



2018



# Volunteering Victoria Annual Report

Year ending June 2018





## HARNESS THE POWER OF ASSOCIATION

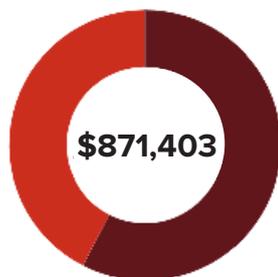
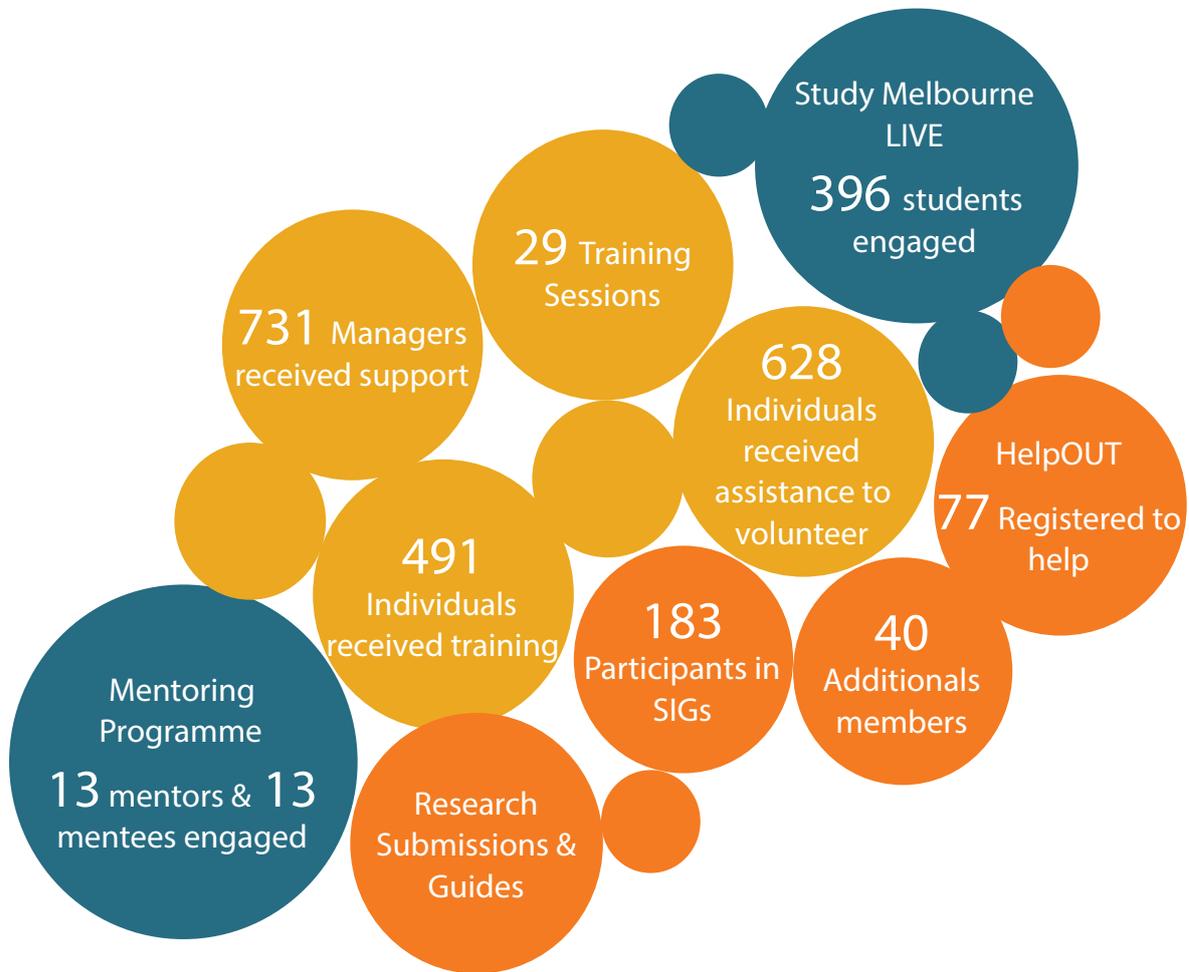
*Our Vision is resilient  
communities and empowered  
and active citizens through  
volunteering.*

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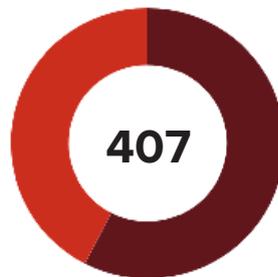
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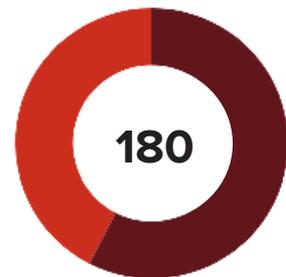
# Our year at a glance



Total Funding



Total Members



Attendees at workshops

# Message from Chair

Volunteering Victoria experienced strong headwinds during the 2017-18 Financial Year, but has emerged a stronger and more focussed organisation.

On behalf of the Board, I am pleased to reflect through this year's Annual Report how Volunteering Victoria has demonstrated – through a challenging period of change - its commitment to supporting volunteers, volunteer managers and their organisations to help individuals to grow and communities to thrive.

## Strategy refresh

In February of this year, the Board reset its strategic direction, with a clear focus on three pillars essential to our future success: advocacy, promotion of volunteering and sector development. These pillars, supported by our values of innovation, collaboration and accountability, have seen us recommit to:

- building a more sustainable business model
- meeting the expectations of our stakeholders and importantly,
- placing all our Members firmly at the centre of our organisation.

The time and effort the Board and staff spent together on this process was most valuable as we moved from the long tenure of our previous Chief Executive Sue Noble to the interim appointment of Roz Wollmering, to the commencement of Scott Miller, our new Chief Executive.

We are positive as we look to the future, supporting Scott to lead our organisation in the delivery of our strategic refresh.

## Collaboration & Innovation

As a member-focussed organisation, our ability to recognise and respond to opportunities to collaborate and share our resources and information more effectively is a key tenet of our on-going value to members and the wider sector.

## Volunteering Victoria maintains a strong commitment to:

- advocate for and support the rights and interests of volunteers, volunteer managers, volunteer-involving organisations and volunteer support organisations
- maintain and enhance the standards, quality, reputation and sustainability of volunteering
- encourage and enhance the diversity and levels of volunteering in Victoria.

## Accountability

The challenges faced by Volunteering Victoria are not unique. However, the Board recognises that our organisation needs to do more to provide better value for our members, and to work more effectively with our key stakeholders.

In 2017-18 we took significant steps forward and faced some difficult decisions head-on. We are grateful for the steadfast support we received from our members and supporters, particularly from the Victorian Government and our colleagues within the Department of Health and Human Services.

On behalf of the Board, I would also like to acknowledge the incredible work ethic and professionalism of past and present staff members during a challenging but transformational phase for the organisation.

