

AGM
Annual Report
July 2020 - June 2021



Committee of Management

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

Staff

CEO	Jemma Toohey
Participation Manager – Multicultural	Renee Wilson
Participation Manager – Partnerships	Sharon Pellas
Training & Project Coordinator	Megs Osborne
Multicultural Settlement Worker	Diana Elliott
Multicultural Settlement Worker	Edwina Bugge
Bilingual Support Worker	Andrew Ndayishmiye
Bilingual Support Worker	Joyce Manthi
Cultural Exchange Project Officer	Glenys Atkins
Cultural Exchange Project Coordinator	Lou Newman
Cultural Exchange Support Worker	Radha Guragai
IT Assistant	Stephanie Dodd

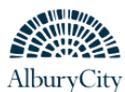
Volunteers - Administrative

Monika Butt, Lyn Dodd, Pam Hewitt, Heather Jenkins, Shirley Schubach, Greta Thomas, Sanjida Sharmin, Louise Hartshorn, Beryl Hartshorn, Karen Phillips, Pam Clack, Suz Whyte, Tracey Forge, Marg Merriman, Patricia Emmett, Denise Fitzgerald

Rowan Bougoure

Funding and support provided by:

- Department Social Services - Volunteering
- Department of Home Affairs - SETS
- Department of Education and Early Childhood Development (VIC)
- Department of Communities and Justice (NSW)
- Department of Families, Fairness and Housing (VIC)
- Learn Local (VIC)
- Border trust - Scanlon Foundation (Local)
- Multicultural NSW
- Albury City - Local
- City of Wodonga - Local
- 2AY Radio



Reports



Chairpersons Report

2021

Welcome to the Annual General Meeting for the Albury Wodonga Volunteer Resource Bureau and Multicultural Services. COVID has again made this an incredibly difficult year, especially for our VRB community.

The many lockdowns and restrictions on both sides of the border have made delivering our services quite challenging. Our many programs and services have been delivered in any way possible, with Zoom being the preferred provider!

During the last year we have had some moves towards changes which have impacted on the VRB as we know it.

Our long-term CEO Jemma Toohey indicated she would like to step down from her position to be the Grants Officer for the VRB until the end of 2021, when she will retire. From the time this was approved Jemma has been mentoring our current managers Sharon and Renee to step up to their new roles. I would like to thank Jemma for her hard work over the years as CEO, and for being available to Sharon and Renee as required.

The other major development was the time spent scouting for new premises which would allow for staff to meet the needs of their clients in a more central location. Again, thanks to Jemma for securing the Mirambeena location and for developing the partnership with Albury City Council.

Our staff have continued to work from home when necessary, and coming into the office when able. They have fully utilized Zoom for staff, stakeholders, and client meetings, and I would like to thank them for their ability to be so flexible with cross-border arrangements. We are grateful for your loyalty and commitment to this organisation, its programs, and your clients.

I would also like to thank the Committee of Management who have achieved much over a Zoom meeting, as we venture into the continuously changing world of COVID-19 led volunteering and multicultural services. It is a privilege to work with you all, as the VRB continues to meet the needs of those in our region, especially as we negotiate cross-border regulations and lockdowns for us and the staff.

Finally, I would like to acknowledge and thank Jemma Toohey for leading the organisation for so long, and for the support and direction she has given the staff and volunteers.

Debra Hargreave

Chairperson

CEO Report

2021

After a tumultuous year we proudly welcome all to our Annual General Meeting 2020-2021 for the Albury Wodonga Volunteer Resource Bureau and Multicultural Services. Whilst we have faced incredible challenges this year our team have once again risen to the extreme challenges and the highs and lows of working with the Albury Wodonga Communities. I can only humbly and sincerely thank everyone yet again for their loyalty and courage over the past year and beyond. The ability to adapt and change including our move to Mirambeena made many consider their sense of belonging and purpose. Without the steadfast support of each one of our staff and volunteers this could not have been possible, and we would not have survived as a small non-profit organisation.

Internal changes to staff and client management systems for us to remain viable have been imperative. I congratulate both Renee and Sharon for their commitment and ability to step up as true leaders to guide these changes.



Our funding partners have generously remained flexible giving us options to apply funds across the board to immediate and necessary emerging needs, however our major partner with the Volunteer Management Activity completely re-invented how we interact with our communities. As usual we rose to this massive challenge, not confident but capable, of delivering on terms that reduce our capacity to work face to face with our regional community.

Albury City Council have been our champions yet again allowing us to purchase much needed buses and continue our award-winning Cultural Exchange and Kitchen in the Hood as they evolve into sustainable and vital programs impacting our multicultural communities and giving them opportunities to increase their economic and social experiences. Funding applications have continued

with the success of over \$350,000 in new or refunded programs.

