



Northern Volunteering
(SA)Inc



Annual Report 2019 - 2020

Volunteer Sector Specialists



*Could not have been more **helpful!***



*I really appreciate that referral officer done
everything for me*

Annual General Meeting 2018 - 2019

10:30am Thursday 7th November 2019

39 John Street, Salisbury

MINUTES

Present

Hon Paula Luethen MP - Member for King, Hon Zoe Bettison MP - Member for Ramsey and representing Hon Nat Cook MP - Member for Hurtle Vale and Shadow Minister for Human Services, Glenn Docherty - Mayor of Playford, Nat Rugari Auditor from Ascensio Accountants, Cr Maria Blackmore, Tracey Fox Executive Manager Volunteering SA & NT, John Smith Chair Southern Volunteering, Mel White Executive Officer Southern Volunteering, David Waylen Salisbury Business Association, Rob Howard NVSA Board, Diane Ashford NVSA Board, Roxanne Withers NVSA Board, Derek Williamson NVSA Board, Maria Ross NVSA Board, Michael Lloyd-Scott Playford Community Fund, Marilyn Day Queen Elizabeth Hospital, Ian Swann Queen Elizabeth Hospital, Alison Wall City of Prospect, Manju Shelke Lyell McEwin Hospital Volunteers, Annette Cooper Midway Road Community House, Monica Juste-Constant Community Visitor Scheme, Anne Yelland NVSA, Kate Livissianos NVSA, Judy Nolan NVSA, Greg Nolan NVSA, Janet Payne NVSA, Janet Hinks NVSA, Celeste Perreau NVSA, Julie Winter NVSA, Catherine Golding NVSA, Paul McCann NVSA, Marie Smith NVSA, Mukundan PB NVSA, Donatella Amos NVSA Executive Officer and Debra Kulwikowski NVSA

Apologies

Hon Nat Cook MP, Hon Michelle Lensik MLC, Tony Piccolo MP, Karen Redman Mayor of Gawler, Claire Boan Mayor of Pt Adelaide/Enfield, Patricia Rios Northern Carers Network, Michelle Howard Salisbury RSL, Sharon Hudson Maltese Aged Care Association, Martina Button City of Playford Community Centre, Sarou Theav Cambodian Association, Beth Baillie NVETS Trainer, Pauleen Fennell NVETS Trainer, Rob Bolton NVSA, Greg Jones NVSA, Annie D'Mello NVSA, Rosemary Ward NVSA and Julie Robinson NVSA

Minutes

Motion to accept minutes from 2017-2018 AGM

Moved: Judy Nolan

Seconder: Derek Williamson

All in favour

Reports

All reports were discussed in brief with key points highlighted.

Chairpersons Report

A brief version of the report was given by Roxanne Withers.

Roxanne thanked Donatella Amos and the Board for their work over the last year.

Roxanne announced that Derek Williamson and herself will be leaving the Board and has appreciated all the support she has received over the last eight years.

Motion to accept report

Moved: Derek Williamson

Seconder: Rob Howard

All in favour

Annual General Meeting 2018 - 2019

Executive Officers Report

Donatella referred to the report and welcomed everyone to the AGM.

The last year has been a challenging one and have refocused on connecting to our grass roots. The Board has worked hard on a strategic plan which is in the back of the Annual Report Book. Northern Volunteering is always looking at ways to work together with Volunteering SA&NT and Southern Volunteering.

Northern Volunteering and Southern Volunteering celebrated 35 years this year.

NVETS has been challenging due to the goal posts changing which has challenged NVSA.

Donatella talked about a group of students from Tyndale School and their wall art that they designed and painted which is now hanging in the training room.

Donatella also thanked the Board for their support and the opportunity to take on the role of Executive Officer and she also thanked all the volunteers at NVSA.

Motion to accept report

Moved: Rob Howard

Seconder: Annette Cooper

All in favour

Finance Report

Rob Howard presented the financial report.

Motion to accept Ascensio Accountants to be Auditors for 2019-2020

Moved: Roxanne Withers

Seconder: Derek Williamson

All in favour

Motion to accept report

Moved: Maria Blackmore

Seconder: Greg Nolan

All in favour

Returning Officer

Mel White from Southern Volunteering acted as returning officer and congratulated NVSA on celebrating 35 years.

