

Albury Wodonga Volunteer Resource Bureau

AGM Annual Report July 2018 - June 2019



Committee of Management

Chairperson	Debra Hargreave
Secretary	Pam McCorriston
Treasurer	Fiona Livermore
General Committee Member	Rosalind Scott
General Committee Member	Steven McKewan










Staff

CEO	Jemma Toohey
Operations Manager	Renee Wilson
Office Manager	Sharon Pellas
Outreach & Project Coordinator	Megs Osborne
Multicultural Settlement Worker	Frank Johnson
Multicultural Youth Worker	Diana Elliott
Multicultural Settlement Worker	Carol McQuade
Administration Officer	Lindee Clarke
CALD Community Development Officer	Radha Guragai
IT Assistant	Stephanie Dodd
KiTH/Administrative Support	Sue Peisley

Volunteers - Administrative

Monika Butt, Lynne Flemming, Lyn Groves, Pam Hewitt, Alison Heitmeyer, Heather Jenkins, Susan Monte, Shirley Schubach.

Funding and support provided by:

-  Department Social Services - Settlement and Volunteering
-  Department of Education and Early Childhood Development (VIC)
-  Family & Community Services (NSW)
-  Department of Employment Job Active
-  Learn Local (VIC)
-  Border trust- Scanlon Foundation
-  Multicultural NSW - Unity Grants
-  Albury City - Local
-  City of Wodonga-Local



Reports



Chairpersons Report

2019

Welcome to the Annual General Meeting for the Albury Wodonga Volunteer Resource Bureau and Multicultural Services. This year has seen our fair share of challenges, both financially and changing circumstances with our staff. However, all the programs and services offered by the AWVRB and Multicultural Services have been delivered to the high standards that our clients deserve.

I would like to acknowledge the dedication and effort put in by our wonderful staff and volunteers who have made our year the success it has been. We have had new volunteers assist us in the office, as well as volunteers leave because they secured employment. With changing circumstances within our team, it has been wonderful to see staff meet these challenges to keep our services operating. I would like to thank each one of them for going above and beyond – your loyalty to this organisation is acknowledged and appreciated.



Throughout the wider Albury Wodonga region, our organisation is recognised as the major face of volunteering and multicultural services, and we are becoming a sought-after partnership with organisations throughout western Victoria and within NSW. Our many partnerships this year have included:

- Albury and Wodonga TAFE's
- Albury City, Wodonga and Towong shire councils
- Headspace
- Gateway Health
- Hume Riverina Community Legal Aid
- Red Cross
- Centrelink
- Thurgoona Men's Shed
- The Centre for Participation, Horsham

I will leave it to our staff to bring you their highlights, but I would really like to thank them for continuing to deliver quality services, at a time when it is becoming increasingly difficult to gain continuing funding for our programs. All staff, both those delivering the programs and those who work behind the scenes in the office do an amazing amount of work to ensure our organisation is successful in all that we do for our community.

I would like to thank Jemma for being ever-vigilant in sourcing funding and being successful for so many. She is our CEO extraordinaire and we are grateful for her knowledge and skills in the volunteering arena, and for the way she represents our organisation on state and national level boards.

I would also like to thank the Committee of Management who have provided much guidance and planning for the future as we venture into the continuously changing world of volunteering. It is a privilege to work with you all, and to see the impact we are having within our region.

Debra Hargreave
Chair AWVRB

CEO Report

2019

Welcome to our Annual General Meeting 2019 for the Albury Wodonga Volunteer Resource Bureau and Multicultural Services.

Staff and volunteers have been incredibly supportive as we sweep in and out of changing circumstances including funding, staffing and volunteering. I applaud their loyalty and commitment and thank them whole heartily for their support.

Our funding partners have remained unchanged however, some funding is decreasing as we endeavour to do more. We continue to provide opportunities for our local and distant communities with training, mentoring and partnerships that include a mixture of shared expertise, income and resources.

In 2018/2019 we have been able to modify and update our policies and procedures with the support of both staff and volunteers.