We are really looking forward to seeing and interacting with everyone again as we encourage community members towards vaccination and intensively support communications in multiple formats with translation and bi-lingual workers. Our diversity in crisis has shone through as we continue to go above and beyond for the good of community.

Staff have, once again, felt the constraints of isolation and the stress of trying to complete tasks from home and pivot, it seems, every other day to address the needs of all our stakeholders. Each and everyone have had many personal issues to deal with behind the scenes and are exhausted by their efforts. Our committee have remained vigilant overseeing the team and ensuring we are compliant.

We continue to participate in outreach and online training as the virtual world closes in on us. This has posed new challenges and risk as our policies and procedures are continually put under the microscope.

I believe our future is vital in our communities as we continue to face the impact of the Pandemic and our pathway to recovery. We have a responsibility to remain connected and allow others to feel they are participating and contributing to our rich society at every level.

I have not identified individuals this year however each team member has exceeded all expectations and proven their worth with professionalism and loyalty. I applaud and thank you once again and wish everyone the best going forward. I have said it before, and I will say it again it has been a real privilege working with you.

Thank you sincerely

Jemma Toohey

Participation Manager - Multicultural

This year has been another exceptionally tough year for the Albury Wodonga Volunteer Resource Bureau. Although our staff have adapted well to working from home, the drawn-out lockdowns on both sides for the border have been very difficult. We have faced challenges with the delivery of programs and, at times, had to put these on hold. This has also been very difficult for our SETS team who generally work face to face with clients.

One large focus this year has been around staff health and wellbeing. We have engaged with a local psychologist to set up a formal Employee Assistance Program which has also included informal group sessions. In the thick of our lockdown, we created a space on Zoom for staff to join out of hours as a social catch up as this was flagged as one of the things most missed in the office space.

This year has seen many changes within the organization, including a change to my role and title. I am now the Multicultural Participation Manager, supporting the SETS and Cultural Exchange teams. This has been a wonderful opportunity to support both teams with their individual programs, including alternate arrangements during lockdown.

We have implemented a client management system through Community Data Solutions. This system has been a game changer with regards to client information and management. Relevant staff have provided information for the initial set up and attended many training sessions to get the system up and running. This system will be particularly useful for the SETS team as the information from the system feeds into DEX which saves a lot of time and energy for reporting to DSS.

As Jemma has stepped back from CEO duties, both Sharon and myself have picked up a lot of the operational procedures. This has definitely been a learning curve and wonderful opportunity to learn more around the organization as a whole, including finances.

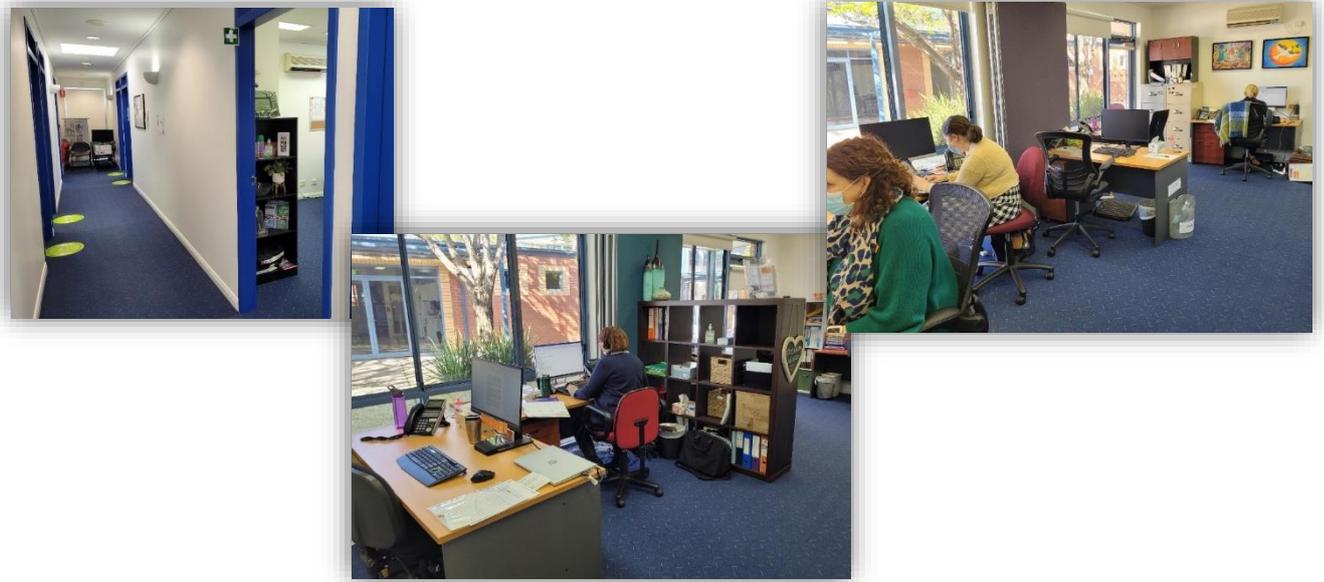


Renee Wilson

Participation Manager - Multicultural

On the 28th Of June, after a little negotiating, we finally moved into our new home at Mirambeena Community Centre. Albury Council have been very accommodating and flexible to make our move as smooth as possible. This is a lovely set up and in a great location for our clients.





