

VOLUNTEER TRIBUNE



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New Appointment to Enhance FNQVI Staff

After the great experience of VEXPO last year, FNO Volunteers Inc. Board has appointed Donna Beeching as the new Member Engagement Coordinator. Donna has been charged with several duties including gaining new members for the organisation, assisting with the organisation's community events profile, and ensuring the Volunteer Community Network Engagement Meeting (VCNEM) continue to have "teeth" for our Members.

With an accumulated period of over 20 years volunteering service Donna's background is in business and management with core roles being in the areas of membership, management & leadership, business strategy, growth and forward planning, project and change management, and volunteer management.

Overleaf...outcomes of the two successful VCNEMs held thus far.... ➔



VOLUNTEER STAFF GOOD NEWS... FNOVI has itself been fortunate to have a period of relative staff stability these last few years since 2014. Cindy, Sharon and William have been motoring along in administration, while Liz and Maria have complimented the reception duties. Loani, Rosemary and Terese have quietly been interacting with the many volunteers who come through our doors and referring them onto positions with our members. Evelyn our membership officer has now been with us 3 years also. Sandra and Waiming in reception have both clocked up 2 years service.

And it must be mentioned that several staff members in the past have managed to obtain jobs through their own initiatives. Jennifer S. found work after working for a period as a Referral Officer. Pellista L. took on some external training and now works at Lindcraft at Raintrees. And Lynda E. found work at Ticketek and is happily ensconced there.

VCN ENGAGEMENT

At the Tuesday 21st February 2017 meeting in the Cairns City Library, feedback of the following nature was given...

At the Monday 20th March 2017 meeting in the Centacare Meeting Rooms, the following information was given...

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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. This is a dedicated resource to assist member organisations.

FNOVI 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

_____”_____

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

A full summary of the February VCNEM can be found on the FNOVI website [here](#).

Many thanks to the organisations who attended.

_____”_____

The theme for this month's VCNEM was Community & Care and was held on Monday 20th March 2017 in the Centacare Meeting Rooms.

FNOVI were appreciative to have had two fantastic guest speakers:

- * Yvonne Petrusma, Volunteer Coordinator with Centacare Multicultural Services (CMS)
 - * Justin Van Stom, Regional Coordinator for FNO with ComLink
- Both guest speakers showcased their organisations' and outlined how volunteering assists with and impacts their individual organisations.

Volunteering within Centacare

Volunteers help with settlement of people on humanitarian and migrant visas. The engagement team run information sessions, and volunteering is mutually beneficial to both Centacare and the volunteer. Centacare uses a wellbeing/empowerment model to assist with the retention of their volunteers. This can include 'Thank You' programs such as a cruise through Trinity Harbour or a social bowls activity. Volunteers are also recognised for their service by being nominated for Volunteer of the Year.

Comlink grows

Justin explained that Comlink was established to be complimentary rather than competitive to other transport services in the area. ComLink started in Townsville and relocated to Cairns as the service grew, to become the Regional Coordinator for ComLink in FNO.

ComLink has been successful in this funding round and as such they will be increasing to four shuttle services: Palm Cove to the City; Smithfield to Redlynch to the City; Gordonvale and current services.

The shuttle services run to a schedule and each shuttle takes approximately an hour to go throughout the city.

For a nominal fee, the shuttle can transport the customer as short a distance as across the highway or it can take them all the way into town. Because the service requires bookings in advance, the drivers are able to make occasional personalised stops along the route. This gives the drivers a level of autonomy and gives the customers a personalised service that they

A full summary of the VCNEM can be found on the FNOVI website [here](#).

Many thanks to the organisations who attended.



The Marlin Coast Neighbourhood Centre

in partnership with

The Royal College of Healthcare



presents

The Marlin Coast Skills Development Program – Building Your Future

CERTIFICATE III IN INDIVIDUAL SUPPORT

Providing a career pathway into Aged Care, Community Care, and Disability Support.

First Course commences: Thursday 25th May.

Information Sessions: 20th April 2.30pm- 4.30 pm

11th May 2.30pm- 4.30pm

18th May 2.30pm- 4.30pm

Please Contact Allison on 4055 6440 for more information and to register

'This training is proudly funded and supported by the Queensland Government through its Skilling Queenslanders for Work initiative'

Where: The Marlin Coast Neighbourhood Centre

205 Reed Road,
Trinity Park

Phone: 4055 6440

Training is fully funded and includes uniforms, goal setting, resume and job application skills, security checks, First Aid and CPR Training and placement experience.

If you are over 15 years of age, are unemployed and are eligible to work in Australia, you are eligible to enroll.

This course runs for 16 weeks and is an approved Government program



FNQVI COMMUNITY ENGAGEMENT



Donna & Evelyn representing FNQVI at their stall at JCU Market Day for "O" week



Sharon and Donna mind the FNQVI stall at the Defence Community Expo at Edgehill State School 25th February



JCU Career Day Expo: Talitha, Christina and Oni in front of the FNQVI Banner at the JCU Library Entrance.



