

# The Centre for Volunteering

## Professional Development Calendar 2019



### **Volunteer Management Forum – February 2019 – Managing a Volunteer Workforce – PwC Presentation**

PwC, one of Australia's leading professional services firms, will present a special event for our members to learn about managing a volunteer workforce.

Join us to hear from PwC Workplace Law Partner, Bryony Binns, about engaging volunteers in relation to core functions and recent cases where unpaid volunteers were found to be employees. What are the risks to be aware of and how can you ensure you're engaging volunteers correctly? Discussions will also touch on sham contracting, accessory liability for outsourced labour, and the use of emerging gig economy platforms to manage contingent worker risk.



This event will be held at the PwC offices in Barangaroo on February 20 from 4-5:30pm. **FREE Member Event!** [Book online here](#)

### **Speak to Influence Workshop with Dale Rees-Bevan from SpeakersBank**

Speak to Influence is for managers, executives and CEOs to focus on leadership speaking: how to build your credibility. Are you inspiring your team, or just communicating information and direction? Are you connecting with your colleagues?

This session will enhance your speaking skills and achieve more through communication. You will learn: 5 powerful speaking techniques to increase your credibility; 3 persuasive techniques; and how to influence your listeners.

This interactive workshop will equip you with solid, practical information and skills that you can immediately put into practice.

February 27 from 9:15 am - 1:00 pm at The Centre for Volunteering [Book online here](#)

### **Implementing the National Standards with Penny York**

Are your standards up to scratch? If you coordinate or lead volunteers, have management or governance responsibility in an organisation that works with volunteers, don't miss this opportunity to strive for best practice and protect your most valuable resource – volunteers.

The Standards were developed are a blueprint for best practice in volunteer management no matter how big or small your organisation is. This workshop will help you benchmark your organisation against industry standards and give you the opportunity to share issues, identify strengths, pinpoint areas for improvement, and understand the next steps for implementation.

March 6 from 8:45 am - 1:30 pm at The Centre for Volunteering [Book online here](#)

## Volunteer Management Forum – March 2019 – Special Showcase of Australian National Maritime Museum’s Volunteer Program and Onsite Tour



Join our very special presentation about the Australian National Maritime Museum’s Volunteer Program and hear from their Volunteers Manager about their efforts to create an innovative and thoughtful program for the public. An onsite behind the scenes tour will be offered to attendees. Find out new solutions for your volunteer programs and learn new ideas.

This event will be held at The Australian National Maritime Museum’s premises in Pyrmont on March 21 from 10:00 am – 12:00 pm. **FREE Member Event!** [Book online here](#)

### Courageous Conversations: How to Have a Difficult Chat

Whether it be a difficult conversation with a member of your team, your manager, a volunteer or your neighbour – these types of conversations are never easy. As a leader, volunteer manager or person dealing with people day to day (and we all do), conversations like these need to happen to ensure that your clients are receiving the best possible service and support. This workshop is a mix of practical examples and easy to follow steps and models, to ensure you are confident having that next “Courageous Conversation”. April 2 from 9:15 to 12:30pm at The Centre for Volunteering [Book online here](#)



### Key Issues to be Explored in the Royal Commission into Aged Care Quality & Safety

Join us for a special April Volunteer Management Forum presentation covering key issues to be explored in the current Royal Commission into Aged Care Quality & Safety. Hall & Wilcox Partner, Alison Choy Flannigan will cover areas such as: Duty of Care; How to deal with complaints; and Claims and allegations of abuse & open disclosure. This event is a must for our members and others involved in the sector. April 9 from 4-5:30pm. **FREE Member Event!** [Book online here.](#)

### Recruit and Retain Volunteers – with Penny York

Do you have a 5-star approach to attracting and keeping volunteers? Just like major companies strive to be an employer of choice, so too should volunteer-involving organisations.

Effective recruitment and retention of staff and volunteers makes people and organisations more productive, stable, and happier. It also helps reduce workforce conflict, staff/volunteer turnover, and keeps costs down.

This workshop will give you the tools to evaluate your organisation’s volunteer strategy and practices – including benchmarking them against similar organisations - an essential part of effective volunteer management. April 29 from 9:15 am - 4:00 pm at The Centre for Volunteering [Book online here](#)