Participation Manager - Partnerships

Staffing

We have had a year of challenges and change with the continual impact of COVID on the operational aspects of our organisation. The whole team have had to adapt to the constantly changing environment, continual lockdowns, including a major move from our Townsend Street office to our new office space at Mirambeena. The new premises also provided us with some challenges, and we again had to think outside the box to fit into the space. Renee and I spent quite some time with a measuring tape, walking out the space, Renee designed a model floor plan which allowed us to visualise how we could make it work and I must say, it does! Thank you to the whole team, for all your work prior to the move, during the move and working beyond what was clearly expected.

For the team the new office space is aesthetically pleasing with windows that open out onto a courtyard which is very conducive to positive energy, increased productivity, and staff's overall wellbeing. It is so pleasing to know that we are in a great venue, that will continue to meet the needs for our programs and clients.

Our administrative Volunteers continue to be an amazing support across all our operational requirements, undertaking general reception duties, booking the volunteer appointments, imputing volunteer data into Skills bank, including assisting with DEX data entry for SETS programs.

We continue to recruit volunteers across all the AWVRB programs – Community Visitor Scheme, Cultural Exchange Programs – Homework Help, Cards and Coffee and SETS programs.

Volunteer Management Report –

The Albury Wodonga Volunteer Management Report captures all our funded activity within this space. The report clearly highlighted all the great work VRB has done over the past 12 months in relation to volunteering and volunteer management training. What was terrific to see and read was the achievement of all the outcomes during times that proved to be so challenging with the on and off lockdown periods. The dedication of the team was most evident when reporting against the KPIs in relation to the funding requirements.

Volunteering - Supporting Our Communities

Over the past year it has been difficult placing volunteers with many of our agencies having to shut down during COVID. However, we have been able to assist a range of services with the placement of volunteers into their organisations across the year:

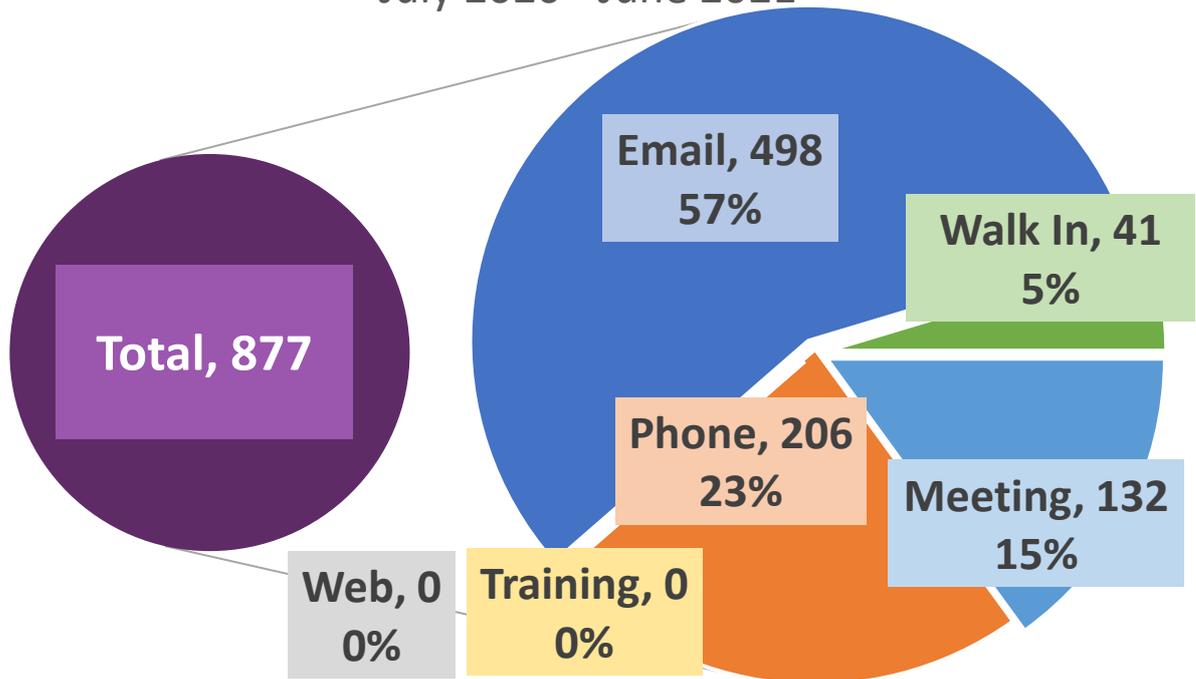
- Local Opportunity Shops – assistant to drivers, collection of donation bins, assisting sorting, shop, retail work
- Aged care programs – community visitors, activity assistants, support workers
- Health and wellbeing services - Disability service programs – activity assistants
- RSPCA – committee volunteers
- Community Support Group volunteers
- Cultural & Arts programs
- Neighbourhood Centre's
- Transport Services – drivers and bus drivers

