

# Volunteering Victoria



Volunteering Victoria

Annual Report for the year ended 30 June 2016



## HARNESS THE POWER OF ASSOCIATION

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



Tracey  
O'Neill  
Marketing & Communications Officer  
The National Children's Hospital for Ireland  
12, St. James's Street, Dublin 8

Me  
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# Highlights 2015 - 2016

Website  
redevelopment

AGM, Forum  
and Workshop

Inaugural State  
Awards

Launch of  
HelpOUT

Over 1,000 attendees  
at Professional  
Development events

## FUNDING

Government grants – 71.4%  
Program income – 11.8%  
Sponsorship – 9%  
Membership – 7.3%  
Other – 0.5%



Continued rollout of the  
Managers of Spontaneous  
Emergency Volunteers program

National Volunteer Week  
– Follow my Lead

356  
members

First HelpOUT  
deployment

First Member  
Satisfaction and Needs  
Survey conducted

## INVESTMENT

**Your membership counts!  
For every dollar invested in  
membership fees, you benefit from \$12 invested  
in the volunteering sector.**

# Chair and CEO message



**Robyn Rose**  
Chair



**Sue Noble**  
CEO

■ The past year saw many challenges and opportunities - for Volunteering Victoria and the volunteering sector as a whole.

We ramped up our advocacy efforts to meet these challenges head-on and to take full advantage of the opportunities.

On a positive note, the State Government recognised the importance of volunteering with the establishment of the Ministerial Advisory Council for Volunteers, which has identified three important areas of focus: leadership and stewardship of volunteering, sector collaboration, and valuing and positioning of volunteering.

A change of government at the Federal level saw our advocacy efforts pushed into overdrive as we sought to ensure volunteering was an important issue in the eyes of our politicians. We had a few wins and some losses. Many Federal election candidates pledged their commitment to volunteering via the Federal Election Pledge, but disappointingly neither major party stood up for the vital role that volunteering plays in the Australian community.

Sadly, this was also reflected in both the State and Federal budgets. While we received a small increase in State Government funding, we remain the least funded of any State/Territory volunteering peak body by their government. Disappointingly, the State government made no financial investment in the wider volunteering sector. The Federal government budget also failed to make any clear or substantive long-term commitment to the sector. This lack of investment is puzzling considering the volunteer workforce is critical to the delivery of so many State and Federal (and local) government programs and services.

Undeterred by the current political climate, Volunteering Victoria continues to provide high-quality, open access to resources and support for volunteering across the state. The redevelopment and launch of our new website, with its enhanced content, functionality and navigation means it's now much easier for volunteers, managers of volunteers and others to find the information and resources they need to support their work and interests.

Our four-year Strategic Plan (2017-2020) has a strong focus on growing and diversifying our member base, and providing an innovative and collaborative approach to advocacy, policy development, and program development and delivery.

In the last 12 months we have had a significant focus on a number of areas, including multicultural volunteering. This has resulted in two philanthropic grants from the Victorian Multicultural Commission and the Scanlon Foundation to develop resources and CALD volunteer engagement frameworks to encourage and support a more inclusive sector.

Exxon Mobil's sponsorship enabled us to produce a user friendly infographic designed to highlight the benefits of volunteering in a colourful and visual way. Copies of the infographic are available from the Volunteering Victoria office, all of our events and can also be downloaded from our website.

We have also increased our support for volunteer support organisations (VSOs) and, thanks to funding from the Helen Macpherson Smith Trust, we have been able to enhance our already strong relationships with VSOs through the development of a VSO toolkit which will be launched later this year.

We stepped up the delivery of our own VSO services with the appointment of Rosemary Joiner, our Community Engagement Coordinator in Gippsland and Sarah Lean-Jones our Community Engagement Manager in Melbourne. These appointments allow us to provide on-the-ground support to volunteer involving organisations and managers of volunteers in those regions.

In support of spontaneous emergency volunteering, we launched the much anticipated HelpOUT program in Geelong during National Volunteer Week. HelpOUT complements the Managers of Spontaneous Emergency Volunteers (MSEV) program, which continued rolling out across the State. We are delighted to report that we also deployed our very first HelpOUT volunteers to support recovery efforts following the Wye River bushfires.

A number of successful events also brought the sector together, including our highly praised and well attended AGM Forum and Workshop (October), our National Volunteer Week forum (May) and our Research Roundtables (July and November). The recipients of our inaugural State Awards,

which recognise excellence, inclusion, impact, thought leadership and innovation in volunteer management and volunteering programs, were recognised at our State Awards ceremony held in November in Queen's Hall, State Parliament House.

Our achievements over the past 12 months would not have been possible without the support of our great staff, skilled volunteers, Board members and corporate partners. We have been able to punch well above our weight because of their commitment, passion, experience and expertise. Thank you!!

A big thank you must also go to our members. Our members empower us to lead and enable us to provide a formidable, inclusive, fearless and representative voice for volunteering. Through the power of association our collective voice is strengthened. Together we can build resilient communities and empowered and active citizens through volunteering.

The year ahead will bring with it more opportunities to strengthen the sector and advocate for better support for volunteering. While it will be challenging, we know that the crucial role that volunteering plays in our community cannot be ignored.

*Robyn and Sue*

# Strategic plan 2017 - 2020

## ■ Looking forward

### Our Purpose

Through our dynamic and transformative leadership we will promote and build a vibrant, prosperous and strong volunteering community that is inclusive, respected and sustainable.

### Our Vision

Resilient communities and empowered and active citizens through volunteering.

### Our Values

We are:

- Collaborative, supportive and inclusive
- Innovative, flexible and proactive
- Transparent, accountable and professional

### Strategic Themes

We will achieve our purpose and vision by continuing to build and invest in a compelling value proposition, and focusing on the following strategic themes that underpin all our objectives and initiatives. We will:

- Build and strengthen a vibrant, diverse, satisfied and growing membership and network of stakeholders that is truly representative of the entire Victorian volunteering community
- Facilitate an innovative and collaborative approach to develop and deliver our policy and advocacy priorities, and quality programs and resources to support the growth and empowerment of the volunteering community
- Demonstrate and support the delivery of marketing and business development excellence

## Our Strategic Objectives

By 30 June 2020, we will achieve the following strategic objectives and initiatives

### Market Objectives

- **M1** Membership and Supporter Growth, Representation and Diversity: we will continue to build a diverse, widely representative membership and supporter-base of more than 400 organisations and networks, and 100 individuals
- **M2** Market Awareness, Engagement and Satisfaction : we will achieve a high level of market awareness, engagement and satisfaction with the performance of Volunteering Victoria
- **M3** Participation : we will increase the frequency and quality of each current and non-member's participation and engagement in our activities and programs
  - 25% growth in member participation and engagement in activities and programs delivered or supported by Volunteering Victoria
  - 15% growth in non-member (individuals and organisations) participation in relevant activities and programs
- **M4** Wider Stakeholder Engagement: a high level of positive awareness, recognition, understanding, support and engagement from non-volunteering stakeholders ( including government at all levels, the media, general public, sponsors, commercial partners and other relevant bodies) and from Volunteering Australia and other Foundation members

## Organisational Capacity and Capability Objectives

- ❖ **OC1** Our People: we will have an organisational structure and a team of highly engaged, motivated, productive, respected and service-focused staff, volunteers and Board members, whose roles, skills and expertise are aligned with our strategic focus and objectives
- ❖ **OC2** Collaboration and Partnerships: we will invite and foster collaborative networks and partnerships across VSOs, VIOs, government, the corporate sector, Volunteering Australia and our inter-State colleagues in order to achieve our shared objectives
- ❖ **OC3** Programs, Products and Services: we will have a portfolio of successful and viable programs, products and services to support our peak body positioning, to develop a strong and sustainable volunteering sector and resilient communities, and to meet the needs of our priority target market segments
- ❖ **OC4** Marketing and Business Development: we will have implemented best practice marketing and business development to:
  - Position Volunteering Victoria as the peak body for volunteering in Victoria
  - Advocate for volunteering, best practice volunteer leadership and management, and the rights and wellbeing of volunteers
  - Support the promotion, development and delivery of our programs, products and services to our target markets
- OC5** Technology: we will have the technology in place to assist with:
  - Our knowledge and understanding of our stakeholders
  - Efficient development and delivery of our programs, products and services
  - Effective communication and the sharing of information with our stakeholders
  - Collaborative work practices within Volunteering Victoria and with our key stakeholders
  - Efficient management of our business

## Internal Business Process Objectives

- ❖ **IBP1** Governance Best Practice: we will implement and model best practice not for profit governance, and promote and support the same across all our members
- ❖ **IBP2** Management Best Practice: we will implement professional business practices, systems and processes that:
  - Achieve balance by supporting continual improvement, innovation, agility, risk management, compliance, improved competitiveness and effective performance
  - Facilitate collaboration and cooperation
  - Result in our members and stakeholders having positive interactions with Volunteering Victoria
  - Manage our volunteers in accordance with the National Standards for Volunteer Involvement (2015)