## Support for Volunteering Australia

We remain a committed and loyal foundation member of Volunteering Australia as it seeks to refresh its own governance arrangements. We are confident that the work of the VA Board and Executive will yield a stronger nation of volunteers and organisations supporting effective volunteering, and we are proud to have actively contributed to this milestone work.

## Looking forward

With Scott now in the role, the Board is looking forward to delivering on the three strategic pillars and continuing to lead the charge for more resilient communities and empowered and active citizens through volunteering.



**Angela Seach**  
Board Chair

# Inside Volunteering Victoria



**18**  
Volunteers at  
Volunteering Victoria



**1,800**  
Number of volunteer  
hours contributed

**\$62,126**  
Approximate value of  
volunteering  
contribution



## Our Directors during 2017–2018

- Angela Seach (Chairperson)
- Andrew Coghlan
- Bradley Smith
- Bronwen Clark
- Con O'Brien
- Dallas Beeston
- Geoff Sharp
- Luci Mumme
- Patricia Lopez, HR & Office Coordinator
- Rosemary Joiner, Community Engagement Coordinator
- Roz Wollmering, Interim CEO
- Sara Sterling, Sector Development Manager
- Sarah Lean-Jones, Project Officer
- Shelley Falzon, Senior Events Coordinator
- Sofie Anselmi, Community & Student Engagement Manager
- Steve Crimston, HelpOUT Manager
- Steve Morris, Finance Manager
- Sue Noble, Chief Executive Officer

## Our Staff during 2017–2018

- Alison Duff, HelpOUT Coordinator
- Amanda Everton, Professional Development & Events Manager
- Camellia Sayed, Marketing & Communications Officer
- Carolina Pachioli, Digital Marketing Specialist
- Dominic Szeker, Policy & Advocacy Officer
- Emily Flores, Manager Marketing & Fundraising
- Emma Sharp, Communications Manager
- Geoff Sharp, Managing Director
- Hazel Maynard, Trainer & Consultant
- Helen Kierce, Event Coordinator
- Ish Rashad, HelpOUT Coordinator
- Lisa Barrow, Business Manager
- Marijke Fotia, Project Manager

- Desally Walliker
- Garry Stephenson
- Ish Rashad
- Kylie Thitchener
- Muthu Pannirselvam
- Philip Hodgskiss
- Rachel Parker

## Our Consultants

- Catie Hocking, Consultant, Theme Park
- Anne Leadbeater, MSEV Project

## Our Volunteers & Students

Thank you to the many volunteers who offered their time, skills and enthusiasm with us over the last financial year.

- Alison Vydulinska
- Brydie Shackelford
- Clara Hoetzel
- Gina Cotel
- Jaron Helman
- Kelvin Oxxwell
- Leon Zheng
- Matthew Williams
- Seyda Ghousia
- Sarah Thomson
- Myra Foley



# Policy, advocacy & research

**Volunteering Victoria works closely and collaboratively with various bodies to ensure we deliver value to our members and advocate strongly on their behalf.**

## Government Relations

### Parliamentary Secretary for Carers and Volunteers

Throughout 2017-2018 Volunteering Victoria has maintained a productive relationship with the Victorian Government's Parliamentary Secretary for Carers and Volunteers, Gabrielle Williams MLA. She has attended a number of Volunteering Victoria's events, including at our forum during National Volunteer Week and acting as the Master of Ceremonies at our Volunteering Victoria State Awards.

### Ministerial Advisory Council

The Ministerial Advisory Council for Volunteers is chaired by Gabrielle Williams, the Parliamentary Secretary of Carers and Volunteers. The Council provides high-level, independent advice to government about issues affecting volunteering in Victoria and informs a coordinated, whole-of-sector approach to supporting and strengthening the volunteering sector.

As of 2018, Volunteering Victoria has played a key advisory role to the MAC, providing expert input into the development of policy and projects from a whole-of-sector, whole-of-state and inter-state perspective.

## Policy development

In addition to updating our suite of guides and contributing to a number of other organisations' submissions, we regularly work with individuals and organisations to address their policy issues. Over the course of 2017-18 we sustained a strong focus on developing guidance on inclusive practices in volunteering. In particular we developed the following guidelines:

**LGBTQI Volunteers:** Inclusive Practice Guidelines – an inclusive practice framework to support all volunteers participating fully and equally in the workplace and the community.

**Volunteering and Disability:** A Guide to Volunteering for People Living with a Disability – a tool to help people with a disability and their carers through their journey of volunteering.

## State budget submission 2017–2018

Volunteering Victoria developed a pre-submission to the Victorian State Budget 2017-2018 (available on our website). The submission aimed to showcase the variety of sectors and organisations that make up the volunteering sector as well as providing a map of key priorities and proposals to benefit the sector.

### Member showcase: People Outdoors – supporting people with disabilities through volunteering

Adventure for all is the motto adopted by People Outdoors – a division of the Australian Camps Association who deliver outdoor recreation opportunities to hundreds of individuals with intellectual or physical disabilities. Regular programs run state wide, involving participants aged 6-65 and include anything from day activities through to weeklong camps.

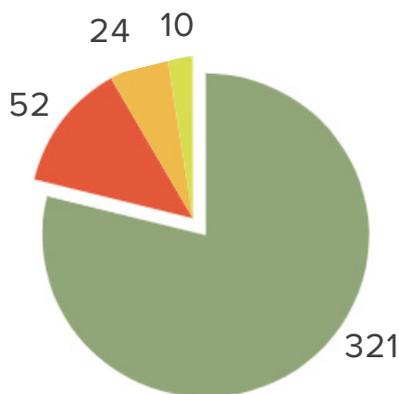
Providing people with physical and intellectual disabilities with the opportunity to experience the social and developmental benefits of outdoor adventure would not be possible without the 185 participating volunteers who underpin just 10 paid employees at People Outdoors.



# Our members

## The power of association

Our membership numbers have increased by 8% over the last year; from 377 to 407 members at the end of the year, with the Community / Welfare Services the largest sector represented in membership. We have 72 regional members across Victoria, with 58 new members in total joining us for the 2017–2018 financial year.



- Full Membership
- Individual Membership
- Corporate Membership
- Associate Membership

*“I enjoy the ability to meet with other volunteer managers, learn about changes in procedures and policies in regards to volunteers and the knowledge that we can turn to Volunteering Victoria for support when needed.”*

*“We have appreciated our long standing partnership and will continue to engage whilst we use volunteers as a valued resource.”*

### INDUSTRY CLASSIFICATION 2017-2018

Aged Services	14
Animal Welfare & Wildlife	8
Arts, Heritage & Culture	21
Corporate/ Business	14
Disability Services	19
Education & Training	17
Environment	6
Health	70
Individual Members	52
Local Government	30
Multicultural Services	8
Parenting, Children & Youth	12
Religion	8
Sport & Recreation	9
Volunteer Support Services	18
Welfare/ Community Services	101

*“Volunteering Victoria is a trusted source for best practice in volunteering matters. The Volunteering Victoria team provide valuable support through their collective knowledge, excellent resources, and the varied training and networking events they facilitate. Membership with Volunteering Victoria has become a ‘must have’ for me in my role as a volunteer management professional.”*

## Member engagement survey

Volunteering Victoria sought feedback from members in February 2018 to obtain a current measure of satisfaction, to ensure our work supports you and your organisation to provide information, representation, professional development and other services that you need.