Aligning volunteers to organisations and services is a major aspect of the core business of the AWVRB, our statistical data captures our service provision across the region.

Skills Bank Data July 2020 – June 2021

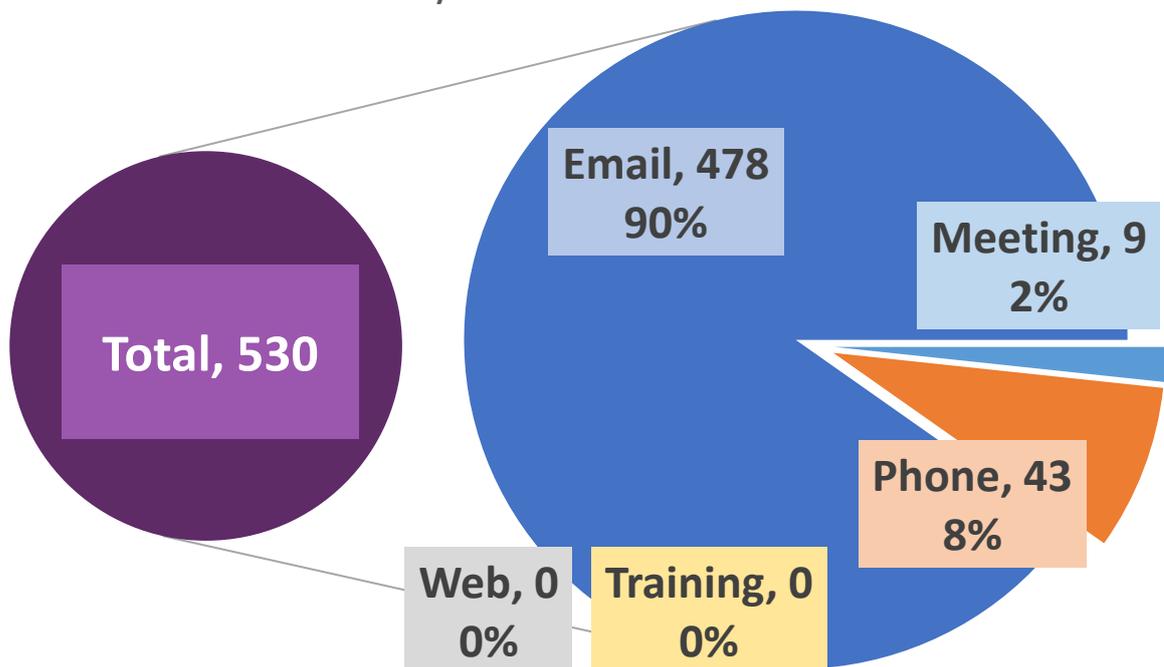
NAME of VRC: Albury Wodonga Volunteer Centre													
Mode of Assistance	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
Meeting - Physical	0	0	1	1	0	0	3	0	4	7	5	1	22
Meeting - Phone	8	5	6	10	2	6	7	17	14	4	16	15	110
Face-to-Face Contact	0	0	1	5	2	0	3	5	10	5	5	5	41
Phone Contact	10	7	10	15	14	17	25	12	19	29	20	28	206
Email Contact	7	16	27	21	31	36	64	46	67	62	65	56	498
Web Contact	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
Total Contact Times	25	28	45	52	49	59	102	80	114	107	111	105	877
Individual Volunteers Contacted	18	24	35	24	29	35	47	46	54	54	67	47	298
Volunteers who identify as:													
Indigenous	0	0	1	0	0	1	1	1	0	1	1	1	7
Culturally and Linguistically Diverse	1	1	4	2	1	4	5	2	6	2	6	2	36
Seeking work at Registration	1	0	0	2	1	1	2	1	4	2	3	1	18
Receiving Newstart Allowance	4	3	4	4	4	4	3	0	2	6	11	7	52
Having a disability	2	1	3	1	3	4	7	3	3	10	12	7	56
Having a mental health issue	0	0	1	0	1	12	1	1	1	2	5	3	27