Many students lined up to express their interest in volunteering on JCU Career Day Expo.

FNQ Volunteers, as part of its workplan submitted to Canberra, attends various community events to assist the community not-for-profit and volunteer sector to spread the word about

JCU Market Day for Orientation Week



volunteering in the far north region.

Wednesday 15th February— the first of these events this year was the **JCU Market Day** for Orientation Week in early February. Over 30 students registered interest for volunteering and some registered for the Disaster Management Group to be contacted in case of a cyclone or other emergency.

Saturday 25th February—the second event was the **Defence Community Organisation (DCO) Expo**



Defence Community Organisation (DCO) Expo

Organisation (DCO) Expo at the Edgehill State School.

The DCO organises the Expo each year to welcome Defence members & their families to the local community. Members & families can gain some insight from the local stalls about what is available in the community. It's also a great opportunity for everyone to network and for the family and kids to enjoy a sausage sizzle and activities.

Tuesday 15th March—the third event was the **JCU Careers Day Expo**. FNQVI was awarded the most favourable position in the entire building—in front of the entrance to JCU Library. Talk about location! Location! Location. The consequence of this location was that many students put their names to paper in the hope of assisting the community by volunteering in the sectors where they can help build their student career but also their volunteerism opportunities.

Suzanne McIntyre sent the following message of acknowledgement:

" Good afternoon Oni,
On behalf of JCU Careers and Employment, thank you again for taking the time to attend our 2017 Careers Fair. Your support of JCU students is much appreciated and feedback from students has been very positive. Attached is a picture of your stall from the day. It isn't professional quality but will provide some memories from your experience at the Fair.



DISABILITY ACTION WEEK 2017

Date: Possibly 17 September 2017

Venue: Cairns Golf Club, Links Drive, Woree

FNO Volunteers will again be participating in the Disability Action Week GOLF DAY this year.

We hope the event will be bigger than last year and much better supported for those with a disability.



In January this year, one of the FNOVI referred volunteers was fortunate to receive a paid position with the Cairns BMX Club as a Canteen Coordinator.



Congratulations!

During his recent guest speaker appearance at VCNEM, Justin Van Stom, Regional Coordinator for FNO ComLink announced that the organisation had secured funding this round and were in a position to offer paid employment to two volunteers. The volunteers, sourced through FNO Volunteers Inc. had both the skills and community spirit which met the needs and requirements to work with ComLink community transport services.

Congratulations to the volunteers, ComLink and FNOVI for a great partnership and may we have more great news from our members in the future.

The Volunteer of the Year Award Changes

A change is as good as a holiday—so they say! But change can also be beneficial and in this case the change was seen as beneficial for everyone. For many years there has been a “Winner” and a “Runner-up” in the Volunteer of the Year Award. The reasons there are two categories for winners in the Award this year are:

- * Previously new and short-term volunteers would have to compete with long-term volunteers in order to be recognised
- * Not everyone who volunteers can commit to long-terms of volunteering in order to be recognised because of whatever life-circumstance arises; and not everyone wants to be recognised—some people simply volunteer because they enjoy giving
- * short-term volunteers will receive recognition for their efforts; it may provide encouragement for short-term volunteers to stay longer with their organizations
- * Long-term volunteers still have their own category as these volunteers must be recognised for their efforts over the years and other contributions they make

It is hoped that Members will appreciate this change and put forward their nomination in both categories.

FNO Volunteers Inc.
Volunteer of the Year
Award - 10th May 2017

This year, the Volunteer of the Year Awards are being presented at the Plantations Restaurant Function Room at the Bungalow Hotel Aumuller Street. Nomination should be in the hands of FNO Volunteers by COB Monday 1st May. Arrival and Presentations will take place between 11:30 am and 12:30 pm. Thereafter a small lunch will be provided for everyone to enjoy their networking.



GIVE HAPPY LIVE HAPPY

NATIONAL VOLUNTEER WEEK 8-14 MAY 2017

Volunteering and Happiness: THE FACTS



Volunteers are happier, healthier and **sleep better** than those who don't volunteer - doctors should recommend it

95%

of volunteers say that volunteering is related to feelings of wellbeing



Volunteering results in a **"helper's high"** a powerful physical and emotional feeling experienced when directly helping others



96% of volunteers say that it "makes people happier"

Just a few hours of volunteer work makes a difference in **happiness and mood**



Volunteer to Give Happy, Live Happy:
VOLUNTEERINGAUSTRALIA.ORG/NVW

VITAL STATISTICS

Member organisations know that volunteering numbers are down compared to what they used to be since the new Employment Programs started. Below is a summary of the 286 positions offered to Members for the 186 volunteer interviews conducted from 1st Jan 2017 to 13th April 2017.

