



# STATE CONFERENCE 2022

Bridges to the future:  
EQUITY, DIVERSITY & INCLUSION

## Event Program

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**23–24 June 2022**

**Arts Centre  
100 St Kilda Road, Melbourne**





# Contents

MESSAGE FROM CEO AND BOARD CHAIR	3
FOREWORD – FROM OUR EVENT PARTNER	5
VENUE FLOOR PLAN	6
EXHIBITORS	7
CONFERENCE AGENDA	8
KEYNOTE SPEAKERS	11
CONFERENCE MC	12
PANELLISTS	13
THE GREAT DEBATE	14
THE GREAT DEBATE – MODERATOR	16
WORKSHOP PRESENTERS	17
BREAKOUT SESSIONS – AM	19
BREAKOUT SESSIONS – PM	21
ENTERTAINMENT	22
SLIDO INSTRUCTIONS	22
ACKNOWLEDGEMENTS	23
NOTES	27

In the spirit of reconciliation, Volunteering Victoria acknowledges the Traditional Custodians of country throughout Victoria and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples in attendance.

# WELCOME



## Message from CEO and Board Chair

On behalf of the Board and team at Volunteering Victoria, we are delighted to welcome you to this third (and long overdue) State Conference.

As the theme of the National Volunteer Week this year celebrated, we are better together, and this conference allows us to gather once again to connect, learn, be challenged and inspired.

We thank you all for joining us, especially those who have travelled far, or who had to reorganise their busy schedules to be here.

Our conference theme this year is *Bridges to the future: Equity, Diversity & Inclusion* and reflects our firm commitment as your State Peak to actively seek out and listen to understand the diversity of experiences and perspectives on volunteering and community giving.

We aim to strengthen and create an equitable and accessible volunteering sector that ensures everyone has equal opportunity to participate in volunteering, in all its forms and definitions. We know that this will only become possible by thinking differently, by developing and adopting innovative approaches, by listening to those with lived experience and by leveraging our collective power to change things for the better.

We believe the program offered over the next two days will allow us to reflect on how we can all contribute towards building more equitable, diverse and inclusive volunteering communities. We look forward to being challenged by the opening and closing keynotes delivered by Ruby Hamad and

Rhiannon Tracey, to the contribution of our panellists Todd Fernando, Emily Unity and Tamsin Jowett, to engaging workshops and multi-presenter sessions, to stimulating masterclasses delivered by Emma Gee and Martin Cowling, and to a lively Great Debate with eight remarkable debaters.

We thank our sponsors and exhibitors for their investment in our conference. The sector is made stronger by their long-term commitment to our shared values and goals. We do hope that you will have the opportunity to engage with them, share ideas and make new connections.

We want to express our gratitude to the team who has worked tirelessly over many months to make this conference a reality. While we cannot name everyone, we especially want to recognise the leadership of Helen Kierce, State Conference Manager, and our Conference Advisory Panellists for their crucial guidance along the way.

Beyond the formal proceedings, this conference represents the perfect opportunity to be together once more after what has been a very challenging and quite isolating few years. So, here is to the next two days and the ripple effects this conference will undoubtedly generate in the months and years to come.

**Scott Miller**  
CEO, Volunteering Victoria

**Bronwen Clark**  
Board Chair, Volunteering Victoria



## Emerging Stronger grants

Up to \$80,000 for local partnerships to re-engage volunteers and strengthen volunteering.

Apply now and read our Victorian Volunteer Strategy.

Image: Jaya Manchikanti, founder of Indian Care and Premier's Volunteer of the Year 2021

[volunteer.vic.gov.au/strategy](https://volunteer.vic.gov.au/strategy)



## FOREWORD – From our event partner

The Andrews Labor Government is proud to partner with Volunteering Victoria to present the third biennial State Conference.

Whether it's teaching someone to video their loved ones, delivering essential food relief or lending a hand at a soup kitchen, volunteers are the backbone of our communities and we say thank you.

The Andrews Labor Government recognises the real difference you make across Victoria by supporting communities and helping out Victoria's vulnerable.

Since the last Volunteering Victoria State Conference in 2019, volunteering has changed so much. The sector has navigated a global pandemic, found new and innovative ways to help out your communities, and shown such resilience, responsiveness and kindness.

That's why I am really humbled to be the Minister for Disability, Ageing and Carers, and Minister for Child Protection and Family Services.

We know that the pandemic has caused up to a 50 per cent drop in volunteering, and I'm sure every person joining the conference today has felt this added pressure in some way.

We also know that volunteering rates are yet to recover to pre-pandemic levels, and that shortages remain in some sectors. That's why last month during National Volunteer Week, I launched our new Victorian Volunteer Strategy to help promote engagement and give volunteers the support they need.