Skillsbank Volunteers Data July 2020 - June 2021



Organisation Interactions														
Meeting - Physical	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Meeting - Phone	0	0	2	0	1	0	2	1	2	1	0	0	0	9
Phone Contact	1	2	6	4	0	1	0	9	2	12	5	1	43	
Email Contact	14	6	15	69	95	42	27	20	64	33	35	58	478	
Web Contact	0	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	0
Total Contact Times	15	8	23	73	96	43	29	30	68	46	40	59	530	
Individual Organisations Contacted	12	8	14	50	42	29	25	16	34	25	32	41	85	

Skillsbank Organisations Data July 2020 - June 2021



Work Development Orders (WDO)

The WDO scheme is part of the Office of State Revenue and AWVRB provides this service to clients from our local community. We offer the service freely as it is essential part of our overall core values. Across the previous 12 months we have had a steady uptake of WDO clients, as well as seen many clients meet their obligations to complete the program and then move on.

Clients have been referred to us from Mental Health, AOD agencies, Legal services, and individuals referred via the Office of State Revenue.

AWVRB are now receiving great positive feedback via phone and emails from local agencies that are working with WDO clients.

AWVRB thanks all the organisations that have given WDO clients volunteering opportunities in particular Lifeline Albury/Wodonga and St Vincent de Paul Lavington, without your willingness to offer these experiences, clients would have been challenged to complete their obligations.

Management Change

The AWVRB has been moving through a transformational change process over the past 18 months with individuals' roles and responsibilities changing. As part of the change process our CEO Jemma decided to gradually decrease her CEO responsibilities and work for VRB concentrating on grants and funding opportunities whilst passing on the strategic work to both Participation Managers. This enabled the facilitation for both Renee and I to undertake major changes with regards to our roles. In my role over the past 6 months I have been responsible for Partnerships, Interview and Referrals, Work Development Orders, aspects of finance, and HR requirements. I am looking forwards to working closely with Renee leading and managing the overall operational and strategic requirements of AWVRB. As we move into the next year I see exciting times ahead for our organisation, we have a committed team and ongoing support from our dedicated Committee of Management.

In closing I would like to formally thank Jemma Toohey for her support to me personally and acknowledge her overall commitment, drive, and passion that she has certainly demonstrated over her many years working at AWVRB. We will certainly miss her.

Sharon Pellas

Participation Manager - Partnerships

Training & Project Coordinator

COVID19 has changed how training, projects and workshops were delivered in the past year with only limited opportunity to present face to face training. Many training sessions were delivered using Zoom as the platform and this was very successful although quite a learning curve for the trainer.

Governance / Mentoring Program

The program has supported a number of community organisations to improve their organisational governance in the past year. Mentors have worked with their allocated organisation as needed over the past 12 months and have provided support and knowledge in response to the individual needs. It has been very challenging for the mentors and the organisations due to lockdown and having to communicate through phone and Zoom but they have all worked hard and done an amazing job in the circumstances.

Community Visitor Scheme

The program continues to support older people living in the community who are identified as being socially isolated and would benefit from having a regular visitor. This program is ongoing, and we are looking for new referrals and volunteers throughout the year. The volunteers have continued contacts with their participants over COVID19 lockdowns by phone and this has been invaluable to the client group. The participants benefited greatly from the contact during the lockdown times.

Way2Go Plus

Way2GoPlus program provided training and information for Volunteer Managers and support for CALD participation in programs. It consisted of 12 sessions via zoom spread over 6 months with 6 Volunteer Manager Training sessions and 6 Networking and information workshops where participants chose the topics for discussion.



The program attracted 30 participants from across Victoria from rural areas as well as from Metro Melbourne. The organisations were very diverse, but the learning and information needs were the same. The program was very successful and the participant feedback at completion was very clear the program was appreciated.

Gizmo Plus

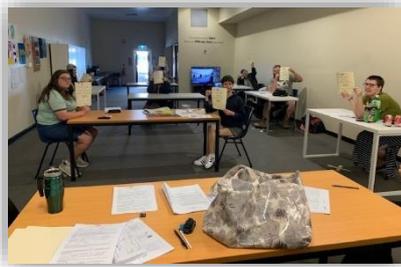


Gizmo Plus assisted the CALD Community in learning how to use IT equipment and phones to be able to stay connected to community, services, support programs and family to reduce the isolation during the past year and to help people access Centre link and services when needed. The program was run at Mirambeena Community Centre every Wednesday and was able to support 28 people to gain knowledge and practice using equipment with the help of staff and volunteers.

We provided information sessions to the CALD Community in addition to this that included Keeping your family safe, Finance and Budgeting, Women's Health and Lodging Tax returns that were well attended.



