

# The Power of Association

VOLUNTEERING VICTORIA STATE CONFERENCE  
Melbourne 22-23 June 2017



# Welcome

Sue Noble & Angela Seach  
Volunteering Victoria



On behalf of Volunteering Victoria staff and Board, we are delighted to welcome you to our inaugural State Conference, the first of many to come.

Volunteering is critical to a healthy and resilient civil society. There is a wealth of evidence to support that volunteering delivers significant economic value, strengthens communities, facilitates social inclusion, mitigates social isolation and loneliness, connects people to employment, and improves individuals' health and wellbeing.

But safe and effective volunteering doesn't just happen. Paid and unpaid leaders and managers of volunteers are central to the success of a robust and sustainable volunteer workforce. These are the people who are responsible for designing and implementing volunteer-delivered programs and services to individuals and the community. They ensure volunteers have a safe and rewarding volunteering experience, and their efforts are respected and recognised.

Over the next two days, we will create a space for the professional development of leaders and managers of volunteers. We will foster sector collaboration, and highlight and celebrate the value of volunteering to the Victorian community.

There is an incredible line-up of speakers joining us, including international guest Tobi Johnson from the United States, and our two local keynote speakers, Chris Kotur, Leadership Victoria's Leader in Residence, and Penny Burke from Essence Communications.

Exploring the themes of Leadership and Stewardship of Volunteering, Valuing and Repositioning Volunteering and Sector Collaboration, we will challenge you, shake up traditional ways of looking at volunteering, and encourage sharing. We anticipate you returning back to your organisation energised, full of new ideas, new connections and empowered to act.

To help you get the most out of your Conference experience, the last session of the Conference will focus on supporting you to put your ideas into action. It is our goal to have you walk away with something specific and practical that you can apply to your work.

In addition to the main part of the Conference, we are hosting two special events on day two. Our Corporate Volunteering Breakfast showcases some of the best minds in Corporate Volunteering discussing strategic collaboration in the purpose economy. Our Volunteer Forum seeks to inform, support and celebrate your volunteers.

We look forward to meeting with and hearing from you over the two days of our Conference.

# From our Event Partner

## Jenny Mikakos

Minister for Families and Children

## Gabrielle Williams MP

Parliamentary Secretary for Carers and Volunteers

The Victorian State Government is delighted to partner with Volunteering Victoria to present the inaugural State Conference for volunteering leadership and collaboration in Victoria.

Volunteering underpins the social cohesion and resilience of Victorian people and communities. Volunteers support critical service delivery in our health, aged care and disability sectors, provide emergency services, maintain our natural environments, support sport and recreation, arts and culture, deliver education and training, and participate in our communities in so many ways.

In recognition of the incredible value and importance of volunteering and the people who support them, the Government established the Ministerial Council for Volunteers (the Council).

Chaired by Gabrielle Williams MP, Parliamentary Secretary for Volunteers, the Council brings together a diverse range of voices to provide strategic policy advice and inform a coordinated whole-of-sector approach to supporting and strengthening the volunteer sector in Victoria.

A key focus of the Council is the importance of leaders and managers of volunteers, and their role in coordinating effort, developing a skilled volunteering workforce and supporting a vibrant, inclusive and resilient volunteering sector.



*"The enormous contributions of our volunteers is well known and I am proud to acknowledge this through our partnership with Volunteering Victoria on this important conference."*

**Jenny Mikakos**  
**Minister for Families and Children**



*"Our partnership on this conference recognises the vital role of leaders and managers of volunteers in supporting and boosting the vibrant volunteer sector in Victoria."*

**Gabrielle Williams MP**  
**Parliamentary Secretary for Carers and Volunteers**  
**Chair, Ministerial Council for Volunteers**

# The Power of Association

## Conference Sub-Themes and Concurrent Session Streams

The volunteering sector faces many challenges and opportunities due to the rapidly evolving and often volatile political, social and economic environment in which we operate.

Volunteering is transforming. How people volunteer, the expectations of volunteers and the requirements of volunteer involving organisations are all changing and are not necessarily aligned. The demand for volunteers continues to grow but is not matched by genuine, substantive support for volunteering, especially for volunteer management, and the infrastructure that supports volunteering.

More than ever, it's important all those with an interest in a vibrant, inclusive and resilient volunteering sector collaborate to provide a formidable, fearless and representative voice for volunteering. Through the power of association, our collective voice is strengthened. Together we can build resilient communities and empowered and active citizens through volunteering.

### Leadership and Stewardship of Volunteering

The National Standards for Volunteer Involvement provide clear guidelines for best practice volunteer management. Unfortunately, too often there is little or no meaningful investment in volunteer management. This disrespects and devalues the role of the managers of volunteers, as well as the volunteer workforce. It can put volunteers at risk, reduce their productivity, effectiveness and well-being, and impact their morale and motivation. It can also reduce a volunteer-involving organisation's agility, and ability to meet the challenges of current and emerging trends in contemporary volunteering.

This sub-theme explores the role of leaders in building a resilient, sustainable and productive volunteer workforce. It will also address the role of leaders as the stewards of volunteering, ensuring volunteering remains true to the spirit and intent of the definition of volunteering and is not misused and abused.

#### Leading the Way

Leadership styles, leadership theory, leading to influence, adaptive leadership, leading to persuade and to gain buy-in and support – all to do with the act of leading!

#### Disruption or Eruption? Challenging the Traditional Volunteering Paradigm

Volunteering and volunteers are evolving, shaking-up the traditional notion of volunteering and bringing infinite opportunities and many challenges. This stream dares and inspires participants to think outside the box about how, as leaders, they can shape and influence volunteering.

