

Community Skillsbank newsletter



February 2010

Contact Us

Judy Jeffrey

Community Projects Manager
03 5762 4311

Cherie Gottschling

Volunteer Management
Program
03 5723 1376

Address

The Centre
Community Skillsbank
Greta Road
Wangaratta Vic 3677

Phone

03 5723 1376
03 5723 1388

Fax

03 5723 1380

Website

www.nevictoria.skillsbank.com.au
or
www.thecentre.vic.edu.au

Email

csb@thecentre.vic.edu.au

Happy New Year

Welcome to 2010

The Community Skillsbank team would like to thank you, the volunteers who registered your skills, the organisations who registered skills requirements, the people who attended our training and gave us feedback on what we delivered, the other volunteer referral centres who selected the Community Skillsbank database as their preferred infrastructure and everyone who shared with us their ideas about volunteering in the 21st Century.

Thank you for your support, involvement and encouragement.

In 2009, we experienced an increase in volunteer registrations of more than 350% on 2008—in total there are now 464 volunteers registered in Community Skillsbank.

If you are one of the 146 community organisations registered with us for volunteer referrals, we are confident that we can find the right volunteer to meet your requirements.

We look forward to working with you in 2010.

The Community Skillsbank Team

Volunteer Profile

Jill Britton

Where do you volunteer Jill?

I volunteer at the RSPCA on Tuesday mornings, Pangerang Community House on Monday and Thursday mornings and Appin Park Primary School on Wednesday mornings and Thursday afternoons.

What activities does a normal volunteer day involve for you?

My role with the RSPCA varies depending on how many volunteers are there on the day. My jobs can include cleaning and disinfecting the animal cages, mopping and cleaning the office areas, hanging out the animal bedding to dry and folding it up for storage, and of course washing the dog and cat bowls.

At Pangerang House, I assist with basic administration, answering the telephone, creating and laminating certificates and anything else that helps the staff.

I help in the library and with the school newsletter at Appin Park Primary School.



How long have you been volunteering for and why do you volunteer?

I started volunteering in May 2009 with the RSPCA. Volunteering gives me a sense of giving something back to the community. Community organisations get very limited funding to do their valuable work and need the help of volunteers. Personally, I was quite isolated from the community due to personal circumstances and being fairly new to the area. I have been living in Wangaratta for three years. Volunteering presented the opportunity to meet people while helping worthwhile causes. I have completed some computer courses and volunteering allows me the opportunity to put the skills I have learned through my courses into action. I practise and enhance my skills by using them to support my voluntary role and have also gained many more skills through my work volunteering.



TIP 1 - Volunteer recruitment

Identify your needs:-

- What is the job/position?
- Who do you want to do this?
- Where will you find the person/people to do it?
- How will you get them to volunteer with your organisation?
- Why will they volunteer for you? (i.e. what will motivate them to come on board with you?)

Corporate Volunteering

tread **riverside restaurant and bar**

Located immediately beside the newly established Riverside Square in the heart of the evolving Faithfull Street riverside precinct in Wangaratta, this fantastic restaurant offers genuine, well informed and fun service and the best local wines and great food. If you dig a little deeper you will find a team passionate about their community. Tread has been operating for a little over two years and in that time has raised or donated in excess of \$27,000 to our local community.



“The mandate that we established Tread under was to be a profitable local business that made significant contributions to our local community” said Tread owner, Bruce Yelland. “We want to encourage other business to be good corporate citizens and leaders in our local community. We also want to help Wangaratta and the North East appreciate the beauty and opportunity of the riverside precinct. We are the first business in the history of Wangaratta to ‘activate’ the river. I think after 100+ years Wangaratta is starting to realise the natural asset that it has.”