One of the major motivations for becoming a members was to access resources, then secondary access advice and support, gaining new ideas and strategies, training opportunities and to be represented by a peak body.

The main reasons given for not taking advantage of membership benefits were lack of time, and activities being limited to Melbourne location. Areas for improvement included additional resources and information, more and cheaper training and extended to regional areas.

With the results, we will work hard to improve our membership value proposition and work towards a sustainable future for the volunteering sector in Victoria.

*“Keep up the great work providing outstanding support to organisations which rely on the great support and assistance of volunteers.”*

*“Volunteering Victoria plays a very important role in advocacy, policy influence and representing volunteering in Victoria as a single authoritative voice.”*

**64%** were full members

**48%** have been members for over 5 years

.....

**68%** have a high satisfaction rating

**77%** would recommend Volunteering Victoria to others

**89%** are likely to renew their membership

**75%** describe Volunteering Victoria as a leader & strong voice in the sector

**75%** say we are the go to source for professional development

**80%** say we are a valuable source for sector research, trends & issues

**52%** believe they receive valuable discounts from their membership

*“I feel that the resources, support and training are of a very high standard. It does really support our volunteer program, both at the operational and higher advocacy level.”*

# Sector development & events



## In-house training sessions

Volunteering Victoria offers in-house training to organisations wanting training in their own workplace. Organisations can choose from an existing suite of programs or have one customised to suit their target audience and needs.

## Mentoring programme

The Volunteer Manager Mentoring Program entered its fourth year, with 13 pairs set up for the nine month duration. The program assists newer volunteer managers to grow in their role through a dedicated one-on-one relationship with a senior practitioner recognised for their experience and skills. The program has also included two pairs in regional Victoria.



*“Volunteering Victoria Volunteer Management workshop on site provided an informative and engaging learning experience to all that participated. Definitely some real “Ah ha” moments during the two workshops which have helped us strengthen many areas of our Volunteer Framework.”*  
**– City of Melbourne training participant**

*“I have benefitted from this program as a mentee and then as a mentor, and am looking forward to giving back again this year. I found my prior involvement with the program to be very rewarding and am eager to have the opportunity to work with the organisation, the mentees and the mentors again this year. I have been passionate about volunteering for a long time. To support someone who is starting out in this field and to hopefully help them to love this work as much as I do will be a privilege”*  
**– Mentee**

# Sector development & events



## 2018 National Volunteer Week Event

On 31 May, Volunteering Victoria was delighted to host the Forum: Ethics in Volunteer Leadership. Our National Volunteer Week celebration event attracted 120 delegates, supported by six volunteers.

Gabrielle Williams, Parliamentary Secretary for Carers and Volunteers, and Cindy McLeish, Shadow Assistant Minister for Environment, Communities and Volunteers, attended the forum as special guests. Ms Williams spoke about the importance of volunteering for our communities and support for the volunteering sector by the Victorian Government, through the Ministerial Advisory Council (MAC) for Volunteers. The MAC will oversee funding announced in the 2018-19 Victorian Budget to map existing tools and resources available to volunteer managers, and to pilot innovations in volunteer management.

The forum featured a keynote address from Robert Wood (Director Cognicity) and a panel discussion facilitated by Rowena Doo, (National Television Quiz Show Champion) with esteemed panellists Chirag Lodhia (Positively Transforming World), Marie Sloan (CEO, Work for the Soul), and Geoff Sharp (Volunteering Victoria Board Director).

## AGM and Forums

**With over 120 attendees, it was our largest ever AGM! We hope you enjoyed the day as much as we did.**

The theme for the forum; *If you don't have a seat at the table, bring your own chair*, was a timely reminder for us to stop and consider the importance of having diversity in our volunteer programs.

Our keynote speaker Mary Crooks AO, Victorian Women's Trust, set the scene for the day by reminding us of the definition of volunteering in Australia – 'time willingly given for the common good and without financial gain'. Common good, as Mary explained, is underpinned by respect for the dignity and worth of every person, not just some. We cannot talk about diversity by gender, sexuality, ethnicity, disability, age or anything else without talking about the common good.

The afternoon workshop *Diversity: the act of thinking independently together*, provided an opportunity for participants to start thinking about and discussing practical measures that can be taken to ensure their volunteer programs have inclusive practices. Facilitated by Volunteering Victoria's Professional Development Facilitator – Hazel Maynard, the workshop highlighted three key steps that organisations can take including:

- Reviewing organisational culture
- Reviewing organisational procedures
- Planning and developing diversity and inclusion programs



## Volunteering Victoria State Awards

Volunteering Victoria announced seven recipients at its annual State Awards held in Queen’s Hall at State Parliament House on Wednesday 22 November 2017.

The Volunteering Victoria State Awards showcase the significant and enduring impact Victoria’s leaders of volunteers, volunteering programs and volunteer involving organisations have on building a vibrant and strong volunteering community.

We received 46 nominations across the six award categories. Nominations were once again of a high calibre and covered a diverse breadth of volunteering programs and volunteer involving organisations across the state, as well as highlighting some remarkable leaders of volunteers.

The Awards Judges were also acknowledged for their time and commitment including Dr. Christopher Baker, Research Fellow, Centre for Social Impact, Swinburne University; Con O’Brien, Board of Directors, Volunteering Victoria; Helen Yorston JP, Manager, Bendigo Volunteer Resource Centre; Rebecca Miller, Head of SEEK Volunteer ANZ; and Simone Power, Corporate Partnerships Manager, Melbourne City Mission.

