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## Volunteer Coordinator Networking and Engagement Meeting

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### Summary Notes

The first meeting of the year for the Volunteer Coordinator Networking and Engagement group was held on Tuesday 21<sup>st</sup> February 2017 in the Cairns City Library Meeting Room. It was a chance for FNQ Volunteers Inc. (FNQVI) to map out the member networking and engagement priorities moving forward and focused on establishing a meeting schedule and the steps to becoming a Not for Profit think-tank.

The group interacted and shared networking opportunities with staff and volunteers from member NFPs and Job Active Providers along with staff and volunteers from FNQVI. A summary of the meeting is below with further emails and communications to follow that address specific topics and answer questions that arose during the meeting.

#### Welcome and Introductions

Group introductions were made and the new role of FNQVI Member Engagement Coordinator was explained.

#### Review of FNQVI services

- FNQ is the lead agency for volunteering in Far North Queensland
- Contributes to community development and social inclusion of FNQ
- Referral services
- Support services and resources for members
- Volunteering advocacy for FNQ
- Future plans for Training and Development

#### Overview of Member Feedback

##### *VEXPO*

- Suggestion was to hold the event in May to coincide with National Volunteer Week
- Tanks Market Day in May doesn't coincide however it can still be linked, a lot of organisations are busy in that week anyway
- Weather is cooler in May
- Retention of volunteers is easier if the event isn't held before the organisations break for the end of the year.

##### *Communication and engagement*

- Would like individual and practical assistance for their organisation

##### *VCNEM*

- Would like it to be outcome based
- Less of a process, more of a think-tank on volunteering and Not for Profit topics

##### *Volunteer Management Toolkit*

- Some members have trialled it, some haven't. Overall it sounds like a good resource.

### FNQVI position moving forward:

- Commitment to providing quality services to members
- New website being designed with member use in mind
- Online help and support tools
- VCNEM scheduling
- Member events – VEXPO, VEXPO pop-ups
- Quality member networking and engagement opportunities
- Assistance to achieve best practice with National Volunteer Standards

### VCNEM Monthly Meeting Cycle and Structure

#### *Member meeting*

- focusing on local members and topics, how members connect with FNQ, local guest speaker

#### *Macro meeting*

- focusing on state, national and global volunteering topics, external guest speaker. Potential topics could include 'How volunteering helps to achieve the Sustainable Development Goals', 'Engaging with Millennial Volunteers', 'Event Volunteering', 'Emergent Volunteers' and 'Volun-tourists'.

#### *Webinars*

- focusing on the eight National Volunteer Standards

#### *Member Engagement*

- focusing on member communication, individual assistance, events and open days.

### Member Surveys

#### *Member self-evaluation against the National Volunteer Standards*

- surveys to be sent out to members via email

#### *Member satisfaction survey*

- annual member feedback survey to be done via Survey Monkey

### Volunteer Management Toolkit

- Coming soon!
- A useful member resource that addresses the National Volunteer Standards
- Collates National Volunteer Standards information from the internet into one toolkit
- Can be used with FNQVI staff to specifically address individual organisation needs.

### Engagement Officer Trial

- Coming soon!
- A central point of contact to FNQVI for your organisation
- A dedicated team that get to know your organisational requirements for volunteering
- Assist your organisation to achieve best practice with the National Volunteer Standards

### Training and Development

- FNQVI are working with Volunteering Queensland to be able to provide training opportunities in Volunteer Management to FNQ
- Annette will be meeting with DSS and Volunteering Queensland on 27 Feb and she invited members to put forward questions and suggestions that they would like heard at the meeting. Please contact FNQVI (Oni or Donna) if you have a question or suggestion you would like to submit.

- Suggestions and discussions tabled:
  - Details on the future of NFP funding,
  - Extra funding for training and support especially around retention of volunteers,
  - Defibrillator machines in shopping centres, where does the funding come from – private or government?

### Member Spotlight

#### *Cairns and District Senior Citizens Association Inc*

- Alison outlined the function of the Association and the numerous events and activities provided
- Connections were made with other organisations and staff attending the VCNEM
- Their website is currently under construction, if you would like further information please contact FNQVI and we can put you in touch with Alison.

### Expression of Interest

- To be the member spotlight for the next member meeting
- Showcase your organisation to the members
- Address specific issues, share information and celebrate success stories

### Networking Opportunities

- The most important part of the meeting was the opportunity to network with other Not for Profit organisations and share ideas and knowledge.
- There were valuable connections made between NFPs and Job Active Providers which help to grow the volunteering sector in FNQ

### Next Meeting

Monday 20<sup>th</sup> March 2017

10.00am – 12noon

Location TBA

### Participants

Thank you to everyone that attended and sent apologies for the February VCNEM.