



ENERGISE  
ENHANCE  
CONNECT

JUNE  
20-21

CONFERENCE  
PROGRAMME



SHARE YOUR EXPERIENCE  
#VVSTATECONFERENCE2019





## FROM OUR EVENT PARTNER:

The Victorian State Government is delighted to partner with Volunteering Victoria to present the second biennial State Conference.

Each year more than 1.5 million Victorians participate in formal volunteering activities. The actual number of volunteers and their impact is far greater, with many more people providing informal or community support. Participating in volunteering and other community activities improves people's connections across the community, contributes to social cohesion and community resilience, reduces social isolation and loneliness, and improves mental and physical health and wellbeing.

Leaders and managers of volunteers are fundamental to the success of any volunteer effort and uniquely contribute to the value and impact of volunteering across Victoria.

Building on the work of the former Ministerial Council for Volunteers, this government will develop and implement a Victorian Volunteer Strategy, informed by consultation across the Victorian public and volunteering community.



"Our partnership with Volunteering Victoria recognises that volunteers are vital to Victoria's social, welfare, economic, and cultural environment."

**LIZZIE BLANDTHORN**

Parliamentary Secretary for Carers and Volunteers



"This government is supporting volunteers who work across almost every aspect of community life and make vast contributions to our state economy. I am proud to support our partnership with Volunteering Victoria for this important conference."

**THE HON. LUKE DONNELLAN**

Minister for Disability, Ageing and Carers

# WELCOME



**SCOTT MILLER**

Chief Executive Officer



**ANGELA SEACH**

Board Chair



On behalf of the Board and team at Volunteering Victoria, welcome to your second State Conference.

We especially welcome those of you that are new to our sector, have travelled far to get here, or had to go the extra distance to secure your attendance this week.

Our conference theme this year of Energise, Enhance and Connect reflects our approach to our work as your State Peak for volunteering. In a sector underpinned by values of collaboration, innovation and accountability, we believe this program you are holding reflects the investment you have placed in yourself, your career and us by being here this week.

At this conference, we look forward to Lizzie Blandthorn's address as the new Parliamentary Secretary for Volunteers, three keynotes to both celebrate our shared humanity and provide a glimpse into a possible future-state of volunteering. Our array of break-out sessions and The Great Debate will provide you with an array of activity and thought that is being undertaken across the State – how very exciting.

Our exhibitors' investment in our conference and sector is a strong example of their long-term commitment to our shared values of collaboration and innovation. We are very grateful for their support, and hope you will take the opportunity to exchange ideas and email addresses with them.

The team that brings you this conference has worked hard to integrate your feedback from the inaugural conference, various special interest groups, forums and other engagements over the previous year. In developing this year's conference we recognise the work of Helen Kierce, State Conference Manager, Sasha Nassrallah, Conference Student Volunteer and the generous time and effort provided by the eight 'APers' or Conference Advisory Panellists – thank you.

So, here is to the next two days and the many years of on-going engagement and development we hope will result from this very special second State Conference.

# ENERGISE

The conference aims to energise participants in their practice as leaders and managers of volunteering as well as delve into volunteering as an activity that energises individuals, organisations, communities and the economy. It will also highlight strategies and practices that energise executives and boards to strengthen their support of volunteering.

# ENHANCE

An opportunity to enhance volunteer leadership and management practice, the conference will include sessions and activities to boost knowledge and skills through highlighting effective strategies, programs, techniques and research.

# CONNECT

Connection resonates through volunteering in so many ways and this conference will address current and emerging thinking on social isolation and loneliness, and how volunteering is increasingly being used to address these issues. The conference will also tackle how volunteer leaders and managers can connect inside and outside their organisations to improve their effectiveness. There will be opportunities to connect with peers, presenters and others over the 2 days.



## VENUE MAP



Start up your device  
Wifi...

Find the Pullman  
network...