### 2017 Winners:

Excellence Award  
**Very Special Kids**

Inclusion Award  
**Afghan and Tamil Volunteers, enliven**

Employee Volunteering Award  
**AIA**

Thought Leadership Award  
**Dr. Pam Kappelides, La Trobe University**

Innovation Award  
**Human Rights Law Program Fast Track Clinics, Asylum Seeker Resource Centre**

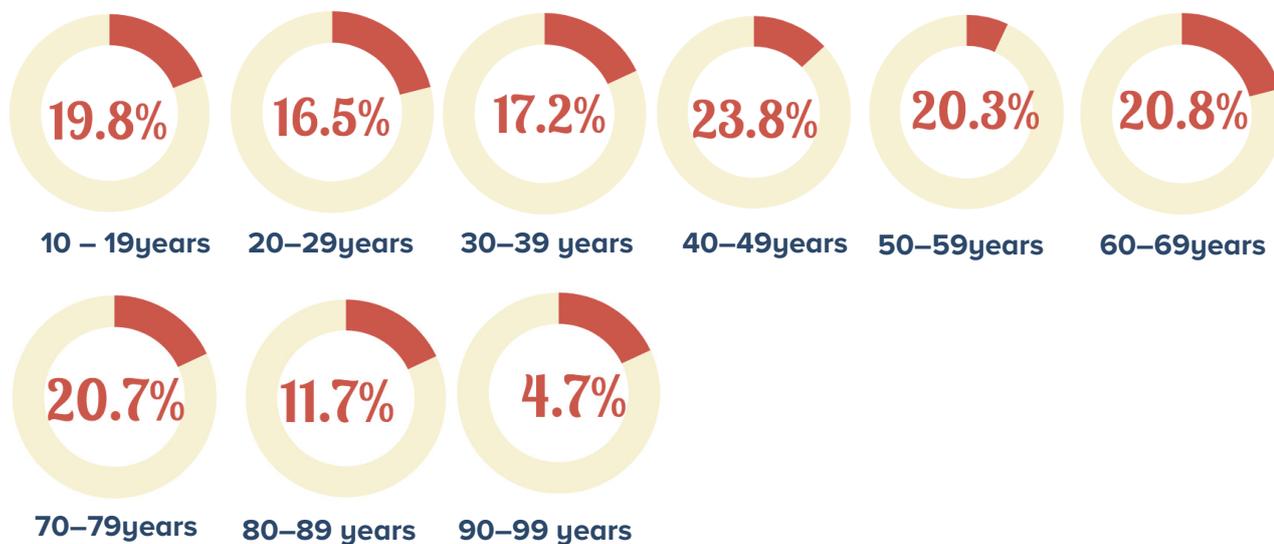
Lifetime Achievement Award  
**Tehree Gordon, Jirrahlinga Koala and Wildlife Sanctuary and Hazel Maynard, Volunteering Victoria**



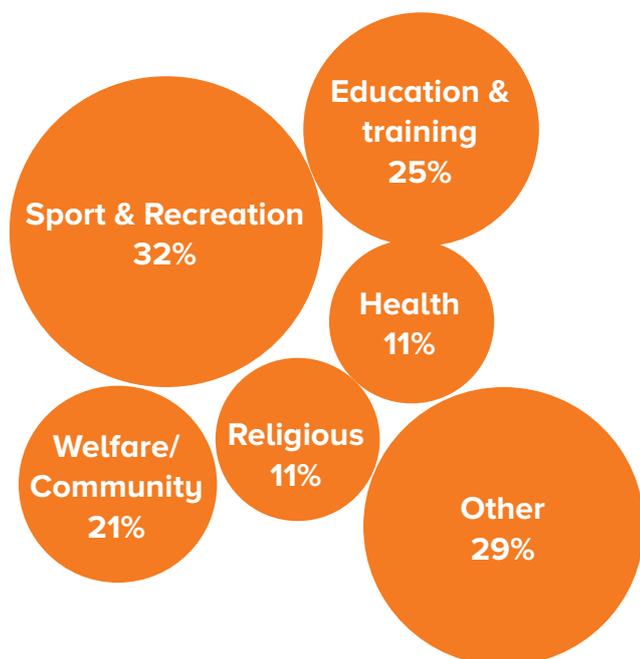
# Volunteering in Victoria

Volunteering is defined by Volunteering Australia as “time willingly given for the common good and without financial gain.” In the 2016 Census, a volunteer is defined by the Australian Bureau of Statistics (ABS) as someone who has “spent time doing unpaid voluntary work through an organisation or group, in the twelve months prior to Census night”.

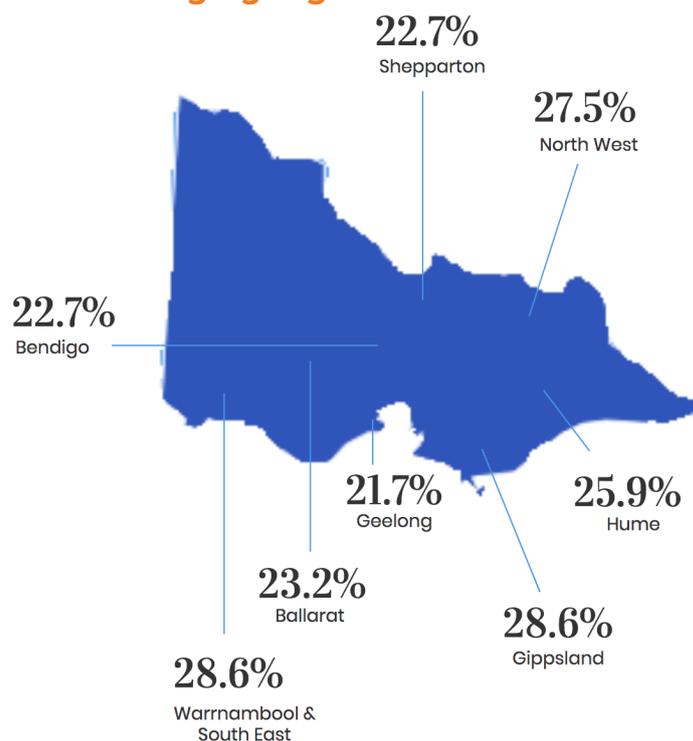
## Volunteering by age



## Volunteering by industry



## Volunteering by region



# Collaboration & partnership

**In 2017-18 Volunteering Victoria continued to convene and participate in networks that strengthen our sector and provide a platform to discuss policy and advocacy as well as successes and challenges across the entire sector. These included the Victorian Volunteer Support Network, the Leadership in Volunteering Special Interest Group, the Inclusive Special Interest group, the Employee Volunteering Special Interest Group, and the City Network of Volunteer Managers.**

## Victorian Volunteer Support Network

The Victorian Volunteer Support Network (VVSN) represents its members throughout Victoria, advocating for the strengthening and expansion of effective and sustainable volunteer support services across Victoria, regionally and locally.

### Objectives

- To inform and advocate to the government and other organisations on matters pertaining to volunteering.
- To promote and uphold the principles and definition of volunteering as defined by Volunteering Australia.
- To support members through information sharing and mentoring to build on our collective skills, knowledge, resources and expertise.
- To source funding and other resources to build the capacity and activities of the network.

Volunteering Victoria holds the only permanent membership of the Executive and acts as Secretariat for the VVSN.

Over 2017 – 18 the VVSN has been working to assist members with advocacy around the Volunteer Management Activity and reporting requirements from the Department of Social Services

The VVSN has also produced an outcomes framework that will allow the sector to more consistently measure impact.

