

AGENDA

Minutes 23-24 AGM

Chair Report

Executive Officer Report

Staff and Volunteers 23-24

ACVVS Report

AGENDA

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AGM 2024 - 2025

Minutes for 2023-2024 AGM
Annual General Meeting 2024
Wednesday 20th November 2024 10.00am
City of Salisbury Community Hub, Little Para Conference Room and via zoom
Celebrating 40 years of Service

Present

Alex Coates, NVSA Board Chair; Donatella Amos, EO NVSA; Georgie Warren, NVSA Board; Kate Lucas, ACVVS Manager; David Waylen, EO, Salisbury Business Association and NVSA Board; Jenny Diep, Days away from Home; Nat Rugari, Ascensio Accountants; Mel Kerton, CEO Southern Volunteering SA; Adam Lopez, volunteerability and Orana; Sanna Brannan, Town of Gawler; Renee Brooker, City of Playford; Shane Elliott, Chair Friends of QEH; Ian Swan, Deputy Chair Friends of QEH; Alison Lehmann, Good Shepherd; Nikki Wen, Good Shepherd; Sarah Millar, Good Money; Vicki Bugg, FEROS Care; Michelle Dieu, AMRC; Michelle McGinty, City of Salisbury; Kellie Stewart Ronald McDonald House; Anna Kerley, Anglicare; Estela Fuentes, Mariposa Trails and STTARS; NVSA Staff and Volunteers – Penka Tayloe, Deb Burgess, Jan Payne, Shane Singe, Sue Symons, Natalie Scott, Happy Khadiza and Maryke Gilling; via Zoom Kerry James, Adel Uni & NVSA Board

Apologies

Sarah Groth, SG Balanced Solutions; Jenni McKee, Enfield Baptist Church and ACVVS; John Beasy, Enfield Baptist Church and ACVVS partner; Shyla Mills, CEO Palliative Care SA; Hon Tony Piccolo Member for Light; Farrah Sando, North East Community House; Cherie Gray, North East Community House; John Smith, Southern Volunteering SA Chair; Julie Woodhall, Dept for Correctional Services; Esther Simbi, Zion Disability Services; Kerry Davies, Good Shepherd; NVSA volunteers Veronica Hopgood, Luke Goldsmith and Craig Symons; Member for Spence Mr Matt Burnell; Minister for Human Services Hon Nat Cook; Member for Florey Mr Michael Brown; Member for Playford Mr John Fulbrook; Member for Ramsay Hon Zoe Bettison

Welcome and Previous AGM Minutes

Donatella Amos, NVSA Executive Office, welcomed everyone to the 2023-2024 Northern Volunteering SA AGM including Acknowledgement to Country.

Alex Coates, NVSA Board Chair welcomed special guests, staff, volunteers, the NVSA Board and everyone else in attendance.

Motion to accept minutes from 2022-2023 AGM; Moved Penka Tayloe, Seconder Adam Lopez.

All in favour. CARRIED

REPORTS

Chair's Report

Alex Coates as Chair for the Board of Management for Northern Volunteering SA presented the Chair's report (please refer to the Annual Report 2023-2024 for full report).

Motion to accept report; Moved Jenny Diep, Seconder Maryke Gilling.

All in favour. CARRIED

Executive Officer's Report

Please refer to the Annual Report of 2023-2024 for the full Executive Officer's Report.

In addition to the formal report, Northern Volunteering's Executive Officer Donatella Amos highlighted the ongoing challenges presented due to decreased funding and read out report from Southern Volunteering SA's recent AGM and annual report which described steps both organisations had taken to source other income, to explore merging options with State Peak body Volunteering SA&NT and other grant opportunities, all of which were unsuccessful. Ongoing contingency plans will be put in place in the coming year for the future of both Northern Volunteering and Southern Volunteering

Motion to accept report; Moved Penka Tayloe, Seconder Deb Burgess.

All in favour. CARRIED

Financial Report

Alex Coates, NVSA Board Chair acknowledged the great commitment Rob Howard gave to NVSA as Treasurer of the Board. Rob passed away in September of this year and leaves behind fond memories of his dedication and support of all the organisations he was involved with and will be remembered with fond memories. Condolences were expressed for his wife Michele and his family.

With full support of the NVSA Board and the Auditor Nat Rugari, Alex Coates presented the financial report.