Connect using the  
password  
(all upper-case):

**VICTORIA**

	BALLROOM 1	BALLROOM 2	BALLROOM 3	LA TROBE ROOM
8:00 - 9:00	REGISTRATIONS			
9:00 - 10:00	<b>Welcome &amp; Keynote Address</b> Susan Alberti AC Respect, Responsibility and Making a Difference			
10:00 - 11:00	<b>Panel Discussion "The Art of Leading Volunteers: Energising, Enhancing, Connecting"</b> Moderator: Josephine Cafagna <ul style="list-style-type: none"> <li>Hang Vo, CEO, White Lion</li> <li>Richard Dent, CEO Leadership Victoria</li> <li>Tina Hosseini, Commissioner, Victorian Multicultural Commission</li> <li>Vivienne Cunningham-Smith, CEO, Eastern Volunteers</li> </ul>			
11:00 - 11:30	MORNING TEA			
11:30 - 1:00	WORKSHOP	WORKSHOP	SHORT PRESENTATIONS - TECHNOLOGY	SHORT PRESENTATIONS - INCLUSION
	Volunteering & The Law Hot Topics: Your Questions Answered Presenter: Mae Tanner, Justice Connect	Leading with Story: Creating Happier, Smarter & More Connected Organisations Presenter: Moya Sayer-Jones, Only Human	'Engagement in the New World: How can technology help volunteer communication and engagement, instead of hindering?' by Connie-Marie Caligiuri, Nes Davey, Kat Skull, Ardoch  'Recruiting Online: Trends and Tips to Attract More Volunteers' by Rebecca Miller, Seek Volunteer  'Building an inclusive community for volunteers, volunteer managers, organisations and corporates at scale' by Victor Lee, Communitier	'Pathways to Participation' by Jenna Chia, Duke Street Community House  'Enhancing Volunteer Connectivity Through a Cultural Responsiveness Approach' by Mercedes Sepulveda and Yvonne Phillips, MiCare Ltd  'Designing a Volunteer Program Which Welcomes Diversity and Enhances Inclusion' by Susan McLaine, State Library Victoria
1:00 - 2:00	LUNCH			
2:00 - 3:30	WORKSHOP	WORKSHOP	SHORT PRESENTATIONS - PEER SUPPORT	SHORT PRESENTATIONS - LEADERSHIP
	Work-life Transition Tactics: From Interference to Integration Presenter: Dr Sarah Cotton, Transitioning Well	Visibility to Self: The Secret Weapon for Every Leader Presenter: Sarah Anderson, Visibility Co.	'Co-designing volunteer peer-support services to assist older women who live by themselves' by Georgina Johnstone, Bolton Clarke Research Institute  'Power of volunteer voices' by Carol Espinoza and Ryan Coonan, Moonee Valley City Council  'Using Stories for Purpose and Meaning' by Chris Harrison, Road Trauma Support Services Vic	'Making a Ruckus: Volunteer Managers Agitating for Change' by Tracey O'Neill, Austin Health  'Finding the Leaders Within: A Program of Volunteer Leadership Development in a Regional Health Service' by Sue Jakob, Ballarat Health Services  'Enhancing and Connecting Women in Governance of Sport Across Victoria' by Julie Pettett, Wimmera Regional Sports Assembly/ Centre for Participation
3:30 - 4:00	AFTERNOON TEA			
4:00 - 5:15	<b>The Great Debate</b> Topic: A great volunteer manager attends weddings, funerals and everything in-between <ul style="list-style-type: none"> <li>Moderator: Husna Pasha</li> <li>Affirmative Team: Geoff Sharp (VV Board) Team Captain; Gillian Kerr (Alfred Health); Jimmy Marinas (St John Ambulance VIC)</li> <li>Negative Team: Bronwen Clark (VV Board) Team Captain; Rory Sackville (RACV); Emma Short (Heart Foundation)</li> </ul>			
5:30 - 7:30	NETWORKING FUNCTION (OPTIONAL)			