## Finance Objectives

- ❖ **F1** Financial Diversity and Sustainability: we will build diverse revenue sources and efficiently manage our financial resources to put Volunteering Victoria on a stable, viable and sustainable financial footing in order to support our purpose and growth, and to ensure business continuity

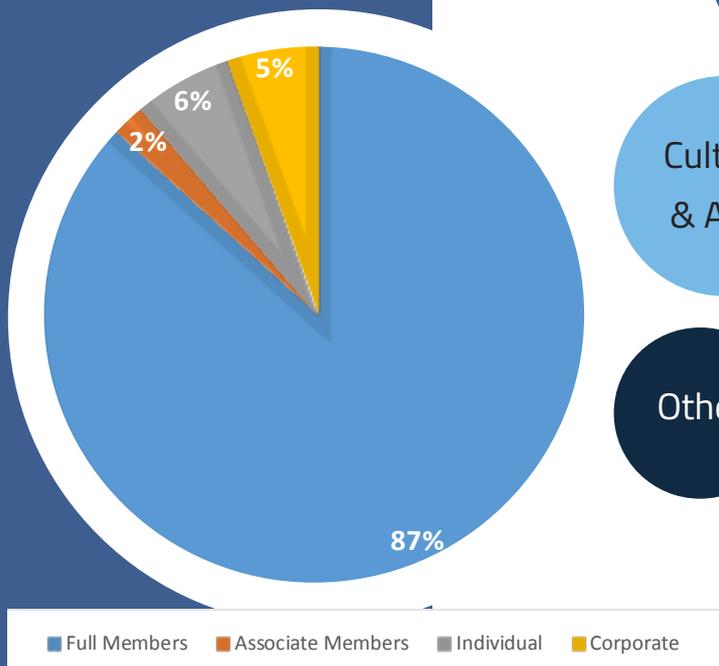
*The fact that my organisation can rely on Volunteering Victoria for support is incredibly important. It means that we as an individual organisation are not alone and we have the ability to network and grow.*

Membership of Volunteering Victoria is open to all organisations and individuals with an interest in, a commitment to, and a passion and respect for volunteering.

# Our members

## The Power of Association

- Our membership base remains steady with 356 members at the end of the year, with the health sector remaining the largest sector represented in membership. We have seen significant growth in both the health and social services sectors.





*'Volunteering Victoria has been an invaluable resource in setting up a sustainable framework for a volunteer program. We're very grateful for everything we've received to date and look forward to the materials we've developed being reviewed.'*

## Member satisfaction and needs survey

- Volunteering Victoria actively sought feedback from members twice in 2015-2016, a survey conducted at our AGM in October and our first Member Satisfaction and Needs Survey, conducted in November. The purpose was to provide us with more detailed information about our members to help us design better programs and services, and identify what we are doing well and areas for improvement.

**92%** have positive satisfaction ratings

**90%** are likely to recommend Volunteering Victoria

**95%** are likely to renew their membership

**80%** describe Volunteering Victoria as a strong voice for the sector

**69%** would like to see accredited training for volunteer managers

**38%** have been members for over 5 years

The most common reason given for becoming a member was to access resources and research.

Volunteering Victoria is well known for training and resources.

The top issues impacting the volunteering sector are funding and emerging types of volunteering.

Members would like more training offered to regional Victoria.

# Policy, advocacy and research

## ■ Government relations



Parliamentary Secretary for Carers and Volunteers,  
Gabrielle Williams MLA

### Parliamentary Secretary for Carers and Volunteers

Throughout 2015-2016 Volunteering Victoria has continued to work closely with the Government's Parliamentary Secretary for Carers and Volunteers, Gabrielle Williams MLA. She has attended a number of Volunteering Victoria's events, and spoke at the official launch of HelpOUT in Geelong during National Volunteer Week and at our

inaugural Volunteering Victoria State Awards reception. We also have the opportunity to speak with her regularly at meetings of the Ministerial Advisory Council for Volunteers.

In June 2016 Gabrielle's portfolio was reshuffled and now comprises Industry and Employment as well as Volunteers. We see this as an important opportunity and recognition of the valued and equal contribution that volunteering makes to the workforce. We also meet regularly with representatives of the Office of the Minister for Families and Children.

### Government departments

We continue to meet regularly with representatives of the Department of Health and Human Services, although regular restructures have resulted in frequent changes to our contacts in that Department. This has been challenging as advocating for projects such as the transition of the existing state-run Spontaneous Volunteering

Register and the Volunteering Portal to Volunteering Victoria requires the building of strong relationships.

We maintain healthy relationships with government departments who fund our current projects: the Department of Justice and Emergency Management Victoria (for MSEV and HelpOUT) and the federal Department of Social Services (for our Gippsland and Melbourne Volunteer Support Services). We were pleased to see our DSS funding extended by a further 12 months for the 2016-2017 financial year, enabling us to continue our delivery of programs in Gippsland and the Melbourne CBD.

We continue to advocate for the funding for MSEV and HelpOUT to become recurrent, particularly as MSEV enters its final year of Natural Disaster Resilience Grant Scheme funding eligibility in 2016-2017.

## Ministerial Advisory Council

Following on from an election commitment, the Victorian Labor Government has established the Ministerial Advisory Council for Volunteers, the first Victorian Government body to directly link volunteers with their political representatives and to seek input of the volunteering community in decision-making. Through the Minister for Families and Children, 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.

The Ministerial Advisory Council for Volunteers has established three sub-committees to address the key priorities identified at the Council's February planning day. Chairs have also been elected for these sub-committees:

**Leadership and Stewardship** Zoe Waters (Barwon Health)

**Sector Collaboration** Helen Coleman (Councillor with the Shire of Nillumbik and a skilled volunteer at Volunteering Victoria)

**Valuing and Positioning** Sue Noble (CEO of Volunteering Victoria).

While the representatives on the Council have been appointed for their individual expertise, to have a number of representatives who are actively engaged with Volunteering Victoria participating as Chairs reflects the breadth and depth of our relationships and engagement with the sector.

**Our Work for the Dole resources kit was published in October 2015 and provides a range of information and materials for volunteer involving organisations considering involvement in the Work for the Dole program.**

In addition we released a number of opinion pieces and position statements relating to matters of policy, including:

- Protecting the Rights of Volunteers in the Emergency Services (June 2016)
- PaTH internship program: Imagine the possibilities of the federal government funding volunteer management instead of an 'illegal' internship program (June 2016)
- A letter to Minister Christian Porter regarding DSS funding (March 2016)
- An update on the introduction of Child Safe Laws (December 2015)
- A summary of the Senate Committee Response to the DSS Grants process (September 2015).

In the lead-up to the Saturday 2 July Federal Election, Volunteering Victoria supported Volunteering Australia's Vote for Volunteering campaign. This campaign approached every candidate nationwide to sign a pledge committing their support for a stronger and more sustainable volunteering community if they were elected. VSOs were engaged by being asked to promote the campaign to local candidates. Ultimately a range of minor party and independent candidates including every candidate for the Australian Greens agreed to take the pledge, while the Australian Labor Party and the Liberal Party provided detailed responses outlining their policies on volunteering.

**Along with our submission to the Victorian Budget 2016-2017, Volunteering Victoria made the following policy submissions in 2015-2016:**

- Submission to the Independent Review of the RSPCA Inspectorate (June 2016).
- Submission to the Senate inquiry into the future of Australia's aged care sector workforce (March 2016)
- Submission to the Victorian Gender Equality Strategy (March 2016)

## State budget

### Submission 2015-2016

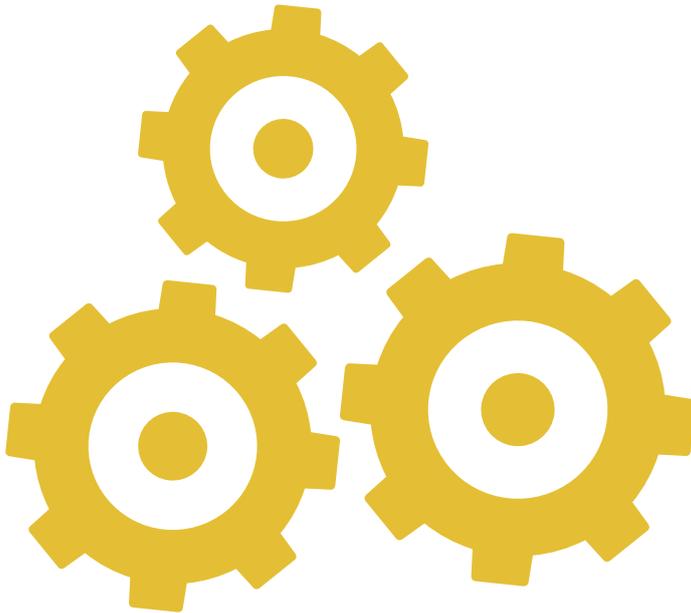
Volunteering Victoria made a pre-submission to the Victorian State Budget 2016-2017 consultation process in December 2015. The submission (available on our website) listed priorities for funding to the volunteering sector consistent with our manifesto, our strategic plan and government priorities.