ACFE: Learn Local Training



It has been a difficult year for delivering ACFE – Learn Local training as COVID-19 and the lockdowns impacted on our ability to deliver programs face to face. We are being provided with great support and understanding from the ACFE Board about the issues being face with delivery and are hoping that training will be delivered in the second half of the year. One 2-day program was held face to face at the end of last year and to be compliant with the Border Bubble restrictions at the time 2 participants joined the

training via Zoom and face time calls to participate in break out groups in the classroom showing anything is possible with some thought and ingenuity.

Online Training

While most face-to-face workshops couldn't happen this past year many Way2Go Volunteer Manager Training Workshops were delivered over the past year for fee for service. The sessions were delivered mostly in partnership with Melbourne organisations via Zoom. This training was developed to meet the needs for learning while adhering to the lockdown and travel restrictions due to COVID19.



These participants came from a diverse range of services across Melbourne. Zoom training was also provided for Local organisations and included topics such as Being a Mentor. Training was delivered for Job centre combining face to face and on line to be compliant with COVID-19 requirements for restricted numbers, but still be able to meet delivery needs.

Megs Osborne

Training & Project Coordinator

Cultural Exchange Programs

The Cultural Exchange Program delivers programs and projects within the local community that support members of the CALD community. In addition, the program provides opportunities for the broader community to gain an understanding and appreciation of our diverse multicultural community.

Funding for this reporting period was largely provided by Albury City Council, with the 2018/2019 – 2020/2021 funding period finishing 30 June 2021.

Glenys Atkins sadly finished at VRB at the end of 2020 as the Coordinator for the Cultural Exchange program. Lou Newman started as the Cultural Exchange Project Coordinator in January 2021.

Albury City Council funds the delivery of the following programs, in the Lavington and Albury Libraries;

- Homework Help
- Conversations in English
- Coffee and cards.

Homework Help

Homework help has been a very popular program for Bhutanese and Congolese primary school children. Students either bring their own homework or work with the resources we provide. This program relies heavily on our reliable volunteers and Library staff and facilities. The program during the funding period was delivered in the Lavington Library.

Students attending the program were enrolled at the following schools;

- Lavington Primary School
- Lavington East Primary School
- Sacred Heart Primary School
- Hume Public School
- Border Christian College

Students, volunteers, and parents attended an end of term celebration at MAMA. We had a tour, art class and an afternoon tea

Teacher feedback for the Homework Help program

“I have the kids coming to me asking me for homework (since our school has a no homework policy) and they pick things that they need help with. The revision every Wednesday has meant that the students have had additional time to consolidate lessons - and that is GOLD!”

I am definitely going to push for our kids to be involved in the program next year. I so hope you guys will continue it. I have some year 4s and year 3s in mind already”

“The student’s mother is very grateful for the homework help program and the support her children have received. She is aware that her developing English language acquisition has made helping her children with learning tasks difficult and is very grateful that others in the community can support her children in this role.”

Conversations in English

This program is predominantly held in the Lavington Library, though a couple of students with transport barriers meet at the TAFE Library. The majority of the participants are students from Albury TAFE and include a diverse range of cultures including Vietnamese, Bhutanese, Congolese, Indian and Bangladeshi. Participants meet with a volunteer once a week for approximately an hour to practice their English.

Coffee & Cards

Coffee and Cards is delivered twice a week, on Monday in the Albury Library and on Thursday in the Lavington Library. Participants are senior Bhutanese community members who are picked up and returned home via the VRB bus. Participants have limited English; however, our Community Development Officer translates and maintains contact with the participants during the week. Volunteers drive the bus and attend the program. The library kindly offer morning tea and activities such as cards and colouring. During the COVID – 19 lockdown the Albury Library staff kindly made packs for the participants to use at home. At the end of each term the group would go on an excursion to places such as MAMA, Wirraminna, Wonga Wetlands, Botanical Gardens, and a local farm

Multicultural Fitness class

The Cultural Exchange program partnered with Healthy Lifestyle Health Promotion Services to deliver a multicultural fitness class aimed at those over 50. The class is based on gentle movements that enhance mobility and promote health and wellbeing in a fun and supportive way. There is the opportunity for a cuppa and catch up at the end of the session. The class trainer is Zoe O’Meara and supported by Colleen Lord OAM, Healthy Lifestyle Health Promotion Services. The program is funded by the Staying Active Program which aims to increase opportunities for physical activity among adults aged over 50. The program began in May 2021 and concludes at the end of term 4 2021. The program runs twice a week during the school term at Glenecho Neighbourhood Centre.

Volunteers

All of this is possible due the help of our wonderful volunteers who are engaged in all Cultural Exchange programs.