Mel spoke about the similarities between Northern Volunteering and Southern Volunteering and how both organisations share information, resources, help and support each other as it requires a lot of hard work to run a Not for Profit organisation.

Mel thanked Roxanne and Derek for their time as Board members.

Motion moved to accept Alison Wall as a board member

Moved: Derek Williamson

Seconder: Maria Blackmore

All in favour

Announcement of the board for 2019 - 2020 will consist of

Maria Ross,

Kellie Stewart

Diane Ashford

Robert Howard

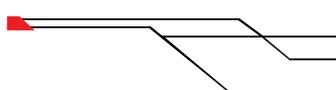
Alison Wall

Annual General Meeting 2018 - 2019

Farewell Presentation

Derek Williamson was thanked for his 7 years as a Referral Officer and Board Member and Roxanne Withers for her 8 years as Board Member, Co-Chair and Chair.

Meeting closed 11.07am



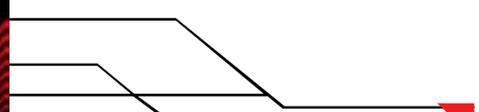
100% of member organisation
respondents stated they are likely or more than likely
to recommend **NVSA** to other organisations



100% of volunteer
respondents were satisfied
with the referral service



*They are very helpful. I think Northern Volunteering does a wonderful job and would recommend them to anyone, they are **brilliant**.*



*In my opinion, you have very good service and I would like to **thank you for your help.***

Strategic Plan 2019 - 2021

MISSION Promoting the value of volunteering to all sectors of the community by offering an inclusive, collaborative and positive service

 <p>Goal 1 Community</p>	 <p>Goal 2 Learning / Growth</p>	 <p>Goal 3 Inclusion</p>	 <p>Goal 4 Sustainability</p>	 <p>Goal 5 People, Culture & Diversity</p>
<p>Focus - Partner with our community to grow and support volunteering</p> <ul style="list-style-type: none"> Provide opportunities to promote member services Provide a customer focused service Partner with like minded organisations to further our mission Provide networking opportunities for our community 	<p>Focus - Build capacity of our community to deliver leading practices in volunteerism</p> <ul style="list-style-type: none"> Enhance skills of volunteers and volunteer managers Provide high quality training both accredited and non-accredited Apply an innovative & interactive approach to training Embed a learning organisational culture that respond to trends and change with an open and adaptive approach 	<p>Focus - Go the extra mile to ensure that diversity is valued and individual needs are recognised and supported</p> <ul style="list-style-type: none"> Apply a person centred approach to referral and support Advocate for inclusive practice within volunteering sector Lead by example with a diverse workforce Develop and advocate for safe and welcoming environments to encourage diverse participation Celebrating and recognising achievements 	<p>Focus - Identify opportunities to build NVSA & NVETS capacity to ensure that we continue to deliver quality services to our community</p> <ul style="list-style-type: none"> Embed a risk management approach Grow our brand through strategic marketing and promotion Reduce reliance on government funding dependency i.e. grants, fundraising Ensure effective governance and financial management practices to maintain reputation as a sustainable organisation Effective resource management to minimise environmental impact Continue to maintain positive relationships across all levels of government 	<p>Focus - Foster relationships, Place to learn, to grow in both personal and professional</p> <ul style="list-style-type: none"> Inclusive culture and workplace environments Sense of belonging in work and organisation Leadership modelling - From Board, EO, Staff, Team leader, Volunteers as community participants Cultivating community connections, social connections Professional development

CHAIRPERSONS REPORT

It is with great pleasure, as the Chair of the Board of Management for Northern Volunteering SA Inc, that I present this Chairpersons Report for the financial year 2019-20.

Whilst I am thrilled to have been appointed to the position of Chair, and welcome the opportunity to grow, learn and develop skills both personally and professionally, I am very aware that I had big shoes to fill with the departure of Roxanne Withers who had resigned at this time last year after 8 years of passionate and committed service to the Board, and to the mission and success of Northern Volunteering Inc.