As a result of this submission and our advocacy throughout the year, Volunteering Victoria's State government funding increased by 20% for the 2016-2017 financial year. For the first time, this takes the form of peak body operational funding rather than funding tied to specific projects.

Although Volunteering Victoria receive the lowest amount of peak body funding in Australia, the State has offered financial support to assist in presenting our State Awards. Our response to the 2016-2017 Budget is on our website.

**As part of the AGM we will be undertaking consultation around our 2017-2018 State Budget Submission and we encourage you to get involved.**

# Research



Volunteering Victoria published two research digests in 2015-2016, compiled by our skilled volunteer Ewan Taylor.

**Volunteering Victoria's research roundtables present contemporary ideas and challenges in the volunteering space by linking academic researchers and practitioners.**

Two research roundtables were held in the 2015-2016 financial year and were attended by researchers and practitioners from across Victoria. Participants came from a variety of organisations including volunteer support organisations (VSOs), universities, volunteer involving organisations (VIOs) and government.

In November 2015 a small, informal advisory group was established to assist in planning future roundtable events. Consisting of academics and practitioners, the group of seven attended a planning meeting on 13 January to discuss topics, identify presenters and schedule a calendar of roundtable events for 2016.

## **Volunteer Motivation and Retention**

### **24 attendees**

Facilitated by Sue Noble, we collaborated with three academics who shared their latest research on volunteer motivation and retention: Leonie Lockstone-Binney from William Angliss Institute, and Associate Professor Art Stukas and Pam Kappelides, both from La Trobe University. Roz Wollmering (RSPCA) and Amanda Everton (AMES) provided a practitioner perspective to the research.

## **Volunteering Powering Resilient Communities**

### **32 attendees**

Formatted as a panel discussion with formal presentations and practitioner feedback from Professor Jeni Warburton (La Trobe University), Dr Mario Peucker (Victoria University), Dr Josh Whittaker (RMIT), Angela Sutherland (Red Cross), Peta Fualau (Whittlesea Community Connections) and Adele Stowe-Lindner (Ardoch Youth Foundation).

2015-2016 was a bumper year with over **1,000** people attending Volunteering Victoria's busy schedule of professional development events.

# Professional development and events

- Volunteering Victoria's calendar of public workshops, in-house training and major events exceeded **140 hours** and was well received by members and others attending to further their skills, knowledge, connections and engagement with the profession of volunteer management.

The **Volunteer Manager Mentoring Program** entered its second year, with nine mentoring pairs set up for the six month duration. The program assists newer managers of volunteers to grow in their role through a dedicated one-on-one relationship with a senior practitioner recognised for their experience and skills.

The **Learning and Development Working Group** continued to provide their expert insights into the mentoring program and other matters relating to managers of volunteers' professional development. In addition to business as usual, the working group commenced work on training specific to an op shop environment, the Multicultural Volunteering Conference and the State Conference.

## Volunteer Management Essentials

Workshops covering the essentials of managing volunteers continued to run, including in Traralgon – a first for Gippsland. The Volunteer Management Essentials workshops cover recruiting and retaining volunteers, inducting and orientating volunteers, National Standards introduction and managing volunteers. These workshops provide a wealth of information for new and established managers and coordinators of volunteers who want to learn more about the professional management of volunteers and volunteering programs. The workshops are also provided as in-house training sessions.

## Volunteer Management Masterclasses

Three Volunteer Management Masterclasses were conducted during the year. The masterclasses are designed for experienced managers of volunteers looking to expand their skills.



### RESILIENCE FOR VOLUNTEER PROGRAM MANAGERS

Conducted by Peter Heyworth from Northern Volunteering in South Australia, this masterclass addressed the range of challenges volunteer program managers face and some easy to implement techniques to enhance resilience and get more out of life.



### DEALING WITH THE TOUGH STUFF

A masterclass with the renowned Hazel Maynard from St Vincent de Paul, this workshop equipped participants with skills to manage the tricky issues involved when counselling volunteers regarding their performance.

**20  
15**

### THE NATIONAL STANDARDS FOR VOLUNTEER INVOLVEMENT

### NATIONAL STANDARDS MASTERCLASS

Following on from the introduction of the National Standards for Volunteer Involvement in 2015, this masterclass with Fiona O'Leary provided an intensive guide to implementing the standards, with participants unpacking what changes are needed for their organisations to meet the new requirements.



**OVER 1,000 ATTENDEES**

**'The panel discussions were excellent. The presentations were professional and informative.'**

**'The guest speakers were relevant and engaging.'**

In addition to our workshops and events, Volunteering Victoria offers specialist training and consulting.

# In-house training and consulting

- The aim of our consulting service is to support your team to drive initiatives that lead to positive and sustainable outcomes.



## 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.

26 in-house training sessions were conducted in 2015-2016 covering the following topics:

- Marketing your community organisation
- Effective grant writing
- Managing volunteers
- Managing volunteer programs
- Recruiting and retaining volunteers
- Dealing with difficult behaviour
- Introduction to the National Standards.

## Consulting services

Volunteering Victoria offers specialist consulting services to volunteer involving organisations wanting to review their volunteering programs. Our volunteer program reviews provide clear pathways and recommendations for volunteer involving organisations to achieve their volunteer management goals.

Volunteer program reviews can audit existing practices and structures, identify key risks and areas for improvement and recommend enhancements. Our volunteer program reviews include an appraisal of an organisation's volunteering related materials as well as consultation with key stakeholders.

## 2015-2016 consulting contracts

Following on from the review of its volunteer program in 2015, Christian Blind Mission has contracted Volunteering Victoria to implement the recommendations identified in that review.

EW Tipping Foundation continued their contract for volunteering strategy development

City of Greater Bendigo commenced a volunteer program review

# Special events program

## National Volunteer Week

### Follow my Lead: Exploring Successful Leadership for Volunteer Managers

Around 125 people attended Volunteering Victoria's annual National Volunteer Week forum at William Angliss Institute. The event featured a musical keynote presentation by founder of Creative Universe and renowned soprano singer, Tania de Jong AM. Tania also joined the panel discussion on leadership chaired by Alexandra de Blas. Fellow panellists were: Richard Dent from Leadership Victoria; Melba Marginson from the Victorian Immigrant and Refugee Women's Coalition; Monica Ferrie from Melbourne's West Leadership Forum; and Meghan Hopper, Volunteering Victoria's Senior Policy Officer and a Councillor with the City of Moreland.

In the afternoon we held two intensive masterclasses: *Your Leadership Style – How to Lead for Success* presented by Dr Andrew Bean; and *Increasing Your Influence and Impact* presented by James Garland and Peter Waters.



#### Networking at the event

Tania de Jong AM, Sue Noble and delegates



#### An engaging workshop

Tania bringing the voices of volunteering together

## AGM, Forums and Workshops

Volunteering Victoria's 2015 Annual General Meeting, Forums and Workshops were hosted by National Australia Bank on Thursday 22 October, at The Hall (NAB, Bourke Street, Docklands).

The day of activities started with guests being given the opportunity to provide feedback on Volunteering Victoria's role as a peak body and to vote using gold chocolate coins to indicate their priorities for Volunteering Victoria's 2016 State Budget Submission. After the votes were counted and the results announced, the chocolate coins were put to good use during the afternoon forum where attendees participated in a workshop titled *Put Your Money Where Your Mouth Is*. The purpose of the forum was to do further, detailed work on the 2016 State Budget Submission, ensuring the views of the volunteering sector were well and truly reflected.

The topic for the morning forum was *Volunteering: On for Young, Old and CALD*, and the panel of distinguished guests included Gerard Mansour, Commissioner for Senior Victorians, Elizabeth Drozd, CEO of Australian Multicultural Services and Alex Rixon-Booth, Founder and Director of I Need Helpers. Each panellist gave their unique perspective on volunteering from three major

# Spontaneous emergency volunteering

Volunteering Victoria's approach to spontaneous emergency volunteering involves two projects which work together to streamline this complex issue. The Managers of Spontaneous Volunteers (MSEV) program was conceived as a partnership between local government, local volunteer organisations, emergency management agencies and communities.