# DAY TWO

FRIDAY 21st JUNE

	BALLROOM 1	BALLROOM 2	BALLROOM 3	LATROBE ROOM
8:30	REGISTRATIONS			
9:00 - 10:00	<b>Welcome:</b> <b>Parliamentary Secretary's Address,</b> Hon. Lizzie Blandthorn, MP <b>Keynote Address:</b> Sophie Renton, McCrindle Futures Changing Times, Emerging Trends: The Top 5 Trends Transforming Organisations			
10:00 - 11:00	<b>Panel Discussion "The Future Ain't What It Used To Be"</b> Moderator: Clive Dwyer, Committee for Melbourne Panellists: <ul style="list-style-type: none"> <li>• Scott Chapman, CEO, Royal Flying Doctor Service Victoria</li> <li>• Penny Harrison, Director - Volunteering, Australian Red Cross</li> <li>• Dan Evans, Deputy Managing Director, IPSOS</li> <li>• Steph Schmidt, Client Success Manager, Rosterfy</li> </ul>			
11:00 - 11:30	MORNING TEA			
11:30 - 1:00	<b>WORKSHOP</b>  The Future of Technology, Volunteering & Volunteer Management Presenter: Andy Fryar, Better Impact	<b>WORKSHOP</b>  Inclusive Program Design: Delivering for Your Volunteers and Community Presenter: Philip O'Meara, Director, Participation and Inclusion, DHHS	<b>SHORT PRESENTATIONS - NETWORKS &amp; PARTNERSHIPS</b>  'Campaspe Vibrant Volunteer Project: How this project connected and energised a rural region' by Alma Limbrick and Shari Butcher  'LOHVE Network: Changing the Landscape of Volunteer Management in Health' by Sharon Walsh, Bendigo Health  'Charging Your Battery: For Greater Well-being and Performance' by Tegan Davies, the ORANGES toolkit organisations and corporates at scale	<b>SHORT PRESENTATIONS - RESEARCH &amp; STRATEGIES</b>  'Is it Crisis Time for Rural Volunteering? Challenges Facing Rural Volunteers and VIOs' by Assoc. Prof. Leonie Lockstone-Binney, Griffith University  'Stuck in the Middle with You: Lessons from the Emergency Volunteering Shared Learning Network' by Blythe McLennan, RMIT University  'Engaging Environmental Volunteers: a capacity building initiative' by Em Prof Dorothy Scott AM & Amy Tipton Friends of the Helmeted Honeyeater
1:00 - 1:45	LUNCH			
1:45 - 3:00	<b>WORKSHOP</b>  From Surviving to Thriving: An Introduction to Future-proofing Your Team and Organisation Presenter: Brad Adriannsse, Schmiq	<b>WORKSHOP</b>  It's Not All About the Cake: Top Ten Lessons for Emerging Volunteer Managers Presenters: Sara Sterling and Hazel Maynard, Volunteering Victoria	<b>SHORT PRESENTATIONS - FUTURE</b>  'Volunteering 2030: Dead or Alive?' by Heike Flieschmann, Palliative Care Victoria  Attracting, Recruiting and Engaging Multicultural Youth Volunteers' by Sandeep Varma, Centre for Multicultural Youth  'Empowering the Future Changemakers of Australia' by Romy Katz, Kids in Philanthropy	<b>SHORT PRESENTATIONS - NETWORKS &amp; PARTNERSHIPS</b>  'Booroondara Volunteer Skills Bank: Creating Opportunities for Professionals to Contribute Skills and Experience to the Local Community' by Alana Smith and Laura Lynch, Booroondara Volunteer Resource Centre  'Corporate Volunteering: More Than Wrapping Christmas Presents' by Ruth Lee, Origin Foundation  'Our Zietgeist - People Centric Volunteering' by Mandy Burns, BeCollective
3:00 - 3:30	AFTERNOON TEA			
3:30 - 4:15	<b>Keynote Address</b> Samuel Johnson, Love Your Sister  <b>Closing Remarks and Wrap Up</b> MC - Jodie Willmer			

## KEYNOTE SPEAKERS



### SUSAN ALBERTI (AC)

In addition to being one of Australia's most pre-eminent businesswomen and philanthropists, Susan has been instrumental in the development of the Women's Australian Football League (WAFL). In 2018 she joined the Board of Volunteering Australia. Susan has many accolades to her name including an AM (Member of the Order of Australia), and an AO (Officer of the Order of Australia).

In 2016, Susan was awarded the Companion of the Order of Australia (AC) Award in recognition for her eminent service to the community, particularly through philanthropic and fundraising support for a range of medical research, education and sporting organisations, as an advocate for improved health care services for the disadvantaged, and to young women as a role model and mentor.



### SAMUEL JOHNSON

On New Year's Day 2012, Johnson and his sister Connie, started the viral Love Your Sister Charity, which supports the Garvan Institute of Medical Research.

In 2013, Johnson began riding 15,000 km on a unicycle in a year-long attempt to break the Guinness World Record and raise \$1 million for the Garvan Institute of Medical Research to find a cure for breast cancer.

"Cancer is the last true riddle of our times and we know that it can only be solved with hard science. Despite federal funding remaining static for a decade, Australia still boasts the best clinical results for breast cancer in the whole world. We are the best with less. Imagine what we could do with more?"



### SOPHIE RENTON

Sophie is a social researcher, trends analyst and Team Leader of Research at the internationally recognised McCrindle.