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|---|----|
| CAIRNS & DISTRICT SENIOR CITIZENS ASSOC. INC. | 22 |
| PCYC - CAIRNS | 21 |
| CAIRNS MEALS ON WHEELS INC. | 20 |
| CAIRNS HISTORICAL SOCIETY & MUSEUM | 15 |
| MERCY HEALTH - WOREE | 15 |
| TTNO - TOURISM TROPICAL NORTH QLD | 12 |
| BENEVOLENT SOCIETY (CNS EARLY YEARS CENTRE) | 10 |
| DR EDWARD KOCH FOUNDATION | 10 |
| INTEGRATED LIVING AUST LTD | 10 |
| MARLIN COAST NEIGHBOURHOOD CENTRE | 9 |
| OZHARVEST CAIRNS (FORMERLY REAP) | 9 |
| SALVATION ARMY - MANUNDA | 9 |
| UNITINGCARE COMMUNITY (LIFELINE) - SMITHFIELD | 9 |
| CAIRNS & DISTRICT CHINESE ASSOC INC (CADCAI) | 7 |
| COMLINK | 7 |
| PYJAMA FOUNDATION (THE) - CAIRNS | 7 |
| AUSTRALIAN RED CROSS, WELLBEING CENTRE - H O | 6 |
| STREET LEVEL YOUTH CARE | 6 |
| WORKLINK EMPLOYMENT SUPPORT GROUP - CAIRNS | 6 |
| CAIRNS & FAR NORTH ENVIRONMENT CENTRE | 5 |
| CAREER EMPLOYMENT AUSTRALIA | 5 |
| ST VINCENT DE PAUL SOCIETY - WOREE | 5 |

| | |
|--|---|
| THE SMITH FAMILY | 5 |
| BLUE CARE - CAIRNS RESPITE CARE - H O | 4 |
| CONSERVATION VOLUNTEERS AUSTRALIA | 4 |
| FNO VOLUNTEERS INC. | 4 |
| FROG SAFE INC | 4 |
| ST JOHN'S COMMUNITY CARE LTD - REDLYNCH | 4 |
| ARC DISABILITY SERVICES INC. | 3 |
| INTEGRATED FAMILY & YOUTH SERVICES (IFYS) | 3 |
| PORT DOUGLAS COMM. SERVICES NETWORK INC | 3 |
| UNITINGCARE COMMUNITY (LIFELINE) H O | 3 |
| ANGLICARE NORTH QUEENSLAND LTD | 2 |
| BUNGALOW COMMUNITY GARDEN INC. | 2 |
| CAIRNS REGIONAL COUNCIL - HO | 2 |
| ST VINCENT DE PAUL SOCIETY - EDMONTON | 2 |
| UNITINGCARE COMMUNITY (LIFELINE) - MANUNDA | 2 |

...and some Members do better than others because of the nature of their business and the timing that volunteers come forward for referral!

| | |
|---|---|
| AUSTRALIAN CERVICAL CANCER FOUNDATION | 1 |
| DOUGLAS SHIRE COMM. SERVICES ASSOC'N INC | 1 |
| FEAST OF THE SENSES INC. | 1 |
| FNO HOSPITAL FOUNDATION | 1 |
| LEUKAEMIA FOUNDATION | 1 |
| MOSSMAN BOTANIC GARDEN INC | 1 |
| NORTHERN PRIDE | 1 |
| PLAYGROUP ASSOCIATION OLD - ATHERTON | 1 |
| REDLYNCH STATE COLLEGE | 1 |
| RSL FARNORHA (CARE) | 1 |
| SALVATION ARMY - BRINSMEAD | 1 |
| ST VINCENT DE PAUL SOCIETY - GRAFTON ST | 1 |
| STEPS GROUP AUSTRALIA | 1 |
| UNITINGCARE COMMUNITY (LIFELINE) - BUNDA ST | 1 |

What do you estimate will be the final number of volunteer interviews for 2017?

750?

STAFF ANTICS & ANTIQUES



March 2017 Staff Meeting: L-R Evelyn, Donna, Oni, Terese, Will, Nancy (Sandra photographer)

When the occasion arises, our creative receptionist Sandra enjoys using her skills to give event flavour to the reception area in the FNO Volunteer's office. This provides change for the staff as they don't always walk into an homogenous environment; and serves as a reminder for volunteers who attend interviews that this event/occasion is happening in the community. If any Members wish to use an upcoming event to market their volunteer requirements, please contact reception@fnqvolunteers.org ATTN SANDRA with details and most importantly promotional material.



St Patrick's Day: L-R Oni, Evelyn, Terese, Sandra and Cristina (front)



Australia Day

Chinese New Year



Annette Sheppard & Donna discuss this year's celebrations at a pre-event function for Cairns & District Chinese Association's Year of the Rooster

FNQ VOLUNTEERS INC. LOCATION



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Website: fnqvolunteers.org.au
Mobile: m.fnqvolunteers.org.au

Want Your Event Listed in our newsletter?
Email us...
info@fnqvolunteers.org...Attn: Newsletter



We're on Facebook: FNO Volunteers Inc.

FNO Volunteers Mission Statement
To develop and strengthen volunteering in
Far North Queensland for the mutual benefit
of the individual and the community

*FNO Volunteers Inc. wishes to express thanks to
the Australian Government's Department of Social Services*