It was designed to help build enhanced emergency preparedness, capability and community resilience by recruiting, training, supporting, deploying and debriefing a workforce of skilled MSEVs to assist during emergency relief and recovery. The demand-driven MSEV deployment model ensures the affected community is assisted in an appropriate manner and remains in charge. Partnering with Volunteering Queensland, our HelpOUT project complements the MSEV program. Volunteering Victoria's HelpOUT service operates all year round, registering offers of volunteer assistance and linking them to organisations working in affected communities when help is needed. Both programs are funded by the National Disaster Resilience Grant Scheme.

## Managers of Spontaneous Emergency Volunteers Program

The statewide rollout of the MSEV program continued in 2015-2016, with work continuing in the Hume Region (incorporating the municipalities of Strathbogie, Murrindindi, Mansfield, Towong, Benalla, Greater Shepparton, Moira, Alpine, Indigo, Wangaratta and Wodonga) and the Eastern Metropolitan Region (Yarra Ranges, Manningham, Boroondara, Knox, Monash, Whitehorse and Maroondah). We have also commenced discussions with:

- **Cardinia Shire Council** in the south-east
- Members of the **Central Victorian Municipal Emergency Management Enhancement Group** through a collective MOU that will include the municipalities of Hepburn, Macedon Ranges, Mitchell, Moorabool and Mount Alexander

- **The North West Metropolitan Region Collaboration Project**, which comprises the municipalities of Brimbank, Darebin, Hobsons Bay, Hume, Maribyrnong, Melbourne, Melton, Moonee Valley, Moreland, Nillumbik, Whittlesea, Wyndham and Yarra.

The MSEV training program, developed in collaboration with Red Cross, has seen 162 managers of volunteers trained, 62 of whom have become fully fledged MSEV volunteers. Throughout 2015-2016 MSEV training was delivered in Wangaratta, Boroondara, Wodonga, Gisborne and Officer. Training content has been reviewed to ensure its continued currency and relevance.

On 25 August, our MSEVs in the G21 region participated in a one-day workshop in Geelong on Psychological

First Aid (PFA) with disaster psychologist Dr Rob Gordon. A number of MSEVs have attended PFA training provided by the Department of Health and Human Services (DHHS).

Following the Wye River Jamieson Track fires on 25 December, Volunteering Victoria received its first request for the MSEV program to support the Surf Coast and Colac Otway Shires' relief and recovery work. Program staff attended various recovery planning meetings to assess and advise on how to best support volunteers and agencies working with volunteers. On 3 February, two MSEVs (Marina Power and Jill Rush) were deployed to Colac Otway Shire to assist the Shire and DHHS with volunteer enquiries.

# HelpOUT

Through HelpOUT, everyday Victorians can register their interest in helping communities impacted by an emergency. HelpOUT then matches people with rewarding volunteering opportunities that support identified community needs by partnering with the organisations working on the ground in affected communities.

‘It has been identified on many occasions that spontaneous emergency volunteering poses a problem to emergency services providers such as CFA and VICSES. We know that people just want to help but sometimes the timing is not right. The HelpOUT program means that there is an avenue for people to offer their support to communities affected by emergencies without impacting on the emergency response. This is a great step forward’.

*Craig Lapsley, Emergency Management Commissioner.*



Sue Noble, Gabrielle Williams MLA and Craig Lapsley at the launch of HelpOUT during National Volunteer Week on 10 May 2016.

## HelpOUT G21 Pilot

HelpOUT went live on 1 February 2016 and is currently being piloted in the G21 region, covering the City of Greater Geelong, Borough of Queenscliff, and the Shires of Surf Coast, Golden Plains and Colac Otway. Part of this pilot has been to migrate volunteers relevant to the pilot area from the existing DHHS Volunteering Portal into the HelpOUT database. Registrations to HelpOUT include people who live in the pilot area along with those who have said they are available to support local communities within the pilot area.

Volunteering Victoria has received great support from pilot project partner Volunteering Geelong; NAB skilled volunteers (on the creation of a business continuity plan); and the Cube Group (on the project outcomes framework and evaluation). During 2016-2017, HelpOUT will gradually extend into other regions across Victoria.

HelpOUT was officially launched during National Volunteer Week on 10 May 2016 at The Pier in Geelong. The event celebrated the success of the pilot program to date and explored the future potential for HelpOUT. The event was attended by many local organisations and emergency management representatives.

**1,998** HelpOUT volunteer registrations

**2** HelpOUT organisation registrations

**1** successful volunteer deployment

**5** dedicated phone lines



# HelpOUT supports native wildlife renewal after Wye River bushfires

Displaying the habitat kits to local residents at the Wye River CFA Fete, March 2016. L-R: HelpOUT volunteer Brendon Brackin (with baby Brackin), Volunteering Victoria's MSEV Project Coordinator Alison Duff, and Rex Brown of the Wye Weed Warriors.

In March 2016, HelpOUT made its first volunteer match in the Wye River community. Two volunteers, Neil Fisher and Brendon Brackin, partnered with Southern Otway Landcare Network to help distribute habitat kits to the area impacted by bushfires last Christmas.

The habitat kits, also known as 'bird boxes', will provide essential relief to the wildlife that lost food and shelter in the blaze which also destroyed 116 homes. A total of 50 boxes were couriered from Monbulk in Melbourne's East to Wye River by the HelpOUT volunteers. Neil said the process was simple and well organised, and his volunteering activity 'went like a well-oiled machine'. He is now encouraging others to register with HelpOUT which was developed to connect Victorians with communities impacted by an emergency.

Upon receiving Landcare's request for a volunteer driver, Volunteering Victoria searched its HelpOUT database for a volunteer who had offered to assist in both eastern Melbourne and the Colac Otway Shire area. Neil was the perfect fit – he lives in Melbourne's eastern suburbs and has a holiday home in Wye River which survived the recent fires. Neil registered as a HelpOUT volunteer because he wanted to support the Wye River community's recovery, saying HelpOUT is 'such a great idea'. He recruited his Wye River neighbour Brendon and the pair delivered the boxes to Wye River CFA in time for the local Easter fete.

Mike Nurse from Southern Otway Landcare also had full praise for the deployment, commending Volunteering Victoria's speed in coordinating the project and sourcing the volunteers.

The boxes are part of an initiative launched by Monbulk Landcare after the Black Saturday fires in February 2009. Monbulk Landcare volunteer, Sue Wansbrough said the kits are designed to remedy the loss of large habitat trees and vegetation in areas affected by fire and aim to act as substitute nests. Almost 500 boxes have been built to date, through fundraising and donations. A number of local colleges, secondary schools and organisations have helped compile tailored kits for a range of species, including yellow-tailed black cockatoos, parrots, possums and owls. The boxes donated to Wye River were built by students at Monbulk College and Ranges Trade Educational College. Bunnings Scoresby also generously supported with some costs of the kits.



# Volunteering support and referral services

While Volunteering Victoria is the state peak body for volunteering, one of our funded programs is to provide volunteer referral services (mainly telephone-based) to fill any gaps in volunteering referrals within Victoria. We also provide support and services to VIOs, volunteers and managers of volunteers. We support VIOs with information to appropriately engage, manage and support volunteers within their organisation.

Volunteering Victoria supported 177 organisations during 2015-2016. We received 64 email enquiries and 113 telephone enquiries. These comprised of corporate volunteering requests, volunteer management issues, regulatory or legal queries, and the majority being general or regarding volunteer management.

For individuals, Volunteering Victoria supported 331 people during 2015-2016. The method of supporting these enquiries included 134 by email, 195 by telephone, and two face-to-face meetings. The breakdown of support provided included 91 seeking skilled volunteering roles and 219 seeking community volunteer opportunities. Twelve volunteers required support with a grievance and a further nine had general enquiries.

## Volunteer Support Services

Volunteering Victoria is funded by DSS to provide Volunteer Support Services to the City of Melbourne, City of Yarra, Flemington (City of Moonee Valley), South Gippsland, East Gippsland, Baw Baw and Latrobe Valley regions.

### Gippsland

Volunteering Victoria has focussed on building networks and increasing the understanding of volunteering across four regions of Gippsland. Although Wellington Shire was unsuccessful with their request for similar funding, Volunteering Victoria are providing opportunities for VIOs in Wellington Shire to join local networks within the region and access some limited support.

Volunteering Victoria has established the Baw Baw Volunteer Managers Network, East Gippsland Volunteer Managers Network, South Gippsland Volunteer Managers Network and Latrobe Valley Volunteer Managers Network. The networks consist of local VIOs that meet to discuss trends, challenges and support requirements for their organisations. Due to limited resources and uncertain future funding, these groups have established a self-management framework in the event Volunteering Victoria are unable to continue support within the local area. This framework includes templates and resources on how to effectively manage community-run meetings.

In the past six months our Gippsland-based Community Engagement Coordinator Rosemary Joiner has engaged with 75 managers of volunteers and 25 VIOs and we have delivered training to 81 participants.