As an experienced researcher, Sophie understands how evidence-based insights can inform strategy and help organisations to thrive amidst change. From her experience in leading the research team at McCrindle, Sophie assists organisations by bringing a clearer picture to complex problems. Sophie is adept in sharing strategic insights that guide CEOs and executive teams in leading their organisations.

Sophie's engaging, research-based presentations have seen her present to various sectors through board room strategy sessions, keynote presentation.

## MC's / MODERATORS



### JODIE WILLMER

Conference MC

Jodie is a highly skilled facilitator, speaker and coach with over 15 years' experience as a CEO, senior leader and board director in the tourism and not-for-profit sectors. She specialises in strategic planning & governance for the not-for-profit & social enterprise sector, and is passionate about the important role that boards and volunteers play in creating strong and connected communities. Jodie was the CEO of Travellers Aid Australia for 8 years and has served on several boards including VCOSS and Emergency Relief Victoria. She is the founder of Happy Changemakers.



### JOSEPHINE CAFAGNA

Moderator Panel Discussion - Day One

Josephine is a writer, speaker, media trainer, communications consultant and former political adviser and broadcast journalist. She was Communications Director and then Executive Director in the office of Premiers Ted Baillieu and Denis Napthine. Before that she had a decorated 30-year career as a TV anchor, investigative reporter and radio presenter, most recently with ABC-TV as host and chief reporter of 7.30. During her time at 7.30 she was seconded to ABC-TV's Foreign Correspondent, covering assignments in Italy, Greece and East Timor.



### HUSNA PASHA

The Great Debate Moderator

Husna is a business woman, media personality and recent Owner and Founder of Alisha's Cafe Collective on Lygon Street.

Following University she began her own "Talk Show Series", then hit the stand-up comedy scene.

Soon after an appearance on Channel 10's 'The Project', Husna became an in demand speaker and facilitator at a range of corporate, educational and lifestyle events. ABC Compass also ran a documentary on Husna's amazing life journey and how she began her own talk show known as The Husna Pasha Show.



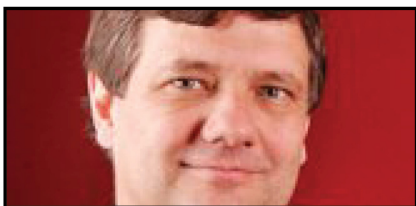
### CLIVE DWYER

Moderator Panel Discussion - Day Two

Clive, Director Engagement with the Committee of Melbourne, has over 30 years experience in strategy and business development for major government projects, destination management, project advocacy and complex stakeholder engagement. Clive is responsible for strengthening the Committee's membership, stakeholder engagement and supporting the Committee's thought leadership and advocacy work. He recently returned to Melbourne from the United Arab Emirates (UAE) where he was Executive Director of Destination Yas Island and Executive Director, Destination Management at Miral Asset Management.



## PANELLISTS - DAY ONE



**RICHARD DENT**  
CEO, Leadership Victoria



**HANG VO**  
CEO, White Lion



**TINA HOSSEINI**  
Commissioner, Victorian Multicultural Commission



**VIVIENNE CUNNINGHAM-SMITH**  
CEO, Eastern Volunteers

## PANELLISTS - DAY TWO



**PENNY HARRISON**  
Director - Volunteering, Australian Red Cross



**DAN EVANS**  
Deputy Managing Director, IPSOS



**SCOTT CHAPMAN**  
CEO, Royal Flying Doctor Service Victoria



**STEPH SCHMIDT**  
Client Success Manager, Rosterfy

## The Art of Leading Volunteers: Energising, Enhancing, Connecting

## DEBATERS "A great volunteer manager attends weddings, funerals, and everything in between"



**GEOFF SHARP**  
Team Captain - Affirmative

Geoff, a VV Board Member, consults independently with the NFP sector and as an associate with Collaboration for Impact, Australia's leading organisation for learning how to respond to complexity through effective collaboration.



**BRONWEN CLARK**  
Team Captain - Negative

Bronwen is Deputy Chair of Volunteering Victoria. An advocacy and government relations expert, she currently heads up the National Growth Areas Alliance, a peak body representing Councils in the fast-growing outer suburbs across Australia.



**GILLIAN KERR**  
Alfred Health

For over 16 years Gillian has managed a large program within Alfred Health with over 400 volunteers placed in various departments within the hospital. Gillian has been involved in the volunteering field for over 30 years.