#### Taking Care of Business

As leaders, we all have an important role to play in protecting the integrity of volunteering and minimising the risk of its misuse. In this stream, we explore best practice volunteer management fundamentals, critical to building a resilient, safe and strong volunteering workforce.



## Sector Collaboration

The volunteering sector is wide-ranging in its scope. It comprises volunteer-involving organisations, volunteering support services, corporates, the 3-tiers of government, as well as current and potential volunteers. It covers sectors as diverse as community and emergency services, health, sport, creative industries, tourism, the environment, disability services, education, animal welfare – to name a few. It reflects the diversity of the Victorian community. And it is critical for the successful delivery of many services, programs and activities we take for granted, and which contribute to the wellbeing and richness of the Victorian community. Given the importance and scope of volunteering, and the limited investment in and resources devoted to support volunteering, sector collaboration is essential to optimise outcomes.

This sub-theme will explore the factors that contribute to and support successful collaboration, and showcase examples of collaborations that advance volunteering.

### Imagine the Possibilities

From little things, big things grow. Imagine the possibilities if we harness the full potential of volunteering. Volunteering has the power to transform lives and to build healthier, inclusive, stronger and happier communities.

### R.E.S.P.E.C.T!

Aretha Franklin demands R.E.S.P.E.C.T. and so should we. For ourselves as leaders, for the volunteers who selflessly give their time and talent, and for the social and economic contribution of volunteering – we need to be louder and prouder about the value of volunteering!

## Valuing and Repositioning Volunteering

It is widely acknowledged volunteering makes a very significant economic, social and cultural contribution to our community, yet volunteering and volunteers are often not valued in a meaningful way. Funding from all levels of government to support volunteering (as opposed to activities that rely on volunteers) is very poor. It can be difficult for volunteering to attract philanthropic or sponsorship support when competing with the services volunteering supports.

Even though volunteers make up a significant proportion of the workforce in many sectors, often the impact on that volunteer workforce is not considered in policy debates, changes to service delivery models or sector reform. Many organisations do not invest in the management of their volunteers like they do with paid staff. Further, perceptions of volunteering and volunteers are often limited and outdated, and don't reflect contemporary volunteering.

This sub-theme will explore how volunteering can be repositioned to reflect and acknowledge its true value and contribution to the Victorian community as an active community building activity. It will consider why volunteers and volunteering are not valued in a meaningful way and what we can do about it.

### Power of Collaboration

Working together will only make us stronger. Presentations included in this stream will look at innovative programs showcasing collaboration between Volunteer Involving Organisations (VIOs).

### People 2 People

People 2 People explores the relationship between paid staff and volunteers; and volunteers and the organisations they support. It also considers how volunteering can be a vehicle for social inclusion for individuals or groups, who might otherwise be excluded or are experiencing disadvantage.

### The Business of Volunteering

Presentations in this stream focus on the two way relationship between not for profit and corporate organisations. To be successful, both the NFP and the Corporate must think strategically about potential partnerships and offer programs that are mutually beneficial and connect with community values.

# Keynote Speakers



## Penny Burke

Essence Communications

Penny Burke is somewhat of a change agent, keen to explore new boundaries and horizons and find better ways to do things. It is a particular skill to bring fresh eyes to a scenario, logically and articulately identify and debate the key issues, bring intuition and grounded thought to a way forward and form a plan of action. Penny will provide a refreshing platform to launch the conference themes and stimulate delegates to put ideas into action.

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## Tobi Johnson

USA - VolunteerPro

Tobi Johnson has over 25 years direct experience in the not for profit sector and is a nationally recognised expert and thought leader in the field of volunteer engagement. Tobi was a stand out at the 2016 National Volunteering Conference, returns to Australia as a keynote speaker to share her insights about volunteering leadership and international best practice.

Tobi is the President of Tobi Johnson & Associates, a volunteer management consulting firm whose mission is to help not for profits connect with remarkable volunteers who share a common vision for a better world. In 2015, Tobi also launched VolunteerPro, an online networking and learning community for leaders of volunteers.

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## Chris Kotur

Leadership Victoria

Chris Kotur is Leadership Victoria's Leader in Residence, a role that is raising the profile and importance of emerging leadership issues and development across all sectors in Australia.

Chris is a highly regarded designer of and contributor to leadership programs across all sectors. She is particularly well known for her support for people in organisations and in communities leading complex, difficult and often unwelcome changes.

# MCs and Moderators



**Kate Torney**  
Panel Discussion

Kate Torney is the Chief Executive Officer of the State Library of Victoria. Kate was the Director of ABC News (Australia) for the final 6 years of a 20-year career there.



**Mark Schenk**  
Food for Thought

Mark Schenk is the Managing Director of Anecdote and the go-to advisor for some of the world's leading companies, including IBM, AMP, NAB, FujiXerox, on how to use storytelling to really engage employees and customers.



**Tara Cantwell**  
Research Roundtable

Tara Cantwell is a consultant & trainer specialising in volunteer support. Her knowledge comes from 20 years as a volunteer, 12 years as volunteer manager and having strong connections with many different volunteer engaging organisations around Australia.



**Monica Ferrie**  
MC – Ideas Into Action

Monica Ferrie is the Director of Bold and Brave Consulting, and a partner in Active Transition Training (ATT) a registered training organisation with a career spanning senior leadership roles in both the private and public sectors.