### City of Melbourne, City of Yarra and Flemington

Community engagement in the Cities of Melbourne and Yarra and Flemington (part of the City of Moonee Valley) has to date, involved networking with existing relationships including LGPro, City Network of Managers of Volunteers and Volunteer West.

A special interest group has been established with a multicultural focus which will benefit and grow interaction and engagement with multicultural communities.

Within the DSS-funded activity area, we have engaged with 993 individuals and 531 VIOs, with 23,258 unique visitors to the volunteer portal in the past 12 months. Volunteering Victoria has individually assisted 513 people via email, telephone and face-to-face support, training and events between January and June 2016. This indicates further growth within our overall engagement and support of education and training, with a total of 927 participants for the financial year.

93.1% attending the events assessed the overall quality as 'good' or 'very good' in the past six months, with an overall average of 89.24% for the past 12 months.

We continue with greater face-to-face advocacy via 177 talks and presentations to community groups and seek to engage with City of Melbourne, City of Yarra and Flemington.

# Volunteering Victoria State Awards

Volunteering Victoria's inaugural State Awards Ceremony was held on International Volunteer Managers' Day, Thursday 5 November.

We received 62 nominations across the six award categories.

130 guests recognised the finalists and winners at Queen's Hall, Parliament House. The ceremony was hosted by the Hon. Telmo Languiller, MLA, Speaker of the Legislative Assembly and featured guest speakers Gabrielle Williams MLA, Parliamentary Secretary for Carers and Volunteers; Kylee Bates, President, IAVE; and Shawn Callahan, Founder and Director of Anecdote and a member of the judging panel.



The Hon. Telmo Languiller, MLA, Speaker of the Legislative Assembly



## 2015 Volunteering Victoria State Award Winners

**Employee Volunteering Award** – Cummins

**Excellence Award** - The Heide Museum of Modern Art Volunteer Management Team

**Impact Award** – National Council of Jewish Women of Australia (Vic) Caring Mums Program

**Inclusion Award** – Seed Indigenous Youth Climate Network

**Innovation Award** – Ardoch Youth Foundation Volunteer Program

**Thought Leadership Award** – Shane Genziuk, Technology Manager and Doctoral Candidate (Non-Profit Studies)

## Learn more

More detail on our State Awards and previous winners can be found at [volunteeringvictoria.org.au](http://volunteeringvictoria.org.au)

## 2015 Volunteering Victoria State Awards Judges

Karen Mahlab AM, founder and CEO at Pro Bono Australia

Shawn Callahan, founder, story specialist and consultant at Anecdote

Jemal Ahmet CEO, Whittlesea Community Connections and Volunteering Victoria Board member

Julie Pettett CEO, Volunteering Western Victoria and Volunteering Victoria Board member

Claire Waters, Manager, Community Engagement at Volunteering Victoria





The new Volunteering Victoria website provides a search feature for networks by sector and area.

# Collaboration and partnerships

- In 2015-2016 we continued to be involved in networks relevant to policy, advocacy and research, including the Victorian Council of Social Service Peaks and Statewide Networks Forum, the Evaluation Network, the ACNC Research Network, the Victorian Volunteer Support Network and the Volunteer Management Special Interest Group.

**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 three tiers of 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 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.

The VVSN established two working groups this financial year: a Member and Policy working group to develop the value proposition; and a Diversification of Funding working group to explore alternative funding avenues and ensure the survival of VSOs moving forward.

The VVSN make a significant contribution towards Volunteering Victoria's advocacy efforts.

**The Volunteer Management Special Interest Group (SIG)** was established to support the interests, activities and advancement of managers of volunteers and volunteer management, in particular:

Advocating for the rights and interests of managers of volunteers

Advocating for the professionalisation of managers of volunteers and volunteer management programs through the provision of:

- Appropriate accreditation programs
- Training and professional development activities
- Continuous improvement initiatives
- Ongoing development and implementation of volunteer management standards
- Identification of current and emerging issues and trends of relevance to volunteer management, and analysis of the impact of those issues and trends
- Input to the development of relevant Volunteering Victoria events, programs and products

Provision of communication channels to:

- Facilitate the exchange of ideas, information and resources
- Strengthen and encourage engagement in the Volunteer Management SIG
- Promote the value of managers of volunteers and best practice volunteer management

Several working groups have been established within the Volunteer Management SIG and these working groups have been instrumental in the establishment of new programs such as the mentoring program and Volunteering Victoria's State Awards. The significant growth of the professional development program is also another achievement of the Volunteer Management SIG.

## Multicultural Volunteering Special Interest Group

Facilitated by Volunteering Victoria, the Multicultural Volunteering SIG held five meetings in 2015–2016. Approximately 20 organisations working in volunteering, multicultural organisations, government, environment and the community sector regularly attend. The meetings provide a platform for Volunteering Victoria to collaborate with organisations which are working with volunteers from culturally and linguistically diverse (CALD) backgrounds as well as share information, programs and projects that impact multicultural volunteering. Discussions explore advocacy, funding, policy and key sector issues. A major element of this SIG has been the development of the Multicultural Volunteering Conference (August 2016).

## 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 videos on managing volunteers and working with other organisations that are available on Justice Connect’s YouTube channel.
- **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.

## Ducere Global Business School

Volunteering Victoria partnered with Ducere to utilise the resources of a team of students completing their MBA studies. The students did extensive research regarding the need for and valuation of a report on the state of volunteering in Victoria. They also reported on and recommended alternative funding sources for Volunteering Victoria. The final report provides ‘building blocks’ that will help to make the case for funding, identify strategic priorities and enable Volunteering Victoria to advocate on behalf of its members and the volunteering sector with clarity, authority and credibility in order to:

- Attract funding to build a picture of volunteering in Victoria
- Attract philanthropic, corporate, private and governmental funding for ongoing initiatives to help the volunteering sector in Victoria
- Cement Volunteering Victoria’s credibility as the state’s peak body and a worthy, reliable, trustworthy, functional recipient of funds
- Help to establish priorities in terms of further research, member engagement and funding so that donors, volunteering organisations, volunteers and the recipients of volunteering activities get the most out of their contribution.

## Volunteering Australia and other State/Territory Peaks

There is a strong relationship between state and territory peaks and Volunteering Australia. A joint approach to promoting projects such as the launch of the newly published National Standards for Volunteer Involvement and the State of Volunteering Report enable Volunteering Victoria to leverage off these resources and grow the value proposition of volunteering across the state.

All states and territories joined forces to launch and promote the Pledge for Volunteering election campaign in the lead up to the Federal election.



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VOTE  
FOR  
VOLUNTEERING**

# Corporate programs

## Team matching service

Volunteering Victoria's team matching service works to match corporate volunteering teams to not for profit organisations according to each team's interests and values. In 2015-2016 Volunteering Victoria matched five organisations with volunteering opportunities including IKEA, BankWest and Toyota. Not for profits who received corporate volunteers included The Big Umbrella and the Salvation Army. Through the team matching service, 215 employees were able to contribute to community organisations.

## Consulting services

In addition to our team matching service we provide consulting services to corporate organisations to assist in establishing the processes and procedures for their corporate volunteering programs and ensuring staff buy in.



## Corporate events

Our corporate event series highlights best practice and innovation in corporate volunteering. These events continue to be popular with our members, providing them with an opportunity to network with their peers, and to share ideas and information.

The three corporate events this year were:

### September 2015 – Corporate Volunteering and Technology – 22 attendees

This event focussed on a discussion on how technology can help manage a corporate volunteering program. The discussion looked at the place of technology in corporate volunteering, and how new technology solutions can be harnessed to streamline processes and matching. Guest speakers were Amanda Robinson, Head of SEEK Volunteer; and Rita Marigliani, Head of Corporate Responsibility at Medibank.

### February 2016 - Going Beyond Statistics – 36 attendees

This event explored the question of how to demonstrate the real value of a corporate volunteering program. Corporate volunteering has the potential to change lives and communities, but how is the impact of a program measured? This event outlined ways for corporate organisations and not for profits to work together to capture and measure their efforts, and to tell a powerful story and provide evidentiary case studies. Guest speakers were Shawn Callahan, Founder and Director of Anecdote; Jessica Pattison, Associate Director of LBG Australia/NZ; and Gillian Turnbull, Director, Consulting Team at Social Ventures Australia.

### June 2016 – Corporate Volunteering and Shared Value – 30 attendees

This event explored how corporate volunteering can complement shared value strategies for both corporates and not for profits. The event included an introduction to shared value, case studies and tips on how to think creatively about shared value. Guest speakers were Helen Steel, Executive Director of the Shared Value Project; and Scott Mattyus-Flynn, Partner and Head of Strategy at Republic of Everyone.

