



Sharpening Our Skills - Team Leader Forum June 2017



**DISASTER
RECOVERY** 
RESPONDING TO OUR COMMUNITY

- › Compassion
- › Integrity
- › Inclusiveness
- › Dignity

SEPTEMBER 2017 NEWSLETTER

To discuss your specific training needs or for further information please contact Anglicare's Disaster Recovery team on the details below.

Sharpening Our Skills

On June 23 & 24 we were pleased to present two Disaster Recovery training workshops. First was our Disaster Recovery 'Train the Trainer' session. The purpose of the workshop was to sharpen the skills and knowledge of our team members, enabling them to plan and present effective training sessions and to share information with their team members confidently. It was fantastic to bring the group together to exchange ideas, ask questions and to hear from our guest presenter Esther (Anglicare Sydney) whose knowledge of different learning styles and communication was thought provoking and motivating. By enhancing these skills team members will be able to use their strengths to equip their teams with knowledge and better support their team mates.

"It was great to meet, share and train with everyone. Looking forward to further training opportunities."

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How Are We Doing?

Earlier this year current team members were invited to complete a survey as part of our Disaster Recovery Volunteers Recruitment and Retention Research. We now have the data from the survey collated which is of great value to us, giving us the advantage of seeing our strengths and opportunities to grow, as seen by our loyal volunteers. Here are some findings which you might be interested in.

Strengths

84% of volunteer respondents rated their experience of volunteering with the DR program as satisfying.

The program has many loyal members – nearly half have been DR volunteers for more than five years.

64% of respondents said they would be able to respond to a callout within an hour.

69% of respondents stated they would like to continue to engage in DR volunteering in the future.

Opportunities to improve

67% of respondents found out about DR volunteering opportunities from their church or parish. There is scope for the program to utilise additional recruitment channels.

31% of volunteers have never met or seen photos of their team leaders, or don't know they have a team leader.

27% of respondents have a limited idea about who would make first contact with them in the event of an activation.

Volunteer diversity - Having a non-culturally diverse and gender imbalanced volunteer base may weaken the service's capacity and capability to provide services to the whole community.

We have already started working on these opportunities by taking photos of team leaders to provide to new starters. The photos will be provided to new recruits along with their welcome letter, giving them a face to put to their team leader's name!

Thank you to everyone who responded. The data we have collected gives us great insight into your perspective of the program and we will now work on developing plans to maintain strengths and cultivate opportunities for improvement. We hope that as time goes by you will notice the improvements we are working towards.

Maxine

Outside My Comfort Zone! – Margaret Browning

Margaret Browning (Team Leader Batemans Bay) reflects on her recent experience as a participant at the AIDR Volunteer Leadership program held at Eagle Hawk Conference Centre, just north of Canberra.

Are you stuck in a comfortable rut, doing what you always do? Day after day, month after month? How about becoming a member of an Anglicare Disaster Recovery team – then you might get the chance to attend a challenging Leadership course and stretch your boundaries as I have just done.

As a volunteer team member (now leader), I participated in a Leadership course sponsored by

Australian Institute for Disaster Resilience (AIDR) and run by the Australian Red Cross.

For two days Julie and Beth from Red Cross presented a vibrant and challenging program for Volunteer Leaders. Amongst the 32 multi-agency attendees were folk from State Emergency Service, Rural Fire Service, Surf Life Saving and Anglicare with a breadth of wisdom and experience abounding.

Interest and energy never flagged with the variety and stimulating segments given in differing ways throughout. Movie clips from *Dead Poets Society* and *Apollo 13* exemplified styles of leadership and there was a clip from *The Blind Side* on knowing your team!!! Leadership styles, problem solving, brainstorming exercises,

understanding personality types, building effective teams, tough conversations, problem solving, self care, were some of the many topics addressed.

I am in awe of the presenters and most grateful for the opportunity to have been able to be a participant.

So, BEWARE after RE-flecting I am now

RE – MOTIVATED

RE – INSPIRED

RE – DIRECTED

RE – NEWED

RE – FRESHED

and looking forward to REinvigorating my team!!

Go for it Margaret!

From the Regional Disaster Recovery Coordinator

Although we have had no activations since the last newsletter, it has been a busy time at Anglicare DR with the planning and running of several training events, a review of some of our behind the scenes processes, a funding submission, a conference, consolidation of teams and appointments of team leaders, several celebrations and a farewell to one of our DR staff.

Although Hannah McQuiggin had only officially been on the DR staff since earlier in the year, she had during her 5 years with Anglicare been a supporter of Disaster Recovery and was an accredited member of the Canberra North team. Hannah has relocated to Sydney to work with *Act for Peace*.

Several volunteers have celebrated birthdays and I am sure others have marked significant events that I am not aware of. A number have gone on trips, some overseas. Please remember to let your team leader know if you are going to be unavailable for any length of time, just in case we are called on to respond to an emergency during the period you are absent.