This five-year plan sets out the vision and priorities for volunteering in Victoria, providing an action plan to promote, build, support and celebrate all forms of volunteering. It also focuses on opportunities for volunteering to be more inclusive, accessible, flexible, safe and enjoyable, so more Victorians can get involved, and stay connected.

The Andrews Labor Government has backed our volunteers with a \$1.3 million investment to recruit new volunteers and help people get back out in their communities. This funding includes the \$1 million Emerging Stronger grants program, which is open now. Grants of up to \$80,000 are available for local partnerships to re-engage volunteers and strengthen local communities.

But this is just the start. We will continue to partner with Volunteering Victoria and you, the volunteering community, to put the Victorian Volunteer Strategy into action.

Thank you again and I look forward to working together to improve the future of volunteering for all Victorians.

*"The Andrews Labor Government recognises the important role volunteers play in shaping our communities into happier, healthier, and more inclusive places to live. I am proud to support our partnership with Volunteering Victoria for this important conference."*



**The Hon Anthony Carbines**  
Minister for Disability, Ageing and Carers  
Minister for Child Protection and Family Services

*"Victorian volunteers have shown great resilience, generosity and adaptability over the past two years, and continue to shape Victoria's social, environmental and cultural landscape. As we look to the future, it's incredibly important to strengthen diversity and inclusion in volunteering."*



**Mr Josh Bull MP**  
Parliamentary Secretary for Carers and Volunteers

VENUE FLOOR PLAN



EXHIBITORS



Aon is a leading global provider of risk management services, insurance and reinsurance brokerage, and human capital consulting.

[business-insurance.aon.com.au](https://business-insurance.aon.com.au)



Better Impact has been serving volunteer services and donor relations teams with program management.

[betterimpact.com.au](https://betterimpact.com.au)



Crimcheck delivers a fast, secure and affordable web-based national criminal record checking system.

[crimcheck.org.au](https://crimcheck.org.au)



Good Psychology provides training to frontline staff and managers in understanding, preventing and responding to trauma and vicarious trauma in the workplace.

[good-psychology.com](https://good-psychology.com)



Justice Connect helps people and community groups connect with free legal help, so everyone can have a fair chance at a better life.

[justiceconnect.org.au](https://justiceconnect.org.au) and [nfplaw.org.au](https://nfplaw.org.au)



Intercheck can verify, manage & store all your qualifications, police checks, licences & compliance checks all in one place.

[intercheck.com.au](https://intercheck.com.au)



Volunteering Australia is the national peak body for volunteering, working to advance volunteering in the Australian community.

[volunteeringaustralia.org](https://volunteeringaustralia.org)

DAY ONE // THURSDAY 23 JUNE

8.00am	Day 1 Conference Sign In
9.00am	<b>Welcome and Opening</b> Conference MC Julia Keady, The Xfactor Collective
9.30am	<b>Keynote Address</b> Ruby Hamad, Academic & best-selling author of <i>White Tears/Brown Scars</i>
10.00am	<b>Panel Discussion – More Than Good Intentions</b> Ruby Hamad, Academic & best-selling author Todd Fernando, Commissioner for LGBTQI Communities Emily Unity, Mental health professional & software engineer Tamsin Jowett, President of Aspergers Victoria
11.00am	Morning Tea
11.30am	<b>Concurrent Breakout Sessions (Round 1)</b> Choose from 4 concurrent workshops and multi-presenter sessions.
1.00pm	Lunch
1.45pm	<b>Concurrent Breakout Sessions (Round 2)</b> Choose from 4 concurrent workshops and multi-presenter sessions.
3.15pm	Afternoon Tea
3.30pm	<b>The Great Debate</b> Topic: Volunteering should be compulsory  A regular feature of Volunteering Victoria’s state conferences – the Great Debate is back!
4.30pm	<b>Closing Keynote Address</b> Rhiannon Tracey, Diversity & inclusion advocate
4.50pm	Wrap Up
5.30–7.00pm	<b>Networking Function (Optional)</b> Catch up over a drink and some nibbles. Entertainment by Ajak Kwai and Kanyakumar Shome.

DAY TWO // FRIDAY 24 JUNE

9.00am	Day 2 Conference Sign In
9.30am	Masterclasses
12.30pm	Event Concludes



Masterclass 1:  
Emma Gee

Bounce Higher in Resilience: Bridging the Gap through Lived Experience

As an Occupational Therapist and Stroke Survivor, Emma aims to ultimately challenge participants to Bridge the Gap and Bounce Higher in their own resilience and wellbeing.

The Masterclass will enable the participants to reflect on their own roles and ascertain areas that may impact their ability to develop their own resilience. Throughout the session Emma will discuss her strategies for developing her physical and emotional resilience. In doing this, participants will be able to explore and apply these techniques to their own lives.