## Corporate Volunteering Special Interest Group

In its second year, the Corporate Volunteering Special Interest Group (SIG), meets quarterly and has grown from 17 members to 22. Highlights for the year included members presenting detailed research into the employee volunteering programs run by their organisations, and suggesting pathways to increased participation, such as online portals and increased communications.

# NAB Skilled Volunteering Partnership

Volunteering Victoria was engaged by NAB to employ a Skilled Volunteering Manager, who was responsible for working with volunteer involving organisations and the NAB Employee Volunteering team to deliver fully scoped skilled volunteering opportunities that matched the most common skills of NAB employees.

Skilled and corporate volunteering are rapidly growing trends here in Australia, yet still are new or challenging concepts for many not for profit organisations who could benefit enormously from engaging with this style of volunteering.

This project concluded in August 2016 having met all key performance indicators.

## What the organisations assisted are saying

The volunteering and not for profit sectors warmly welcomed the offer of practical and personal support of skilled volunteers. This enthusiastic response was an encouraging validation of both market demand and the suitability of the 'high-touch' engagement model.

Not for profits told us that their project was fulfilled 'very well' (89%) or 'moderately well' (11%).

More than half the not for profits reported additional unexpected benefits beyond achievement of project objectives.

All not for profits said the assistance from Volunteering Victoria was 'very helpful' (95%) or 'moderately helpful' (5%) in working through the scoping and recruitment process.

**271** individual skilled volunteering opportunities created

**138** not for profit organisations assisted

**48%** of all opportunities filled by NAB employees

**70%** of all opportunities were in key skill areas of:

IT/Digital

Marketing/Communications

Strategy/Business Planning



# Business development

Along with many other organisations within the not for profit sector we are trying to diversify our revenue base. We are exploring alternative sources of funding to support our strategic objectives and key projects. While the value of volunteering is acknowledged and supported by research and evidence, it is increasingly difficult to attract funding to support volunteering as a bigger picture. We are exploring corporate partnerships and sponsorships for our key strategic events and projects along with continuing to apply for philanthropic and government funding.

## 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

The State Government of Victoria Department of Health and Human Services continued to fund activities relating to marketing and volunteer management to support volunteer workforce capacity and capability building across VIOs to enable them to deliver better outcomes for their target audiences and clients.

## Emergency Management Victoria

Emergency Management Victoria continued to provide funding via the Natural Disaster Resilience Grants Scheme for delivery of the Managers of Spontaneous Emergency Volunteers program. This project is now into the final year of a three-year project. This year the Natural Disaster Resilience Grants Scheme also provided funding for the HelpOUT project, which has just completed the first year of its three-year duration.

## Scanlon Foundation - Collaborative Project for CALD Volunteering

Funding was secured from the Scanlon Foundation to develop a model and resources for culturally and linguistically diverse (CALD) volunteer engagement.

The project involved a literature and program review that summarised work done by organisations across Australia in the engagement of CALD communities in volunteering. Using this work, Volunteering Victoria developed a best-practice CALD engagement model that can be adapted and implemented by organisations, or groups of organisations that wish to be more inclusive.

The model is aligned with Volunteering Victoria's Volunteer Management Toolkit and includes resources, information, training and consultation the support both organisations and individuals.



## Victorian Multicultural Commission - Multicultural Volunteering: Pathway to Inclusion

We received funding to research, collate and present CALD volunteering resources on the new Volunteering Victoria website to complement the work being done as part of the Scanlon Foundation project.

This program allowed us to:

- Scan local, interstate and selected international sources for existing resources relating to the support for volunteering in CALD communities, including a direct request to all members of the Victorian Multicultural Volunteering Special Interest Group (MVSIG) and a general invitation to all Volunteering Victoria members
- Select and categorise superior resources from those identified
- Design a CALD volunteering webpage detailing these resources and either linking to them or where authorised to do so, hosting copies
- Develop success stories based on interviews with CALD volunteers and CALD VIOs.

## Helen Macpherson Smith Trust - Volunteer Support Organisation Tool Kit

We completed year one of our project to implement a Volunteer Support Organisation and Network Capacity and Capability Building Project.

The Volunteer Service Organisation (VSO) toolkit is currently in development and will soon be launched on the Volunteering Victoria website. The VSO toolkit is being developed in consultation with Victorian VSOs via the Victorian Volunteer Services Network (VVSAN). This funding has allowed Volunteering Victoria to significantly expand its VSO specific resources as part of our website redevelopment. As well as new resources, this funding has helped us to improve our website's search capability allowing VSOs to more readily access the materials available to them.

The toolkit will include

- VSO model options
- Business and governance frameworks and funding models
- Planning and policy development tools
- Communications tools and marketing templates
- Volunteer program concepts to share with VIOs
- Numerous templates
- Training program outlines and mentoring and coaching resources
- Research and evaluation tools.

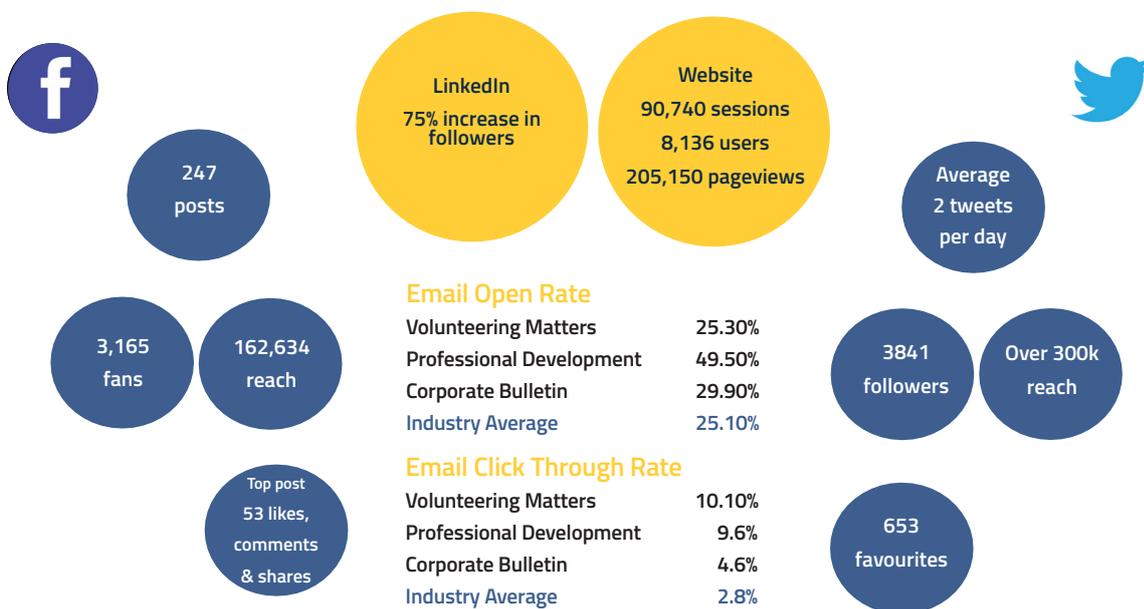
## Exxon Mobil

Funded by Exxon Mobil, Volunteering Victoria has transformed the Guide to Volunteering into an infographic that will ensure information about volunteering is accessible to those with limited English or literacy skills and those who prefer information presented pictorially.

# Marketing and communications

# 632,634+

## DIGITAL REACH\*



### Website Redevelopment

A comprehensive redevelopment of the existing Volunteering Victoria website was undertaken during 2015-2016, and was launched in August 2016. The redevelopment involved extensive consultation with members and other stakeholders to ensure our new website would meet their current and future requirements. The new website includes many new features, updated information and resources, improved functionality and navigation, and a modern, smart design.

### Volunteering Matters

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 by 6% to 2,371.

### Professional Development Bulletin

Sent monthly, our Professional Development eBulletin highlights upcoming events and workshops.

### Corporate Bulletin

This eBulletin outlines all corporate activities for corporate members such as networking activities and the corporate volunteering SIG events.

## 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.

\* The number of people (measured) who have seen our digital content across our social media platforms and website.

# Inside Volunteering Victoria

## About us

Volunteering Victoria is the peak body for volunteering in Victoria. Our membership is drawn from volunteer involving organisations, volunteer support organisations, corporates, volunteers, managers of volunteers, and supporters of volunteering.

As a member-based organisation, with almost 400 members, we bring together diverse people and organisations across many sectors with a commitment to volunteering in Victoria.

## Our volunteers and interns

Thank you to the many volunteers who have shared their time, skills and enthusiasm with us over the last financial year. You help us do work we could not otherwise hope to resource.