We are getting very close to drawing that line in the sand whereby those who do not have current police and working with children/ vulnerable people clearances, will be removed from the DR data base and will no longer be able to be part of their local DR team. Please check on your status as a matter of priority and if you are not sure if you

are still accredited, please get in touch with Maxine or me at Anglicare via **p:** 02 6245 7188 or **e:** disaster.recovery@anglicare.com.au October 15 is D-Day in relation to this. I do thank all those people who have returned updated volunteer application forms in recent months.

The Parish of St John's Bega will be hosting a new recruit workshop on Saturday 4th November. If you, or someone you know is interested in attending, please contact us at Anglicare for further details.

Thank you.

Helen



Peter Dyke

Getting to Know...

Peter Dyke, Queanbeyan Team Leader

I was born near Brighton, England but grew up in Harrogate, Yorkshire. After university I worked as a Social Worker in the North of England. After a short spell in banking I settled into bookselling for a long career culminating in running a bookshop in London. We, as a family now with teenagers, moved to the Midlands and

I returned to University to complete training in counselling and psychotherapy.

My wife and I left England to follow a call to ministry in Adelaide and then Queanbeyan. My training as a Church of England Lay Reader became the threshold to ordination this year as a Community Chaplain. This work of providing chaplaincy to the people of Queanbeyan is still growing with new opportunities being developed.

I see my role as a Disaster Recovery volunteer as one expression of this new work and look forward to being deployed when necessary. I was recently appointed Team Leader for the Queanbeyan area and am looking forward to meeting all the team members soon. My favourite part of this role will be being available to others in a time of crisis and offering a place of peace.

The grass fire at Carwoola brought me to face the stark reality of the loss and devastation experienced both then and continuing now among the residents. My response was to create the Listening Post which will be a project to provide listening and signposting for residents affected by fires. I expect there will be many stories that need telling. I am co-working with a specialist trainer, Anglicare and the Queanbeyan-Palerang Council to advance the project.

My time is shared between a busy private practice and chaplaincy. For self care I volunteer with the local Suicide Prevention group, convene the local group of counsellors and psychotherapists and worship at Christ Church. For relaxation I enjoy walking, cycling and photography.

Welcome Peter to the team!



What's happening in the ACT?

Newly appointed Team Leader for Canberra South **Les Bohm** has been busy getting to know his team and from the emails that have passed my way seems to be using his creativity and computer skills in learning about each team member.

Canberra North has a new Deputy Team Leader in **Sue Jordan**, a previous director of St John's Care. Sue's husband **Tony** is also now an accredited DR volunteer.

We welcome **Joan Eberle** to the Canberra North team. Joan has transferred from the Southern Highlands and brings with her significant DR experience including experience as a team leader.

What's happening in NSW?

After many years as Team Leader of the Murrumburrah-Harden group, **Revd Don Jamieson** has stepped down from this position. **Revd Tim Narraway** from the Batemans Bay team also leaves a leadership position due to other increasing work demands. **Margaret Browning** has graciously agreed to take on this role. Thank you Don and Tim for the contribution you have made to DR and your respective teams and to Margaret for stepping up into the Team Leader role.

Gary Dyson, newly appointed Deputy Team Leader of the Junee team with his wife **Jann** recently shared in facilitating a Refresher training with Team Leader **Gail Commens**. Gary and Gail led us through the additional material aid role that Anglicare now assumes on top of our General Support role. Volunteers from Holbrook and Wagga also participated in this interesting and informal afternoon workshop. Thank you Gail for organising lunch and afternoon tea – no one can say that we don't eat well as Anglicare DR volunteers!

Upcoming Training

Stop Press! New Recruit Workshop

When: Saturday 4 November, 9.15 for 9.30 start

Where: St John's, Church Street, Bega

For more information or to register contact Jill on 02 6492 5555

We acknowledge that this newsletter was made possible through a joint venture between Anglicare NSW South, NSW West and ACT, the ACT Government and the Commonwealth Government under the Natural Disaster Resilience Program.

Sharpening Our Skills

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Our second day of training, the Team Leader Forum, brought 14 of our Team Leaders together. This session was an opportunity for Team Leaders to reinforce their knowledge of what to do when activated, to connect with other Team Leaders and to brainstorm ideas and uncertainties. It was wonderful to see so many dedicated and inspired team members together on the sunny foreshore of Canberra's Lake Burley Griffin.

"Excellent to have the opportunity to reflect on the possibilities of evacuation scenarios and share experiences."

Thank you to everyone who participated in these sessions. Seeing our team members in action highlights what wonderful people we have on the Disaster Recovery team.

Maxine



 Team Leader Forum June 2017, held on the foreshore of Lake Burley Griffin.

