

Valuing and Repositioning Volunteers

Presenter: Michelle Chate



Landscape of Volunteering

- Health - elderly and vulnerable people.
- Education - enhance education and youth development.
- Social services - community services and organisations.
- Environment - conservation and sustainability efforts.
- Arts - cultural and artistic expression.
- Emergency Services - emergencies and crises.



4.3 million volunteers

893.9 million hours

\$178 billion



WHAT WORDS COME TO
MIND WHEN YOU THINK OF
VOLUNTEERING?



Impact of Volunteering

Meet Jan, Golden Angel Dementia Volunteer





Underappreciation

Volunteers are an organisations most valuable resource, but not always valued and appreciated?

- Lack of awareness.
- Stereotypes surrounding volunteering.
- Volunteer work goes unnoticed.
- Volunteers not adequately supported.
- Volunteers don't make us money!



WHAT ARE SOME WAYS WE
CAN CHANGE PERCEPTIONS
ABOUT VOLUNTEERING?



Changing the Narrative

- Volunteers become part of the 'language'.
- Monthly volunteer newsletter.
- Social media.
- Recognition and celebrations.
- Collaborate with colleagues.
- Culture shift that values and prioritises volunteering.
- Advocate, advocate, advocate.

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ADVERTISING FEATURE

Honouring the contributions of volunteers

WARRIGAL
WITH National Volunteer Week upon us, it is the perfect time to turn our attention to the remarkable volunteers who form the heart and soul of Warrigal, a leading not-for-profit organisation dedicated to serving older people.

"These individuals deserve our deepest gratitude for their unwavering commitment and the invaluable role they play in founding, governing and supporting Warrigal at every level," Warrigal CEO, Jenni Hutchins said.

Warrigal operates 12 aged care homes across NSW and the ACT. Their services, including home care, retirement lifestyle villages, and social support, are made possible by the tireless efforts of their 400 dedicated volunteers.

Whether working on the frontlines or behind the scenes, these compassionate individuals embody the spirit of selflessness that defines the Warrigal community.

To express their sincere appreciation, Warrigal has organised special thank you event lunches across different locations.

These events serve as a testament to the organisation's commitment to recognising the immeasurable contributions of their volunteers. Additionally, this year marks the introduction of the prestigious Norm Rowland Award, named in honour of Warrigal's late founder, Norm Rowland OAM. Norm's legacy, built on 55 years of unwavering dedication to older people, continues to inspire volunteers to this day.

The Norm Rowland Volunteer Award provides an opportunity to celebrate and acknowledge outstanding individuals who, like Norm, are deeply committed to serving the needs of older people in our community.

The award plaque, thoughtfully crafted with wooden panels representing Norm's love for woodworking, stands as a symbol of the unwavering spirit of Warrigal's volunteers.

Volunteers find a profound sense of purpose and fulfilment as they contribute to improving the lives of older people.

Through volunteer work, individuals can make a tangible difference in their local communities, forging connections and nurturing lasting relationships. Engaging in volunteerism also offers opportunities for personal growth, the development of new skills, and the expansion of horizons.

National Volunteer Week serves as a reminder to all that the spirit of volunteering should extend beyond a single week.

Those interested in embarking on their own volunteering journey are encouraged to reach out to Warrigal via email at volunteering@warrigal.com.au.

Warrigal welcomes new volunteers with open arms and offers diverse positions tailored to suit a range of skills and interests.

Whether engaging in social activities, providing companionship, or assisting with administrative tasks, there is a role for everyone wishing to make a meaningful impact on the lives of older people.

"As we reflect on the extraordinary dedication and compassion exhibited by Warrigal's volunteers, let us acknowledge the profound influence they have on the lives of others," Jenni said.

"Their selflessness and unwavering commitment serve as an inspiration, reminding us of our own capacity to effect positive change within our communities.

"On behalf of Warrigal, we express our deepest appreciation to all volunteers, past and present, for their invaluable contributions."