### Volunteers

- Jennifer Brown, Policy Research
- Anna Cairo, Writer, Social Media
- Veronica Chong, Special Project
- Helen Coleman, Government Relations
- Myra Foley, Market Research
- Therese Gilfedder, Learning & Development Assistant
- Vasvi Kapadia, Policy and Research
- Anthony Lam, SEV Project Management
- Ewan Mackenzie Taylor, Policy and Research
- Kristina Roach, Marketing Assistant
- Lesley Sharon Rosenthal, Writer
- Laura Russo, Policy and Research
- Christopher Toohey, Administration Assistant
- Danielle Whelan, Research Assistant

### HelpOUT Volunteers

- Gina Cotel
- Philip Hodgkiss
- Sameer Kadam
- Janet Liu
- Muthu Panniselvam
- Rachel Parker
- Ishtiaq Rashad
- Garry Stephenson
- Kylie Thitchener
- Desally Walliker
- Ros Williamson

### MSEV Volunteers

- Georgina Alley
- Mandy Baker
- Lisa Barrow

- Anne Brackley
- Michelle Burrowes
- Jannette Busell
- Catherine Byrne
- Helen Chant
- Diana Chomley
- Narelle Clark
- Emma Cotsell
- Stephanie DiBattista
- Penelope Di Sario
- Graeme Dunkley
- Joy Dwyer
- Carol Fogg
- Sue Harris
- Christine Harrison
- Grant Hawkins
- Elizabeth Hopkin
- Angus Howell
- Dianne Irvine
- Marg Joiner
- Caroline Jordan
- Colin Kelly
- Sarah Kelly
- Karen Kisala
- Jane Lawson
- Marie Lugg
- Cath Lukin
- Deidre Madill
- Janet Mannix
- Jo-Anne McDonald
- Ruth Morgan
- Jill Moylan
- Namrata Mundkur
- Carolyn Murphy

- Marina Power
- Robbie Rae
- Graham Rees
- Jill Rush
- Kathy Ryan
- Jenny Schmidt
- Emily Scott
- Drue Shultz
- Hayley Smith
- Imogen Smith
- Christopher Stocker
- Nicky Suter
- Frank Thompson
- Jemma Toohey
- Liesl Trenfield
- Sue Trzcinski
- Sylvia Tyers
- Shaun Walsh
- Guy Walter
- Christine Ward
- Edwina Willett
- 
- Emily Wilson
- Leonie Woodham

### Interns

- Hayley Cakebread, Events Assistant
- Lauren Francis, Events Assistant
- Taylah Galati, Events Assistant
- Madeleine Griffiths, Events Assistant
- Rochelle Lee, Events Assistant
- Stephanie Soulibe, Professional Development & Event Support Assistant

# Board and Staff



We gratefully acknowledge the commitment and contribution of the following staff members, who in the past financial year resigned or retired from their roles with Volunteering Victoria.

Alicia Patterson, Marketing & Communications Manager (finished August 2015).

Simon Zavros-Orr, Business Development & Fundraising Coordinator (finished October 2015).

Ken Wen, Bookkeeper (finished November 2015).

Constantina Dertimanis, Policy and Advocacy Manager (finished December 2015).

Debora McInnes, Marketing & Media Consultant (finished December 2015).

Tonye Segbedzi, Senior Policy Officer (finished January 2016).

Claire Waters, Manager Community Engagement (finished March 2016).

Vanessa Veldman, Membership and Corporate Volunteering Manager (finished April 2016).

Helen Kierce, Learning & Development Manager (finished June 2016). Helen will be returning as the Event Manager for the upcoming Volunteering Victoria State Conference, June 2017.

Kate Randall, Project Manager – HelpOUT (finished June 2016).

## Directors 2015-2016

Robyn Rose - Chairperson (re-elected 2015 AGM)

Jemal Ahmet (resigned May 2016)

Richard Blakeman (resigned May 2016)

Elizabeth Hopkin (elected 2015 AGM)

Craig Lapsley (retired 2015 AGM)

Leonie Lockstone-Binney (retired 2015 AGM)

Julie Pettett (re-elected 2015 AGM)

Angela Seach (re-elected 2015 AGM)

Esis Tawfik (elected 2015 AGM)

## Staff 2015-2016

Sue Noble, Chief Executive Officer

Alison Duff, Managers of Spontaneous Emergency Volunteers Project Coordinator

Shelley Falzon, Events Coordinator

Meghan Hopper, Senior Policy Officer (joined February 2016)

Rosemary Joiner, Community Engagement Officer (joined April 2016)

Sarah Lean-Jones, Community Engagement Manager (joined May 2016)

Patricia Lopez, HR/Office Coordinator

Susanne Meier, Finance Manager (joined January 2016)

Christine Paterson, Marketing & Business Development Manager (joined January 2016)

Emma Sharp, Special Projects Coordinator (joined January 2016)

Georgie Smith, Marketing & Communications Coordinator

## Our Consultants

Brad Adriaanse, Training Consultant

Helen Davis, Special Projects

Tanya Gardiner, Finance Consultant

Catie Hocking, Consultant, Theme Park

Anne Leadbeater, MSEV Project

Fiona O'Leary, Training Consultant

## Member Listing

4Cs Crisis Relief Centre  
Able Australia  
ACCESS Ministries  
Albury Wodonga Volunteer Resource Bureau  
Alfred Health  
Alicia Pentreath  
Allison Howard  
Alzheimers Australia (Vic)  
AMES  
Anchor Inc.  
Annette Maher  
ANZ  
Ardoch Youth Foundation  
Arthritis Victoria  
Asha Global Development Organisation Ltd  
Aspergers Victoria  
Austin Health  
Australian Association of Massage Therapists  
Australian Centre for the Moving Image  
Australian Conservation Foundation  
Australian Croatian Community Services  
Australian Multicultural Community Services  
Australian Red Cross  
Australian Volunteers International  
Baker IDI - Heart & Diabetes Institute  
Ballarat Community Health  
Banksia Palliative Care Service  
Bankwest  
Baptcare  
Barwon Health  
Baw Baw Shire Council  
Bayside City Council  
Bendigo Health  
Bendigo Volunteer Resource Centre  
Bentleigh Bayside Community Health  
Bethany Community Support  
Big Brothers Big Sisters  
Blue Cross Community Care Services Group  
BluEarth Foundation  
Boroondara Aged Services Society  
Boroondara Volunteer Resource Centre  
BreaCan  
Bridges Connecting Communities  
Brimbank City Council  
Brotherhood of St Laurence  
Brunswick Tool Library  
Buddhist Council of Victoria  
Bush Heritage Australia  
Bushwalking Victoria  
Calvary Health Care Bethlehem  
Cambodian Kids Can  
Camcare  
Carlton Neighbourhood Learning Centre  
Caroline Chisholm Society  
Carringbush Adult Education  
Carrington Health  
Castlemaine Art Gallery  
Castlemaine Health  
CatholicCare  
Centre for Multicultural Youth  
CFA  
Chelsea Men's Shed  
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 Moreland  
City of Port Phillip  
City of Whitehorse  
Climate for Change  
Cobaw Community Health Service  
CoHealth  
Collingwood Children's Farm  
Commonwealth Bank  
Community Information Centre Hobsons Bay  
Community Information Glen Eira  
Community Music Victoria  
Compassionate Friends of Victoria  
Conservation Volunteers Australia  
Coonara Community House  
Council on the Ageing Victoria  
Court Network  
Cranbourne Information & Support Service Inc  
Croatian Catholic Welfare  
CSL Limited  
Cystic Fibrosis Victoria  
Dan Gray  
Darebin Community Health  
Diabetes Australia - Victoria  
Diamond Valley Community Support  
Diaspora Action Australia  
Do Care Geelong Co-Operative  
Doncare Community Services  
Donwood Community Aged Care Services  
Doveton Neighbourhood Learning Centre  
Drysdale Community Church  
Ducere Business School  
E.W. Tipping Foundation  
EACH  
East Burwood Centre  
Eastern Health  
Eastern Volunteer Resource Centre  
Emergency Medical Response  
Emma Short  
Epilepsy Foundation  
Equestrian Victoria  
Ermha Inc  
Ernst and Young  
Esso Australia  
Extended Families Australia  
Fairview Homes for the Aged  
Family Access Network  
Family Care  
Fareshare  
Felicity Hopkinson  
Fernlea House  
Fitzroy Learning Network  
Fitzroy Legal Services  
Friends of Refugees  
Fronitha Care  
Fusion Oakleigh Youth and Community Centre  
Gateway Industries  
Gateway Social Support Options  
Girl Guides Victoria  
Gleneilg Shire Council  
Global Vaddo Charity  
Golden Plains Shire Council  
Good Money  
Goulburn Valley Hospice Care Service  
Graceful Community Services  
Grampians Community Health Centre  
Greater Shepparton City Council  
Griefline Services  
Guide Dogs Victoria  
Gymnastics Victoria  
Healesville Interchurch Community Care  
healthAbility  
HeartKids Vic  
Heide Museum of Modern Art  
Heidelcare  
Hepburn Health Service  
Hepburn Shire Council  
Hobsons Bay City Council  
Holden Street Neighbourhood House  
Hume City Council  
Huntington's Victoria  
I Need Helpers  
IKEA  
Impact Volunteering  
Inclusion Melbourne  
Inner East Community Health  
Inner South Community Health  
Interchange - Outer East  
Interchange Western  
Jacqueline Brodie-Hans  
Jan Williams  
Jewish Care (Victoria)  
JoCare  
Kath Struthers  
Kathleen Keegel Children's Fund  
Kay Feain  
Kildonan Uniting Care  
Kinglake Ranges Neighbourhood House  
Knox City Council  
Kyabram Community and Learning Centre  
Kyabram District Health Services  
Latrobe Community Health Service  
Latrobe Visitor Information Centre  
Launch Housing  
Laverton Community Centre  
Leadership Victoria  
Lentara Uniting Care  
Leonie Elliott  
Leukaemia Foundation of Victoria  
Life's Little Treasures  
Limbs 4 Life  
Link Community Transport  
Lort Smith Animal Hospital  
Macedon Ranges Health Service  
Make A Difference Dingley Village  
Make a Wish Foundation  
Mallee Track Health and Community Service  
Manheim  
Manningham Centre  
Marg Carter  
Marie Kehoe  
Marie Sloane  
Marriott Support Services