In facilitating the session, Emma will draw on her memoir *Reinventing Emma* to reinforce her messages.



Masterclass 2:  
Martin Cowling

The Urgency of Diversity: Building a New Volunteer Workforce

Concern about the diversity of volunteers in organisations is significant. Do our volunteers represent our community? Should they? What barriers have we set up for particular groups of volunteers? How do we engage new volunteers whilst not alienating current volunteers or appearing naïve, tokenistic or twee?!

Using global research, this Masterclass will provide practical tips to help volunteer leaders design a volunteer strategy relevant for the 21st century.

# Environmental Volunteering

You can help the

in Victoria

animals,

places

& plants

you love.

Environmental Volunteering connects community to nature and to each other. Become one of the thousands of Victorians caring for our environment.

## It's in our nature!

**Visit [environment.vic.gov.au/volunteering](https://environment.vic.gov.au/volunteering)**  
to check out some ideas about how you can get involved.

**For more information:** [environmental.volunteering@delwp.vic.gov.au](mailto:environmental.volunteering@delwp.vic.gov.au)

Photos L-R: Barwon Estuary Monitoring; Friends of the Prom weeding sea spurge; Sherpa Volunteer, Parks Victoria; Western Pygmy Possum, Thomas Hunt; Helmeted Honeyeater, Zoos Victoria; Rainbow Lorikeet, DELWP.



Environment,  
Land, Water  
and Planning

## KEYNOTE SPEAKERS



**Ruby Hamad**

Opening Keynote Address

Ruby Hamad is an author and academic currently completing a PhD in media studies at the University of New South Wales, where she is analysing media coverage of Western women who joined the Islamic State.

*White Tears/ Brown Scars*, her best-selling debut book traces the role that white womanhood and feminism have played in the development of Western power structures. Published in North America, Europe, and South Africa, as well as Australia, her book has become a global flashpoint for discussions of race and gender.

Prior to her academic career, Ruby spent five years as a columnist for Fairfax Media's flagship feminist portal Daily Life. Her columns, analysis, literary reviews and essays have also featured in Australian publications The Saturday Paper, Meanjin, Crikey and Eureka St, and internationally in The Guardian, Prospect Magazine, The New York Times, and Gen Medium. She has been invited to deliver speeches and workshops on feminism and race locally and internationally, including at the Cambridge Public Library in Massachusetts, the Bill Gates Foundation, and the Victorian Women's Trust in Melbourne.

Ruby will also be joining a panel discussion at the conference after her keynote address.



**Rhiannon Tracey**

Closing Keynote Address

After a pool accident made her a quadriplegic just before her 21st birthday, Rhiannon's big plans for the future were suddenly put on hold. Understandably, she initially struggled to come to terms with her diagnosis of never walking again, but Rhiannon's tenacious drive and determination saw her set out to prove the doctors wrong.

Rhiannon started a spinal injury rehabilitation charity and recovery centre called The Next Step, became the Napoleon Makeup Academy's first ever quadriplegic graduate, launched her own freelance makeup business, grew an impressive blog and social media following and forged a career as a motivational speaker and became the first female on wheels to dominate the catwalk at the 2019, Melbourne Fashion Week.

Channelling her vivacious energy and passion for living life on her own terms, Rhiannon has become a highly sought-after speaker, sharing her story at schools, corporate events, small businesses and workshops. Rhiannon authentically speaks about the journey that has not just led her from grief to goddess, but to where she is today. A total girl boss and a practising Life Coach, Rhiannon openly speaks about how she overcame her own heartbreak and mental health related issues due to her public marriage breakdown, while delivering her take on the power of positivity, goal setting and most importantly how to make sure those goals are achieved and your cup is always full!

# CONFERENCE MC



**Julia Keady**  
MC & Panel Moderator

Volunteering Victoria is excited to announce that Julia Keady, Founder and 'Chief Cheerleader' of The Xfactor Collective will MC this year's conference. Julia has been part of the Social Impact Sector in Australia for 13 years. She is an active contributor and at the forefront of many movements in philanthropy: women's philanthropy, collective giving and giving circles, SME business giving, social enterprise and rural and regional rejuvenation.

Julia has worked alongside hundreds of social changemakers across Australia and around the world. She was the inaugural CEO of Australian Women Donors Network, ran a consultancy, and has a Master's in Social Impact from Swinburne University. She is a director of Australian Centre for Rural Entrepreneurship (ACRE), and a Coach/Mentor with the Women's Business School.

Julia is a skilled and passionate writer, speaker, MC and facilitator. When she is not helping others achieve their social mission, she shares her life with a fellow social justice warrior and their son.