Motion to accept report; Moved Jenny Diep, Seconder Penka Tayloe.

All in favour. CARRIED

Auditor's Appointment

Alex Coates proposed to re-nominate Ascensio Accountants for our Auditors for 2024-2025.

Motion to accept nomination; Moved Maryke Gillin, Seconder Mel Kerton.

All in favour. CARRIED

Returning Officer Declaration

Mel Kerton, Executive Officer for Southern Volunteering, presented the Returning Officer Declaration. She also highlighted the current loss of Federal funding for Volunteer Resource Centres nationally and the challenges and concerns this raises going forward including for their organisation Southern Volunteering SA Inc

In line with our Constitution & Handbook, the Board of Governance can comprise of up to 9 members with 3 current members mid term and continuing in their role for the next 2 years, David Waylen, Alex Coates and Georgie Warren

Kerry James has completed her 2 year term and has renominated for a further two years. The Board received 1 nomination from Jenny Diep, Days Away from Home Owner and Director

Motion to accept nomination; Moved Deb Burgess; Seconder Renee Brooker. All in favour. CARRIED
Announcement of the Board for 2024-2025 – New Treasurer to be appointed by Board at next Board meeting

Alex Coates, Kerry James, David Waylen, Georgie Warren, Jenny Diep

Meeting closed 10.34am



It is that time of the year where we review and celebrate the past and look to the future. This year has been positive as Northern has moved forward strongly and confidently delivering for our community.

I want to start by thanking all the volunteers across our area, whether they are giving several hours episodically or are committing hundreds of hours each year to our community. Your impact is immeasurable, and we know our community would not function without you. I particularly thank volunteers who serve without compulsion but through passion.

I am proud that all of our Board and staff members volunteer with a range of organisations. I personally have volunteered across multiple organisations for 25 years.

Northern Volunteering is continuing to innovate and progress despite increasing challenges. We are a proud partner with Palliative Care SA, with our Executive Officer assisting with volunteer management in Adelaide and across to Port Lincoln. Palliative Care is obviously crucial in many people's lives and so having a volunteer who visits you would be comforting.

It is also comforting when one of our Aged Care Visitors drops by your retirement village or private home to spend some time sharing life. Our Manager Kate continues to exceed her targets running one of the best ACCVS program in the state.

Our partnership with Orana for Volunteerability is particularly special. We all know people who are living with ADHD, Autism, Dyslexia or Dyscalculus are discriminated against in our community. Volunteerability gives these individuals the opportunity to realise their potential and shine in our community. Thanks to Rachel and Adam for their work to bring this program to life.

Volunteering is about human connection whether it be through distribution of food, social interaction, caring for children or providing trips for seniors. The importance of human connection is why our Volunteer Resource Centres such as a Northern and Southern Volunteering are crucial. You cannot successfully recruit, induct, manage or support a volunteer solely online.

I commit to continue strong relationship with Mel and new chair Mal from Southern Volunteering. Our partnership is essential to the survival of true volunteer services in South Australia. I want to pay tribute to John Smith who served Southern as Chair for 11 years and was a strident advocate for our sector.

I want to thank my fellow Board members, Kerry, David, Georgie and our Treasurer Jenny. Their commitment, support and passion is fantastic alongside their support for our staff and volunteers. I want to thank my friends, Executive Officer Donatella, committed, resilient, caring and adaptable and ACCVS Manager Kate who continues to succeed through grit and fabulousness.

I want to thank all our volunteers who continue to support our team and make what we all do possible. Thanks also to our friends at Good Money and Good Shepherd who continue to embrace us as friends, team members and party guests.

We may be a small team at Northern but our impact is large and our passion is unwavering. We will always fight for face-to-face services, more funding for our sector, ensuring Volunteering is accessible to everyone and promoting social connection and care through our partnership with Every Life Matters.

Thank you to all our partners, supporters and critics as you all drive our success and ensure a strong VRC continues serving the North.