Glenys Atkins, Lou Newman & Radha Guragai

Cultural Exchange Project Officer, Coordinator & Worker

Kitchen in The Hood

Due to the COVID -19 pandemic public events such as the Twilight Markets were unable to be held. However, a lot of procedures and registrations were completed in this period. In early 2021 community programs were beginning to operate, although many large public events were yet to resume. Many of the initial CALD participants who we thought may be involved in the events had since found employment or had changed circumstances that meant they were no longer available.

However, this provided the opportunity to create a new portfolio of CALD community members who were keen to share their skills in the kitchen and hence the monthly multicultural community lunch program was developed.

The multicultural lunch program, involved paying two CALD community members from a particular culture to plan, prepare, cook and serve the multiple dishes they had chosen to provide for the lunch. In addition, at the end of the lunch the cooks would be interviewed by the Cultural Exchange Project Coordinator about their history, cultures, experiences since moving to Australia and of course why they had chosen their particular dishes to share. All programs were conducted at the Mirambeena Community Centre and supervised by a VRB staff member who held their Food Safety Supervisor qualification. The lunches were a free community event.

Cultural lunches offered to the community from March 2021 – June 2021 were Congolese (for Harmony Day), Bhutanese, Indian and Filipino.

This program was funded by Albury City Council Cultural and Community Grant.

In addition, organisations such as MAMA wanted to share the same experience with their members and have offered the cultural cooks another paid opportunity to share their cuisine at additional functions. KiTH invoiced MAMA for this service, with future events booked in the next financial year.

Finally, the KiTH paid for four CALD community members to prepare Indian, Bhutanese and Congolese dishes for the Refugee Week celebration at the Albury Library Museum in June. The van was present at the celebration to partly prepare the food, however due to the weather the food had to be served in the Retro Café.

Richard resigned in May.

Glenys Atkins & Lou Newman

Cultural Exchange Project Officer & Coordinator

Settlement Services

The Settlement Services program is funded by Department of Home Affairs Services Settlement Engagement Transition Support (SETS) Program and works with clients from humanitarian and refugee backgrounds in Albury and Wodonga.

We have once again seen changes within our program over the past financial year.

Staffing wise; Edwina Bugge joined the team as a Caseworker along with Joyce Manthi as a Bi-Lingual Support Worker. Joyce was with us until March 2021 and then moved on to commence her career as a GP in Australia. Andrew Nydayishimye took over the Bi-Lingual Support Worker role.

Programs

The AWVRB office re-opened to clients in October 2020 after COVID-19 restrictions prevented staff and clients from being on site. Caseworkers provided outreach services to clients with regular days at community centres, TAFEs, home visits and offsite meetings as required. We have been able to adapt our services to connect with clients and other service providers on platforms such as WhatsApp, Facetime, Messenger, email and we have become very proficient in all things Zoom!

Regular Settlement Sector Zoom meetings have continued throughout the year to collaborate and keep up to date with changing restrictions and border closures due to COVID-19, to ensure our clients have continued service and access to information in their own language, and in particular information directly relevant to our border region.

In the past 12 months the housing crisis in Albury (NSW) Wodonga (VIC) has continued to hugely impact the local market, with rental increases and lack of rental properties, which put a financial strain on families exacerbated by the stress of continual lockdowns. We saw an increase in clients being referred to Tenancy Advice and Advocacy agencies for support. Caseworkers were part of the Border Mail (newspaper) 7day focus on the housing crisis locally to raise awareness and include the voice of the CALD community.

Highlights

- Group information sessions and workshops on topics ranging from Keeping Your Family Safe (with Police from NSW and VIC), Women's Health Workshop, Financial Help, Legal Aid, Tax Help, Citizenship Test Assistance Workshops, and Census Fill in Form sessions
- COVID-19 related programs – Border Permit Assistance Sessions, Centrelink Reporting Sessions, Vaccination Information Sessions,
- We partnered with Costa Group, and several local employment agencies, to plan, deliver and implement two large-scale induction/on boarding days for seasonal employment with Costa at Tumarumba. Approximately 80 clients attended and were ready to work for the blueberry picking season.
- Youth Transition to Work & Study Information Sessions with The Personnel Group, and filming of a Youth Employment Video with NELLEN

- Youth Leadership programs with Youth Albury Wodonga and The Mandala Project
- Touch Football program in collaboration with Albury City Youth Services with one of our Congolese youth clients trained as a paid coach. This culminated in runners-up at the Gindaymanha Touch Football Sports Carnival.
- 2021 Refugee Week Celebration which had a great level of excitement and energy as it was the first major community get together since the beginning of COVID.

Good News Story

Multicultural COVID-19 Vaccination Outreach Program

With funding and support provided by Albury Wodonga Health, Bhutanese Australian Community Support Group Albury Wodonga (BACSGAW) and AWECC Weekly vaccination clinic was held at Mirambeena Community Centre in Lavington to support multicultural community members to access vaccination appointments at a community location they are familiar with.