**RORY SACKVILLE**  
RACV

Rory has worked in membership-based organisations for the past 15 years across the areas of Sales & Marketing, Sponsorship, Community Engagement, Volunteer Management and Corporate Responsibility. He currently manages both the employee and member volunteer programs at RACV.



**JIMMY MARINAS**  
St. John's Ambulance VIC

Jimmy joined RSPCA Vic where he worked with a team supporting over 2,000 volunteers. Jimmy is now the P&C Business Partner at St John Ambulance (Victoria) strengthening organisational culture for employees and volunteers.



**EMMA SHORT**  
The Heart Foundation

Emma's love of all things volunteering stemmed from her own experience as a compulsive volunteer in her home country of Scotland. She moved to the other side as a volunteer manager in 2007, the last 5 years at the Heart Foundation.

## WORKSHOPS - DAY ONE



BALLROOM 1 - 11:30AM - 1PM	BALLROOM 2 - 11:30AM - 1PM
<p><b>Volunteering and the Law: Your Hot Topics Answered</b> Presenter: Mae Tanner, Justice Connect</p> <p>This workshop will address 3 hot topics – areas where the law regulates volunteering, but where this regulation is unclear or throws up issues of concern for volunteer-involving organisations. Delegates will have the opportunity to ask questions and have them answered within the session. Justice Connect lawyers have delivered 100+ sessions on legal issues in Managing Volunteers and have numerous 'case examples' that they can share.</p>	<p><b>Leading with Story: Creating Happier, Smarter and More Connected Organisations</b> Presenter: Moya Sayer-Jones, Only Human</p> <p>Our stories are too often seen for their external value in marketing and communications. In this experiential workshop Moya Sayer-Jones turns the lights on around the amazing value of story techniques to volunteer leadership and management.</p>
BALLROOM 1 - 2PM - 3:30PM	BALLROOM 2 - 2PM - 3:30PM
<p><b>Work-Life Transition Tactics: From Interference to Integration</b> Presenter: Dr Sarah Cotton, Transitioning Well</p> <p>Finding a healthy work-life balance is a difficult challenge at the best of times. Changes in work, such as 24/7 digital connectivity are finding many of us struggling with how to 'switch off' from work and 'show up' in life (and vice versa). While there are many benefits to this new reality, the costs of work-life conflict can be high. Providing an opportunity to get out of 'automatic pilot', this presentation unpacks 7 'Work-Life Transition TACTICS' designed to help us move from work-life interference towards work-life integration.</p>	<p><b>Visibility to Self: The Secret Weapon for Every Leader Overview</b> Presenter: Sarah Anderson, Visibility Co.</p> <p>This workshop will focus on visibility to self: having clear leadership foundations — knowing your purpose, values and vision as a leader — to enable you to both identify yourself as a leader and articulate the kind of leader you wish to be. Without visibility to self, it's impossible to show up, or be visible, to others and lead in an authentic way. The session includes a mix of reflective work and peer coaching and finishes with a high energy speed-dating session to develop a compelling elevator pitch that can be shared with others in the workplace and other settings.</p>

## WORKSHOPS - DAY TWO



BALLROOM 1 - 11:30AM - 1PM	BALLROOM 2 - 11:30AM - 1PM
<p><b>The Future of Technology, Volunteering and Volunteer Management</b> Presenter: Andy Fryar, Better Impact</p> <p>It's easy to get comfortable with the way volunteering works in our agencies and across our communities, but in this ever changing, fast paced and technological era, how often do we take the opportunity to gaze into our crystal ball and explore what possible futures might lie ahead for volunteering? Just as important, how do we, as volunteer managers and organizations respond and position ourselves to meet these potential changes? Andy examines the evolution of volunteering and the tools, qualities and characteristics we will require to meet these challenges head on.</p>	<p><b>Inclusive Program Design: Delivering for Your Volunteers and Community</b> Presenter: Philip O'Meara, DHHS</p> <p>Fully embracing diversity and intersectionality can result in organisations that are inclusive and welcoming to all. This enables services to appropriately engage and support a wider range of individuals. This workshop includes a panel discussion of people with lived experience, a presentation on Designing for Diversity and interactive group discussion. Delegates attending this workshop will walk away with useful insights and tools for designing inclusive and responsive programs to deliver for their volunteers and community.</p>
BALLROOM 1 - 1:45PM - 3PM	BALLROOM 2 - 1:45PM - 3PM
<p><b>From Surviving to Thriving: An Introduction to Future-proofing Your Team and Organisation</b> Presenter: Brad Adriannse, Schmiq</p> <p>There are three things that are fairly certain death, taxes and change. With the remarkable pace of change in nearly every area from technology to social contracts, organisations and people can often be left feeling left behind and uncertain. In this workshop you'll be introduced to a practical approach and method to map your external environment as well as design strategies that can help you adapt to almost any event. Learn how to pinpoint direct and indirect influences that are affecting you and your organisation, think funding vagaries, changes in legislation, etc. This will also deepen your knowledge of what you can control and influence to best channel limited resources.</p>	<p><b>It's Not All About The Cake - Top Ten Lessons For Emerging Managers Of Volunteers</b> Presenters: Sara Sterling and Hazel Maynard, Volunteering Victoria</p> <p>Join Hazel and Sara from Volunteering Victoria in this workshop for emerging/new managers of volunteers. They will present their top ten tips collated from a combined 40 years' experience of volunteer management and training. This story-based workshop combines lessons from the weird and wonderful world of volunteer management with practical tips to avoid the common traps and pitfalls faced by many new and new-ish managers of volunteers.</p>