**Professor Michael Polonsky**  
Fireside Chat

Michael Polonsky is the Alfred Deakin Professor and Chair in Marketing at Deakin University. He has taught at a number of Australian Universities, both domestically and in their international programs in China, Malaysia and Singapore.



**Bronwen Clark**  
MC - Plenary Session

Bronwen Clark is a communications professional with 20 years' experience in marketing, public relations and relationship-building at the international, national and local levels.



**Geraldine Quinn**  
The Great Debate

Geraldine Quinn (Spicks and Specks, The Weekly With Charlie Pickering, When TV Was Awesome) is an award-winning rock cabaret writer-performer who has toured Australia, New Zealand and the UK.



**Nancy Nunez**  
Facilitator - Peer Support Panel

Nancy Nuñez has worked in the community and voluntary sector for over 25 years. She has managed volunteers in a variety of sectors and worked with hundreds of not for profit organisations, assisting them in developing effective volunteer programs.



**Jodie Willmer**  
MC - Plenary Session

Jodie Willmer is an experienced coach, strategic planning consultant and specialises in governance evaluations and succession planning. Drawing on 25 years in executive management and director roles in the not for profit sector, Jodie works with Conscious Governance and Governance Evaluator and hosts a governance podcast "The Insightful Director".

# CONFERENCE PROGRAM

## DAY 1 THURSDAY 22 JUNE

### Thursday Morning Plenary

TIME	EVENT
9.00am	Opening by <b>Sue Noble</b> ( <i>CEO Volunteering Victoria</i> ), Welcome to Country by an <b>Elder from Wurundjeri People</b> and <b>Introduction to SLIDO</b> (Audience Interaction Platform) <b>Jimmy Marinas</b> ( <i>RSPCA</i> )
9.30am	<b>Keynote Address: Penny Burke</b> ( <i>Essence Communications</i> ) <b>Leading the Fame Game</b>
10.30am	<b>Lightning Talks: Setting the Scene: Ideas for the Future</b> <ul style="list-style-type: none"> <li><b>Roz Wollmering</b> (<i>Women's March Melbourne</i>) From Slacktivism to Activism to Changing Our World</li> <li><b>Monica Ferrie</b> (<i>Bold and Brave Consulting</i>) Reframing Volunteering: Positive Culture Needs Conscious Creation</li> <li><b>Michael McGann</b> (<i>Skysdesign</i>) Caregiver, Outlaw, Hero – Are You and Your Volunteers in Sync?</li> </ul>
11.00am	Morning Tea with free optional activity <b>Getting the Most Out of Your Conference Experience</b> with <b>Hazel Maynard</b>
11.30am	<b>Keynote Address: Tobi Johnson</b> ( <i>USA - VolunteerPro</i> ) <b>Focussed, Formidable and Fearless: This is Your Leadership Call to Action</b>
12 noon	<b>Panel Discussion: Walking the Talk. What Will it Take?</b> <b>Facilitator: Kate Torney</b> ( <i>State Library of Victoria</i> ) <b>Panellists: Penny Burke</b> ( <i>Essence Communications</i> ), <b>Graeme Lewsey</b> ( <i>Melbourne Fashion Festival</i> ), <b>Tobi Johnson</b> ( <i>USA - VolunteerPro</i> ), <b>Monica Ferrie</b> ( <i>Bold and Brave Consulting</i> )
12.45pm	Lunch with free optional activity <b>Brain Dates</b> facilitated by <b>Jodie Willmer</b> ( <i>The Insightful Director Podcast</i> )

### Concurrent Sessions Round 1

Location: Chicago	Location: Chorus	Location: Carousel	Location: Phantom	Location: 42 <sup>nd</sup> Street
<b>Leadership</b> <i>Leading the way</i>	<b>Stewardship</b> <i>Taking Care of Business: Volunteer Management Fundamentals</i>	<b>Sector Collaboration</b> <i>Power of Collaboration</i>	<b>Valuing &amp; Repositioning Volunteering</b> <i>Imagine the Possibilities</i>	<b>Valuing &amp; Repositioning Volunteering</b> <i>R.E.S.P.E.C.T.</i>
<ul style="list-style-type: none"> <li><b>Tracey O'Neill</b> (<i>Austin Health</i>) (P) <b>Oobee Doo I Wanna Be Like You:</b> How Leaders of Volunteers Can Support the Professionalisation of Volunteer Management</li> <li><b>Nathan Brown</b> (<i>Very Special Kids</i>) (P) <b>Leadership:</b> Increasing Your Social Capital</li> </ul>	<ul style="list-style-type: none"> <li><b>Malcolm Guy</b> (<i>Mim Mediation</i>) (P) <b>Conducting Difficult Conversations with Volunteers</b></li> <li><b>Anna Cairo</b> (LT) The Power of Social Media</li> <li><b>Nikki Waterfall</b> (<i>ParkRun</i>) (LT) VOLUNtech: How Parkrun Uses Technology to Recruit, Retain and Recognise Volunteers</li> <li><b>Di Gadsden &amp; Dru Bartlett</b> (<i>Puffing Billy</i>) (LT) Quality Volunteer Management: How to Play the Game</li> <li><b>Hazel Maynard</b> (<i>Volunteering Victoria</i>) (LT) The National Standards in 7 minutes</li> </ul>	<ul style="list-style-type: none"> <li><b>Victor Lee &amp; Tracey Middleton</b> (<i>Communitier</i>) (P) <b>Skill-based Virtual Volunteering:</b> Using Information Technology to Support Cross-Sector Collaboration</li> <li><b>Jacqui Bell</b> (<i>Engineers Without Borders</i>) (LT) Collaboration for Impact Without Competition Enabling Leading Through a Community of Practice Model</li> <li><b>David Cox</b> (<i>South East Palliative Care</i>) (LT) Inter-Agency Volunteer Service Partnership Benefiting CALD Volunteers</li> <li><b>Sally Dusting-Laird &amp; Maureen McConnell</b> (<i>Volunteer for Knox</i>) (LT) The Power of Partnership</li> </ul>	<b>WORKSHOP</b>  <b>Tobi Johnson</b> <b>From the Inside Out</b>	<ul style="list-style-type: none"> <li><b>Paula Jorgensen</b> (P) <b>Strengthening Organisational Culture through Volunteering</b></li> <li><b>Tanya Warms</b> (<i>MannaCare</i>) (LT) Worth their Weight in Gold. Measuring the Impact of Volunteers: A pilot study</li> <li><b>Dana Hughes &amp; Barbara Look</b> (<i>South Gippsland Shire Council</i>) (P) <b>Value of Volunteers for Number Crunchers &amp; Storytellers</b></li> </ul>