## Leadership in Volunteering Special Interest Group

**Facilitated by Volunteering Victoria, the Leadership in Volunteering SIG assists Leaders in Volunteering to:**

- Protect the integrity of volunteering in our organisations and communities
- Advocate for the respect, rights and interests of Managers and Leaders of Volunteers
- Act as stewards of volunteering, ensuring volunteering remains true to the spirit and intent of the volunteering and is not misused.
- Identify current and emerging research, issues and trends of relevance to Leadership in Volunteering, and analysis of their impact.

**Advocate for the professionalism of Managers and Leaders of Volunteers through the provision of:**

1. Appropriate accreditation and recognition programs
2. Training, professional development and leadership activities
3. Policy positions, information and resources which promote a formidable, fearless, and inclusive voice for volunteering
4. Continuous improvement initiatives and effective utilisation of resources
5. Identifying current and emerging research, issues and trends of relevance to Leadership in Volunteering, and analysis of their impact.

## Inclusive Volunteering Special Interest Group

The meetings provide a platform for Volunteering Victoria to collaborate with organisations which are working with volunteers from a diverse background as well as share information, programs and projects that are of interest to others.

## Employee Volunteering Special Interest Group

In its fourth year, the Employee Volunteering Special Interest Group (SIG), meets quarterly and has grown to 45 member registered to attend with 60 participants at meetings.

Highlights for the year included members contributing to the Group by sharing their own innovations (knowledge sharing) and in-house departments, such as a presentation on Preotyping from RAVC, and writing an outstanding volunteer advertisement to entice interest from SEEK.

## Justice Connect – Not-for-profit Law

**Volunteering Victoria has an ongoing multifaceted partnership with Justice Connect. The three major areas of partnership between Volunteering Victoria and Justice Connect are:**

**Resources** – Volunteering Victoria plays a key role in identifying challenges to the volunteering sector that would benefit from legal resources being developed. Justice Connect then creates and publishes the appropriate resources.

**Referrals** – Volunteering Victoria refers any and all legal enquiries to the extensive set of resources developed by Justice Connect. These resources include the managing volunteers and working with other organisations.

**Pro Bono Support** – Justice Connect finds suitable partners for the provision of pro bono legal support for Volunteering Victoria. An example of this is the extensive legal work done for Volunteering Victoria's MSEV and HelpOUT programs.

## Volunteering Australia and other State/Territory Peaks

Volunteering Victoria enjoys a strong relationship with Volunteering Australia and its network of State/Territory volunteering peak organisations.

In the last 12 months, the network met regularly to drive a shared agenda towards innovations in volunteering, sector leadership and to address national volunteering challenges and opportunities through a mixture of policy, advocacy and the distribution of vital services. This includes employing a coordinated approach in the promotion of best practice volunteer management, training, and resource development, to grow a culture of giving in Australia.

Notably, Volunteering Victoria strongly supported Volunteering Australia's successful Tower of Strength campaign, which resulted in the retention of designated funding for Volunteering Support Services until 30 June 2021. VV also assisted Volunteering Australia to shift to a skills-based governance model, with the outcome of this work to be realised in the 2018/19 financial year.

## Federal Government

We continue to undertake activities funded by three grants from the Commonwealth Department of Social Services for the provision of volunteer support and referral services in inner city Melbourne and Gippsland.

## State Government

Our strong partnership approach to working with the Volunteering team within the State Department of Health and Human Services continues to yield many positive outcomes. DHHS funding has allowed us to ensure State-wide work supporting sector development, managers of volunteers, leadership networks, SIGs, and policy and fact sheets.

Additionally, we appreciate the work of DHHS during the final stages of the HelpOUT and MSEV projects. Their on-going support and commitment to this work meant we were able to successfully hand back this important work at the end of our funded period.

# HelpOUT and Managers of Spontaneous Emergency Volunteers (MSEV) program

Volunteering Victoria's HelpOUT emergency volunteering service was initiated in July 2015, with time-limited pilot funding through the Commonwealth government's Natural Disaster Resilience Grants Scheme, and went live in February 2016. The initiative aimed to improve the coordination and management of spontaneous emergency volunteers through a recruitment, coordination and management service.

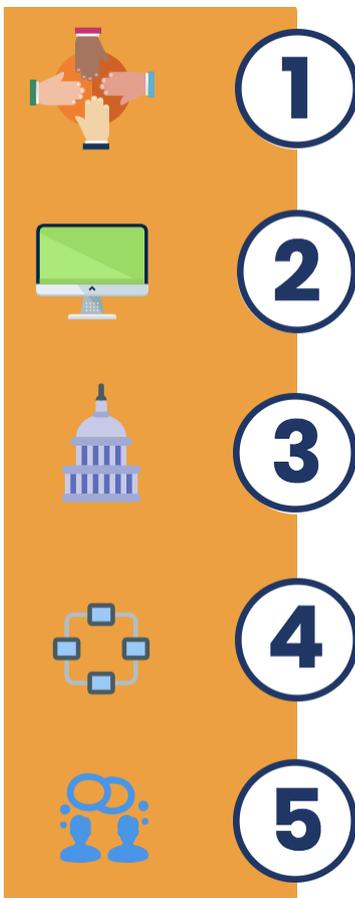
HelpOUT, including the Managers of Spontaneous Emergency Volunteers (MSEV) program, aimed to complement and support the vital role of state and local government in emergency management by capturing and better managing spontaneous volunteer offers, freeing up other resources in the immediate aftermath of an emergency.



As of November 2017, Volunteering Victoria was informed that the NDRGS, which was used to support the HelpOUT service for two years, was no longer available. Regrettably, Volunteering Victoria is no longer able to support the delivery of the HelpOUT service.

During the first half of 2018 Volunteering Victoria was supported by Department of Health and Human Services (DHHS) to manage a planned transition of HelpOUT and the MSEV programmes.

## In June 2018, Volunteering Victoria presented the following recommendations to the Department of Health and Human Services:



### Local community

In line with the Emergency Management Reform White Paper, the best response to an emergency remains the local community and its assets and capabilities.

### Online portal

There is a clear and present requirement to support communities in their disaster response efforts by supplying an online portal which allows spontaneous volunteers to be directed somewhere to register in the event of an emergency.

### Government department support

One government department must take responsibility for and provide the state-wide infrastructure and capacity building for supporting communities to respond to spontaneous volunteers.

### Utilise network capabilities

Utilise the networks and capabilities developed through the HelpOUT and MSEV pilot projects through a community-based and community contextualised program building the capability and capacity of local governments and community-based volunteer involving organisations through network building and training.