Some typical support that Tread provides to the community are:

- Donating vouchers to many primary school fundraisers
- Sponsorship of two local football teams, Wangaratta Rovers and Wangaratta Magpies
- Provide free meeting room space to the "Relay for life" organising committee
- Free meeting room space for a number of "not for profit" community groups
- Provide a number of prizes for the local show in cooking / crafts etc. particularly in the children's area

Tread also support groups and community members to raise vital funds. Some of their previous events include:

- Raised in excess of \$16,000 (total in excess of \$20,000 combined with money raised by the Council Club on the same night) to assist a local family with paying the medical expenses of a sick child
- Hosted children's parties to raise money for the following organisations
 - * NESAY
 - * Children's ward of the hospital
 - * CFA / SES / Fire brigade / Police
- Hosted a "Movember" bash to raise money and awareness for men's health
- Participated in "Shave for a cure"
- Hosted a "White Balloon Day" BBQ
- Had a "Pink Bike Raising" ceremony to raise awareness and fund's for women touched by cancer - money donated to the McGrath Foundation

As a business, Tread are very focussed on delivery ever-improving standards of service and food to their clientele. Fresh, healthy, affordable, creative food is on offer, supported by fun, cheeky, efficient service. Tread have been featured in The Age "Good Food Guide" two years running—something never previously achieved by a Wangaratta restaurant. “We aim to be the dining venue of choice to Wangaratta and the North East of Victoria” said Mr Yelland.

Community Skillsbank 2009



2009 was a flurry of activity for the Community Skillsbank team.

We welcome the 308 volunteers and 55 community organisations who registered with Community Skillsbank in 2009.

Major events and training provided in 2009 included the:

- 'Opening Doors to Volunteering' bus tours that travelled across three shires. Twenty-two organisations opened their doors to allow current and potential volunteers to get a "behind the scenes" experience of the activities where volunteers are involved in support of their organisations.
- 'Turn your organisation into a Volunteer Magnet' workshop presented by Martin Cowling. More than seventy people attended this workshop, learning skills to enhance their own organisation and strengthen their volunteer workforce.
- Toyota and Conservation Volunteers Australia through the Community Spirit Partnership delivered their 'Change Management in Community Groups' workshop. Community Skillsbank worked in partnership with Mr Andrew Gormly, the Wangaratta Toyota Dealer, to attract this workshop to our region.

The North East Volunteer Coordinators Network continued to meet quarterly throughout 2009. These sessions gave the Coordinators the opportunity to engage in training, network with other volunteer coordinators and discuss changes and challenges in the volunteering sector. The Network now has 60 members from across the Hume Region.

'Pathways—Introduction to Volunteering' continued to run in 2009 to make sure members of the community moving into volunteering were volunteer ready. 280 people completed this training in 2009. It was positive to see an increase in the number of young people completing this training.

We are looking forward to assisting in providing opportunities for volunteers and volunteer involving organisations throughout our region in 2010.



'Sailing for everyone'

Albury Wodonga Yacht Club in partnership with
Access for All Abilities and Yachting Victoria

The aim of Sailability is to introduce people of all ages and abilities to the joys of sailing in a straightforward, fun and inexpensive way in a supportive environment. Community based Sailability branches are continually being established around Victoria with some located at existing yacht clubs and others operating independently.

Sailability is an ideal program for people with disabilities due to the low cost of participation and the 'equalising' factor (the nature of the activity is such that, when on the water, all sailors become equal in terms of their abilities with the only obvious difference being differing levels of experience which can enhance skills). Sailing solo or duo in a boat on the water also provides a sense of freedom and individualism that can be important to people with disabilities, and results in boosting self-confidence and esteem.

Specialised access dinghies have been widely adopted by Sailability as they are an easy craft to sail and are ideal for beginner level due to their manoeuvrability, comfort and stability.

The Albury Wodonga Yacht Club delivers the sailability program at Lake Hume with the support of a group of experienced sailors and volunteers with a vast amount of experience and local knowledge in all aspects of sailing. The Albury Wodonga Yacht Club is an ideal location to launch access dinghies as the site has sheltered bays and open water sailing. There is a shaded grassed area with barbeque facilities.