## SHORT PRESENTATIONS - DAY ONE AM 11:30 - 1PM

BALLROOM 3 - STREAM: TECHNOLOGY		
<p><b>Nes Davy, Kat Skull &amp; Connie-Marie Caligiuri</b></p> <p><b>Ardoch</b></p> <p>At Ardoch the use of technology allows us to reach over 1700 volunteers nationally. Through the implementation of online platforms, our volunteers have the flexibility to decide where and when they access registration, training and log their hours.</p>	<p><b>Rebecca Miller &amp; Katrina Hudson</b></p> <p><b>SEEK Volunteer</b></p> <p>SEEK Volunteer, Australia's largest online volunteer recruitment platform, will share the trends in online volunteer recruitment. Understand how these trends can help your organisation and opportunities stand out to prospective volunteers. Hear about what volunteers want, who is most likely to apply online and how as a sector we can drive better outcomes.</p>	<p><b>Victor Lee</b></p> <p><b>Communteer</b></p> <p>A recurring dilemma that volunteer managers face is the need to grow your volunteer pool whilst keeping your existing volunteers engaged at the same time. Communteer has combined the technology behind social networking platforms and online marketplaces to tackle this issue and we would like to share our approach with you.</p>
LATROBE ROOM - STREAM: INCLUSION		
<p><b>Jenna Chia</b></p> <p><b>Duke Street Community House</b></p> <p>The Pathways to Participation project explored the issues experienced by people living with disability when engaging in volunteering in the council area of Brimbank. The presentation will provide an overview of the key findings, particularly how inclusion of people with disability provides opportunities for community connection and enhanced service delivery.</p>	<p><b>Mercedes Sepulveda &amp; Yvonne Philips</b></p> <p><b>MiCare</b></p> <p>Based on human rights and social justice principles, the enhancing volunteers' connectivity through cultural responsiveness approach seems complex for some people, particularly when services juggle many competing demands. However, by adopting cultural conciseness, cultural understanding, cultural communication, collaboration and human connectivity practices, the approach demonstrates its simplicity and effectiveness.</p>	<p><b>Susan McLaine</b></p> <p><b>State Library Victoria</b></p> <p>State Library Victoria is embracing the challenge of ensuring participation and inclusion for all within the shifting demographic of Melbourne's growing and ever-evolving population. A new volunteer Greeters Program is helping the Library meet this challenge by reaching out to, and engaging with, an increasingly diverse community of volunteers.</p>