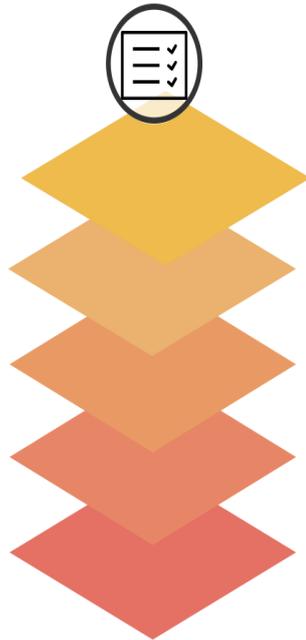
### Volunteering Victoria's integral role

Volunteering Victoria, as the peak body is uniquely placed to be the voice of community volunteering at the emergency services table including the Volunteer Consultative Forum and regional emergency management planning committees.

# Melbourne Study LIVE volunteers

Study Melbourne LIVE Volunteers was a year-long pilot project to explore volunteering by international students with community-based organisations across Victoria.

The program was supported under the Study Melbourne Lead, Intern, Volunteer and Experience (LIVE) initiative, which seeks to enhance the experience of international students.



## Key outcomes

### related to student experience

- Increased awareness and capacity of six educational institutions, 17 volunteer-involving organisations to support and facilitate volunteering by international students.
- Over 210 students reporting increased awareness of volunteering or increased confidence to apply for a volunteer role.
- 396 instances of connection between international students and volunteering, with overwhelmingly positive experiences.
- Deeper understanding of the needs of international students in terms of community-based volunteering, and how these can be met by volunteer-involving organisations and educational institutions.
- A collection of inspirational stories of volunteering by international students

## Key findings

### Related to student engagement

- 1. Volunteering**  
International students want to volunteer.
- 2. Helping communities**  
International students are actively taking part in volunteering in the community.
- 3. Employability**  
Volunteering supports international students to develop employability skills, and increase social connectedness.
- 4. Cross-cultural and language skills**  
VIOs benefit from engaging international students as volunteers with unique skills and abilities especially related to cross-cultural understanding and language skills.
- 5. Experience**  
Where international students do volunteer, their experiences are overwhelmingly positive.
- 6. Raising awareness**  
Preparing international students to volunteer can enhance their experience through raising awareness and building confidence.
- 7. Rights and responsibilities**  
Student experience of volunteering is impacted by concerns about rights and responsibilities of volunteers in Australia, particularly the right not to be exploited.
- 8. Diversity of approach**  
Connecting international students with volunteering opportunities requires a diversity of approaches.
- 9. Educational institutions**  
Educational institutions can play a key role in connecting international students to volunteering opportunities.
- 10. Raising awareness**  
VIOs perceive that their volunteer programs need to be more flexible to accommodate international students.



# Sharing our message

## Volunteering Matters eBulletin

Our monthly Volunteering Matters eBulletin, which provides a round-up of news, activities and recent information on all things volunteering, has increased its subscriber base over the past 12 months from 2,233 to 2,371. Its average open rate of 25.3% is above the industry average of 25.1%, as is its click-through rate of 10.1%, compared to the industry average of 2.8%.

## Professional Development Bulletin

Sent monthly, our Professional Development Bulletin highlights upcoming events and workshops. Open rate averages at 49.5% and click-through rate averages at 9.6%



## Media Relations

Volunteering Victoria continues to develop its approach to media relations with an enhancement of the media section of the website. Media outlets are now able to download not only media releases but accompanying resources such as photos and web graphics to support various campaigns or events.

We distributed 13 media releases this year on topics such as the HelpOUT program and launch, Rosemary Joiner's appointment and the new definition of volunteering. In addition to our media releases we published an opinion piece on the proposed Federal Government intern program and a media statement on the rights of emergency service volunteers.

# Sponsors & supporters

The 2017 Volunteering Victoria State Awards were sponsored by Seek Volunteer, the Department of Health and Human Services, the President of the Legislative Assembly and the Speaker of the House. We would like to take this opportunity to acknowledge their contributions for making these awards possible.

We would also like to acknowledge the ongoing support of Helen Macpherson Smith Trust and Perpetual.



**Australian Government**

**Department of Social Services**



Helen Macpherson Smith Trust



## In kind support

We acknowledge the contributions of the Parliament of Victoria, in particular The Hon. Bruce Atkinson MLC, President of the Legislative Council and The Hon. Colin Brooks MP, Speaker of the Legislative Assembly.

Thank you to photographer Frank Amato, for his ongoing support of Volunteering Victoria.

We place great value on our relationships across the private, community and government sectors in supporting our many achievements that have been built on these strong partnerships.

We would like to thank the following organisations for their in-kind support:

- NAB
- RMIT University
- Australia Red Cross
- CisVIC
- RACV
- CQUniversity Australia
- Royal women's hospital
- Monash College
- Emergency Management Victoria
- Volunteering Geelong
- Bernadette Northeast – Volunteer CONNECT

