



## Volunteer Newsletter

### 2020 SUMMER WELCOME

It's so nice to be back in the world of volunteering. I look forward to seeing how 2020 unfolds in the myriad of programs that you all contribute to.

You will see from the welcome list that there has been a massive recruitment for the Sustainability and Community Resilience Leaders' programs and as always, we continue to strengthen our current programs.

This newsletter is full of inspiring stories that reflect celebration and innovation whilst highlighting the strength of volunteerism at the CoA.



*Karen  
Jenkinson,  
Volunteer  
Coordinator*

### VOLUNTEER PROFILE



City of Adelaide 337 volunteers are as diverse as the people they serve.

Ages range from 70 volunteers who are between 11-30, 98 are between 31-60 and 169 are between 61-91.

Volunteers come from 32 different countries and speak more than 40 languages.

Last year they contributed 28,500 hours to Council programs.

## WELCOME TO THE CITY OF ADELAIDE

- **Sustainability:** Anirban Chatterjee, Hanan Abdulrahim, Aleo Aninda, Vishnu Bharadwaaj, Kasey Bolwell, Gemma Chambers, Glenn del Fierro, Thilanka Dissanayake, Manpreet Kaur, Roger Kay, Hitendra Krishnamurthy, Jialu Li, Poojitha Mudduluru, Askshay Pai, Mogana Reckdharajkumar, Ali Roush, Rosamaria Santarelli, Anirudh Shahi Kumar, Chandan Shivakumar, Rojan Shiwakoti, Dinesh Sivasubramanian, Helena Sweeney, Yaning Wang, Lashika Weerakoon, Franca Wigg, Alarik Wong, Amy Yuan
- **Community Resilience:** Helmi Bakhour, Lucinda Bunge, Suifengyuan Chen, Abby Cronin, Valdis Dunis, Gail Goldfinch, Maryellen Griffiths, Melinda Ho, Shahzad Khan, Puiyee Li, Tim Mares, Angela McCue, Azmiri Mian, Raphaela Oest, Darlene O'Leary, Gerard O'Leary, Cassy Poh, Wenying Poh, Ipshita Pratap, Anshul Sharma, Carmel Sutcliffe, Naomie Doult, Josephine Patterson
- **Libraries:** Heni Radiman, David Poole, Vevina Liu, Arnold Seglenieks, Danielle Peluso, Mohit Kalra, Rebecca Yeo, Ipshita Pratap
- **Visitor Information Service:** Marie-Christine Lamy, Julie Keldoulis, Maree Gleeson, Leanne Waldhunter, Richard Waldhunter
- **Community Centres:** Geeta Rajput, Anshul Sharma, Leonie Wilson, Kunal Chetwani, Margarita Galinda Gallardo, Natalia Alfonso
- **Records:** Alex Wojciechowski, Jaya Kale
- **Healthy Ageing:** Vevina Liu,
- **Bushland:** Mike Leach
- **City Dirt-BMX:** Shannan Franklin, Liam Barone, Aidan Barone

## HEALTHY AGEING



**There is nothing higher than a warm smile that can make your community a better place to live.**

Three months ago, I joined the Healthy Ageing program as a Central Market Shopping Bus Assistant. The program promotes healthy ageing, socialising and provides an opportunity for residents to do their shopping.

I decided to volunteer as I thought there must be many senior residents who don't have family or friends to come to visit them. Bringing some joy to the residents each week was a meaningful and rewarding experience. I loved greeting each of our residents on the shopping bus with a warm smile and I enjoyed the stories that they shared with me about their life. They also enjoyed the stories that I shared with them about my life in China and here in Australia.

I have met so many beautiful people and had a wonderful time with our senior residents.

*Vevina Liu*



## LORD MAYOR'S GALA CONCERT



The Lord Mayor generously gifted 30 double passes for volunteers to attend the Lord Mayor's Gala Concert in December.

Angelica, a Spanish language tutor, pictured above with her husband Jaime said

*'the concert was a time of joy and an opportunity to connect with other families from the heart and with the Spirit of Christmas. For me, the Town Hall represents Adelaide's core values since the early settlement until this day, which makes Adelaide one of the most wonderful cities in the world'.*

Terry Masters said,

*'my wife and I braved the warm conditions and drove down from Gawler on Sunday afternoon to be treated to a little over two hours of what I felt were world class performances against the fantastic backdrop of the Adelaide Town hall pipe organ. As a surprise addition after the concert we were treated to music from the Adelaide City Council pipe band at the base of the stairs upon exiting'.*

## BUSHLAND PROGRAM



The Bushland volunteers do an amazing job in improving the natural environment of the Adelaide Park Lands by taking part in working bees and educational activities in the Wirrarninthi area (Park 23).