## DAY ONE PM 2 - 3:30PM

BALLROOM 3 - STREAM: PEER SUPPORT		
<p><b>Georgina Johnstone</b></p> <p><b>Bolton Clarke Research Institute</b></p> <p>Drawing on work across two projects, this presentation examines the development of co-designed, volunteer-driven, peer-support services for older women living by themselves. Working with older women, volunteers and service providers underpins the creation of a sustainable volunteer peer support network that meets the needs of those living on the Mornington Peninsula.</p>	<p><b>Ryan Coonan &amp; Carol Espinoza</b></p> <p><b>Moonee Valley City Council</b></p> <p>This presentation will show how volunteer voices helped cut across politics and hierarchy to save DriveLink; a highly valued service to local women from migrant and refugee backgrounds. Come and see how volunteers overcame a funding crisis and how respectful workplace relationships between staff and volunteers were vital to that</p>	<p><b>Chris Harrison &amp; Karen Robinson</b></p> <p><b>Road Trauma Support Services Vic</b></p> <p>A presentation that takes you through a process of a successful volunteer program using one person's journey. Positive connections, finding purpose and meaning to create cultural change and the components of recruiting, screening, training and ongoing support will be presented and discussed.</p>
LA TROBE ROOM - STREAM: LEADERSHIP		
<p><b>Tracey O'Neill</b></p> <p><b>Austin Health</b></p> <p>Contemporary volunteer engagement requires volunteer managers to step outside our comfort zone to demand change, to challenge some of the traditional methods of involving volunteers and to identify solutions for a future pathway. A paradigm shift is needed and it is leaders of volunteers who must lead the way.</p>	<p><b>Sue Jakob</b></p> <p><b>Ballarat Health Services</b></p> <p>This presentation will look at the development of a group of volunteer leaders in a health service. It will cover the qualities that make a good leader, how to structure a program of support and what issues may arise. It also looks at the benefits of the program and references a link with the National Standards on Volunteering.</p>	<p><b>Julie Pettett</b></p> <p><b>Wimmera Regional Sports Assembly/ Centre for Participation</b></p> <p>The 'Women in Sport Good Governance Program' provides training to current and future volunteer committee of management members. It aims to give them the skills, knowledge (including about risk and compliance) and the confidence to strengthen the culture of good governance and increase women in leadership roles in sporting clubs.</p>

## SHORT PRESENTATIONS - DAY TWO AM 11:30 - 1PM

### BALLROOM 3 - STREAM: NETWORKING & PARTNERSHIPS

<p><b>Alma Limbrick &amp; Shari Butcher</b></p> <p>Campaspe Primary Care Partnership</p> <p>Our presentation will feature a Q &amp; A panel of managers and volunteers on how the Vibrant Volunteers project has impacted on their volunteer program and volunteering experience and what the challenges have been. We will also showcase our key achievements and resources developed through this project.</p>	<p><b>Sharon Walsh</b></p> <p>Bendigo Health</p> <p>The presentation will look at the commencement and growth of the Leaders of Health Volunteer Engagement (LOHVE) Network (established in 2011 to support volunteer managers and coordinators in health) and provide examples of what we have done to implement a strong culture of sharing resources, ideas and concerns. See how developing a group of individuals into a strong collective now has a voice in both the volunteering and health sector.</p>	<p><b>Tegan Davies</b></p> <p>The ORANGES toolkit</p> <p>Most of us wouldn't leave home with less than 50% charge on our phones. Yet, we often leave home with less than 50% in our emotional battery. Based on the latest research from positive psychology and neuroscience, this interactive workshop will provide practical tools to keep your emotional battery charged.</p>
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### LA TROBE ROOM - STREAM: RESEARCH & STRATEGIES

<p><b>Leonie Lockstone-Binney</b></p> <p>Griffith University</p> <p>Leonie presents findings from the study 'The social and economic sustainability of WA's rural volunteer workforce' funded by the BankWest Curtin Economics Centre. The challenges facing rural volunteer-involving organisations and volunteers in three communities in the South West of WA are explored and policy and practical recommendations provided.</p>	<p><b>Blythe McLennan</b></p> <p>RMIT University</p> <p>The Emergency Volunteering Shared Learning Network (EVN) was created to facilitate co-learning between research and practice in a fast-moving space. This presentation shares lessons learned from convening the EVN. It considers barriers and opportunities for using a virtual network to soften the boundaries that separate people with common cause.</p>	<p><b>Professor Dorothy Scott AM &amp; Amy Tipton</b></p> <p>Friends of the Helmeted Honeyeater</p> <p>The survival of the critically endangered Helmeted Honeyeater, the avian emblem of Victoria, depends on a sustainable volunteer base, as do many other conservation initiatives. The Friends of the Helmeted Honeyeater conducted a volunteer survey to develop an inter-generational strategy for volunteer recruitment and retention. The results proved surprising!</p>
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## DAY TWO PM 1:45 - 3PM