In reflecting on the year that has passed, it goes without saying that this has been a year like no other, not only for us as a not-for-profit volunteer-involving organisation, but the entire world, as everyone has been impacted in many ways and have had to face so many new challenges as a result of the COVID-19 pandemic.

I would like to take this opportunity to highly commend the work of our staff and volunteer team, under the guidance and leadership of our Executive Officer – Donatella Amos - who have been so understanding, patient, responsive and adaptive to change throughout the pandemic. Whilst the impacts of the pandemic continue to affect us, and whilst we continue to adapt to a new normal, I know the Board has been very impressed with how our team have continued to provide our key support and member services under very difficult conditions. Our responsiveness, and ability to adopt new methods of service delivery with very little lead-up time, particularly online/remote services, to still meet the needs of our volunteering community in the North, has been recognised, valued and appreciated.

As always, 2019-20 has been a busy year for Northern, and we continue to tackle a very challenging economic environment head on. Our CVS program continues to grow and we were successful in receiving additional funding to further grow the support we offer to this client group. We were also excited to launch our new Rainbow Allies project, which provides support and volunteering opportunities for young people aged 12-16 who identify as LGBTQIA+.

Regrettably, after much deliberation, the Board and staff made the very difficult decision to wind up NVETS this year – our Registered Training Organisation arm which began over 6 years ago. With an increasingly challenging economic environment, a declining market for training in the NFP/volunteer management sector and constantly increasing compliance/regulatory and administrative workload, demanding a much greater level of resourcing, it became increasingly difficult to generate the return needed to justify the investment required. This was not a decision taken lightly, and we take this opportunity to recognise and thank everyone who was involved in the establishment of the RTO, as well as those involved in the ongoing delivery of NVETS during that time period.

Fostering key relationships with existing and new partners continues to be a focus and priority of our work, particularly given the current economic climate and constantly changing funding models and opportunities. In particular we highly value our partnerships with SVSA, Limestone Coast and VSA&NT, which presents many opportunities for collaboration, as well as our ongoing participation in various initiatives with the National Network of VRC's.

CHAIRPERSONS REPORT

As we look towards the next financial year and beyond, we will continue to be responsive, adaptive, and continue to provide high quality member services and tailored support to meet the needs of the volunteering community in the North. We have always been, and always will be, committed to supporting and growing grass-roots volunteering and community engagement.

Our people are at the heart of everything we do. We have a great team of very dedicated, hard-working and passionate people - all of our volunteers, staff and Board members - and on behalf of the Board I sincerely thank everyone for their contribution and efforts, it is very much appreciated.

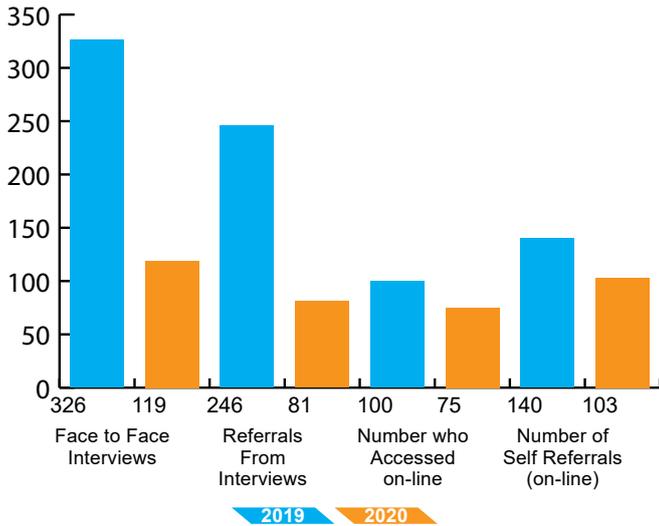
Together, we look forward to another busy, productive and rewarding year ahead
at Northern Volunteering!