(P) Presentation (LT) Lightning Talk



## DAY 1 THURSDAY 22 JUNE cont'd

### Concurrent Sessions Round 2

3.30 PM - 5.00 PM

Location: Chicago	Location: Chorus	Location: Carousel	Location: Phantom	Location: 42 <sup>nd</sup> Street	Location: Bobby McGees
<b>Leadership</b> <i>Disruption or Eruption: Challenging the traditional Volunteering Paradigm</i>	<b>Stewardship</b> <i>Taking Care of Business</i>	<b>Valuing &amp; Repositioning Volunteering</b> <i>Imagine the Possibilities</i>	<b>Sector Collaboration</b> <i>People 2 People</i>	<b>Sector Collaboration</b> <i>People 2 People</i>	<b>Sector Collaboration</b> <i>The Business of Volunteering</i>
<ul style="list-style-type: none"> <li>• <b>Mathew Boyd</b> <i>(Vollie)</i> &amp; <b>Tom Uhlhorn</b> <i>(Tiny)</i> <b>(P)</b> <b>Redesigning Volunteering for the Digital Age</b></li> <li>• <b>Mizzi Walker &amp; Libby Cross</b> <i>(Sacred Heart Mission)</i> <b>(LT)</b> <b>Pop-In Volunteering</b></li> <li>• <b>Victor Lee &amp; Tracey Middleton</b> <i>(Communitier)</i> <b>(P)</b> <b>Skilled Based Virtual Volunteering: Redefining Social Participation</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Associate Professor Leonie Lockstone-Binney</b> <i>(William Angliss)</i> <b>(P)</b> <b>How to Identify Potential New Volunteers. Converting Those Who Have Never Volunteered Before</b></li> <li>• <b>Peter Heyworth</b> <b>(LT)</b> <b>A Framework for Ensuring Excellence in Volunteer Management</b></li> <li>• <b>Helana Kelly</b> <i>(Advance Care Planning Australia)</i> <b>(LT)</b> <b>Volunteers Co-designing Sustainable Healthcare</b></li> <li>• <b>Amanda Everton</b> <i>(Volunteering Victoria)</i> <b>(P)</b> <b>Same, Same But Different</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Jana Favero</b> <i>(ASRC)</i> <b>(P)</b> <b>Transforming Lives Through Community Action</b></li> <li>• <b>Jodie Howarth</b> <i>(Australian Red Cross)</i> <b>(LT)</b> <b>Rethinking Justice: An Inclusive Approach</b></li> <li>• <b>Melissa Mahoney &amp; Simran Verma</b> <i>(South East Volunteers)</i> <b>(LT)</b> <b>Skilled Mentoring Program (SMP) Supporting Meaningful Employment Through Empowering Connections</b></li> <li>• <b>Bianca Walsh &amp; Anthony Benedyka</b> <i>(Australian Red Cross)</i> <b>(P)</b> <b>Sharing Stories to Bring About Change</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Leanne McCormick</b> <i>(Uniting Victoria &amp; Tasmania Ltd)</i> <b>(P)</b> <b>Strengthening Staff and Volunteer Relationships</b></li> <li>• <b>Marg Joiner</b> <i>(Zoos Victoria)</i> &amp; <b>John Pastorelli</b> <b>(P)</b> <b>Pay it Forward: Creating a Sense of Belonging to Enrich your Volunteers &amp; Organisation</b></li> </ul>	<b>WORKSHOP</b>  <b>Stephanie Kabanyana Kanyandekwe</b> <i>(Multidisciplinary Artist &amp; Composer)</i> <b>Stop Leading in your Pyjamas: Equity in Engaging Diversity Through Ujamaa</b>	<ul style="list-style-type: none"> <li>• <b>Julie Trickey &amp; Nicole Armstrong</b> <i>(Ardoch Youth Foundation)</i> <b>(P)</b> <b>Corporate Volunteers: Engaged or Enraged</b></li> <li>• <b>Katrina Hudson</b> <i>(Seek Ltd)</i> <b>(P)</b> <b>Building Scalable Impact Through Collaboration</b></li> <li>• <b>Robin Dick</b> <i>(Central Queensland University)</i> <b>(P)</b> <b>The Roles of Collaboration: Cosmetic or Cosmic</b></li> </ul>

(P) Presentation (LT) Lightning Talk

### Thursday Social Function

5.15 PM - 6.15 PM

#### Food for Thought - Putting Stories to Work

Storytelling is an ancient art that makes for an engaging workshop format. Stories reflect the authentic experience of an individual, a team, or a community and are very persuasive and generate greater recall post the event.