# Our members

- A**
- Abbeyfield Australia Ltd
  - ACCESS Ministries (Korus Connect)
  - Adam Beames
  - Albury Wodonga Volunteer Resource Bureau Inc.
  - Alfred Health
  - Alice Garrick
  - Amanda Everton
  - Amberlie Jane
  - AMES Anchor Inc.
  - Andrea Fitzgerald
  - Andrew Coghlan
  - Angela Seach
  - Anglicare Victoria
  - Anna Ballinger
  - Anthony Garnham
  - Anthony Warren
  - ANZ Australia
  - Ardoch Youth Foundation
  - Aspergers Victoria
  - Asylum Seeker Resource Centre (ASRC)
  - Austin Health
  - Australian Air League Inc - Victoria
  - Australian Centre for the Moving Image (ACMI)
  - Australian Croatian Community Services
  - Australian Multicultural Community Services
  - Australian Red Cross
  - Australian Volunteers International
- B**
- Banksia Palliative Care Service
  - Banyule City Council
  - Baptcare
  - Bayside City Council
  - Bayside Community Information & Support Services Inc
  - Bendigo Health
  - Bendigo Volunteer Resource Centre
  - Bethany Community Support
  - Bicycle Network
  - Bicycle Recycle Shed
  - Big Brothers Big Sisters Australia
  - Big Group Ltd BirdLife Australia
  - Birth for HumanKIND
  - Blue Cross Community Care Services
  - BluEarth Foundation
  - Boroondara Aged Services Society (BASS Care)
  - Boroondara Volunteer Resource Centre
  - Bradley Smith
  - Briare McElhone
  - Bridges Connecting Communities Ltd
  - Brimbank City Council
- Bronwen Clark**
- Brotherhood of St Laurence
  - Buloke Shire Council
- C**
- Calvary Health
  - Care Bethlehem
  - Camcare Inc
  - Campaspe Primary
  - Care Partnership
  - CanTeen
  - Carlton Neighbourhood Learning Centre
  - Caroline Chisholm Society
  - Carringbush Adult Education
  - Castlemaine Health
  - CatholicCare
  - Centre for Multicultural Youth
  - Centre for Participation
  - Chelsea Men's Shed Inc.
  - Churches of Christ in Queensland
  - City of Ballarat
  - City of Casey
  - City of Greater Bendigo
  - City of Greater Dandenong
  - City of Kingston
  - City of Melbourne
  - City of Monash
  - City of Moreland
  - City of Port Phillip
  - City of Whitehorse
  - City of Wodonga
  - City of Wyndham Cobaw
  - Community Health Service
  - Cohealth
  - Colac Area Health
  - Communteer
  - Community Information & Support Victoria (CISVic)
  - Community Information Glen Eira Inc
  - Con O'Brien
  - Connect Health & Community (formerly Bentleigh Bayside Community Health)
  - Connie-Marie Caligiuri
  - Conservation Volunteers Australia
  - Coonara Community House (Volunteer for Knox)
  - Council on the Ageing Victoria (COTA)
  - Counterpart (formerly Breacan)
  - Country Fire Authority (CFA)
  - Court Network Inc.
  - CQUniversity Australia
  - Cranbourne Information & Support Service Inc Creative Partnerships Australia
  - CrimCheck Ltd
  - Croatian Catholic Welfare
  - Crohn's & Colitis Australia
  - Cystic Fibrosis Community Care (CFCC)
- D**
- Dallas Beeston
  - Dan Gray
  - Dandenong Neighbourhood House
  - Danine Bourke
  - Deaf Children Australia
  - Deakin University - Faculty of Business and Law
  - Deakin University - Geelong Campus
  - Dean Gray Dementia Australia (formerly Alzheimer's Aust)
  - Diabetes Victoria
  - Diamond Valley Community Support
  - Diaspora Action Australia
  - Doncare - Volunteering in Manningham
  - Donwood Community Aged Care Services Inc
  - Doron Kollan
  - Dorothy Impey Home
  - Doug Robinson
  - Doveton Neighbourhood Learning Centre Inc
  - DPV Health (formerly Dianella Health)
  - Drysdale Community Church Inc.
- E**
- EACH
  - East Burwood UnitingCare Centre
  - Eastern Health
  - Eastern Volunteers
  - EdConnect Australia
  - Elizabeth Lund
  - Emily Laurie
  - Emily Murphy
  - Emma Short
  - Epilepsy Foundation
  - Ermha Limited
  - Extended Families Australia Inc
- F**
- Fairview Homes for the Aged Inc
  - Family Access Network
  - Family Care Inc
  - Fareshare
  - Fernlea House Inc
  - Fishcare Victoria
  - Fitted for Work
  - Fitzroy Legal Services
  - FoodBank Victoria
  - Friends Getting Together
  - Froniditha Care
  - Fusion Oakleigh Youth and Community Centre
- G**
- Gateway Community Services
  - Gateway Industries Inc.
  - Gaye Witney
  - Geddup
  - Geelong Gallery
  - Gellibrand Community House
  - Genetic Support Network of Victoria
  - Geoff Sharp
  - Gippsland Farmer Relief Incorporated
  - Girl Guides Victoria
  - Glenelg Shire Council
  - Global Vaddo Charity
  - Golden Plains Shire Council
  - Goulburn Valley Hospice Care Service Inc
  - Grampians Community Health Centre
  - Greater Shepparton City Council
  - Greyhound Racing Victoria
  - GriefLine Community & Family Services Inc.
  - Guide Dogs Victoria Gymnastics Victoria
- H**
- Habitat for Humanity Australia (Victoria)
  - Happy Brain Education
  - Harm Reduction Victoria
  - Hazara Australian Community Association of Victoria
  - Hazel Cleary
  - Healesville Interchurch Community Care Inc
  - Heide Museum of Modern Art
  - Heidelcare Hepburn Health Service
  - Hepburn Shire Council
  - Hobsons Bay City Council
  - Hobsons Bay Community Information Centre
  - Holy Fools Inc
  - Hume City Council
  - Huntington's Victoria
- I**
- Impact Volunteering
  - Inclusion Melbourne Inc.
  - Interchange Outer East
  - Interchange Western
- J**
- Jacoba Henning
  - Jane Taylor
  - Jewish Care (Victoria) Inc
  - Jimmy Marinas
  - Joanne Trickey JoCare
  - John Pastorelli
  - Julie Leonidas
- K**
- Karingal St Laurence
  - Karolina Sevcikova
  - Keep Victoria Beautiful
  - Keira McDonagh
  - Kelly Busfield
  - Kinglake Ranges
  - Neighbourhood House
  - Knox City Council

**L**

La Trobe City Council  
 La Trobe Community Health Service  
 La Trobe University Student Union Inc.  
 Land of Welcome  
 Launch Housing  
 Laverton Community Centre  
 Leadership Victoria  
 LentershipCare  
 Lentil As Anything Ltd  
 Leongatha Community House Inc  
 Leonie Lockstone-Binney  
 LGBTIQ - Support & Protection Services Inc.  
 Life's Little Treasures  
 Limbs 4 Life Inc  
 Link Community Transport  
 Living Learning Pakenham Inc.  
 Lort Smith Animal Hospital  
 Luci Mumme  
 Lynne Williams

**M**

Maelor Himbury  
 Maeve McNelis  
 Make A Difference Dingley Village Inc  
 Make a Wish Foundation of Australia  
 Mallee Track Health and Community Service Manheim  
 MannaCare  
 Maribyrnong City Council  
 Mark Bamford  
 Marney Phillips  
 Marriott Support Services  
 Megan Cassar  
 Melba Support Services  
 Melbourne City Mission Inc (Head Office)  
 Melbourne Fashion Festival Ltd  
 Melbourne Legacy  
 Melbourne Water  
 Mercy Connect Ballarat  
 MHA Care  
 MiCare (formerly New Hope Foundation)  
 Mind Australia  
 Mitchell Shire Council  
 MND Motor Neurone Disease Vic  
 Moira Shire Council Monash College  
 Monash Health  
 Monash University  
 Monash University Student Union Caulfield Inc (MONSU)  
 Moonee Valley City Council  
 Mordialloc Community Centre  
 Multiple Sclerosis Limited  
 Museum of Australian Democracy at Eureka (M.A.D.E)  
 Museums Victoria

**N**

National Australia Bank

National Council of Jewish Women Victoria  
 National Sports Museum Ltd (Melbourne Cricket Club)  
 National Stroke Foundation  
 National Trust of Australia  
 National Vietnam Veterans Museum  
 Neighbourhood Watch Victoria  
 Nillumbik Shire Council  
 North Melbourne Language and Learning  
 North Richmond Community Health Centre  
 Northeast Health Wangaratta  
 Northern Health Numurkah District Health Service

**O**

Office of the Public Advocate  
 Old Treasury Building  
 On My Feet Ltd  
 Open Table Origin Foundation (QLD)  
 Outlook (Vic) Inc  
 Ovarian Cancer Australia