Our social media profile has lifted with the efforts of Lindee and, more recently, intensely from Steph.

Our highlights and challenges included the mammoth task of converting information from skills bank to DEX, training and professional development for staff and updating our organisation to meet the National Principles for Child Safe Organisations.

Showcasing our events especially during National Volunteers Week, Harmony Day, refugee week, our mentoring and support projects continue to remain an integral component of our services. Any chance to highlight our volunteers, our non-profit organisations and our clients as they participate in community and feel connected and valuable is vital. We were able to connect with **1634** individuals throughout the year, and **1387** participated in training - using the data exchange has allowed us to give a true indication of how we are embedded in community.

This year Renee was able to attend the NSW state awards as they were held in Wagga once again. We repeat we are disappointed that the awards no longer allow us to take strong local ownership as a vital community service supporting volunteers. We were able to nominate four teams and 4 individuals for our NSW awards.

I was also invited to assist with the judging of the Wodonga Council Annual Awards.

Way2Go once again proved to be the champion Toolkit is was designed to be as we moved across Victoria delivering Train the Trainer to volunteer 7 Managers and directly delivered training to 127 volunteers. These actions cemented partnerships (3) and built our reputation with the Department of Health and Human Services Victoria.

We were thrilled to have been successful in receiving the Settlement Engagement and transition Support (SETS) funding which was the result of many hours of work between Frank, Diana, Pat Grosse (consultant) and myself. Whilst the funding was received until December 2022, we were given the same amount of funding to also include Wodonga (hence our new worker Carol) and will continue to decrease after 2020. We have been able to continue our work with the dedication of the team, however as we get stretched further, we will be enabling further support for elements of the program by volunteers. These new measures will be introduced over the next 12 months to take some of the pressures of the team. Over 400 clients have been supported with the staff and grants from Albury City which have enabled some fantastic projects like the Learn to swim and the Refugee Experience tours, this is truly a fantastic partnership

This year our story continued with Kitchen in the Hood and the success of the fit-out



funding from Scanlon Foundation and Border Trust. Our next application looked at funding for social enterprise training. We were able to also support training of CALD students for hospitality and safe food handling from both Victorian Department of

Education - Learn Local for Victorian Students and Multicultural NSW for those on the NSW side of the border. We were able to apply for grant funding towards their education and pathways so as to work intensively with the 12 participants.

I am constantly seeking grants that we identify as fitting with our mission “working to relieve poverty through social inclusion and education” as the needs of community emerge and change. Our proven success with partnerships continues to drive us further into community as we aim to provide pathways for all to feel connected.



Our new Grant *Community Visitors Scheme* for Culturally Diverse older people have 10 volunteers trained and ready for referrals as they roll in.

The Cultural Exchange (currently being funded by Albury City Council is in its second year) is continually providing an amazing social connection and we continue to see and hear the positive effects it has on our multicultural community. We were invited to participate in a research project over the next 2 years in partnership with the Centre for Participation (Horsham) and Think Impact (Melbourne) and look forward to the results of this intensive look at volunteering and the impact it has on individuals and community.

I am really proud of the way our policies and procedures and our data systems have progressed this year and wanted to highlight all the team involved in that work. This sometimes tedious, but essential, work assists us to gather evidence-based reports that add to the value of the true story regarding what we do.

Minister Gayle Tierney the minister for Education and Training visited us as we are a Learn Local provider. After her visit our organisation was nominated for the Learn Local Legend award for the Hume Region.



Our Committee of Management have steadfastly faced many challenges throughout the past 12 months and we thank them earnestly for their support. We welcome Steve McKewan our newest member.

As usual we would like to give a special thank you to our dedicated volunteers at reception as they are the face of our organisation and continue to greet the public so positively. The volunteers sweep in and out of the reception roles as we give people opportunities which often lead to paid positions. Over the last 12-month period we have supported 11 administrative volunteers with 3 obtaining employment.

Finally, it is with great pride that I sincerely acknowledge the entire team each bringing a piece of themselves to make us a highly regarded team in our local community.

