WA
Dr Joanne Wilkinson	Volunteering Victoria	VIC
Mrs Betty Williams	South Eastern Volunteer Resource Service	VIC
Ms Joy Williams	Southern Health	VIC
Ms Lynette Williams	AntiCancer Foundation of SA	SA
Ms Michelle Williams	Office for Volunteers	SA
Mr Mike Williams	MOOOV - Good Shepherd Y & FS	VIC
Ms Rosie Williams	Lyell McEwin Volunteers - Northern Respite Care Program	SA
Ms Vikki Williams	Involvement Volunteers Assoc Inc	VIC
Ms Bev Willis	Maroondah Federation Estate Gallery	VIC
Ms Sharon Willoughby	Royal Botanic Gardens Melbourne	VIC
Ms Gillian Wilson	The Alfred Hospital	VIC
Ms Pam Wilson	McCulloch House Palliative Care Centre	VIC
Ms Pearl Wilson	Southern Health	VIC
Mr Ron Wilson	MVRC	VIC
Mrs Sineka Winter	Vision Australia Foundation	VIC
Mr David Winterburn	Emergency Management Australia	ACT
Ms Rosalind Wolstoncroft	Southern Family Life	VIC
Mr Allan Woodward	Country Fire Association	VIC
Ms Sue Woolias	FaCS	
Ms Olga Wordoy	City of Brimbank	VIC
Mr Alan Wright	World Vision Aust	VIC
Ms Patsy Yaksender	AntiCancer Council of Victoria	VIC
Mr Ian Youngs	AntiCancer Council of Victoria	VIC
Ms Teresa Zammit	South East Palliative Care Ltd	VIC
Ms Heidi Zerno	MS Society of Victoria	VIC

**677 People Listed**