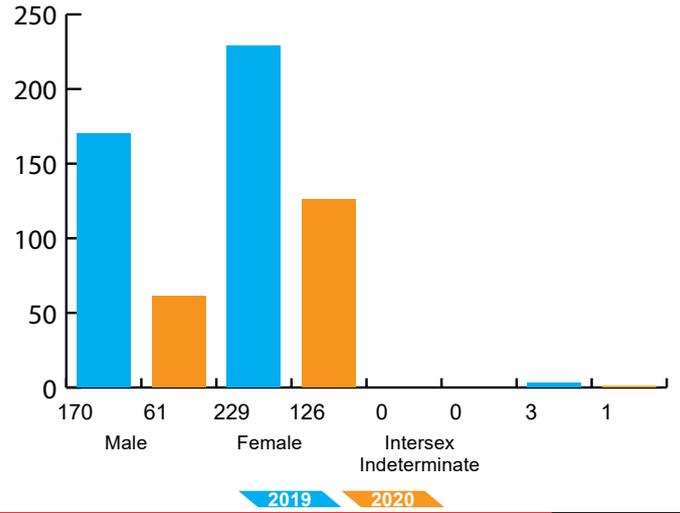
Kellie Stewart
Chairperson
Northern Volunteering SA Inc.

NORTHERN VOLUNTEERING SA ANNUAL REPORT 2019 - 2020 COMPARISON STATISTICS

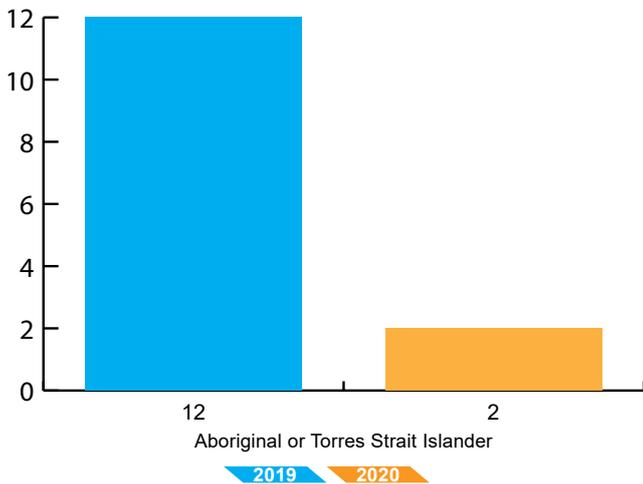
Face to Face and On-line Referrals



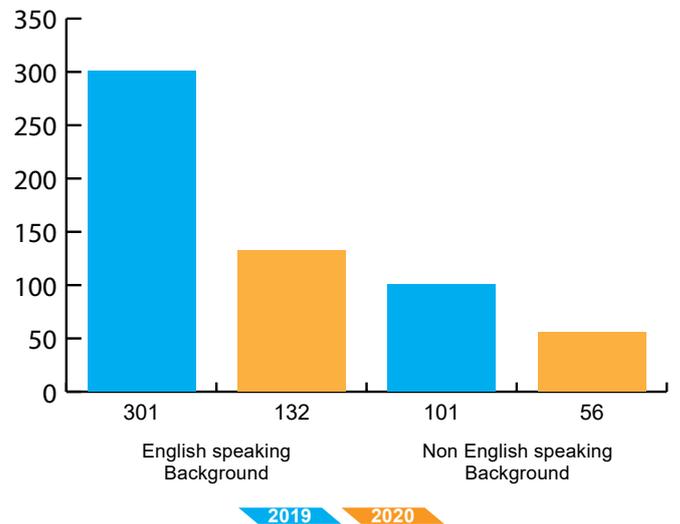
Gender Breakdown



Aboriginal / Torres Strait Islander Identified



Cultural & Language Diverse Identified



Executive Officer Report 2019 - 2020

What a most challenging year we've all had! With everything 2020 has thrown at us it would be easy to just write about the implications on our organisation, the challenges of getting through restrictions and the initiatives we had to introduce to ensure our members and community continued to receive our support. However, I need to do justice to all the work our staff and volunteers had achieved in 2019 to ensure we were well on the right track in meeting our Strategic Goals - Community, Learning/Growth, Inclusion and Sustainability.

Besides the challenges of dealing with a pandemic, our sector is facing its own upheaval with Federal funding changes due to be delivered by June 2021. What this means for NVSA and other VRCs around the country remains to be seen but much advocacy has occurred across the sector with many submissions being presented in response to the Government's Volunteer Management Activity Funding Review.