Masters Swimming Victoria  
 McClelland Gallery & Sculpture Park  
 Melba Support Services  
 Melbourne City Mission Inc (Head Office)  
 Melbourne Legacy  
 Melton Visitor Information Centre  
 Mental Illness Fellowship  
 Mentis Assist  
 Mercy Connect Ballarat  
 Mercy Health and Aged Care  
 Meredith Ericson  
 MHA Care  
 Michele Padbury  
 MOIRA Disability and Youth Services  
 Moira Shire Council  
 Monash Health  
 Monash University  
 Monica Smyrek  
 Moonee Valley City Council  
 Motor Neurone Disease Association Victoria  
 Multiple Sclerosis Limited  
 Museum of Australian Democracy at Eureka  
 Museum of Victoria  
 Myeloma Australia  
 National Australia Bank  
 National Stroke Foundation  
 National Trust of Australia  
 New Hope Foundation Inc  
 Nillumbik Shire Council  
 North East Citizen Advocacy  
 North East Health Wangaratta  
 North Richmond Community Health Centre  
 Northcote Junior Football Club  
 Northern Health  
 Oakleigh Centre for Intellectually Disabled  
 Citizens  
 Office of the Public Advocate  
 Old Treasury Building  
 Olivet Aged Persons Home  
 On My Feet Ltd  
 Outlook (Vic)  
 Ovarian Cancer Australia  
 Oxfam Australia  
 OzChild  
 Palliative Care Victoria Inc  
 Pancare Foundation Inc.  
 PANDA  
 Parks Victoria  
 People Outdoors  
 Phoebe Reid  
 Polish Community Council of Victoria  
 Prahran Mission  
 Pro Bono Australia  
 Puffing Billy Railway  
 Quambatook Community Resource Centre  
 RAAF Museum  
 RACV  
 RANCH Inc  
 ReLink Australia  
 Returned & Services League of Australia  
 (Victoria Branch)  
 Richard Blakeman  
 Road Trauma Support Services Victoria  
 Robinson Reserve Neighbourhood House  
 Rochester and Elmore District Health Service  
 Ronald McDonald House Monash  
 Ronald McDonald House Parkville  
 Royal Agricultural Society of Victoria  
 Royal Botanic Gardens Melbourne  
 Royal Freemasons  
 RSPCA (Victoria) Inc  
 Rural City of Wangaratta  
 Salvation Army  
 Salvation Army - Westcare  
 Save the Children Australia  
 Scientists and Mathematicians in Schools Victoria  
 Scouts Australia (Victoria Branch)  
 Seaworks Foundation  
 SecondBite  
 Seek  
 Shekinah Homeless Services  
 Shrine of Remembrance  
 SIDS and Kids  
 Soul Theatre  
 South East Community Links  
 South East Palliative Care  
 South East Volunteers  
 South Gippsland Shire Council  
 South Port Day Links  
 South Port Uniting Care  
 South Waverley Sandown Cobras Football &  
 Net Ball Club  
 Southern Family Life Service Association  
 Southern Peninsula Community Support and  
 Information Centre  
 SPAN Community House Inc.  
 Special Olympics Victoria  
 Spectrum Migrant Resource Centre  
 Sports Central  
 St John of God Health Care  
 St Kilda Mums  
 St Laurence Community Services  
 St Theresa's Aged & Retired Services  
 St Vincent de Paul Society Victoria  
 St Vincent's Hospital Melbourne  
 State Library of Victoria  
 Story Dogs  
 Stroke Association of Victoria  
 Sunassist Volunteer Helpers  
 Sunbury Community Health Centre  
 Susan Bramowicz  
 Suzanne Parry  
 Swan Hill Neighbourhood House  
 Swinburne Student Amenities Association  
 Telco Together Foundation  
 Telstra  
 Temple Society Australia  
 The Alannah and Madeline Foundation  
 The Centre  
 The Centre for Continuing Education  
 The Fr Bob Maguire Foundation  
 The Holland Foundation  
 The Impact Project (The Summit)  
 The Portsea Camp  
 The Royal Melbourne Hospital  
 The Winged Horse Equine Welfare Inc.  
 Timboon and District Healthcare Service  
 Toyota Australia  
 Traveller's Aid Australia  
 Trentham Neighbourhood House  
 U3A Colac Otway  
 United Way Ballarat  
 Uniting AgeWell  
 Uniting Care-Ballarat  
 VACRO-Victorian Association for the Care  
 & Reset  
 Very Special Kids  
 Victoria University  
 Victorian AIDS Council  
 Victorian Arabic Social Service  
 Victorian Environment Friends Network  
 Victorian Immigrant & Refugee Women's  
 Coalition  
 Villa Maria Catholic Homes  
 VincentCare Victoria  
 Vision Australia  
 Volunteer Alliance  
 Volunteer Check  
 Volunteer CONNECT (Volunteering  
 Warrnambool)  
 Volunteer Gifts Australia  
 Volunteer West  
 Volunteering Geelong  
 Volunteering Mornington Peninsula  
 Volunteering Western Victoria  
 Volunteers of Banyule  
 Water Polo Victoria  
 Wesley Mission Victoria Head Office  
 Western Emergency Relief Network  
 Western Health  
 Whittlesea Community Connections  
 WIRE - Women's Information and Referral  
 Exchange Inc.  
 Women's Cancer Foundation  
 Woodend Neighbourhood House  
 Worksafe Victoria  
 Wyndham City Council  
 YACVic - Youth Affairs Council of Victoria  
 Yarra Plenty Regional Library Service  
 Yarra Ranges Shire Council  
 YMCA Victoria  
 Youth Support & Advocacy Service  
 Zoos Victoria

[volunteeringvictoria.org.au/join](http://volunteeringvictoria.org.au/join)

# Volunteering Victoria



Annual Report for the year ended 30 June 2016

## Volunteering Victoria would like to thank our sponsors and supporters.

The 2015 Volunteering Victoria State Awards were sponsored by Seek Volunteer, Ducere, the Department of Health and Human Services, the President of the Legislative Assembly and the Speaker of the House.

### In kind support

Volunteering Victoria received in kind support from a number of organisations to support the delivery of our professional development and events calendar and special interest groups.

Venue and catering was provided by NAB, AMES, ANZ, LaTrobe University (City Campus), William Angliss Institute and Medibank Private.

Volunteer Gifts Australia kindly sponsored our National Volunteer Week forum, *Follow My Lead*.

### We also gratefully acknowledge the pro bono support :

#### *Presenters and facilitators*

Dr Andrew Bean  
Shawn Callahan  
Alexandra de Blas  
Richard Dent  
Tania de Jong AM  
Elizabeth Drozd  
Monica Ferrie  
James Garland  
Melba Marginson  
Alex Rixon Booth  
Peter Waters

#### *Organisations*

Cube Group  
Maddocks



## Volunteer stories

Lesley Sharon Rosenthal, our skilled volunteer writer and journalist, has provided us with 11 stories about volunteers over the last year. These stories paint a rich picture of volunteering in Victoria and highlight the enormous and selfless contribution made by so many to our community. The stories also highlight the enormous benefits volunteering delivers to the volunteer and the organisations or causes they support. Read online [volunteeringvictoria.org.au/volunteer-stories](http://volunteeringvictoria.org.au/volunteer-stories)

T (03) 8327 8500

F (03) 8327 8599

[info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au)

[volunteeringvictoria.org.au](http://volunteeringvictoria.org.au)

Twitter, Facebook, LinkedIn @volunteeringvic

Volunteering Victoria

2/491 King Street

West Melbourne

Victoria 3003