Storytelling guru Mark Schenk will lead us in this creative storytelling and networking session in the quirky Bobby McGees function room. Light refreshments will be served. This is an optional conference session and bookings are essential. Book when you register for the Conference.

Facilitator: **Mark Schenk** *(Anecdote)*

Storytellers:

**Penny Daly** *(The Welcome Group)*

**Laura Marchese and Denise Doree** *(Southern Cross Care)*

### Special Event Friday Morning - Corporate Volunteering Breakfast

7.30 AM - 9.00 AM

#### Strategic Collaboration in the 'Purpose Economy'

The 'purpose economy' concept has been evolving the way we think about 'giving' and cross-sector collaboration.

At this breakfast, we explore perspectives on how corporates and volunteer involving organisations are preparing for this new economic era. What types of employee volunteering are most appropriate for the future? What environmental trends require us to change? What does effective leadership and collaboration look like? How do employee volunteers want to collaborate in their communities and workplaces? What's the evidence base for this new future?

Panel of Speakers:

**Omar de Silva** *(The Plato Project)*, **Dr. Kaushik Sridhar** *KPMG Australia*, **Mandy Burns** *(Be Collective)*, **Emily Cormack** *(United Way Australia)*, **Jack McLean** *(SEEK Ltd)*

**SOLD OUT**

# CONFERENCE PROGRAM

## DAY 2 FRIDAY 23 JUNE

### Friday Morning Plenary

9:00 AM - 12:30 PM

TIME	EVENT	VOLUNTEER FORUM (42 <sup>ND</sup> STREET)
9.00am	Opening / Welcome	<b>Enthuse! Empower! Enlighten!</b> Facilitated by <b>Hazel Maynard</b> (Professional Development Facilitator)  Reward and recognise your volunteers. This Forum, the first of its kind held in Victoria, will cover a mix of serious and more light-hearted topics to enthuse, empower and enlighten your volunteers – whether they are new to volunteering or have been around for a while.  Organisations with registered delegates to the State Conference can register up to two volunteers to attend.  Registration includes morning tea and lunch.
9.10am	<b>Address by: Gabrielle Williams</b> (Parliamentary Secretary for Carers and Volunteers) <b>Preparing for the Future</b>	
9.20am	<b>Keynote Address: Chris Kotur</b> (Leader in Residence, Leadership Victoria) <b>Strengthening Leadership to Strengthen Volunteering</b>	
9.55am	<b>Research Roundtable: Volunteering = People Power</b> Facilitator: <b>Tara Cantwell</b> Researchers: <b>Professor Paul Smyth</b> (University of Melbourne), <b>Professor Jeni Warburton</b> (Latrobe University). Practitioner: <b>David Tennant</b> (FamilyCare)	
10.55am	Morning Tea	
11.25am	<b>Fireside Chat: The Volunteering Exchange: Building Shared Value or Mutual Exploitation?</b> Hosted by: <b>Professor Michael Polonsky</b> Guests: <b>Paul Wheelton</b> (Wheelton Philanthropy), <b>Adil Ali</b> (Drummond Street Services), <b>Rory Awatef</b> (Drummond Street Services)	
11.55am	<b>The Great Debate: Volunteering is a Pathway to Profit</b> Moderator: <b>Geraldine Quinn</b> Debaters: <b>Jodie Willmer</b> , <b>Marg Joiner</b> , <b>Professor Michael Polonsky</b> , <b>Tracey O'Neill</b> , <b>Ang Cuy</b> , <b>Clive Dwyer</b>	
12.40pm	Lunch with free optional refresher activity TBC	