During 2019 they achieved this by

- Potting 100 eucalypts at the Nursery
- Planting and caring for 76 new fill-in plants, including 38 trees and 3 yakkas
- Weeding 85% of the site of seasonal weeds
- Brush-cutting of tall grasses
- Removing woody weeds along the creek lines
- Collecting litter resulting in 530 bags of rubbish
- Repairing rock habitats
- Checking and surveying fauna boxes

## VOLUNTEER TRAINING

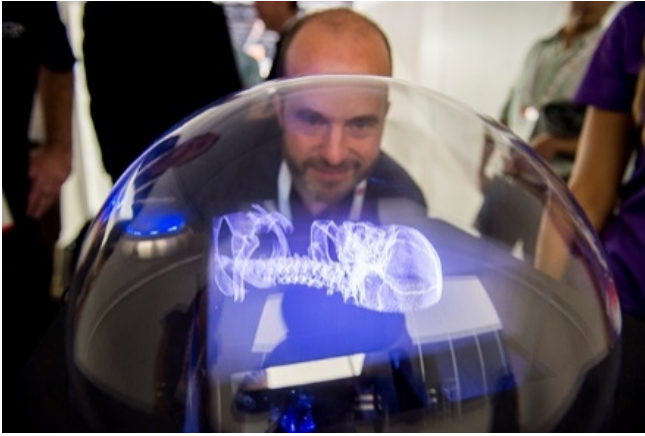


VolSA&NT is offering the following free training.

Jan 21 Wellbeing for Volunteers (on-line)  
Feb 5 Mentoring for beginners (city)  
Feb 11 Customer Service (on-line)

For more information and registration go to <https://www.volunteering-sa-nt.org.au/>

## INNOVATION IN CITY LIBRARY



November saw the launch of our new volunteer run Voxon VX1 demonstration sessions in the Innovation Lab at the City Library.

The Voxon VX1 is the latest in Science, Technology, Engineering, Arts and Mathematics (STEAM) technology. It is an interactive 3D holographic experience that inspires new ways to access 3D modelled data.

Volunteers, Robert, Michelle, Nathan, Philip, Gabrielle and Adam have been trained to assist library patrons to explore the wonders of this digital format, and help them discover subjects such as Science, Anatomy, Mathematics, Design, Topography and play 3D games.

Drop-in sessions are running every Monday and Tuesday, so come on down and discover this new technology for yourself!

## WELCOMING CITY



Adelaide South West Community Centre volunteer, Liellie with her welcome sign at a monthly multicultural shared meal.

## CHRISTMAS PAGEANT



Angela Chatterton, a volunteer in the Bushland program was one of the lucky people to obtain a seat in the Lord Mayors Christmas Pageant stand.

Angela said,

*"we were thrilled to be offered seats at the Lord Mayor Christmas Pageant stand for me and my grandson, Lenny, pictured above. It was such a joy to see the absolute delight and amazement on little Lenny's face as he watched each of the Pageant's 88 floats come in to view.*

*Being a lover of any type of transport he was especially excited to see Toby the Truck, the London Bus, Rodney the Red Bi Plane, and of course, Santa.*

*Thank you to Council Staff for providing this fabulous opportunity".*

## END OF YEAR BBQ



Priya and Maddie along with 30 other volunteers enjoyed the End of Year staff BBQ at the Golf Course.



## CELEBRATING SUCCESS IN THE LIBRARIES

It is no surprise that our volunteers are well regarded, valued and appreciated by the people that they serve. Check out some of the feedback that patrons have expressed about our Digital Hub, Innovation Lab and Media Lab volunteers.

**Phill** is very knowledgeable, patient, and an excellent communicator. I learned a great deal of useful information on my android phone and photography.

**Priya** was excellent in giving me general information, including details about Google.

**Shaff's** session was very informative and an opportunity to learn about software that I wouldn't otherwise be able to use.

**Simon** was very helpful, encouraging and fun session. He had a lot of ideas and patience and answered my questions.

**Ryan** helped me sort my Google photos.

**Eugene** is a video editing wiz. He's friendly, knowledgeable and great to work with.

**Nathan** – taught me a lot of things I didn't know before like programming and sensors. I like science & robotics & I love to know more about it, this session gave me the chance to learn more.

**Naiyer** helped me find solutions and answers to things that I couldn't work out myself.

**Sara** was a patient, courteous and a great teacher. She was informative, going the extra mile and very willing to help.

**Prasad** was very helpful. Stress level down!

**Cindy** gave me excellent help with portraits in Photoshop.

**Gabby** taught us how to design and print a shape and we did it. This was super cool!

**Michelle** was very helpful with a pleasant manner.

**Ann** was very supportive. As I have a mental illness and can't concentrate to learn, I was impressed by how I was treated as an equal.

**Phil** and I viewed Apollo 11. It was amazing. I feel very fortunate to be able to participate in this free library event.