Jemma Toohey
CEO AWVRB

Operations Manager/Training

Operational information

Since returning from maternity leave in March, there have been many changes with new programs implemented. It has been lovely to watch these programs grow, to enhance independence to benefit our community members!

Some points from last year include:

- Purchase of a new vehicle – Triton dual cab.
- New mobile phones and computer equipment purchased
- Updated reception area with new lighting and blinds
- Continuation of fortnightly staff meetings
- Supporting all programs including implementation of our KiTH van
- Supporting WHS officer

Local Training

We have had another successful year with training for volunteers. Training numbers have been steady with 1387 participants attending different sessions. This includes funded, fee for service, general volunteer training, cultural awareness and Know your Gizmo.



AWVRB have attended expos and delivered numerous presentations on the benefits to volunteering to schools, TAFES and local organisations.

There have been various volunteer training sessions for our cultural exchange program held over the past 12 months. Each session has been well attended and received. This training gives the volunteers knowledge around the role, rights and responsibilities, boundaries and effective cultural communication

Reports

Reporting was successfully completed for the Department of Social Services, Family and Community Services and ACFE.

Good news story

In April 2019, AWVRB held a Pathways to Volunteering and Employment course with Job Centre Australia – Transition to Work participants. This ran over 4 weeks with 12 people attending. These participants have learning difficulties with some experiencing physical disabilities which is a potential barrier for them to obtain full time employment. After the completion of this course, the group then went onto the mentoring phase of the project.

AWVRB partnered with the Sustainability Activity Centre (SAC) to continue a project that was developed last year for the group to participate in. It was decided that the group could make colourful bunting to be used at local community events and festivals. We engaged a tutor to teach and support the participants to create the bunting.

Over 6 weeks the participants learned how to use a sewing machine, cut fabric to a pattern and put it all together. They used their teamwork skills to work together to navigate the project and also used communication skills to work with other staff at the SAC.

This project was very successful. They created very colourful bunting that looked fantastic! They all enjoyed their time, outlined by the laughter and positive comments.

There has been the suggestion to continue the program or look at alternatives through the (SAC). This may be making boomerang bags – re usable bags for the public to use and return.



Renee Wilson
Operations Manager/Training

Office Manager/Interview & Referrals

Staffing & Professional Development

Over the past financial year VRBs staffing has been fairly fluid in line with our existing projects. We welcomed back the return of Renee from Maternity Leave, inducted a new staff member “Carol McQuade”, who has now joined the Settlement Services team. We also farewelled Sue as her project work for the KiTH contract concluded.

In relation to individual professional development the team undertook learning opportunities to increase individual skill sets across a range of areas, in summary members of the team attended the following;

DEX Training

- Steph, Jemma, Megs & Sharon November 2018

National Volunteer Forum

- Jemma, Megs, Sharon

Bus Driver Training

- Radha gained his Medium Rigid Licence

First aid Training

- Megs December 2018
- Radha, Diana, 2019
- Mental Health Training – Renee & Radha 2019

Workplace Safety – update

- Diana

Food Handling Supervision Course

- Jemma, Megs, Sue Lyn

National Principles for Child Safe Organisations

- All VRB staff have completed training & received information booklet – this training was also rolled out to all volunteers – Lavington Library

DEX:

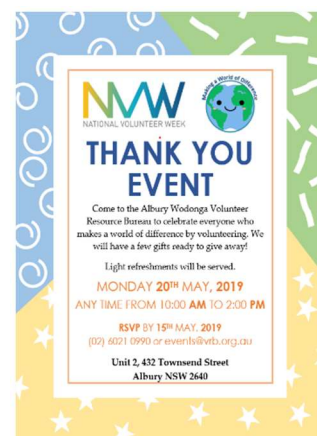
DEX Data the secure online IT system (hosted by Australian Government Community Grants Hub) where we are required to input all our client activity (volunteers, training/pathway programs, Way2Go) is running very smoothly. It was determined that our DEX data quality requirements have all been met. Our data provides us with the opportunity for future planning, decision making and evaluation. I thank Stephanie in particular in relation to the DEX work she has undertaken it has clearly assisted us to meet our requirements. We have been entering client data since July 2018.