### Concurrent Sessions Round 3

1:30 PM - 3:00PM

Location: Chicago	Location: Chorus	Location: Carousel	Location: Phantom	Location: 42 <sup>nd</sup> Street	Location: Locanda
<b>Leadership</b> <i>Disruption or Eruption: Challenging the traditional Volunteering Paradigm</i>	<b>Stewardship</b> <i>Taking Care of Business</i>	<b>Program Showcase</b>	<b>Sector Collaboration</b> <i>People 2 People</i>	<b>Valuing &amp; Repositioning Volunteering</b> <i>Imagine the Possibilities</i>	<b>Sector Collaboration</b> <i>The Business of Volunteering</i>
<ul style="list-style-type: none"> <li><b>Alex Rixon-Booth</b> (I Need Helpers) (LT) Tourism Volunteering</li> <li><b>Liz Morgan</b> (Justice Connect – NFP Law) (P) <b>Emerging Volunteering Trends &amp; Issues:</b> Is the Law Keeping Up?</li> <li><b>Emma Short</b> (Heart Foundation) (LT) Volunteers Creating New Communities Through the Power of Connection</li> <li><b>Mandy Burns</b> (Be Collective) (P) <b>What will Tomorrow's Volunteers Look Like</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Jimmy Marinas</b> (RSPCA) (LT) #trending: Embracing Social Media in Volunteering</li> <li><b>Tom Canny</b> (Ardoch Youth Foundation) (LT) Sharing Best Practice in Volunteer Training</li> <li><b>Kelly Hertzog &amp; Maddy Dowling</b> (City of Melbourne) (P) <b>Collaborative connections:</b> Putting volunteering in the spotlight</li> <li><b>Kathy Wells</b> (Griefline) (LT) The Making of Committed Volunteers</li> <li><b>John Hollway</b> (CFA) (P) <b>Organisational Capability &amp; the Role of Volunteers</b> – the Critical Questions</li> </ul>	<ul style="list-style-type: none"> <li><b>Peer Support Panel</b> Facilitator: Nancy Nunez (RASV) Panellists: Rachael Scott (Cohealth) Kelly Rossman &amp; Elise Perillo (Diabetes Victoria) Kellie Holland (Counterpart formerly BreaCan)</li> <li><b>Michelle Dellios &amp; Kerry Shanahan</b> (Western Health) (LT) VMAP (Volunteer Meals Assistance Program)</li> <li><b>Leesa Riley &amp; Tony Varcoe</b> (Parks Victoria) (LT) Valuing the Health &amp; Wellbeing of Volunteers</li> <li><b>Emma Cotsell</b> (Greyhound Adoption Program) (LT) Filling the GAP</li> </ul>	<ul style="list-style-type: none"> <li><b>Dr Pam Kappelides</b> (La Trobe University) (P) <b>Building Inclusive Environments =</b> Increased Volunteer Participation</li> <li><b>Loretta Asquini</b> (North Melbourne Language Learning) (P) <b>Engaging and Valuing Culturally Diverse Communities in Formal Volunteering</b></li> <li><b>Gerard Mansour</b> (Commissioner for Senior Victorians) (P) <b>No purpose, No Meaning, No Seniors</b></li> </ul>	<b>WORKSHOP</b>  <b>Tobi Johnson</b> <b>From the Inside Out</b>	<ul style="list-style-type: none"> <li><b>Ruth Lee &amp; Peter Baynard-Smith</b> (EWB) (LT) Bringing Them Back: What Makes Corporate Volunteers Want to Offer More?</li> <li><b>Kate Maiden</b> (CSIRO) (LT) Valuing Partnerships</li> <li><b>Karen Meehan</b> (Melbourne Genomics Health Alliance) &amp; <b>Liat Watson</b> (Member MGCAG) (P) <b>How an Ounce of Prevention Set the Scale:</b> The Impact of the Melbourne Genomics Community Advisory Group</li> <li><b>Mark Arandale</b> (Frontstream) (P) <b>Volunteering in the Total NFP Value Chain</b></li> </ul>

### Friday Afternoon Plenary

3:00PM - 4:30PM

TIME	EVENT
3.00pm	Afternoon Tea
3.15pm	<b>Ideas Into Action:</b> Facilitator: <b>Monica Ferrie</b> <ul style="list-style-type: none"> <li>Big Ideas Board outputs</li> <li>Conference Communique</li> <li>Elevator Pitch</li> </ul> Door prize announcement (Winner must be in attendance at the session to collect the prize)
4.30pm	Official close

# Venue

We would like to thank the management and staff of Rydges Melbourne for their wonderful support in helping us plan and coordinate the Conference.

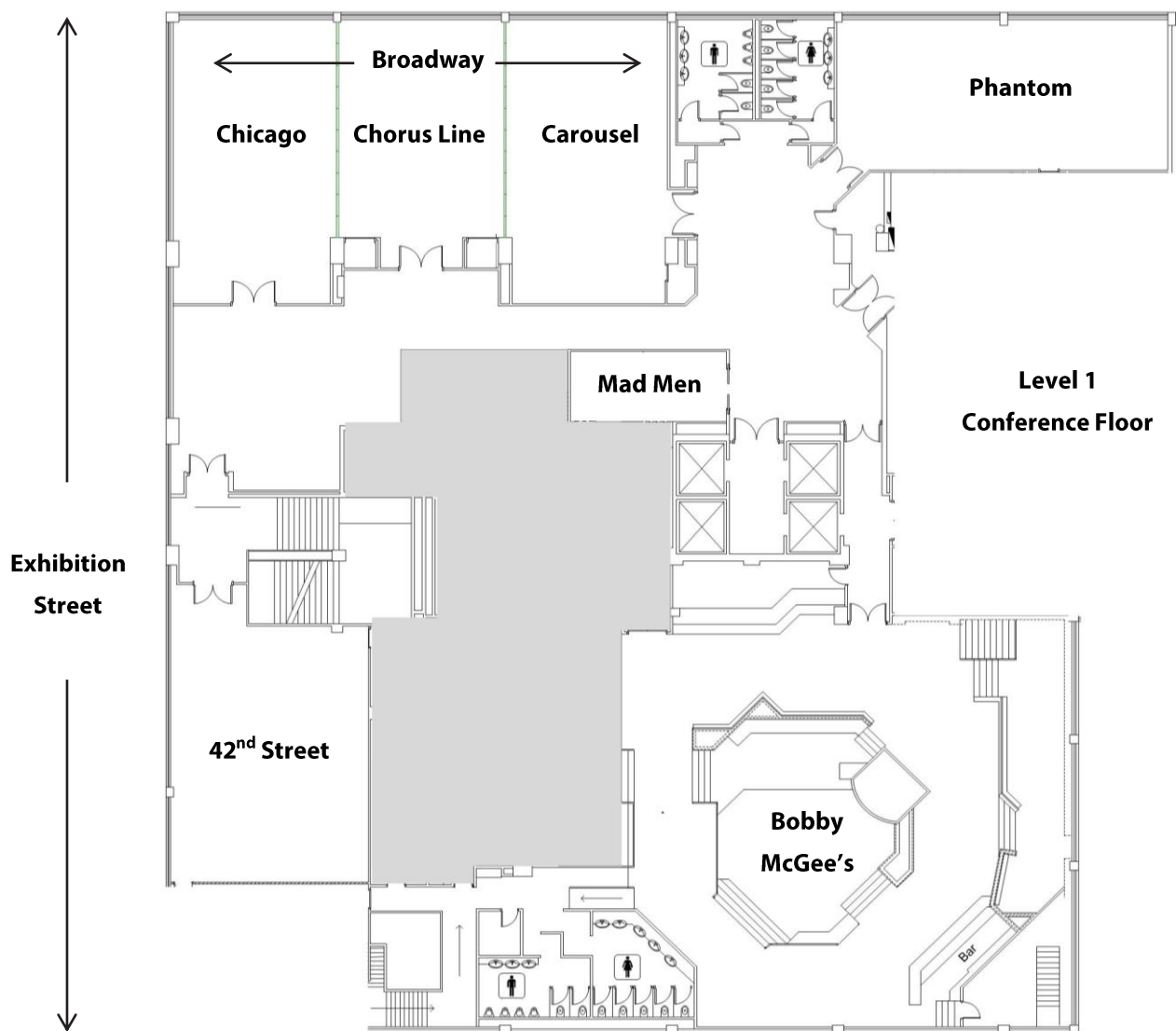
Note the **Locanda Private Dining** room is located on the Ground Floor.