# PANELLISTS

**Ruby Hamad**

Ruby Hamad is an author and academic currently completing a PhD in media studies at the University of New South Wales, where she is analysing media coverage of Western women who joined the Islamic State. *White Tears/Brown Scars*, her best-selling debut book traces the role that white womanhood and feminism have played in the development of Western power structures. Published in North America, Europe, and South Africa, as well as Australia, her book has become a global flashpoint for discussions of race and gender.



**Todd Fernando**

Todd Fernando is a descendant of the Kalarie peoples of the Wiradjuri nation and identifies as queer with pronouns he/him. Todd is the Victorian Commissioner for LGBTIQ+ Communities - the second person to fill this groundbreaking position. In this role, Todd provides high-level strategic advice to the Victorian Government on the development of policies, services and programs to meet the needs of LGBTIQ+ communities. Todd is a leading expert in reforming social policy and cultural safety frameworks in public and private sectors across Australia. Todd is recognised as a strategic thought leader, with a commitment to improving outcomes and opportunities for all Australians.

# Where social change leaders go for trusted consultants



Bernadette Black AM, CEO  
Brave Foundation

*"The Collective as a whole is a truly remarkable and visionary community of specialists that really do care about social enterprise in Australia and helping those that need it most."*



Patrick Walker, CEO  
Australian Sports Foundation

*"We never thought we would, but we have engaged 8 different specialists from the Collective over the last 2 years to support our growth and change. It has saved us time, money and headache working with a community with our best interests at heart."*



Julia Cambage, CEO  
Australian Institute of Architects

*"A fantastic and much-needed organisation who I can highly recommend to other CEOs. Great support from Concierge and Specialists who not only know their stuff, but really care!"*

**Emily Unity**

Emily (they/them) endeavours to co-create a world for all people, regardless of background, identity, or neurodiversity. They have a diverse volunteering portfolio, focusing on intersectional and marginalised communities. Through peer support, Emily uses their lived experience of being a culturally diverse, LGBTIQ+, and neurodiverse young person to connect with and advocate for other diverse people. They consistently are seeking new opportunities to co-design a future where diverse lived experiences are valued and respected. They were recently awarded the 2021 Mental Health Advocate of the Year, 2021 Youth of the Year, and the 2020 Young Non-Binary Person of the Year.



**Tamsin Jowett**

Tamsin Jowett is currently President of Aspergers Victoria, guiding an in-depth strategic review to embrace the changes in the emerging NFP landscape. Sustainable for-purpose organisations are essential as well as future readiness. Tamsin's vision is to empower and highlight the wonderful, often unappreciated abilities of our Aspergers community. Tamsin has governance experience on Boards, with BP and as a lawyer/advocate. This combines with her Communications and CSR background to form a powerful skill mix helping to improve purpose driven performance. Her natural advocacy approach supports facilitating change. Tamsin's coaching experience with Aspergers helps support our community through the challenges experienced.



**75 pre-vetted NFP consultants and professional services all in one collaborative community.**  
Scan QR code for a virtual coffee with us.

**THE XFACTOR COLLECTIVE**  
together we have the answers

Topic: 'Volunteering should be compulsory'

The Great Debate – AFFIRMATIVE TEAM

Viv Cunningham-Smith – Team Captain



Viv has been CEO of Eastern Volunteers for the past 6 years and served as Chair of the Victorian Volunteer Support Network and on the Ministerial Taskforce in the development of the Victorian Volunteer Strategy. Viv is a social worker by trade and a strong advocate for the recognition of integrated volunteer and paid workforces in the delivery of services to the community. Viv has always managed integrated workforces whether in family support services, Playgroup Victoria or in early HIV/AIDS health promotion engaging the LGBTQIA+, substance using and sex working communities in service delivery across regional NSW. Viv is a passionate believer in place based strategies to address social and community issues and opportunities. Viv has a professional background in practice and executive management across the early years, child and family and primary health.

Rory Sackville



Rory has been working in the Corporate Social Responsibility sector for over 12 years. Currently, he is a Client Relations Manager at Good2Give – a not-for-profit that makes it easy for businesses, their employees and customers to support the communities and causes they care about. Good2Give provides innovative technology solutions to help businesses, donors and charities connect. He works with corporates such as Australia Post, Rio Tinto, REA Group, Toyota & Reece on their corporate giving programs. Prior to Good2Give, he was a Social Impact Specialist at RACV managing community partnerships, local donations programs and corporate volunteering leading Social Impact reporting and analysis.

Dayle Jones



Hailing from New Zealand, and the Volunteer Coordinator for the Victorian Aboriginal Legal Services, Dayle has worked for several Australian NFP organisations that have a strong volunteer base. These include PartnerSPEAK, The National Homeless Collective, the Melbourne Period Project, The Jesuit Social Services, Bridge Darebin, and Lentil As Anything. Dayle started her volunteering journey as a child, as a ‘helper’ at the Riding for the Disabled in New Zealand. She has volunteered in various areas since, including food relief, coaching hockey, horse riding and cricket, managing NFP organisations social media pages, op shop volunteer, sitting on many committees, animal welfare and as a community radio announcer.