Having said this though, our Community Visitor Scheme Consortium was successful in receiving extra funding for a new/extended CVS program to continue supporting seniors in residential facilities through the use of technology and other initiatives. This extension will allow us to commence an even more individualised visiting program utilising a new world of communication tools (more information in the CVS report).

We continued with our regular network meetings for the northern area with face to face in 2019 and then moving on, as many others have had to do, with zoom meetings in 2020. Whilst this may have been challenging at first, the move to online has resulted in much more contact with coordinators and organisations who previously were not able to attend meetings due to distance. This result has meant another refocus with future meetings being a combination of both face to face and zoom. We also continued to work in sync with our counterparts Volunteering SA&NT (VSA&NT) and Southern Volunteering SA (SVSA) to ensure we staggered the dates of our meetings so that participants had the choice of attending all or one which suited their availability.

A refocus of our core business to grassroots support of our members and our community lead to many new partnerships and connections alongside our already established relationships. We took part in many forums and working parties including -

- Volunteering Strategy of South Australia working party and the Strategy's Curriculum of Given Forum for student volunteering;
- Office for Recreation, Sports and Racing consultation forum to discuss issues around volunteering in sports especially for smaller clubs;
- Department of Home Affairs around volunteering pathways to support new arrivals/refugees in settlement;
- Local Government Youth Forum with City of Salisbury, City of Playford and City of Tea Tree Gully which was attended by over 80 young people in the north with the aim of developing a Youth Inclusion Volunteer Framework;
- Tea Tree Gully Community Forum to build relationships with the smaller groups in the council area who may not have known about our support services;
- Membership with Gawler and Districts Community Forum to strengthen the connections in the region;
- Formal partnership with Orana, VSA & NT and SVSA on "volunteerability", a program funded by the National Disability Insurance Agency over three years to help address challenges for people with disability to volunteer;

Executive Officer Report 2019 - 2020

- Partner member of the National Network of VRCs comprising of other Victorian, NSW and QLD based VRCs including involvement in nationally funded research project around social cohesion;
- Australian Refugee Association for introduction to volunteering training project for new arrivals and settlement program;
- Every Life Matters, Salisbury Suicide Prevention Network directly as Chair of Committee; this connection also included partnership in R U OK Day and City of Salisbury Christmas parade and the offering of conversations around suicide training for youth network members;
- North East Community House directly as Chair of Board of Management; assistance also included support in collection of survey data for the House's reporting requirements in 2020 when they were unable to utilise their own volunteer team;
- Agency membership with Uniting in Care Salisbury to connect people critically in need of food and emergency items;
- Agency membership with GOOD 360 to connect people in need of personal hygiene, household items and children's items;
- Successful application for redistribution of furniture items from City of Salisbury from their move to new premises

The team at Northern also decided that they wanted to better connect community members to each other whenever they learnt of a mutual benefit – when one organisation had something another one was looking for. This was made possible through social media posts and member survey responses as well as general ongoing contact with our members and sector. Some of the results meant donations of new footwear was able to be passed on to Women's Safety Services through Northern Area Domestic Violence Services; use of BBQ trailer for Twelve 25 event and Northern Carers Network event; ex garage sale items from Garage Sale Trail for Cancer Care Morning Tea event; non-perishable items for Dignity Bags for NECAP; knitted items personal care items and hygiene items for Wes Care. Extra donations were also made possible through the continued generosity of our own team of staff and volunteers who wanted to continue to give back especially during the weeks when they were unable to come in to volunteer. A thank you goes out to everyone who made a difference wherever and however that need was met.

Further recognition of not only our own volunteers but across the sector was achieved in various ways in order to highlight the diversity of motivations and expectations around ways to recognise volunteers. Morning teas at Wohlers for the CVS Volunteers; presentation of certificates to coordinators at University of Adelaide for International Volunteer Managers Day; online awards for National Volunteer Week; competitions for free training; continued discounted training and support for group sessions for our member organisations; an introduction of free training and sliding scale fees for membership; care packs to all volunteers and staff during lockdown restrictions; participation in online Colour your Town Red campaign for National Volunteer Week; partnership with SVSA in "G'Day - Are you Ok?" Postcard drop off across Salisbury and Playford. One thing the restrictions has taught us this year is to get creative around recognising and acknowledging volunteers and we look forward to how this continues to offer ideas in the coming year.