Michelle Chate, Warrigal volunteer coordinator; Jenni Hutchins, Warrigal CEO (holding image of Warrigal's founder, the late Norm Rowland); Jan Elliott, Norm Rowland Award recipient and Kim Bradshaw, GM Warrigal Stirling. Picture supplied

Volunteer Update

This month, I had the privilege of visiting Warrigal Multicultural Village (WMV) in the Illawarra and spending time with the volunteer team, who have a longstanding connection with the home and its residents.

The Multicultural Village has a diverse range of residents from CALD backgrounds, and while chatting with the volunteers, we discussed the challenges of communicating with residents who have memory loss or dementia and may revert to their first language. In this edition, I have included some tips for communicating with dementia residents to assist with these interactions.

I thoroughly enjoyed hearing the many stories of the work our volunteers at WMV are doing, as well as having a great laugh.

This month, we also celebrated a volunteer's 94th birthday and said farewell to a volunteer who has retired after 19 years of volunteering at Warrigal!

Thank you to everyone who completed the 2024 Volunteer Feedback Survey; your valuable feedback helps us celebrate what we are doing well and identifies areas for improvement.

We always love hearing the stories, experiences, and connections of our volunteers, so if you'd like to share yours, please don't hesitate to contact me.

Michelle Chate, Volunteer Coordinator

Margaret retires after 19 years of volunteering!

After an incredible 19 years of volunteering, we say farewell to Margaret King from APR. Retiring at the age of 91 was a difficult decision for Margaret, whose commitment and boundless energy has left a lasting legacy.

Reminiscing about the early days at APR, Margaret shared memories of how we rallied together to support the relocated residents during renovations.



Margaret King
Retired Volunteer

"We'd pack up all their things, settle them into their new rooms, and once the renovations were complete, we'd move them back again".

Margaret volunteered three days a week over many years. Whether it was organising seasonal fashion parades, facilitating group games, or working in the APR café, Margaret embraced every opportunity to spread joy and laughter. Margaret's versatility has always shone through, from giving gentle massages and doing clothing alterations to bringing holiday cheer by Christmas shopping for residents.

Margaret's warmth, positive attitude and infectious smile have always been a shining light at APR. "I've enjoyed every minute of volunteering" Margaret said.

As Margaret retires to dedicate more time to her growing family, we know she won't be a stranger. Margaret will continue to make crocheted tea towels for the café to sell and plans on delivering chocolate goodies for Easter.

Margaret, your remarkable contributions to Warrigal APR will always be cherished and fondly

Newsletter

- Increase volunteer engagement.
- Showcasing impact of volunteering.
- Engage the workforce.
- Recognition and appreciation.
- Communication and transparency.
- Community building.
- Education tool.
- Promote events and opportunities.



Volunteers

We see you



Volunteer Awards

- Nominations from the workforce and customers.
- Criteria reflected the organisation's vision, values and culture.
- Showcased the impact of the volunteer's work.
- Elevated volunteer recognition.



Building Community Through Volunteering

- Community engagement and empowerment.
- Building social connections.
- Addressing community needs.
- Developing skills.



Building Community Through Volunteering




- Celebrating diversity and inclusion.
- Creating community networks.
- Celebrate volunteer contributions.



WHAT HAS WORKED FOR YOU
TO CHAMPION VOLUNTEERING
WITHIN YOUR ORGANISATION?





A heartfelt thank you to
our Volunteer heroes.

National Volunteer Week 2024

Warrigal

Champion Volunteering

- Advocate for volunteering.
- Reshape perceptions.
- Raise the profile.
- Collective endeavour.
- Shift in the culture of volunteering.
- Growth, inclusivity, engagement, retention.
- Volunteering is for all of us.
- Ever changing landscape.
- Possibilities are endless and the journey is exciting.



Volunteer Week
at Albion Park Rail Cafe

Warrigal



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