Marg Joiner



Marg is the Volunteer Program Manager for Zoos Victoria, which has over 850 volunteers across Victoria. Previously, as an advisor to the Department of Veterans’ Affairs, she helped to establish a network of programs targeted at decreasing social isolation. This resulted in a network of over 45 clubs across Victoria all run by volunteers with the assistance of DVA. Her background is in health, having worked in aged care for many years, she developed a Cognitive Activity Program resource to provide mentally stimulating activities for people in residential care. A member of Rostrum Victoria, she assists with the organisation’s Voice of Youth competition promoting the benefits of developing public speaking skills to Secondary students.

Topic: 'Volunteering should be compulsory'

The Great Debate – NEGATIVE TEAM

Bronwen Clark – Team Captain



Bronwen is the current Chairperson on the Volunteering Victoria Board. An advocacy and government relations expert, Bronwen has consulted to diverse industries including agriculture, education, health, community services and Indigenous groups. Previously, she has represented the Australian Government at the World Trade Organisation and United Nations in Geneva, working on multilateral trade negotiations. Bronwen currently heads the National Growth Areas Alliance, representing 21 Councils in the fast-growing outer suburbs across Australia, where 5 million people live. She coordinates a national research program and advocates for improved policies on infrastructure, population distribution and urban planning. She has worked in corporate volunteering and participated in a range of volunteering activities in both metropolitan and regional settings.

Dr Lisa Schimanski



Lisa has been the CEO of Volunteering Tasmania for the past 3 years. She is committed to evidenced-based decision making and advocating for the rights of volunteers and the needs of volunteer-involving organisations. She is passionate about the need to professionalise the volunteer sector to provide better support for volunteers and volunteer managers. Lisa is committed to contemporary practice, and working closely with government, organisations and volunteers in Tasmania to celebrate and promote the economic, cultural and social benefits of volunteering. Prior to her role, Lisa was strategic partnerships manager at the Tasmanian Council of Social Service and has worked in the community sector for 9 years. Her career prior to this was in research management at University.

Thu-Trang Tran



Thu-Trang is the CEO of Volunteer West. Thu-Trang also serves as a Commissioner on the Victorian Building Authority Board, a member of the Ministerial Taskforce for Victorian Volunteer Strategy, a Board Director at Good Shepherd Australia New Zealand, and a Regional Advisory Council Member with the Victorian Multicultural Commission. Thu-Trang began her career as a commercial and information technology lawyer in Sydney. She has combined her social justice values and strategic leadership work over the past two decades across Australia and overseas, in organisations such as Gilbert + Tobin Lawyers, Vodafone, Equitas, Oxfam, University of Melbourne, and the Victorian Government. She also founded a social enterprise in Vietnam. Thu-Trang is at the latter stage of her doctorate examining wise practice in public administration, its enablers and barriers, including a novel look at wise leadership in public management.

Gillian Kerr



Gillian has been managing volunteers for over 30 years in various roles. After completing several tertiary courses in Residential Care and Community Sector management, she became a staff training officer in a large residential institution for Adults with an Intellectual Disability based in Queensland. Gillian worked in this field for over 10 years, as an advocate for the social needs of young adults with disabilities. This is where she first experienced the joys of working with volunteers, matching them to clients and experiencing both the client and volunteer build positive and rewarding relationships. Gillian has now worked for over 20 years as the Manager of Volunteers with Alfred Health, managing over 400 volunteers and in a variety of settings within The Alfred and Caulfield Hospital, as well as advising research staff on volunteering issues.

# The Great Debate – MODERATOR



## Sashi Perera

Sashi is a comedian, writer and self-confessed ‘recovering lawyer’. She featured on the 2021 UK Funny Women Awards ‘Ones to Watch’ List and sold out her group shows at the Melbourne International Comedy Festival (Breast of the Fest 2021, Good Ghouls 2022). Her first solo show will debut there in 2023.

Sashi’s comedy is a commentary on the daily absurdities of language and life - from doors to crows to self-serve checkouts. She also draws on her former life as a refugee lawyer, which started in Perth and took her to Manila, Ankara, Dar es Salaam, Cairo and Bangkok over a decade. She came to Melbourne to do her Masters in Law and started doing comedy. She’s now found gigging all around the town and thoroughly enjoys doing too many things at the same time.