Alex Coates
NVSA Chair

NVSA Board 24-25



Georgie Warren



David Waylen



Alex Coates

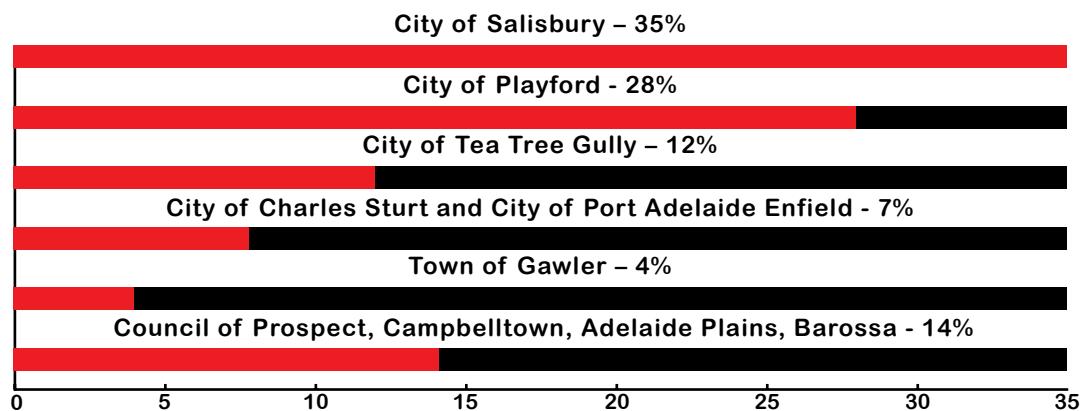


Kerry James

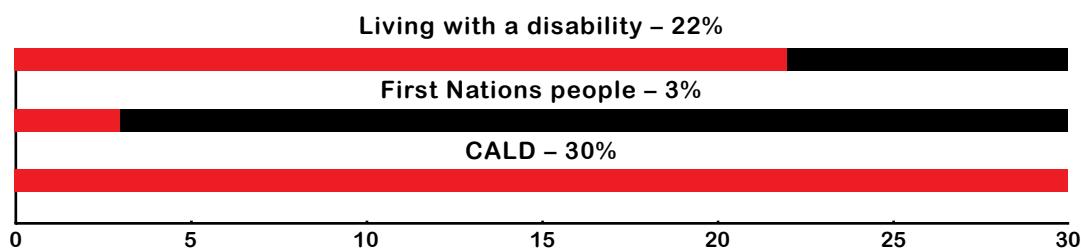


Jenny Diep

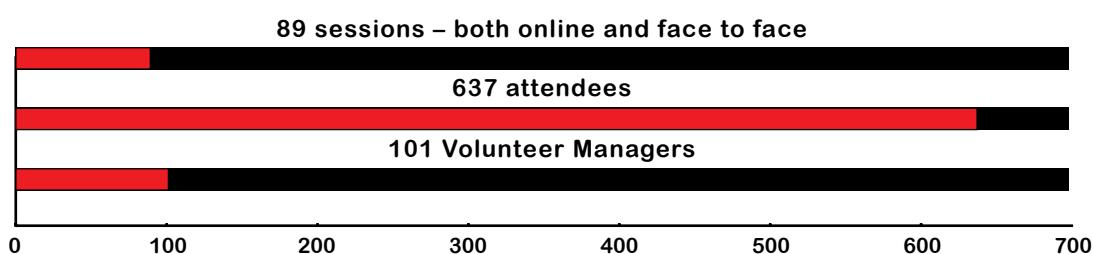
Council Areas of Volunteers



Diversity of Volunteers



Training and Development Services



Once again I am reporting to you with pride and honour of the continued support we have been able to provide to the northern region. As we continue to struggle with reduced funding and resources, we have put all of our energy into answering our sector's needs as a priority with a range of training sessions, representation of the sector at a huge number of expos and forums and personalised support for those individuals who continue to experience challenging barriers to volunteering.

And as I state with each report, none of this would have been possible without the ongoing dedication and support of all of our stakeholders – from our volunteers and staff, our Board, partners, our members and the community and sector as a whole. Together we have been able to achieve much to be proud of:

- A further indication of how worthwhile our volunteerability project is with another extension until June 2026. Demonstration of positive partnership at its best with thanks to project lead Orana and partner Southern Volunteering SA;
- Enfield Baptist Church our partner lead in the Aged Care Volunteer Visitors Scheme (ACVVS) Consortium Northern Lights who continue to demonstrate a great working relationship and program direction;
- A further extension of our Palliative Care Volunteering SA project until June 2026 serves as another indication of positive partnership with thanks extended to our lead organisation Palliative Care SA along with partners Volunteering SA&NT and Southern Volunteering SA;
- Southern Volunteering SA Board and staff with their openness to collaborate in many ways to support the sector as a whole and who walk alongside us in remaining steadfast in our commitment to offering place based support to the sector;
- Good Shepherd and Good Money who provide us with the office space to be able to remain present in the northern region;
- Our training team of three supported 89 organisations with training sessions with over 800 volunteers and managers in attendance;
- Attendance at 15 expos across this recording period which included Health and Wellbeing, Careers and Employability, Diversity and Inclusion as well as Volunteering as the main themes of these events. All leading to the increase in awareness of volunteering as a pathway for many in the community;
- Provide Governance support and partnering with the local Salisbury Suicide Prevention Network, Every Life Matters, with the offering of office space, admin time and resources;