For further information or to attend the next Sailability day on 27 February 2010, please phone Rob Newman on (03) 5723 1371 or 0427 212 638. Volunteers are welcome to come along and learn to sail.



Contact CARN ...

Address CARN at The Centre
Greta Road
(High School campus)
Wangaratta Vic 3677

Email carn@thecentre.vic.edu.au

Website www.sportslink.org.au/carn

Phone 03 5723 1371

Fax 03 5723 1380

Volunteer Opportunities

To check out the variety of local volunteer opportunities log onto the Community Skillsbank website www.nevictoria.skillsbank.com.au

Volunteering in Schools

We have schools and kindergartens throughout the district who encourage the participation of community members in support of children's learning.

School Volunteer programs inspire and guide students, provide significant support to schools and teachers and contribute to the creation of stronger communities.

Some of the varied roles our schools need community support in include:

- **Canteen Assistants** - Assist with the preparation of school lunch orders
- **Gardeners and Handymen** - To ensure safe and attractive grounds and maintaining amenities for the school community
- **Teachers Aide's Administration** - Photocopying of materials for class lessons, laminating of class and office materials, and putting up displays for class / art teacher
- **Teachers Aide's Classroom** - Listen to students read on a 1 to 1 basis under the supervision of classroom teacher
- **Learning Support** - Learning Support volunteers work in a team situation and support teaching staff in learning activities
- **Music** - Play piano or guitar for students
- **Administration** - activities will be varied and should provide an interesting environment for volunteers
- **Community Coach Program** - As a Community Coach you will be delivering structured physical activity sessions to primary school aged children in the after school time slot during the school term
- **Kitchen Garden Program** - Follow direction from staff and help the children work safely while enjoying the work and imparting a love of cooking and gardening to the children

If you can demonstrate patience to help students progress and have the ability to encourage students to develop their skills, these volunteering opportunities may be what you are looking for. Contact Community Skillsbank to discuss opportunities in your area.



Community Skillsbank Internal Volunteer Program

Volunteers positions available

Simple data entry and telephone liaison

Community Skillsbank, is a volunteer referral service running out of The Centre.

The team at Community Skillsbank will train and mentor you to develop your skills, and then (if so desired) assist you in developing skills in role matching and system administration.

Community Skillsbank offers you a friendly, supportive team environment, flexible days and times.

Please contact Cherie Gottschling on (03) 5723 1376 if you are interested in joining our team.

For information on any of these roles please contact the Community Skillsbank team

csb@thecentre.vic.edu.au or 03 5723 1376

Volunteering Australia updates



National Volunteer Week 2010 Theme Announced

Volunteering Australia are pleased to announce that the theme for National Volunteer Week 10-16 May 2010 is...

'Volunteering: Now, more than ever'

This theme really brings volunteering to the forefront and provides a focussed agenda for the volunteer sector. It will raise the profile of volunteering and highlight that volunteering, now, more than ever, is important to Australian society and the contribution of all volunteers must be recognised.

This theme can be used by groups to recruit 'Now more than ever we need you' or recognise and thank 'Now more than ever we recognise and value our volunteers' and we will provide organisations with key messages and ideas from which they can use the theme in the coming months.

TIP 2 - Volunteer recruitment

Plan how you will recruit

Targeted Recruitment

This type of recruitment plan is targeted towards a particular audience from which an organisation wants to recruit volunteers. The audience to whom an organisation directs its campaign possesses the skills and qualities that are deemed suitable for the available position.

Broad-Based Recruitment

This type of plan is best conducted when an organisation is recruiting volunteers who do not need to have any specific experience or skills, and/or if an organisation wants to recruit a large number of people for a short period of time.