Mask project – August 2020

86 clients received masks with funding from VIC Dept of Premier & Cabinet funding – local Congolese woman employed to sew 200 cloth masks



Diana Elliott, Edwina Bugge, Joyce Mansi & Andrew Nydayishimye

Settlement Engagement Transition Support (SETS) Program

IT Assistant

IT / Social Media

Provided general tech assistance to staff. Had contact with Techcellence regarding various tech issues. Had repeated problems with office alarm going off, called security to come out and fix issue. Tested new computer system of cloud files, fixed some problems with folders not being properly connected. Sharing information on Facebook pages in various languages, relevant to organisation or on staff request.

Admin

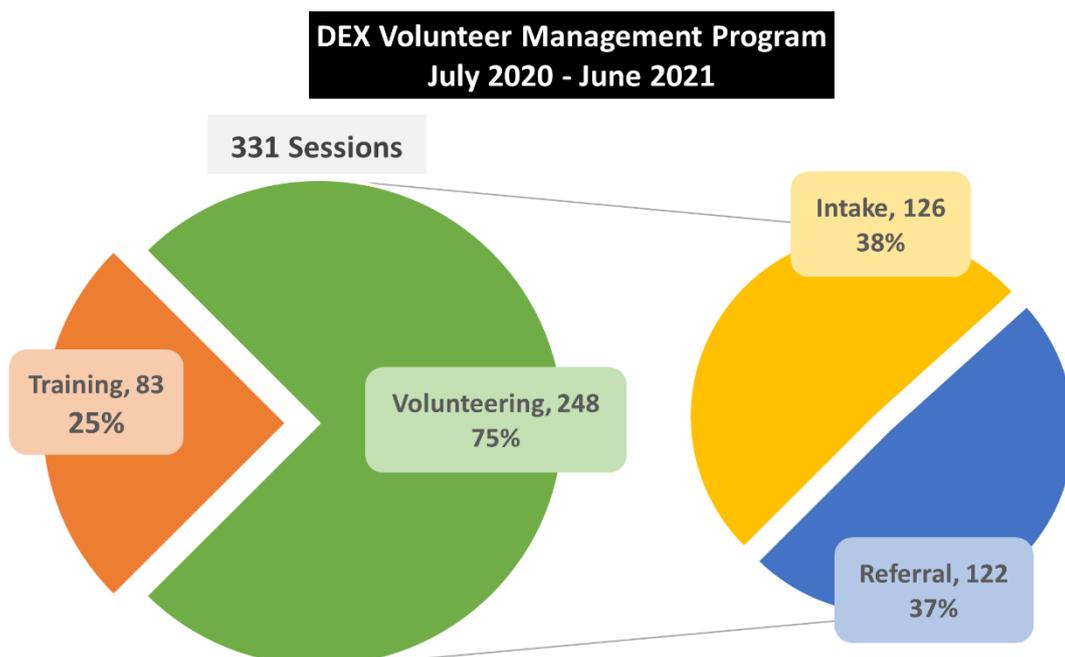
Trained new admin staff, covered for admin during days of no volunteers or single volunteer taking lunch break. Updated admin task information for new procedures. Held day of focused training for Admin team to attend, re-establish processes and tasks, and be able to ask questions.

HSR

Completed HSR course, updated WHS documents on board, and set up to receive Safe Work newsletters. Notified of occasional risk, provided engineering control to reduce risk and reported on action plan and further steps. Have now been appointed the HSR rep for the organisation.

DEX & Skillsbank

Continued input of Volunteers, Training, and assisting with SETS events input. Focused heavily on DEX input during January to complete reporting period. Worked to train staff at Orana to input DEX data. Implemented a new process for requesting organisation contacts and program and role information from our members when they do not give us this information with the insurance's requests. Manually sorted data to count volunteer engagements & resources provided to priority groups between 2016 to March 2021 on request of Jemma.



Other

Assisted set up of Gizmo Plus program at Mirambeena. Assisted with set up of NNVRC event at GIGS. Assisted Megs with EasyStats reports. Created and updated various flyers and signs, including organisational chart and volunteer handbook. Posted request for removalists online, and researched second-hand pricing of furniture in preparation of our office move needing to sell items we will not bring. Planned, prepared, and attended to National Volunteer Week event through creation of flyers, social media and networking notices, slideshow of information to show for days theme (Recognise, Reconnect, Reimagine), crafted gift bags for our volunteers and also for on-day grabbing of attendees, with assistance from Lou and Admin Team. Had 35 non-staff attendees through NVW event. Attended training for our new Client Management System and created notes for other staff for ease of using the system.

Stephanie Dodd

IT Systems / Data Support