Executive Officer Report 2019 - 2020

Training remained a focal point of our organisation with increased opportunities offsite across not only the northern region but across the State and even interstate. The adoption of online training in 2020 increased our capacity even further and will remain an important tool for blended training and communication. Funding was received to offer well-being workshops for seniors across four council regions and sessions in partnership with SVSA around mental health and well-being continued to be well received. Further training partnership with SVSA saw international Volunteer Sector Professional Rob Jackson present two workshops on zoom which were both extremely well attended by participants across the country. Again, this demonstrates how effective our connection across the sector has been by offering onsite, offsite and online training.

Internally more changes over to the Cloud, ITC updates and NBN connections meant a more streamlined approach to our business. New techniques around referrals were also necessary because venues we met at were no longer available to us, as a result of the introduction of restrictions in permitted numbers. This is a credit to the volunteers who have embraced this new way of working through virtual tools and look forward to passing on their learnings to the diverse members of community we work with. The down side to all of this has been a down turn in number of referrals and comparison graphs are available through the report to demonstrate how much we have been impacted by all the lockdowns and ceasing of volunteer programs across the region. Our funders both State and Federal have been working with us throughout this period to ensure we continue to meet our funding requirements wherever possible as well as putting in place strategies moving forward to assist with the reopening of programs for our members and the sector at large.

One difficult decision was made by the Board around the de-registration of our RTO NVETS. This was not an easy decision to make. For years we delivered quality training in both volunteering and Volunteer Management across the country but after careful consideration around the capacity for us as a small and specialised RTO to be able to continue in light of the ongoing costs involved with running an RTO versus the small number of students enrolling for qualifications meant there was only one possible solution. A thank you to all stakeholders who supported NVETS from its first inception to the final decision which was finalised in May 2020.

I would like to end by acknowledging the years of service of our outgoing Board Members Diane Ashford and Maria Ross. Diane has completed her 2 year term and while she continues to be a stakeholder in NVSA through her role in one of our member organisations, we will miss her input at Board level. Maria has been with us for over eight years and was involved in many challenges over those years including the initial set up of the RTO, NVETS. Maria has brought to the Board her wealth of knowledge from over 25 years in the sector and we wish her all the very best in her retirement from working life. A thank you is extended to the other Board Members, to Nat our Auditor and Lisa our Bookkeeper, all of whom support me to do my role. My biggest thank you is of course to the team of staff, trainers and volunteers who have been working alongside me to make NVSA what it is today. Kind regards,