# WORKSHOP PRESENTERS

## Tracey O’Neil

Tracey O’Neill, CVA, is committed to working with leaders and organisations to harness the passion of communities to change the world. With 20 years’ experience as a leader of volunteer engagement, as well as leadership roles with the online journal Engage, and national and state volunteer strategy development, she is tireless in her work to elevate the profession of Leadership of Volunteer Engagement.

Tracey will be presenting a workshop on ‘Flipping the Narrative to Remove Barriers to Volunteering.’



## Tara Cantwell

Tara Cantwell has lived and breathed Volunteer Management for the past 24 years in disability, health, council and aged care settings. She is a passionate trainer and speaker, and is currently working with the Boroondara Volunteer Resource Centre to help promote diversity and inclusion in our volunteer programs.

Tara will be presenting a workshop on ‘Disability and Inclusion: Success with 6 Key Factors.’



## Emily Unity

Emily (they/them) endeavours to co-create a world for all people, regardless of background, identity, or neurodiversity. They have a diverse volunteering portfolio, focusing on intersectional and marginalised communities. Through peer support, Emily uses their lived experience of being a culturally diverse, LGBTIQ+, and neurodiverse young person to connect with and advocate for other diverse people. They were recently awarded the 2021 Mental Health Advocate of the Year, 2021 Youth of the Year, and the 2020 Young Non-Binary Person of the Year.

Emily will be presenting a workshop on ‘Social Technology: The Future of Volunteering.’



## Sam Champion

Sam Champion is the Participation & Development Manager at Youth Affairs Council Victoria (YACVic). Sam oversees the engagement and participation of young people across the varied work of YACVic, the peak body for young people and those that work with young people in Victoria. He supports the youth sector through delivering training on youth participation and the Code of Ethical Practice. Sam also coordinates the Youth Participation Practice Network (YPPN) a community of practice for workers across Victoria supporting young people in youth participation, engagement and empowerment roles.

Sam will be presenting a workshop on ‘Supporting Youth Engagement and Youth Leadership.’



## Supporting and Strengthening Community Organisations, Business and Local Government through:

### Supporting Sporting Groups

Coaching and Leadership Support  
Governance support for Committees  
delivered by Dr Shona Bass- Original Matilda



### Volunteering Support

Volunteering Workforce Support  
Volunteering Workforce Design and Evaluation  
Support for volunteering as an employment pathway

### Governance Support

Governance Workshops for Boards and Committee  
Governance and Financial Health Checks  
Strategic and Risk Management Plan Development  
Support for Executive- Chair, Secretary, Treasurer



### Supporting Early Years Services

The Kathy Walker Series- Leadership & Pedagogy  
Committee Support-  
governance, risk and financial management  
Operational Leadership and Pedagogy Support

### Measuring your Outcomes

Ensuring you can measure whether your clients/consumers are better off



## Consulting Services

Email: Wayne.Aitken@ easternvolunteers.org.au

A division of Eastern Volunteers ABN 18 339 532 185

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seekvolunteer



# CONCURRENT BREAKOUT SESSIONS

## AM Sessions 11.30am – 1pm

Choose from 4 concurrent workshops and multi-presenter sessions.


 WORKSHOP

Pavillion

### Flipping the Narrative to Remove Barriers to Volunteering

Tracey O’Neill – Brotherhood of St Laurence

Traditional volunteering has often been portrayed and marketed as an activity for people who are privileged to help those in need. This narrative can lead to the exclusion of the very members of our community we are seeking to support. How can leaders of volunteer engagement challenge this narrative and remove some of the barriers created by this perception to ensure that volunteering truly is an activity available to everyone?

 MULTI-PRESENTER SESSION 1

Session MC: Marg Joiner – Zoos Victoria

Amcor Lounge

### Using Innovation to Grow Volunteering

Leesa Riley – Parks Victoria

The Volunteering Innovation Fund was created to inspire ideas and encourage innovation by funding community-led projects that consider new ways of volunteering in and for the environment. Indigenous youth, culturally and linguistically diverse communities and Victorians with vision impairments are amongst those already benefiting from the initiative, growing, and diversifying the current volunteering pool.

### Ardoch’s Online Volunteer Portal

Suan Sow and Maiaan Galant – Ardoch


Ardoch launched an online volunteer portal, giving volunteers a one-stop-shop to complete training, register for events, record their volunteering hours, update their contact details, and access resources. This online community gives volunteers more control over their journey, enables Ardoch to provide equitable access to events and training to volunteers across the state, and will enhance our capacity to recognise volunteer efforts.

### Loddon Mallee Health Network Volunteer Strategy

Sharon Walsh – Bendigo Health

This presentation will discuss the collaborative work undertaken to gain buy in from CEOs and the aims to support health service volunteer programs and enhance volunteer participation.