2009 National Survey of Volunteering Issues - report now available

The annual National Survey of Volunteering Issues conducted by Volunteering Australia provides an insight into the issues that affect volunteering in Australia. The 2009 survey attracted a record number of participants with more than 3,700 respondents taking part, ensuring a wide cross section of opinions were received from individual volunteers, volunteer involving organisations and companies with employee volunteer programs.

Key findings of the report found that:

- more than one third (36%) of volunteers reported they had not had any recognition for their good work in the last month of their volunteering.
- 'Knowing that my contribution would make a difference' is most important to volunteers in their decision to volunteer (selected by 80% of volunteer respondents).
- 'Being accepted as a valuable team member', 'personal thank you' and 'feedback about my contribution' are the most significant methods of recognition that volunteer respondents reported made them feel valued as a volunteer.
- 30% of organisations surveyed have not been able to access adequate information about the protection of volunteers under occupational health and safety legislation.
- 44% of volunteers reported that out of pocket expenses affect their ability or desire to volunteer, with fuel (84.6%) and telephone charges (65.4%) being the two most common cost problems.
- only 17% of volunteers reported that their organisation offered full reimbursement of their out of pocket expenses.

The full report on our National Survey of Volunteering Issues is now available for download: the report can be found on the Volunteering Australia website www.volunteeringaustralia.org.au

Resources for Non-profit organisations

PilchConnect

PilchConnect is a legal service set up by [PILCH](#) (a specialist community legal centre) to provide legal help to Victorian not-for-profit community organisations. Pilch have a range of legal services, including a legal information web portal, a low-cost legal seminar series for not-for-profits and are able to refer eligible organisations for *pro bono* (free) legal assistance. Pilch also do law reform and advocacy work.

For more information about PilchConnect's legal services for Victorian, not-for-profit community organisations, click on the list below:

- [Legal information resources](#)
- [Legal training and seminars](#)
- [Legal advice over the phone](#)
- [Legal assistance](#) (referral to a law firm for free legal help)
- [Law reform and advocacy](#)

[PILCH](#) have recently released [The Guide for Public Officers and Secretaries of Victorian Incorporated Associations](#).

This is an update of the Secretary's Handbook, (4th edition April 2008) by Prof Myles McGregor-Lowndes, Australian Centre for Philanthropy and Non-profit Studies, QUT). The Guide is in 10 parts. Many of the parts of the Guide contain practical tools – such as sample documents, checklists, and flowcharts – to help in your role. Pass this link on to the Public Officer of your organisation.



Looking for resources to support your organisation, check out the Volunteer Australia website at

www.volunteeringaustralia.org

There are free resources including:

- A guide to background checks
- Dealing with conflict and grievances when managing volunteers
- Volunteering—what's it all about?
- Recruiting and supporting volunteers from diverse cultural and language backgrounds.
- Occupational health and safety laws and volunteers
- Rural and remote volunteering
- Volunteer personnel templates
- Designing volunteer roles and position descriptions
- Smart Start - a tool kit for developing volunteer policies and procedures

The National Standards for involving volunteers in Not for Profit Organisations can be purchased from Volunteering Australia at a cost of \$35.00.

TIP 3 - Volunteer recruitment

Keep a high media profile

A clear and straightforward public service announcement aired on a community or your local radio station, or in a newspaper that reaches a large number of potential volunteers. Don't forget to add your organisation's name and contact information.

TIP 4 - Volunteer recruitment

Distribution of printed advertising

Develop and distribute eye-catching flyers, pamphlets or brochures describing the organisation and the benefits people would receive from volunteering with you.

North East Volunteer Co-ordinators Network Meeting

Invitation to Volunteer Coordinators

The meeting is an opportunity for Volunteer Coordinators to network and exchange information and ideas with other volunteer involving organisations and community groups in our region. It is also an opportunity for Volunteer Coordinators to receive information and updates on volunteering and gain benefits of training, to be informed by relevant speakers and source information pertinent to our roles as coordinators of volunteers.