As the sector continues to struggle to recruit and retain volunteers we will continue to look to other opportunities to assist and will continue to work alongside the sector in increasing the awareness of volunteering.

A personal thank you to everyone who has supported me through our ongoing restructure which is never easy to do when expectations remain high yet resources shrink. To every Board member, volunteer and staff member and to my partner colleagues who continue to give me strength.

Kind regards

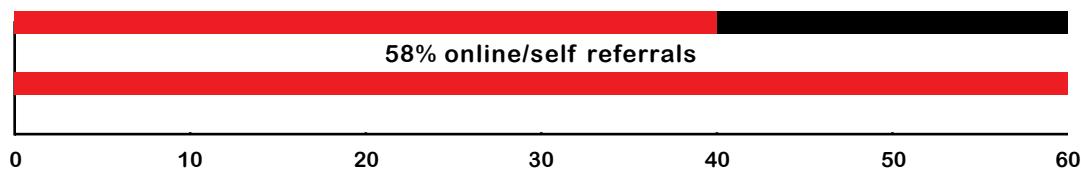


Donatella Amos

Volunteers Accessing NVSA Service

42% face to face by Referral Officers

58% online/self referrals

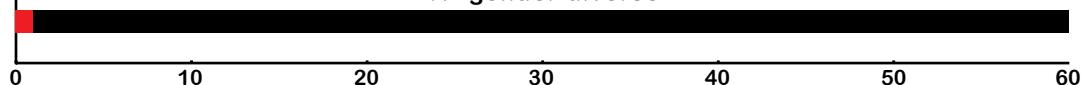


Gender of Volunteers

42% male

57% female

1% gender diverse



Age of Volunteers

15-19 - 3%

20-25 - 6%

20-25 - 6%

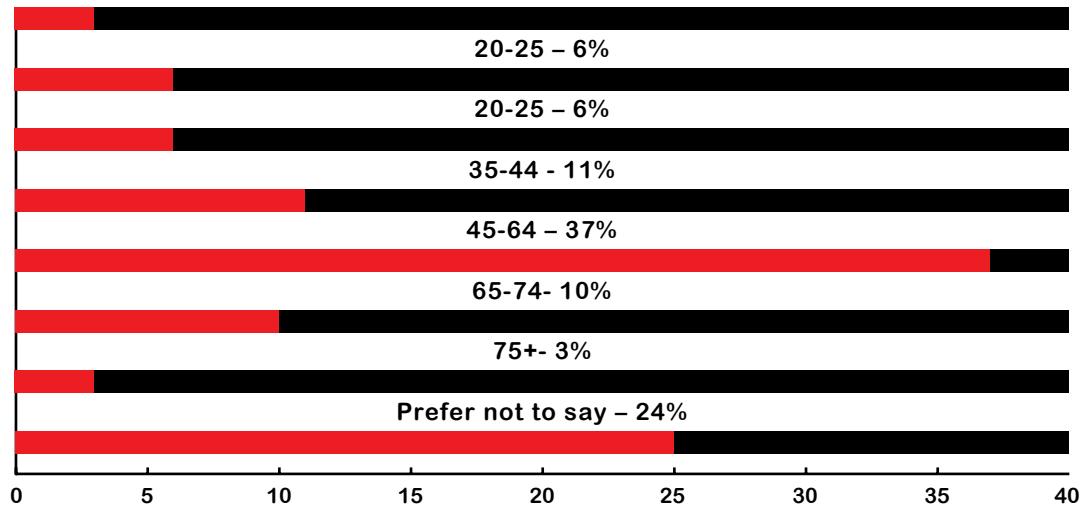
35-44 - 11%

45-64 - 37%

65-74- 10%

75+- 3%

Prefer not to say - 24%



NVSA STAFF AND VOLUNTEERS

Staff

Donatella Amos	Kate Lucas	Alex Coates	Maryke Gilling
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NVSA Board 24-25