**P**

Palliative Care South East  
 Palliative Care Victoria Inc  
 Pancare Foundation Inc.  
 Parks Victoria  
 People Outdoors  
 Perinatal Anxiety and Depression Australia (PANDA)  
 Phillip Island Nature Parks  
 Pinarc Disability Support  
 Playgroup Victoria  
 PMI Victorian History Library  
 Polish Community Council of Victoria  
 Public Records Office Victoria  
 Puffing Billy Railway

**Q**

Quambatook Community Resource Centre

**R**

Reclink Australia  
 Red Nose  
 Richard Blakeman  
 RMIT University  
 Road Trauma Support Services Victoria  
 Robert Wagner  
 Robinson Reserve Neighbourhood House  
 Robyn Rose  
 Ronald McDonald House Monash  
 Ronald McDonald House Parkville  
 Rose Herben  
 Rosheen Arthur  
 Royal Agricultural Society of Victoria  
 Royal Automobile Club of Victoria (RACV)  
 Royal Botanic Gardens Melbourne

Royal Freemasons Ltd  
 RSL Inc. VIC Branch  
 RSPCA (Victoria) Inc

**S**

Sacred Heart Mission  
 Sailors with Disabilities Inc  
 Salvation Army - Westcare  
 Samarinda Ashburton Aged Services (SAAS)  
 Sandown Cobras Football & Netball Club Inc  
 Sands Australia  
 Save the Children Australia  
 Scouts Victoria  
 Seaworks Foundation  
 SEEK Limited  
 Shrine of Remembrance  
 Solve Disability Solutions  
 South East Community Links Inc  
 South East Volunteers  
 South Gippsland Shire Council  
 Star Health Group  
 State Library of Victoria  
 STEM Professionals in Schools (SISVIC)  
 Story Dogs  
 Sunassist Volunteer Helpers Inc  
 Sunbury Community Health  
 Susan Jakob  
 Swan Hill Neighbourhood House  
 Switchboard

**T**

Talia Holloway-Roden  
 TarraWarra Museum of Art  
 Telco Together Foundation  
 Telstra  
 Temple Society Australia  
 Tessa Fiskien  
 The Centre for Continuing Education  
 The Compassionate Friends Victoria Inc.  
 The Good Samaritan Inn  
 The Holland Foundation  
 The Johnston Collection  
 The Lost Dogs Home  
 The Portsea Camp  
 The Royal Children's Hospital Foundation  
 The Royal Melbourne Hospital  
 The Royal Victorian Eye & Ear Hospital  
 The Royal Women's Hospital  
 The Salvation Army  
 The Summit (Impact Project)  
 The Tipping Foundation  
 The Winged Horse Equine Welfare Inc  
 Timboon and District Healthcare Service  
 Toyota Australia  
 Transgender Victoria  
 Traveller's Aid Australia  
 Trentham Neighbourhood House

**U**

U3A Network Victoria  
 United Way Ballarat  
 Uniting AgeWell  
 Uniting Vic Tas  
 UnitingCare Geelong  
 University of Melbourne  
 University of Melbourne Student Union (USMU)

**V**

VACRO-Victorian Association for the Care & Reset  
 Variety the Children's Charity  
 Very Special Kids  
 Victorian AIDS Council  
 Victorian Immigrant & Refugee Women's Coalition  
 Victorian State Emergency Service  
 Villa Maria Catholic Homes  
 VincentCare Victoria  
 Vision Australia  
 Visit Ballarat  
 Vollie  
 Volunteer CONNECT (Volunteering Warrnambool)  
 Volunteer West  
 Volunteering Geelong  
 Volunteering Mornington Peninsula

**W**

Water Polo Victoria  
 Wellways  
 Western Emergency Relief Network  
 Western Health  
 Whittlesea Community Connections  
 WIRE Women's Information and Referral Exchange Inc  
 Wonthaggi Neighbourhood Centre  
 Woodend Neighbourhood House  
 Work For The Soul  
 WorkSafe Victoria  
 WorldSkills Australia

**Y**

YACVic - Youth Affairs Council of Victoria  
 Yarra Plenty Regional Library  
 Yarra Ranges Shire Council  
 YMCA Victoria  
 Your Community Health (formerly Darebin)

**Z**

Zoos Victoria

# Summary of accounts

## Statement of profit or loss and other comprehensive income

For the year ended 30 June 2018

	Note	2018 \$	2017 \$
<b>Revenue</b>	3	871,403	1,338,160
<b>Expenses</b>			
Employment related expenses		(757,254)	(863,064)
Marketing, Training and program expenses		(74,800)	(182,533)
Office and Premises expenses		(63,957)	(64,806)
Travel, Accommodation and Meeting expenses		(11,118)	(26,404)
IT and Communication expenses		(30,914)	(50,423)
Finance and Membership expenses		(10,272)	(13,607)
Depreciation expense	4	(33,268)	(16,617)
<b>Current Year Surplus / (Deficit)</b>		(110,180)	120,706
<b>Surplus for the year attributable to the members of Volunteering Victoria Inc.</b>	13	(110,180)	120,706

## Statement of financial position

For the year ended 30 June 2018

	Note	2018 \$	2017 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	5	230,500	402,350
Trade and other receivables	6	47,912	9,132
Inventories		-	1,236
Other current assets	7	-	121,813
<b>Total current assets</b>		<u>278,412</u>	<u>534,531</u>
<b>Non-current assets</b>			
Property, plant and equipment	8	<u>7,637</u>	<u>36,575</u>
<b>Total non-current assets</b>		<u>7,637</u>	<u>36,575</u>
<b>Total assets</b>		<u>286,049</u>	<u>571,106</u>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	9	45,069	83,076
Revenues received in advance	10	70,702	143,224
Accrued expenses		-	40,690
Employee benefits	11	5,000	28,658
<b>Total current liabilities</b>		<u>120,771</u>	<u>295,648</u>
<b>Total liabilities</b>		<u>120,771</u>	<u>295,648</u>
<b>Net assets</b>		<u>165,278</u>	<u>275,458</u>
<b>Equity</b>			
Retained surplus	12	<u>165,278</u>	<u>275,458</u>
<b>Total equity</b>		<u>165,278</u>	<u>275,458</u>

## Volunteering Victoria Inc.

### Independent auditor's report to members

## Report on the Audit of the Financial Statements

### Opinion

We have audited the financial report of Volunteering Victoria Inc. (the Association), which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and officers' declaration.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Association as at 30 June 2018, and its financial performance and its cash flows for the year then ended in accordance with Associations Incorporations Reform Act 2012.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Volunteering Victoria Inc. to meet the requirements of the Associations Incorporations Act Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### CHARTERED ACCOUNTANTS & ADVISORS

Level 20, 181 William Street  
Melbourne VIC 3000

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[williambuck.com](http://williambuck.com)



**William Buck Audit (Vic) Pty Ltd**  
ABN: 59 116 151 136



**C. L. Siddles**  
Director

Melbourne: 19<sup>th</sup> September 2018



**Volunteering Victoria**

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