Volunteer Coordinators, you are invited to the next North East Volunteer Coordinator Network Meeting.

If you are interested in joining the group please contact Cherie Gottschling on 03 5723 1376 or email cherie.gottschling@thecentre.vic.edu.au



Members of the Community Skillsbank team.
Marg, Heather and Peter



Numerous volunteers help to make the dreams of Community Skillsbank become a reality. Without their generous help, it's hard to imagine where we would be in this process. Thank you we cannot even begin to express our gratitude.

We would like to take the opportunity to thank our internal Community Skillsbank volunteers in recognition of the invaluable service they have provided to us, the community organisations and volunteers in 2009. If you have not yet met them in person please pop in and meet this wonderful team:

- Margaret Harvey
- Heather Vallender
- Peter Thompson
- Chris Morris
- Diane Ryan
- Jean Westwood
- Kate Sinclair-Pugh
- Diane Farmer

And our sincere thanks go to the Community Skillsbank volunteers who departed community Skillsbank in 2009 for new pursuits:

- Alyson Lomas
- Chris Fitzpatrick
- Sweta Bavi
- Peter Lane

TIP 5 - Volunteer recruitment

Volunteer directories

Your organisation may have a directory of past volunteers to whom you may want to refer. People who have volunteered in the past may be willing to volunteer again.

TIP 6 - Volunteer recruitment

Referral services

Contact your volunteer referral service – Community Skillsbank. Skillsbank is an excellent channel to access a pool of eager volunteers; if we know what you are looking for we can run a match today.

Training Opportunities

Workshops

‘Tools for Engaging : Get your Community Involved’ and ‘Strategic Planning’

For those who attended the May 2009 workshop ‘Turn your organisation into a volunteer magnet’ delivered by Martin Cowling, you will be excited to hear we are in the planning stages of two workshops to be delivered by the People First – Total Solutions team.

‘Tools for Engaging: Get your Community Involved’

4 hours

Workshop Content:

- Understand the definitions and benefits of Community Engagement
- Explore the risks of non-inclusive volunteer policy and program development
- Exploration of some Community Engagement techniques – to assess which will be appropriate for your volunteer program
- Discovering your volunteer program existing community strengths
- Identification of the skills to design, implement and evaluate the Community Engagement process

‘Strategic Planning’

2 hours

Workshop Content:

- Why undertake planning
- Understanding of planning outcomes
- Planning tools: Appreciative Inquiry, SWOT, SCORE
- Implementing the plan
- Reviewing and updating plans
- Reporting using plan objectives

At this stage, planning is for the workshops to run in March 2010. Keep checking our website www.nevictoria.skillsbank.com.au for updates or keep an eye out for flyers and booking details as the event draws nearer.



Training Opportunities

Pathways – Introduction to Volunteering

Learn about

- Your rights as a volunteer
- Your responsibilities as a volunteer
- Occupational Health and Safety
- Police checks and Working With Children checks
- Insurance for volunteers
- How to find the right volunteering role for you

Location

The Centre
Greta Road (High School Campus)
Wangaratta

Sessions dates

(choose one)

Tuesday 23 February 2010, 10.30am - 12.00pm
Thursday 25 February 2010, 1.30pm - 3.00pm

Cost

No charge for Community Skillsbank registered volunteers or organisations
\$10.00 per person for non Community Skillsbank members

Not registered with Community Skillsbank?

Sign up today at www.nevictoria.skillsbank.com.au

Bookings are essential

Contact

Wangaratta: Cherie Gottschling

P: 03 5723 1376 F: 03 5723 1380

Email: csb@thecentre.vic.edu.au

If times/dates for this workshop are not convenient, please contact us to discuss



TIP 7 - Volunteer recruitment

Networking with other community groups

Become familiar with other community organisations in the area. Other coordinators of volunteers may be willing to share information and to promote your cause and volunteer opportunities.

