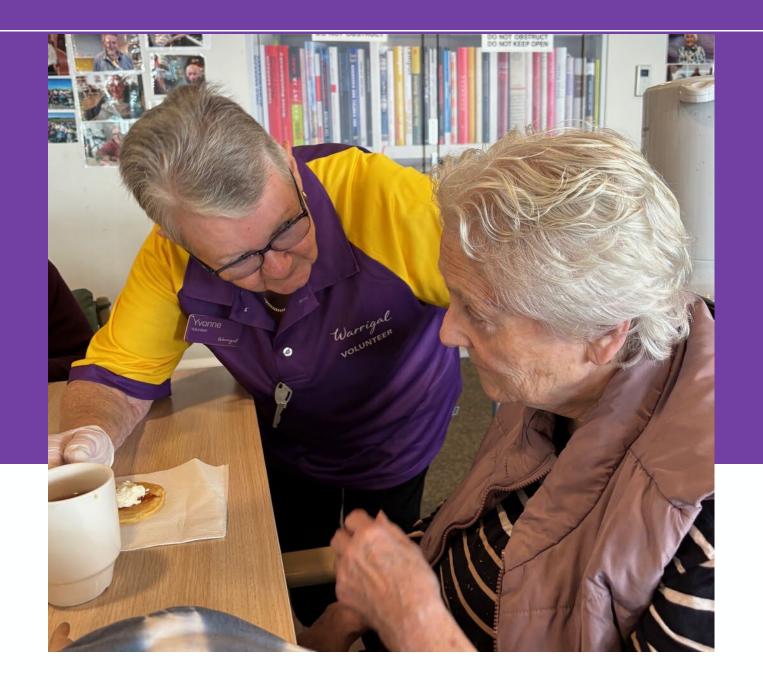
Valuing and Repositioning Volunteers

Presenter: Michelle Chate



Landscape of Volunteering

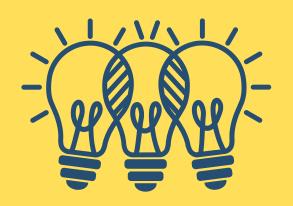
- Health elderly and vulnerable people.
- Education enhance education and youth development.
- Social services community services and organisations.
- Environment conservation and sustainability efforts.
- Arts cultural and artistic expression.
- Emergency Services emergencies and crises.



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

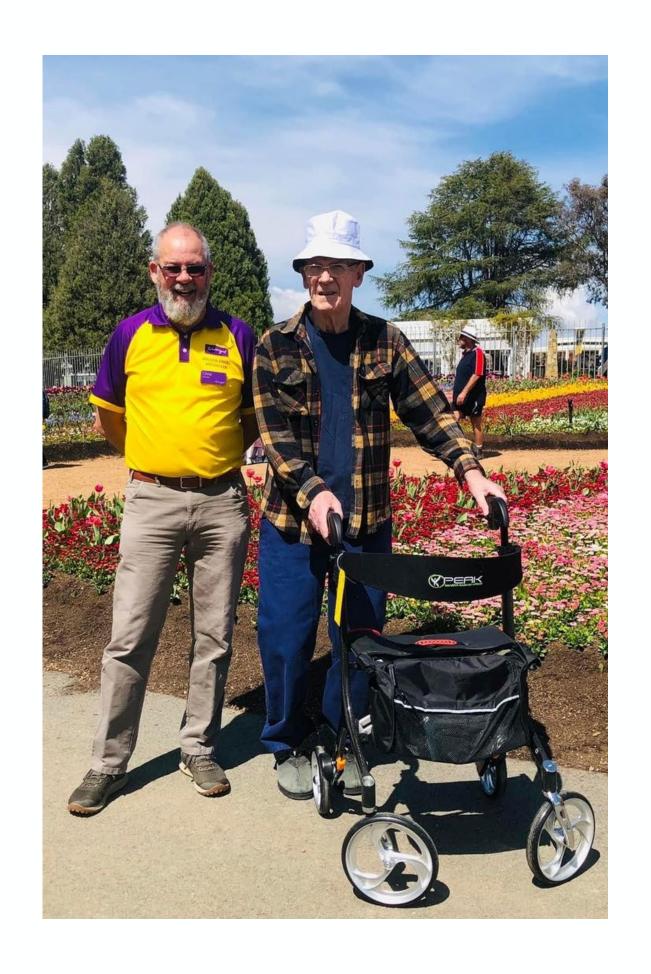
Volunteers are an organisations most valuable resource, but not always valued and appreciated?

- 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.

Friday May 19, 2023 THE CANBERRA TIMES 73

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-forprofit organisation dedicated to serving older people.

"These individuals deserour deepest gratitude for their unwavering commitment and the invaluable role they play in founding, gov erning 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

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



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

These events serve as volunteers. Additionally, this founder, Norm Rowland appreciation, Warrigal has a testament to the organ- year marks the introduction OAM. Norm's legacy, built serves as a reminder to all express our deepest appreciorganised special thank you isation's commitment to of the prestigious Norm on 55 years of unwavering that the spirit of volunteering ation to all volunteers, past event lunches across differ-recognising the immeasur-Rowland Award, named in dedication to older people, should extend beyond a sin- and present, for their invaluable contributions of their honour of Warrigal's late continues to inspire volun- gle week.

ing relationships. Engaging

National Volunteer Week

of horizons.

The Norm Rowland Vol- barking on their own volununteer Award provides an teering journey are encouropportunity to celebrate and aged to reach out to Warrigal acknowledge outstanding in- via email at volunteering@ dividuals who, like Norm, are warrigal.com.au.

deeply committed to serving Warrigal welcomes new the needs of older people in volunteers with open arms and offers diverse positions The award plaque, tailored to suit a range of thoughtfully crafted with skills and interests. wooden panels representing Whether engaging in

ing, stands as a symbol of the companionship, or assisting unwavering spirit of Warri- with administrative tasks, there is a role for everyone Volunteers find a pro- wishing to make a meanfound sense of purpose and ingful impact on the lives of fulfilment as they contribute older people.

to improving the lives of oldtraordinary dedication and Through volunteer work, compassion exhibited by individuals can make a tan- Warrigal's volunteers, let us gible difference in their local acknowledge the profound communities, forging con- influence they have on the nections and nurturing last- lives of others," Jenni said.

"Their selflessness and unin volunteerism also offers wavering commitment serve opportunities for personal as an inspiration, reminding growth, the development of us of our own capacity to new skills, and the expansion effect positive change within

"On behalf of Warrigal, we



Inspiring communities for older people

VOLUNTEER NEWSLETTER

FEBRUARY 2024, ISSUE 35

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 ARP Margaret shared memories of how vorallied together to support the reloc 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

WWW. WARRIGAL. COM. AU

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

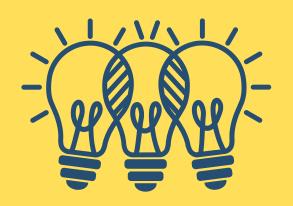
- Community engagement and empowerment.
- Building social connections.
- Addressing community needs.
- Developing skills.



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?







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







MICHELLE CHATE

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