Celebrating Volunteers



VRB has not only referred volunteers to agencies & services across the region but internally it provides many wonderful opportunities for volunteers across all of our program areas.

Within the Cultural Exchange programs, 10 volunteers are engaged in the Cards & Coffee program – 6 are engaged in the Conversations in English support program and 15 volunteers assist in the Homework Help program including 5 volunteer bus drivers', and a volunteer handyman on site every Monday. For National Volunteer Week we hosted a thank you event for all our volunteers in May acknowledging the valuable contributions made to our organisation



This year we nominated many of our own volunteers for the NSW Volunteering Awards. The Award Ceremony was Held in Wagga.

Groups/Teams Nominated (Certificate of Recognition)

- Homework Help - 15
- Bus Drivers – Team awards – 2
- Cards & Coffee – 8
- Reception/Administrative team 4

Single Awards

- Rowan (Handyman) Certificate of Recognition for volunteering
- Pam (Reception) Nominated for NSW award Certificate of Recognition
- Nyra - Nominated for NSW Senior Award - Cards & Coffee program.
- Alice - Nominated for NSW Young Person Award– Homework Help program

Administrative support

Our volunteer administrative support system is working effectively with the office consistently staffed with two administrative/reception volunteers from Monday to Thursday. The team comprising of Pam, Monika & Heather now support and mentor any new administrative volunteer members. New to the team are Jiracha, Kerry & Kelly. Shirley continues to provide word processing support and works on the policies and procedural manuals. All our volunteers have provided fabulous administrative support across all program areas.

Skills Bank - Stats

NAME of VRC: Albury Wodonga Volunteer Centre														
Mode of Assistance	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total	
Meeting	56	39	24	29	23	14	29	25	22	26	16	24	327	
Phone	269	35	29	45	50	14	28	36	32	25	17	28	608	
Email	105	90	40	49	60	26	37	63	70	63	37	52	692	
Web	0	0	0	0	0	0	0	0	0	0	0	0	0	
Training	0	0	0	0	0	3	0	0	0	0	4	0	7	
	430	164	93	123	133	57	94	124	124	114	74	104	1634	
Volunteers who identify as:														
Indigenous	4	2	0	0	1	2	2	0	1	0	0	1	13	
Culturally and Linguistically Diverse	2	12	6	1	5	2	3	2	12	5	2	7	59	
Seeking work at Registration	6	4	1	1	5	4	2	5	4	2	3	1	38	
Receiving Newstart Allowance	8	12	7	5	10	1	6	8	3	7	4	3	74	
Having a disability	6	15	8	5	3	3	7	6	6	1	4	6	70	
Having a mental health issue	18	41	13	9	20	2	7	14	12	17	9	9	171	
	28	51	24	19	27	6	15	24	30	26	17	19	286	
Organisation Interactions														
Meeting	0	2	0	1	0	0	0	0	0	1	2	2	8	
Phone	27	8	0	1	8	0	3	10	1	3	1	5	67	
Email	106	52	22	6	4	7	5	12	20	34	47	87	402	
Web	0	0	0	0	0	0	0	0	0	0	0	0	0	
Training	0	0	0	0	0	0	0	0	0	0	0	0	0	
	106	52	22	6	4	7	5	12	20	34	47	87	402	

Aligning volunteers to organisations and services is part of the core business of the VRB our statistical data captures our service provision across the region.

Volunteers have been referred on to Community Service organisations, Aged care, Disability services, Community Service -Committees of management, Animal rescue, RSPCA, Op shops, Cultural services, Arts programs, Community Neighbourhood Houses, Transport Services – drivers, Sporting events, fundraising events etc.

Sharon Pellas

Office Manager/Interview & Referral

Projects & Outreach Manager

Training

It has been a very busy year with Way2Go training, outreach activities and projects for AWVRB in Albury / Wodonga and across Victoria.