### BALLROOM 3 - STREAM: FUTURE

<p><b>Heike Fleischmann</b></p> <p>Palliative Care Victoria</p> <p>The numbers of people volunteering are declining. People don't want to commit to long-term volunteering. Really? Will volunteering be dead by 2030? What needs to change? I want to take you out of your comfort zone. Let's think out of the square! Let's explore a new vision for volunteering 2030.</p>	<p><b>Sandeep Varma, Will Clarke, Yakov Clarke-Demaj, Jane Chen, Abdullahi Mohamud Ali</b></p> <p>Centre for Multicultural Youth</p> <p>Multicultural young people are optimistic and interested in volunteering. How do we reach them? How do we make their recruitment process culturally safe and inclusive? How do we keep them engaged for the long-term? Come hear the best, practical examples from young people themselves and CMY's Youth Leadership team.</p>	<p><b>Romy Katz &amp; Sarah Wade</b></p> <p>Kids in Philanthropy</p> <p>In this interactive presentation, we will look at the importance of encouraging young people to develop a lifelong culture of giving and how this can have huge benefits on the entire community. Learn about how Kids in Philanthropy are leading the way in the area of youth volunteering.</p>
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### LA TROBE ROOM - STREAM: NETWORKS & PARTNERSHIP

<p><b>Alana Smith &amp; Laura Lynch</b></p> <p>Boroondara Volunteer Resource Centre</p> <p>The Boroondara Volunteer Skills Bank and Skilled Volunteer Meet, initiatives of the Boroondara VRC, connect skilled volunteers with local community organisations seeking specialised skills. From developing a targeted marketing campaign to chairing a board, discover how organisations can build their capacity by engaging skilled professionals.</p>	<p><b>Ruth Lee</b></p> <p>Origin Foundation</p> <p>The real gold in corporate volunteering is in genuine partnerships - trying new ideas, exchanging honest feedback, making constructive suggestions, exploring possibilities - and the magic happens when the words "what if we" become part of the conversation. This presentation gives practical tips to maximise the impact.</p>	<p><b>Mandy Burns</b></p> <p>BeCollective</p> <p>People Centric Volunteering is our 21st century take, recognising some shifts. With funding from DHHS and innovative partnering from Volunteering Geelong (VG) and Bendigo Volunteer Resource Centre (BVRC), we have been bringing People Centric Volunteering to life and increasing digital literacy amongst VIOs!</p>
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## EXHIBITORS



The Aon NFP Team understand the value of volunteering and the pressure not-for-profit organisations are under to save money, while maintaining the right level of insurance cover. Organising your insurance can be a daunting experience; with several risks to consider and a lot of technical jargon to decipher, you would not be blamed for wondering 'what is my organisation actually covered for?'



Established in 2000, Better Impact and their 'Volunteer Impact' software now help thousands of large and small charities, government departments, councils and events the world over. Volunteer Impact offers a complete online volunteer database solution and has a proven track record for reliability and customer service. Most of all we 'get' volunteer management!



Communitier works with NFPs and for-purpose organisations to form the Social Good Network, a platform allowing people to gain a better understanding of social issues, to find other like-minded individuals, and to take action towards causes they believe in. By harnessing the power of the 'crowd', you can extend your reach by sharing your stories and volunteering opportunities, and build and grow your community with engagement tools.



Crimcheck supports over 1500 Australian organisations to process Nationally Coordinated Criminal History Checks via a web based software system. For over a decade, Crimcheck has implemented and supported partnered organisations with a software solution to manage their police checking requirements. The innovative software is designed to enable structured customisation for organisation of all sizes.



Volunteer Gifts Australia specialises in providing unique and meaningful gifts that acknowledge volunteer contribution. VGA also offers a range of promotional, awareness and fundraising products along with a customised lapel pin program to support their client base with all of their needs.



Not-for-Profit Law Training is our social enterprise. We share our legal knowledge to help community groups and NFPs thrive, by training them about the laws that apply, giving information to help their day-to-day work to not be overwhelmed by the law. We make the law easy so NFPs can get on with doing what they do best, making a difference in their community.



SEEK Volunteer is Australia's largest online recruitment platform. For 19 years SEEK Volunteer has been supporting the volunteering sector and using its digital expertise to connect people to volunteer opportunities.



Digital Services Lab is on a mission to grow the voice and visibility of NFP in a digital world. We offer Web Design, Virtual Digital Assistants, Digital Strategy Sessions, Graphic Design and more. Apart from providing brilliant customer service, our key point of difference is our intimate understanding of NFP: our Director, Bel, has spent over 14 years working in it, managing it and governing it.



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