**Steve** was very friendly and encouraging. He made learning a lot easier than other people.

## A WEALTH OF KNOWLEDGE AT VIS



Derek, Marie & Jeanine (pictured above) participated in the Ayers House History session as part of the on-going training provided by the Visitor Services team.

Volunteers are regularly invited to meet with local tour operators, visit government agencies and take trips to nearby regions. These experiences add to their vast repertoire of knowledge that equips them to confidently provide information to visitors, promoting the city and regional South Australia.

It has been fantastic to see the enthusiasm shown by volunteers to training in 2019, with a 72% increase in training hours on the previous year.

Self-training hours also increased with volunteers experiencing a range of tours, day-trips and extended visits to regional SA. This enables them to gain valuable insight into local attractions, history and heritage and local food and wine offerings.

One volunteer said,

*"Training is a good opportunity to not only find out about what is new in the tourism world but to catch up with other volunteers and staff".*

## CHRISTMAS SPIRIT IN NORTH ADELAIDE



Lesley Mineall and Bronwyn Roberts (pictured above) and several other North Adelaide Community Centre volunteers planned, prepared and ran the sustainable children's Christmas craft at the 88 O'Connell Twilight Market in December 2019. Over 80 children made Christmas stars and Christmas wands with the creative guidance of the volunteers.

## LOVING LITERATURE



Lynnaire Hawker on the left, tutors Antionetta, a local resident to learn English through reading books. After a full year of tuition Antionetta has read, discussed and critiqued 20 classic literature and general books. Lynnaire says

*"she has enjoyed seeing Antionetta's ability and confidence in English language grow and plans to introduce poetry in 2020".*

## VOLUNTEERING: BUSHFIRE RECOVERY



The new year has presented much of the country with challenging circumstances. Bushfires are still burning across South Australia, and other states. Community members and groups, emergency services, the defence force and government agencies are offering support and help to those affected. So too, are the thousands of volunteers who are working tirelessly to save lives and property.

The road to recovery will be a long and uncertain for individuals and communities. It will require resilience and strength, endurance, and countless resources for the foreseeable future.

As an alternative to donating money, offers of time and skills to assist with recovery are needed.

**Volunteering SA & NT** is accepting expressions of interest for Emergency Recovery Volunteers. Volunteers may help with external and internal clean up, transport, administration or tasks that require specialist skills. Long term assistance could include building and environment restoration activities or supporting community service organisations. Register at <https://www.volunteeringsa-nt.org.au/volunteers/spontaneous-emergency-volunteering#/opportunity/91408>

**Australian Red Cross** is also looking for expressions of interest for Emergency Service Volunteers to provide personal support and comfort to people affected by emergencies and disaster – please call 8100 4500 for further information.



## SUSTAINABILITY VOLUNTEERS



The City of Adelaide's New Year's Eve 2019 (NYE19) brought us into the new year in a sustainable style.

The City of Adelaide embraced the opportunity to engage 31 skilled and passionate volunteers to assist the community by providing help in the information stand and waste education.

The event attracted more than 80,000 people who enjoyed the beautiful River Torrens / Karrawirra Parri backdrop. Using the City of Adelaide's Sustainable Events Guidelines, NYE19 showed leadership in reducing waste, energy and water, encouraging active transport and inspiring sustainable choices.

Event actions taken include:

- Promoting sustainable messaging throughout the event campaign and on the night
- Being plastic straw and balloon free
- Using compostable food and drink packaging
- Encouraging patrons to bring reusable containers and drink bottles
- Providing multiple waste streams for patrons and vendors
- Reducing cable-tie use and recycling any necessary cable ties
- Reusing event signage and trialling new recyclable signage

- Contracting local entertainers to provide children's activities that produce no landfill material and encourage interaction with nature
- Engaging audiences with roving waste education performers
- Educating the audience with waste warrior volunteers who assisted patrons with waste education.
- Providing free water refill stations for the audience, staff and artists
- Encouraging active and public transport.

Feedback from volunteers included:

*"Thank you for providing the opportunity for me to join the volunteering for the New Year Eve's event. Many people including children spoke with me about our valuable work to minimise the landfill. They appreciated the work we have done."*

*"I need to thank you and your whole team for the gained knowledge and the wonderful experience which I had at the New Year's Eve event. This was my first ever volunteering experience and I am very excited for the next. People were so warm and were very concerned about the waste management process. I am glad that together we could transform several people in a better way (including myself) for a sustainable future."*

*"I had a wonderful time volunteering at the New Year's Eve event. The children were really interested learning about the bins and where to put their rubbish."*

*"I had absolute fun engaging with the kids and seeing their enthusiasm to sort out their waste and properly dispose of it. Seeing how their parents supported these sustainable practices and getting that small pat on the back made my day."*

*"It was amazing experience."*

Sincere thanks to all the wonderful volunteers who shared this event. It is an absolute pleasure to work with such passionate and engaged people and your contribution to the City of Adelaide community is greatly valued.