Way2Go: Opportunities have continued to provide training with the Way2Go toolkit including:

- Way2Go Volunteer Managers training held in Horsham at Centre for Participation in September
- A partnership with Volunteer West and Whittlesea where a trainer was trained to deliver the Way2Go workshops in Melbourne over a number of weekends to 24 CALD participants in March and April
- A partnership with Eastern Volunteers where the Way2Go workshops were delivered to over 30 participants in Yea and Bayswater in April
- A partnership with Volunteer West with a Way2Go workshop delivered over 2 weeks to 10 participants in May
- Way2Go Volunteer Managers training held at Latrobe University in Wodonga in June.



Train the Trainer



Way2Go

ACFE/Learn Local

Regular attendance at the regional meetings and this year being awarded the Learn Local Legend award for the Hume Region and attending the awards night in Melbourne has been a highlight. ACFE Training this year has included:

- Pathways to Volunteering at Wodonga TAFE in September
- Intel Easy Steps Computer 3-day training at Charles Sturt University with 24 participants in February Volunteer Managers Training Program in September and June



Presentations

AWVRB has been invited to present displays or speak at events to promote AWVRB and Volunteering at the Grief and Loss expo, Felltimber Community Centre information Day, Multicultural Expo Wodonga, Wodonga TAFE – Student Orientation week, Work ready Students, Whitfield Regional Arts and Benalla North East Artisans.



Felltimber Community Centre Expo



Multicultural Expo

Projects- Kitchen in the Hood

The project met all its milestones for the funding with the training kitchen being developed and the catering team of Volunteers from the CALD communities completing training and participating in Community Events. We were fortunate to be able to show it off to the Minister for Training Skills and Higher Education Gayle Tierney in April and she was very impressed with the program.



Meeting Minister Tierney



Catering for Big Give



Putting learning into Practice.

Projects – Governance/Mentoring Program

The program commenced in November with a Community Information Forum that attracted 35 participants from the Community. We were able to train 4 mentors who have been able to support organisations with their governance.

Projects – Way2Go Train the trainer

A project in partnership with Whittlesea, Horsham and Wangaratta where 6 trainers were trained in a 2-day workshop to deliver Way2Go in their own regional areas. A trainer toolkit was developed and provided to trainers to ensure consistency of delivery of the workshops. The program commenced in January, ran over 6 months and was very successful seeing a further 60 organisations have access to the Way2Go program. Evaluations have shown that this has been very beneficial for all participants.

Projects – Certificate Training at Wodonga TAFE

Certificate Training at Wodonga TAFE: AWVRB has been contracted to deliver a number of units in the Certificate 1V in Lifestyle and Leisure including Volunteer Management, Lead teams effectively and Working Effectively in the Leisure and Health Industry

Projects – Community Visitor Scheme

AWVRB are funded to provide volunteer visitors to people from a CALD background to reduce loneliness and isolation. Information packages have been developed and volunteers have been recruited and trained to be effective in visiting individuals. Connecting with Community agencies has been completed and referrals are starting to come in for this program

Cultural Exchange Programs

The Cultural Exchange has been one of our most successful programs for its culturally and linguistically diverse clients over past years. The cards and coffee program for elderly participants and homework help for younger children are the main activities of the Cultural exchange program.



Cards & Coffee

Over 65 sessions of cards and coffee have been delivered since we have started running the program from July 2018. There are 22 participants within the 60-85 age-range who have registered for the cards and coffee activity and over ninety percent of these participants have attended the program at each session.

The participants were picked up by our bus from their own residential place in Lavington, Thurgoona and Wodonga, and are transported to the libraries depending on where the activity was scheduled for the day. To support the operation of this activity, 6- 8 volunteers are involved at each of the sessions. They support the program by driving the bus, bringing the participants into the program, helping participants become absorbed in conversational practice and engaging others when assigned to them.