## WIFI

Complimentary WIFI is available for all delegates

Network: Rydges Event

Password: GreatEvent



**RYDGES**  
MELBOURNE

# Presenters

Name	Organisation
Alex Rixon-Booth	I Need Helpers
Amanda Everton	Volunteering Victoria
Anna Cairo	
Anthony Benedyka	Australian Red Cross
Barbara Look	South Gippsland Shire Council
Bianca Walsh	Australian Red Cross
Dana Hughes	South Gippsland Shire Council
David Cox	South East Palliative Care
Di Gadsden	Puffing Billy
Dru Bartlett	Puffing Billy
Elise Perillo	Diabetes Victoria
Emma Cottsell	Greyhound Adoption Program
Emma Short	Heart Foundation
Gerard Mansour	Commissioner for Senior Victorians
Hazel Maynard	Volunteering Victoria
Helana Kelly	Advance Care Planning Australia
Jacqui Bell	Engineers without Borders
Jane Favero	ASRC
Jimmy Marinas	RSPCA
Jodie Howarth	Australian Red Cross
John Hollway	CFA
John Pastorelli	
Julie Trickey	Ardoch Youth Foundation
Karen Meehan	Melbourne Genomics Health Alliance
Kate Maiden	CSIRO
Kathy Wells	Griefline
Katrina Hudson	Seek Ltd
Kellie Holland	Counterpart (formerly BreaCan)
Kelly Hertzog	City of Melbourne
Kelly Rossman	Diabetes Victoria
Kerry Shanahan	Western Health
Leanne McCormick	Uniting Victoria & Tasmania Ltd
Leesa Riley	Parks Victoria
Leonie Lockstone-Binney	William Angliss
Liat Watson	MGCAG

Name	Organisation
Libby Cross	Sacred Heart Mission
Liz Morgan	JusticeConnect - NFP Law
Loretta Asquini	North Melbourne Language Learning
Maddy Dowling	City of Melbourne
Malcolm Guy	Mim Mediation
Mandy Burns	Be Collective
Marg Joiner	Zoos Victoria
Mark Arandale	Frontstream
Mathew Boyd	Vollie
Maureen McConnell	Volunteers for Knox
Melissa Mahoney	South East Volunteers
Michael McGann	Skysdesign
Michelle Dellios	Western Health
Mizzi Walker	Sacred Heart Mission
Monica Ferrie	Bold and Brave Consulting
Nathan Brown	Very Special Kids
Nicole Armstrong	Ardoch Youth Foundation
Nikki Waterfall	ParkRun
Pam Kappelides	La Trobe Univeristy
Paula Jorgensen	
Peter Baynard-Smith	EWB
Peter Heyworth	Northern Volunteering South Australia
Rachael Scott	Cohealth
Robin Dick	Central Queensland University
Roz Wollmering	Women's March Melbourne
Ruth Lee	EWB
Sally Disting-Laird	Volunteer for Knox
Simran Verma	South East Volunteers
Stephanie Kabanyana Kanyandekwe	Multidisciplinary Artist & Composer
Tanya Warms	MannaCare
Tobi Johnson	USA - Volunteer Pro
Tom Canny	Ardoch Youth Foundation
Tom Uhlhorn	Tiny
Tony Varcoe	Parks Victoria
Tracey Middleton	Communitier
Tracey O'Neill	Austin Health
Victor Lee	Communitier



## Panellists

Penny Burke  
Graeme Lewsey  
Monica Ferrie  
Tobi Johnson

## Storytellers

Denise Doree  
Penny Daly

## Debaters

Ang Cuy  
Clive Dwyer  
Jodie Willmer  
Marg Joiner  
Michael Polonsky  
Tracey O'Neill

## Research Roundtable

Professor Paul Smyth  
Professor Jeni Warburton  
David Tennant (Practitioner)

## Fireside Chat

Paul Wheelton  
Adil Ali  
Rory Awatef

## Poster presentations

Poster authors will be available for questions from delegates during the breaks.