Alex Coates	Jenny Diep	David Waylen	Kerry James
Georgie Warren			

Referral Officer

Deborah Burgess	Luke Goldsmith	Craig Symons	Sue Symons
Travis Karam			

Data Management

Janet Payne	
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Reception

Natalie Scott	Penka Tayloe	Sue Symons	
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Special Projects

Shane Singe	Carol McCann		
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Membership Officer

Janet Payne	
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Expos and Promotions

Janine Atkinson	Travis Karam		
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ACVVS List of Volunteers 2024-2025

Anne Dolan	Belinda Brooks	Carmen Saliba	Chea Tattfouy
Christine Andrews	Donatella Amos	Elaine Granville	Elke Koehn
Gail Collett	Garrie Walker	Greta Verschoor	Helen Smith
Linda Wasylenko	Margaret Hinge	Meng Hong	Sandra Morrison
Vicki Freeman	Wendy Kelly	Yvonne Aldridge	Natasha Lockyer
Skye Robb	Theresa Tran	Mick Melville	Theresa Tran
Anna Kalashnikoff	Jim Norton	Christine Kuys	Christine Smart
Pauline Sailes	Susanne Waters	Kye Waters	Andrea Pogas
Betty Than	Sandra Potts	Tina Jackson	Kate Lucas

Life Members

Lyn Box	John Nicholson	Warwick Stuart	Robert Sherritt
Keith Rudd	Robert Batty	Robert Butler	Mary Wasbey
Sue Field	Elise Marcus	Sheila Stanners	Jan Bunting
Patricia Hunt	Maria King	David Howell	Teresa Gurr
John Forth	Jeffery Palmer	Susan Nightingale	Ruby Barwick
Elaine Rich	BJ (Mick) Lennon		

Reporting Period: July 2024 – June 2025

The Northern Lights Consortium was established in 2018 and currently comprises a partnership between Northern Volunteering SA (NVSA) and Enfield Baptist Care (EBC), with EBC taking on the lead agency role. The Consortium meets regularly to address key matters, review procedures and provide support to each other and our ACVVS volunteers.

From July 2024 to June 2025, our Aged Care Volunteer Visitors Scheme (ACVVS) team included 35 committed volunteers who provided friendship and companionship to 100 recipients. Of these, 92 recipients lived in residential aged care homes and 8 were approved home care recipients living in the northern metropolitan and lower Barossa regions of Adelaide.

Volunteer engagement and appreciation remained a key focus throughout the year. Our volunteers were invited to participate in training sessions, as well as celebratory events marking the end-of-year festive season and National Volunteer Week 2025.

Regular communication with our team was maintained through:

- Bi-monthly newsletters
- Birthday and anniversary cards and emails
- The private Northern Lights ACVVS Facebook group
- Phone calls, text messages, and in-person catch ups

These efforts helped ensure our volunteers felt connected, supported, and valued throughout the year.

In October I was grateful to attend a two-day ACVVS conference which was held here in Adelaide and was the first CVS/ACVVS conference held in person since pre-Covid. It was a fantastic opportunity to meet and network with other ACVVS Coordinators from across Australia to share insight and fresh ideas to enhance the delivery of the ACVVS program and how we can continue to support isolated older Australians.

Whilst 2024-2025 was a successful year in terms of service delivery and volunteer impact, challenges persisted in volunteer recruitment and retention, service disruptions due to illness-related lockdowns, and volunteers requiring extended leave.

Looking ahead, I am committed to expanding our volunteer team, strengthening referral pathways and continuing to promote a culture of compassion and meaningful connection amongst our ACVVS team and those they visit.

Thank you to the Northern Volunteering (SA) team and Board for their ongoing support, and to Jenni and John from Enfield Baptist Care for their valued partnership. Most importantly, sincere thanks to our ACVVS volunteers for their ongoing generosity, commitment, time and care.

Kate Lucas
ACVVS Coordinator



Partnerships



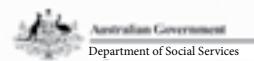
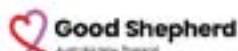
 Northern
Volunteering
(SA) Inc.

AGM 2024 - 2025





Would like to acknowledge the support of the following



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