Outcomes of the cards and coffee sessions

Our observations indicate that the cards and coffee sessions were helpful for the participants to achieve positive experiences and improvement in their quality of life through their ongoing participation.

Many participants have stated that the cards and coffee sessions were really helpful for them to address some of their psychological issues such as social isolation and loneliness which has been experienced by many of them before starting this activity.



The cards and coffee sessions have supported the participants to reconnect with other people such as volunteers, libraries staff and VRB staff, including simple conversations and interactions.

- These connections have a flow on effect and participants are demonstrating improvement in relation to their English skills and slightly with basic communications with the people at the library and places, which develop their confidence to seek support whenever needed.
- Many participants have stated that their confidence levels, self-esteem and understanding on a wider culture have improved tremendously providing them a sense of belongingness within the local context and a better connection with local people.
- Development of a strong bond and attachment between participants of the cards and coffee with some volunteers who are involved in the program have been experienced.
- Some participants believe that some of their mental health issues such as traumas, stress or other undiagnosed sickness have shown improvement significantly after they have started attending the cards and coffee sessions. For example, a couple of women who attend the sessions regularly have found that their engagement in the activities helped them to regulate certain emotions and unhelpful thoughts which was a significant problem for them before.

Social Research – Cards and Coffee Activity

A research study on the cards and coffee program by the team from Think Impact has been underway since last year. The research is based on how Volunteer Engagement Impacts Social Cohesion and is funded by the Department of Social Services for the Strong and Resilient Communities Activity. It is led by the Centre of Participation. The cards and coffee activity is one of the programs selected from Albury Wodonga to undertake research amongst five other similar Volunteer Centres based in Victoria, NSW and South Australia. This research project aims to develop an understanding of how effective volunteer engagement builds social cohesion, and how this social outcome can be explicitly designed for volunteer engagement programs, activities and models

Homework Help

The Homework Help is another activity of the Cultural Exchange Program which has become very popular amongst young primary school children. Over 32 sessions of Homework Help have been delivered since the program started the last year. Around 26 young children from kindergarten to grade six have attended homework help and 6 to 12 volunteers have assisted us in running an activity at each session. The needs of these children as identified by schools and their parents are to assist them with their schools' assignments, reading, and comprehension and numeracy skills development.



Homework sessions are well structured allocating times for learning as well as for fun for children through their involvement in play activities and sessions. These sessions were immensely helpful for children in achieving expected learning outcomes.

There have also been challenges experienced throughout this program, maintaining optimum numbers of volunteers for each session has been a constant undertaking especially during winter months and space constraints at the library

Training & Workshops

Several training opportunities and workshops for volunteers who have been supporting the cultural exchange program have been provided in order to foster and facilitate their understandings about working with people from diverse background as well as to facilitate ways for them to express their views, participate in decision-making and raise concerns. Volunteers engaged in the homework help program have received training sessions on the National Principles for Child Safe organisations to foster and facilitate their understandings about working with these children. Likewise, five sessions of induction training at different point of times for more than nine people including staff and other volunteer drivers whom are involved in driving our bus for cards and coffee program were provided by liaising with staff at Council.

Radha Guragai

CALD Community Development Officer

Settlement Services

Programs

The Settlement Program has been very busy, with quite a few changes over past financial year.

Towards the end of last year, we were informed that we were successful with our grant application for the new Department of Social Services Settlement Engagement Transition Support (SETS) Program – Client Services with funding from January 2019 until July 2022 covering Albury, Wodonga and Alpine areas. This replaced the Settlement Grants Program (SGP) funding which finished at the end of December 2018 (funded for Albury only). With the new SETS funding and expanded area, Carol McQuade was employed to join our team and commenced in February this year. Carol has been working in the settlement sector for many years, and has built up a great rapport with clients during this time.