Author	Organisation	Presentation name
Alma Limbrick	Campaspe Primary Care Partnership	Vibrant Volunteers Project: The Power of Association in Rural Victoria
Hilda Dursun	World Mission Society Church of God	Valuing and Repositioning Volunteering Through Awards and Recognition
Karen Haufe-Stellini	Western Health	Special Care Nursery - Conception to Adulthood
Michelle Dellios & Kerry Shanahan	Western Health	The Power of Association - VMAP

## Scholarship winners

### Sponsored by the Victorian Government

Name	Organisation
Sanne de Swart	Diaspora Action Group
Masad Alfayadh	Happy Brain Education

### Sponsored by MSEV/HelpOut

Name	Organisation
Karolina Sevcikova	

### Sponsored by Wheelton Philanthropy

Name	Organisation
Carolyn Bischof	The Winged Horse Equine Welfare
Harriet Bawden	Road to Refuge
Martina Eaton	Temple Society Australia
Robert Ackroyd	Land of Welcome

# Exhibitors



## Better Impact

Volunteer Impact offers a complete online volunteer database solution and has a proven track record for reliability and customer service, having helped thousands of large and small charities, government departments, councils and events the world over.



## CrimCheck

CrimCheck is the only Not-For-Profit registered with the Australian Criminal Intelligence Commission to act as an Accredited Agency (broker) for National Criminal History Checks. We provide web based portals for organisations of all sizes to control their Criminal History Checking processes for staff and volunteers.



## Communitier

Communitier is a social venture with the mission to increase social participation via virtual volunteering. Our online platform is set up for volunteer involving organisations and skilled volunteers to connect and collaborate in order to achieve social outcomes.

Our point of difference is our ability to go further than just matching volunteers with volunteer opportunities as we incorporate the technical capability to facilitate a team, cluster or project-based approach to delivery.



## NVETS - Northern Volunteering SA

NVETS was developed several years ago as a means of providing both volunteers and volunteer program managers with the opportunity to complete a quality qualification related to volunteer management. We provide courses around Australia and are currently running a Certificate IV Coordination of Volunteer Programs Master Class and two Advanced Diploma of Community Sector Management classes in Victoria with a view to start up additional classes.



## Volunteer Gifts Australia

It is our goal to simplify the task of sourcing volunteer gifts for Volunteer Managers by offering a dedicated range of customised products to suit your unique organisational requirements. We believe that in partnering with our clients, we can offer unique and specific gifts to support volunteer reward and recognition programs.



## Victorian Equal Opportunity and Human Rights Commission

The Victorian Equal Opportunity and Human Rights Commission is an independent statutory body with responsibilities under three laws including the Equal Opportunity Act 2010; Racial and Religious Tolerance Act 2001; and Charter of Human Rights and Responsibilities. Its services include a free telephone enquiry line; a free, fair and timely dispute resolution service; and information and education, training and consultancy services.

# Acknowledgements

## Staff (Current and former)

Abigail Elliott	Kerryn Wong
Alison Duff	Lisa Barrow
Amanda Everton	Marijke Fotia
Catie Hocking	Meghan Hopper
Chrissy Paterson	Rosemary Joiner
Dominic Szeker	Roz Wollmering
Emily Flores	Sarah Lean-Jones
Emma Sharp	Shelley Falzon
Helen Kierce	Sue Noble
Ishtiaq Rashad	Susanne Meier

## Volunteering Victoria Board Members

Andrew Coghlan
Angela Seach (Chair)
Bronwen Clark
Con O'Brien
Dallas Beeston
Luci Mumme
Robyn Rose

## Volunteers

Hazel Maynard
Helen Coleman
Jimmy Marinas
Kay Feain
Meredith Bubner
Muthu Pannirselvam
Rebecca Miselowski
Sherene Mournier
Zoe Peltekis

We would also like to extend a special thank you to all our event volunteers who assisted Volunteering Victoria on both conference days.

## Conference Advisory Committee

Name	Organisation
Andi Jones	Launch Housing
Emma Cotsell	Greyhound Racing Vic – Greyhound Adoption Program
Hazel Maynard	
Ian Walker	Conservation Volunteers Australia & New Zealand
Jason Doherty	Volunteering Geelong
Jimmy Marinas	RSPCA
Kay Feain	
Marg Joiner	Zoos Victoria

Name	Organisation
Megan Cassar	Oxfam
Michelle Bertoli	Greater Shepparton Council
Nancy Nunez	Royal Agricultural Society of Vic
Nesilhan Davey	Ardoch Youth Foundation
Sherene Mounier	CFA
Sofie Anselmi	Booroondara Volunteer Resource Centre
Tracey O'Neill	Olivia Newton-John Cancer and Wellness Centre, Austin Health
Zoe Peltekis	Dandenong Hospital

## Ideas into Action

The final session of the Conference will bring together the creative and challenging ideas explored throughout the Conference program and ways we can action the ideas when we leave and go back to our day-to-day roles.

A number of *Big Idea* cards have been placed in your delegate satchel. We encourage you to pin your ideas on to the Big Ideas Board (located opposite the Registration Desk) over the two day program.



## Join us at slido.com

**slido**

We're excited to be utilising **www.slido.com** – an online audience interaction platform that will allow us to crowd source questions from our delegates, maximise the effectiveness of our Q&A time, remove the fear of asking questions and enable our delegates to vote for questions they like.

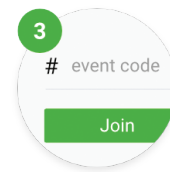
Simply follow these three easy steps to get started:



1. Open your browser on your phone



2. Go to [www.slido.com](http://www.slido.com)



3. Enter our event code VV2017

You will see that our Conference program is available via Slido.com. (Please note, the program is subject change)

At select times throughout the Conference, we will invite you to submit questions via Slido. Simply log onto the site, click the Live icon on the left hand side and type in your question, commencing with the Presenters first name.

For example: Penny – Can you provide any great examples of organisations who have successfully “sold” volunteering?

## Our Conference Partners and Sponsors

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