Donatella Amos

Diane Ashford



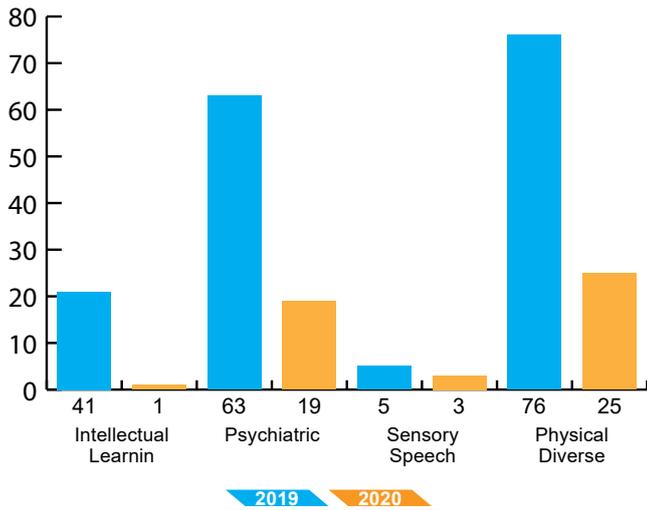
Maria Ross



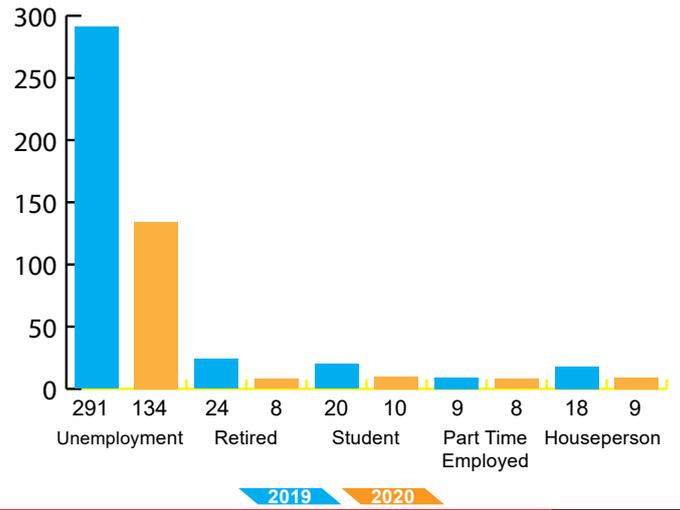
Board members who are leaving this year

NORTHERN VOLUNTEERING SA ANNUAL REPORT 2019 - 2020 COMPARISON STATISTICS

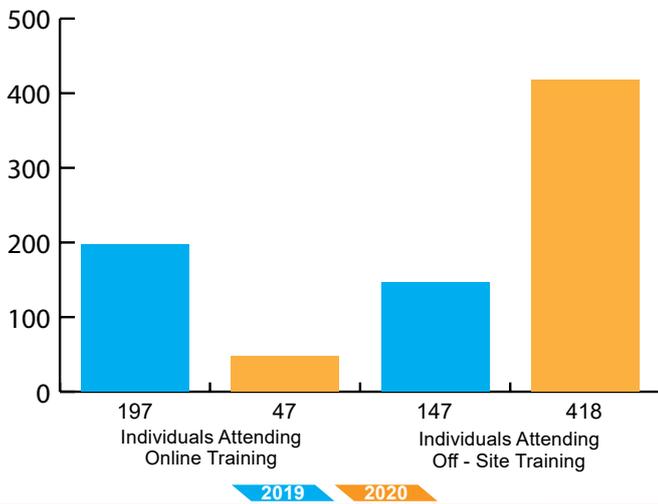
Volunteers identifying with Disability



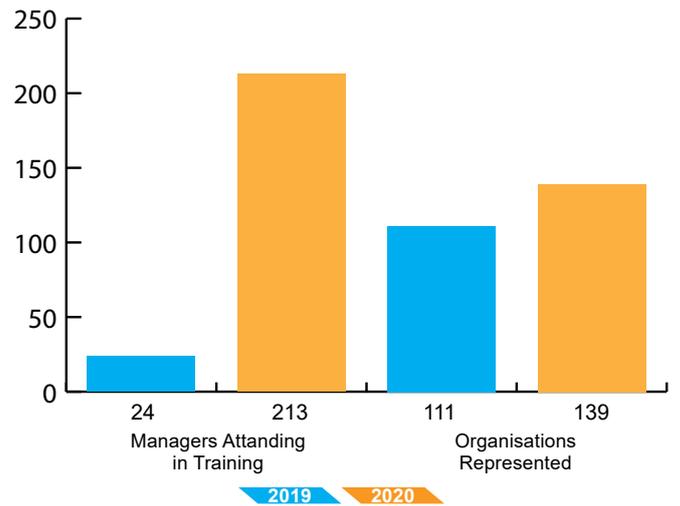
Employment Status



Training Participation - Individuals



Organisations and Managers participating in Training Sessions



COMMUNITY VISITORS SCHEME ANNUAL REPORT 2019 - 2020

The Northern Lights Consortium formed in 2018 made up of Enfield Baptist (lead role), Uniting in Care Salisbury and Northern Volunteering received funding to June 2021 from the Federal Government. The Consortium meets on a regular basis to discuss issues, review procedures and provide support to our volunteers and to aged care facilities in our areas.

The last eight months has been a very devastating and difficult time due to the bush fires and COVID-19. Visiting numbers to the aged facilities has been down due to COVID-19 lockdown, six CVS volunteers have maintained contact with their residents by making phone calls, sending letters, cards and emails. Volunteers have found it difficult to make contact with residents that have dementia, hearing impairment or other health issues.