## AM Sessions 11.30am – 1pm


 WORKSHOP

Members Lounge

### Social Technology: The Future of Volunteering

Emily Unity – Mental health professional

Technology is transforming the way we live, work, and play, but how is it affecting equity and inclusion? Traditionally, new developments in technology have been feared. This workshop offers an alternative narrative and invites participants to consider how we can harness technology to create a more equitable and inclusive future. Participants will be involved in an interactive workshop that will start conversations about technology, equity, and the future possibilities

 MULTI-PRESENTER SESSION 2

Session MC: Rory Sackville – Good2Give

State Theatre Lounge

### Bridging the Volunteering Digital Divide

Rory Sackville – Good2Give

This presentation will focus on digital corporate giving and volunteering and bridging the digital divide to increase equity, diversity and inclusion for not-for-profit organisations (especially small and remote/regional organisations) by offering case studies of corporate looking to support local, grass roots organisations (both via giving and volunteering) and volunteer matching program.

### Working with Afghan Australians: The Bakhtar Community Organisation Perspective

Bassir Quadiri – Bakhtar Community Organisation

The presentation will focus on new migrants and approaches to provide them with the opportunities to overcome obstacles, challenges and embrace the bright future that they deserve. This presentation will be an excellent opportunity to share my experience with fellow volunteers and leaders.

### A Vision of Volunteering: Creating Inclusive Volunteer Opportunities for Blind and Low Vision Volunteers

Cassie Hassall and Deborah Gates – Vision Australia


Vision Australia is a leading provider of disability and aged care services for Australians who are blind or have low vision. We have more than 2500 volunteers, and a key focus is providing and inclusive volunteering experience for people who are blind or have low vision. Almost 15% of our volunteers are blind or have low vision. This presentation will help build the capacity and awareness of organisations in designing volunteer roles and programs that are accessible and inclusive.



## CONCURRENT BREAKOUT SESSIONS

### PM Sessions 1.45pm – 3.15pm

Choose from 4 concurrent workshops and multi-presenter sessions.


 **WORKSHOP**

Pavillion

#### Diversity and Inclusion: Success with 6 Key Factors

Tara Cantwell – Boroondara Volunteer Resource Centre

Through research into the barriers to diversity and inclusion experienced by volunteer managers, we have identified six key success factors that contribute directly to equality, diversity & inclusion. Participants are invited to work from a strengths base to quickly lead to positive and individualised diversity actions by notably Identifying key areas in their own program to build on and tools and resources to further develop equality, diversity and inclusion in their volunteer program.

 **MULTI-PRESENTER SESSION 3**  
Session MC: Laura Lynch – BVRC

Amcor Lounge

#### Research Findings – Writing Themselves in 4: LGBTQI+ Young People and Volunteering

Dr. Natalie Amos - ARCSHS

Natalie will present on some of the key findings from WT14 and also speak to the protective factors that support better health and wellbeing outcomes for LGBTQI+ young people – including community connection and volunteering.

#### Best Practice to Engage Disadvantaged Youth

Patrick Taylor – PhD Candidate, RMIT University and Dr Alison Every – In2Science Program Director, La Trobe University

This presentation introduces participants to peer mentoring techniques and strategies to engage young people from disadvantaged backgrounds in the STEM space, with the aim of driving fun, excitement, and an overall passion for STEM.

#### Access and Inclusion for Folks Who Work With Young People

Is Hay and Bridget Jolley – Youth Disability Advocacy Service, Youth Affairs Council Vic

YDAS facilitators will present a shortened version of Together training. Together is an access and inclusion training for folks who work with young people. It is co-designed and led by the ultimate beneficiary, disabled young people.


 Deep Dive Spotlights

 Engage, Retain and Diversify

 Celebrating Excellence

 Professional Practice and Self Care

## PM Sessions 1.45pm – 3.15pm


 **WORKSHOP**

Members Lounge

#### Supporting Youth Engagement and Youth Leadership

Sam Champion – YACVIC

Participants will walk away from this workshop with tangible tools and resources to help them engage and support young people. Participants will learn how to connect with young people and get groups thinking and talking; consider group dynamics and balancing individual vs group needs; set up safe and empowering spaces for/with young people; enable youth-led meetings and projects; partner with young people to plan great youth-focused events.

 **MULTI-PRESENTER SESSION 4**  
Session MC: Gillian Kerr – Alfred Health

State Theatre Lounge

#### Proven Initiatives to Improve Diversity

Maya Avdibegovic – Court Network

The presentation will discuss Court Network’s initiatives in the last 3 years that have resulted in improved access to justice for disadvantaged and diverse court users including the diversification of our volunteer workforce, building organisational capability to better respond to needs of diverse court users, piloting our Sudanese Cultural Guide project at Children’s Court and expanding our service model to improve access to justice for court users throughout their court journey.