Grant Information

How to find a grant

Grants are available from all levels of Government and private foundations, for a range of activities and projects. There are hundreds of grants available at different times of the year; the key is knowing where to look.

There are a number of resources that are an online database of grants that are available and potential grant opportunities. You may wish to add the following sites to your favorites to seek new opportunities for your community organisations in 2010.

Department of Planning and Community Development	www.grants.dcpd.vic.gov.au
Commonwealth Community Grant site	www.grantslink.gov.au
Our Community - a comprehensive list of current funding	www.ourcommunity.com.au
Foundation for Rural and Regional Renewal	www.frrr.org.au
Department of Families, Housing, Community Services and Indigenous Affairs	www.fahcsia.gov.au
Department of Innovation, Industry and Regional Development	www.diird.vic.gov.au
VicHealth	www.vichealth.vic.gov.au

Tips on applying for Grants

- Continuously seek grant opportunities
- Keep ongoing contact with organisations that award grants
- Decide who will receive information on grants, who will write the proposals and who will manage the grants
- Plan how the grant will be integrated into your overall plans
- Read carefully and follow the application directions
- Be specific and concise with information in the grant application
- Grant applications must be easy to read
- Give reason for the need of the grant. Identify the problem to be addressed then narrow the focus to the precise use of the grant
- Present the standards for the program. What is the target for success and how will it be measured?
- Give a future for the program once the grant is complete
- Include a budget; specify administrative and program costs
- Providing a high quality document and addressing all key elements will increase success
- Get support from elected officials, business leaders and community leaders
- Follow all grant proposal submittal requirements. These can vary for each grant.
- Do not miss deadlines

Good Luck

What is COMMUNITY SKILLSBANK?

Community Skillsbank (CSB) is a centralised Volunteer Referral Centre which (through an innovative easy-to-use database of information) matches volunteer skills and interests to available volunteer opportunities across North East Victoria.

We have a range of interesting and diverse roles suitable for all ages and abilities. The Community Skillsbank team can assist you with training and pathways to future opportunities. Tell us what you are interested in and we can connect you.

You too can assist us. If you have an idea for volunteer activities and opportunities, please contact us by phone or through the Feedback mechanism on our website www.nevictoria.skillsbank.com.au

How to Register

Volunteers and organisations can initiate a registration with Community Skillsbank by:



www.nevictoria.skillsbank.com.au



Email or post registration
(form available from website or CSB)



Phone CSB to organise a 'person to person' or telephone interview

TIP 8 - Volunteer recruitment

Word of Mouth

This is still the most effective means to promote your organisation. Make sure to take advantage of any opportunities you may have to tell others about the services your organisation provides and the volunteer positions available.

Community Skillsbank
Volunteer Referral Centre

The Centre
your Community College

Volunteering...
like your first morning coffee...
Discover the Buzz

Register at
www.nevictoria.skillsbank.com.au
Phone (03) 5723 1388

Contact Community Skillsbank

Phone 03 5723 1388 Wangaratta or
03 5762 4311 Benalla

Fax 03 5723 1380 Wangaratta or
03 5762 4208 Benalla

Email csb@thecentre.vic.edu.au

Website www.nevictoria.skillsbank.com.au

Visit us at The Centre
Greta Road (High School campus)
Wangaratta Victoria 3677

Postal Address Community Skillsbank
The Centre
Chisholm Street
Wangaratta Victoria 3677

Community Skillsbank newsletter

Look out for our next edition in
April 2010

Now it's YOUR turn!

Contributions to this newsletter are encouraged.

**Why not make your contribution as a picture or
some artwork for the front page of the next edition?**

We would also welcome your feedback.

Relevant articles and photos can be forwarded to
the Community Skillsbank team at

csb@thecentre.vic.edu.au

For information about Community Skillsbank or to register,
visit our website at

www.nevictoria.skillsbank.com.au