The National CVS Conference was held in the Gold Coast in early October 2019 and although I was unable to attend, our Executive Officer attended on our behalf. By all accounts the conference was a great success with lots of connections and sharing of resource.

The financial period saw 19 volunteers visit 56 residents in 11 Aged Care Facilities in the Northern Metro area. The number of volunteers has decreased over the past financial year due to health or family issues.

Regular contact has been made to the CVS volunteers by Donatella Amos and myself this year via the telephone, letters, and newsletters. Updated COVID-19 fact sheets were sent out as well to keep the volunteers updated with the latest procedures and information. A wellbeing gift was sent to all CVS volunteers in May for National Volunteer Week which was greatly appreciated.

The Federal Government offered extra funding from July 2020 to June 2021 to auspices to provide virtual visiting, which Enfield Baptist and Northern Volunteering have accepted. Kate Lucas from Northern is managing the pilot project and the aim of the project is to connect aged care residents with volunteers via virtual visiting instead of face to face visiting. This type of visiting suits the volunteer who is not able to visit an aged care facility due to mobility, anxiety or disability issues and to reach more aged care residents who are not receiving visits and to minimise contact due to the COVID-19 pandemic.

In December a group of CVS volunteers met for a Christmas lunch to socialise, discuss issues, catch up and provide support to each other and to new volunteers to the program.

Lastly, I would like to acknowledge the support of the Board, staff and volunteers at Northern Volunteering and the Northern Lights consortium for their ongoing support of the program.



The Community Visitors Scheme (CVS),
funded by the Australian Government



Debra Kulwikowski



STAFF AND VOLUNTEERS 2019 - 2020

Staff

Donatella Amos Debra Kulwikowski Judy Nolan Kate Livissianos

NVSA Board 2019 - 2020

Roxanne Withers (until 2019 AGM) Derek Williamson (until 2019 AGM)
 Kellie Stewart Alison Wall Maria Ross Diane Ashford Rob Howard

Referral Officers

Rodney Bolton Greg Jones Estelle Lemon Marie Smith Julie Robinson
 Greg Nolan Margaret Simpson Anne Yelland Paul McCann Mark Stirling
 Annie O'Toole Mukund PB

Data Management

Sheila Petrou Rosemary Ward Barbara Williams Janet Payne Celeste Perreau

Finance

Janet Hinks Lisa Cahill

Receptionists

Sheila Stanners Julie Winter Anne Yelland Andie Payne Annie D'Mello
 Kate Livissianos Yolanda Rojas Rebecca Hall Natalie Scott Hayley Gaskell
 Estelle Lemon Vaishnavi Heath

Special Projects

Shane Singe

Training Administration

Judith Nolan Kate Livissianos

Training Sub-contractors

Pauleen Fennel Beth Baillie

Marketing

Greg Nolan Catherine Golding Bianca Cooney

NVETS Research

Rodney Bolton

Grants

Greg Jones Greg Nolan Julie Winter

Community Visitors Scheme

Nida Adao Christine Andrews Helena Borkowska Belinda Brooks Sarina Case
 Pauline Clements Carol Dolan Andrew Durden Henry Eames Amy Fenner
 Karen Gavin Elaine Glanville Sharon Goldfinch Caroline Murray Helen Smith
 Cynthia Lissner Cathy Lomman Julie Morley Leone Tregaeagle Linda Wasylenko
 Charmayne Waugh Carolyn Williamson Monica Juste-Contant Jacqueline McCormick

Life Members

Lyn Box John Nicholson Warwick Stuart Robert Sherritt Keith Rudd
 Robert Batty Robert Butler Mary Wasbey Sue Field Elise Marcus
 Sheila Stanners Jan Bunting Patricia Hunt Maria King David Howell
 Teresa Gurr John Forth Jeffery Palmer Susan Nightingale
 BJ (Mick) Lennon Ruby Barwick E Iaine Rich Bronwynne Humphrys

Would like to acknowledge the support of the following



Celebrating Volunteering in the North