#### Award Winning Collaboration – Park Vic, AMES and the Sikh Community

James Brincat – Parks Victoria, Laurie Nowell – AMES Australia & Jasvinder Sidhu – Tarneit Sikh Temple Volunteer Group

This presentation will discuss this partnership that emerged at the height of COVID-19 restrictions to provide an innovative inclusive volunteer program to respond to food security issues brought on by the pandemic for at risk communities. It will reflect on the creation of a safe and encouraging environment for inclusion, the strength of diversity in working together, key motivators that enabled opportunities and critical elements for success in working together.

#### Research Findings by Melbourne Uni: Volunteering & EDI

Chris Harrison – Road Trauma Support Services Victoria (RTSSV)

This presentation will discuss the impact of road trauma ripple effect across communities. Road Trauma Support Services works with people who volunteer to share their lived experiences to influence change and, give meaning and purpose to the traumatic incident. Recent research from Melbourne University surveying and interviewing Volunteers in the program shows the importance of assessing, training, supporting, and meeting individual needs working with equity, diversity, and inclusive practices.

# ENTERTAINMENT – AJAK KWAI



As an icon of Australian Sudanese music, Ajak Kwai has established her footing firmly on the Australian music landscape through her powerful performances and strong messages that call for inclusion and celebration of the diversity found throughout Australian society. Originally hailing from a small town of Bor on the Upper Nile in what is now South Sudan, music has always been part of her life.

Flash forward two decades, Ajak’s artistic achievements include a successful collaboration with ARIA award-winner Sarah Blasko, becoming ambassador of the Melbourne International Arts Festival, recording with a group of industry stalwarts including Missy Higgins, and performing live at major festivals around Australia and internationally, including Mofo, WOMADelaide, Panama Festival and the Tamar Valley, Port Fairy and Woodford Folk Festivals.

Ajak sings in her native Dinka tribal language, as well as in Arabic and English.

# ACKNOWLEDGEMENTS

## Staff and Volunteers

Anna Ballinger  
Jessie Bayiartakis  
Alexis Carydis  
Jenna Chia  
Tanya Di Michele  
Dianne Dymond  
Jen Frees  
Gillian Garner  
Antoine Guillemette  
Helen Kierce  
Maureen Le Gassick  
Jan Lucas  
Hazel Maynard  
Jade McIlfratrick  
Scott Miller  
Darren Nielan  
Kathryn Rehor  
Liz Ross  
Laura Rossiter  
Tordy Rowe  
Rosy Sataneek  
Margaret Smith  
Sara Sterling  
Paul Tregillis  
Vittoria Tonin  
Mary Veale  
John Wilson  
Peter Wingate  
Melisssa Wright

## Conference Advisory Panel

Jesse Baker – Interchange Outer East  
Lee Barker – Eastern Volunteers  
Jodi Batchelor – Austin Hospital  
Laura Buck – Royal Children’s Hospital  
Sam Champion – YACVic  
Marijke Fotia – Volunteer West  
Gillian Kerr – Alfred Health  
Rhiannon Jennings – YACVic  
Marg Joiner – Zoos Victoria  
Dayle Jones – Victorian Aboriginal Legal Service  
Laura Lynch – Boroondara Volunteer Resource Centre  
Tracey O’Neill – Brotherhood of St Laurence  
Jen Pascoe – Department of Families, Fairness and Housing  
Perla Protacio – Department of Families, Fairness and Housing  
Rory Sackville – Good2Give  
Hannah Sarsons – Department of Environment, Land, Water and Planning  
Emma Short – Heart Foundation  
Sharon Walsh – Bendigo Health  
Tracie Wilson – Vision Australia  
Helen Yorston – Bendigo Volunteers

# SLIDO INSTRUCTIONS

We’re excited to be using ‘Slido’, a web-based tool for real-time audience interaction. This will enable us to engage with the audience through live questions and polls.

## Slido will be used to:

- Crowd source questions for specific sessions (eg: Keynote Addresses, Panel Discussions)
- Poll the audience during the Great Debate
- Provide delegates with access to the conference program/agenda
- Survey the audience for their feedback on the conference sessions and presenters

## How to get involved:

Open your device browser	Go to <a href="https://www.slido.com">www.slido.com</a>	Enter our event code: #VV2022
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## Volunteering Victoria RAP

Volunteering Victoria is committed to an ongoing process of reconciliation, acknowledging the historical and continued impact of colonisation and systemic racism on Aboriginal and Torres Strait Islander communities.

We are delighted to present to you, our members, stakeholders and wider volunteering community, our inaugural Reflect RAP.

We invite you to join us on our reconciliation journey.



Scan to view our RAP



## Conferences, Meetings & Events at Arts Centre Melbourne



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### NOTES

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**Thank you for attending our  
2022 State Conference.  
See you at the next one!**