Highlights

- We have seen over 410 clients in the 2018-19 financial year.
- Numerous group information sessions were held with topics ranging from Police, Legal Aid, and Citizenship to Healthy Eating and Respectful Relationships workshops. We were also involved in events including International Women's Day, 'Harmony Day', 'Refugee Week' and Bhutanese and Congolese community festivals.
- We have provided Cultural Awareness Training to local organisations and training providers, and run employment readiness workshops such as the Intel Basic Computer program and Pathways to Volunteering and Work.
- Albury City Council funded a Learn 2 Swim program with our clients
- The majority of clients are refugees on humanitarian visas – with clients coming from Bhutan/Nepal and various African countries, the main one being the Democratic Republic of Congo.

Youth Settlement

Casework has been provided to eligible youth to increase their independence and confidence.

Youth have been involved in sporting programs such as netball and touch football. We have worked with local high schools and service providers to run Employment programs and Healthy Relationship programs within the schools. Clients have attended Youth leadership programs and youth camps and been accepted into employment and driving programs. We have also supported the Bhutanese community on a youth volleyball engagement program.

Good news story

The Refugee Experience Project

With funding and in-kind support from Albury City and other service providers, we ran a week long project called the “The Refugee Experience”. 18 tours were run over the week of the project, and were led by local community members from refugee backgrounds who were paid as guides. The tour provided a journey through the refugee experience of many of our community members and was linked to real life camp experiences of shelter, food and resettlement. Through this project, the wider community were able to gain an understanding of the challenges that refugees face coming to Australia.



Refugee Experience tours

Diana Elliott, Carol McQuade and Frank Johnson

Settlement Services Team

IT Support

IT

Over the past 12 months IT support has been constant for assistance with computers, devices, phones, monitors & program problems or questions. Keeping our website system and information up to date. Various research has also been carried out in order to address technology purchases and problems.

ADMIN

I have provided support to all team members across the organisation with my focus on IT, assisting admin team with various tasks as requested, created detailed walkthroughs on PowerPoint for returning / new admin team (about Skillsbank, Outlook, use of the phones, and volunteer interview online/physical sheet process), supported new admin team members and walked them through various IT related systems & processes, Assisted Sharon with 2 main training sessions for new volunteers and refreshing previous volunteers knowledge on required administrative tasks and Skillsbank data system requirements.

DEX & Skillsbank

Almost the entire month of July 2018 was dedicated to inputting DEX clients from previous reporting period – 194 sessions input, and multiple running sheets created for administration team to contact clients for DEX input permission. I have contributed sixty-six plus hours of DEX (Counted from Sep 18 – June 19) inputting volunteers, training, WDO clients and Cultural Exchange as required. 471 Sessions across all cases input from July 2018 – June 2019, end of period data for July-Dec 18 & Jan-Jun 19 input to fit the requirements with congratulations being passed around office. Watched various webinars on DEX website and attended DEX workshop out of office.

Other

Creating / editing flyers as needed & occasionally putting up on social medias / website, put together & printed needed items for others to put together W2G folders, placed Intel on USBs & printed out documents for sessions then attended day of Intel training to assist Megs, cleaned up outside & KiTH van / car with Sue for Minister Visit, prepared room and created Slideshow etc. for NVW Thank You event & attended event.

Stephanie Dodd

IT Systems/Data Support

Administrative-Finance

In my administrative role I am involved in the following areas:



Work Development Orders

The accrual of outstanding fines and subsequent debt can exacerbate the disadvantage, as licences are suspended and employment opportunities jeopardised.

However, Work Development Orders, issued by Revenue NSW, allow people to clear their fines through unpaid/volunteer work with an approved organisation or by vocational courses, this relates directly to AWVRB.

Other ways are

- undergo medical or mental health treatment in accordance with a health practitioner.
- undergo financial or other counselling
- undergo drug or alcohol treatment, or
- undertake a mentoring program (this option is only available if the person is under 25 years of age)

Both children and adults can apply for WDOs. People living inter-state (with NSW fine debt) can also apply for WDOs

2018-2019

Total client applications submitted: 30

Active WDO's 13

My work in administration continues to keep me busy on a daily basis, recording and maintaining financial records. On occasion stepping in to do interviews with volunteers and administration support when needed.

Lindee Clarke

Administration/Finance