

# **ANNUAL REPORT**

**2010—2011**

Volunteering Victoria



# PRESIDENT'S REPORT

I am proud to present the 2010-2011 Annual Report – my first as President of Volunteering Victoria's Board of Management.

The year has seen much change, both for volunteering in general and for Volunteering Victoria. The environment in which we operate evolves as always. But 2010-2011 also brought significant political changes, with a new Prime Minister, new ministerial responsibility for volunteering and, for Victoria, an entirely new government.

This year has also been the last under Volunteering Victoria's current strategic plan. From July 2011 a new vision will guide the organisation's daily operations and future direction.

This annual report therefore represents the end of one episode in Volunteering Victoria's history. Yet the new strategic plan very much reflects where we have been and how we have grown – at once a fresh start and the culmination of this organisation's development over the past five years.

I am excited to lead Volunteering Victoria into this new chapter.

A handwritten signature in black ink, appearing to read 'R. Rose'.

**Robyn Rose**

**President**

**Volunteering Victoria Board of Management**

# CEO'S REPORT

2010-2011 has been a year of consolidation for Volunteering Victoria.

It has been about cementing relationships and forging new ones – for example, in order to advocate effectively on matters of public policy.

We have refined services such as the Volunteer Information Service, through which our small team of six handled well over 3000 contacts during the year. We have built on programs that we designed in direct response to calls from our stakeholders, for example, engaging more deeply with volunteering networks.

It's been a year for capturing our collective knowledge in both public and internal resources. And it has been about advancing services that we know deliver: the increased use this year of Viktor Online as a volunteer management tool is something of which we are particularly proud.

These achievements, detailed more fully throughout this report, demonstrate the solid foundation from which Volunteering Victoria now enters a new period with the Strategic Plan 2011-2014.

I am proud to be part of a strong, ambitious team as we take this step.



**Dianne Embry**

**CEO**

**Volunteering Victoria**

# TREASURER'S REPORT

Volunteering Victoria experienced a loss of \$20,177 for the financial year ending 30 June 2011.

## **Income**

Total income for the financial period was \$436,625. When compared with last year's total, revenue decreased by approximately 5.5%. Traditionally Volunteering Victoria has had the opportunity to complete project work for the government as a fee-for-services arrangement. Over the last twelve months, these opportunities were not made available therefore affecting the level of income. Further, in the 2010 financial year Volunteering Victoria assisted the Victorian Government at the time of the devastating bushfires and received a one-off payment of \$30,000.

## **Expenses**

As with most not-for-profit organisations, the demands placed on the delivery of service continually change. To meet the changing expectations, Volunteering Victoria was required to work more efficiently while controlling costs. Total expenses for the financial year were \$456,713, down 3.3% from the previous year.

## **Cash Reserves**

Cash reserves have decreased by \$25,752 from \$193,758 in 2010 to \$168,006 in 2011. The majority of the decrease relates to the funding of the loss incurred of \$20,177.



**Andrew Mattinson**

**Treasurer**

**Volunteering Victoria Board of Management**

# SNAPSHOT 2010-2011

## A NEW WAY TO GET THE LATEST

In October 2010 we launched *Volunteering Matters*, a bi-monthly electronic newsletter that keeps readers up to date on the latest resources, events, issues and announcements in volunteering. Our growing subscriber list includes organisations large and small, government decision-makers and other community sector peak bodies and services.

## HELPING THE HELPERS

As well as the usual volunteering celebrations, National Volunteer Week 2010 saw us support a very special project. Along with Victoria University and the Department of Health we were proud to present a 'train the trainer' day for volunteer program managers as part of a broad campaign to combat elder abuse. Participants were equipped to brief their volunteers working with the elderly on the signs of abuse – and how they can take action to help.

## VIKTOR TAKES OFF

Viktor Online is a volunteer management software package developed by Volunteering Western Australia. Thanks to our partnership with Volunteering WA, Viktor is available at low cost to Victorian volunteering resource services and in 2010-2011 six new services signed up to take advantage of this tool. Interest continues to grow.

## A STEP FORWARD FOR RIGHTS

The advent of Victoria's new equal opportunity laws on 1 August 2011 brought certain rights for volunteer workers into line with their paid counterparts. In order to support organisations in meeting their obligations toward volunteers under the new legislation we conducted an extensive information campaign, including resources and training workshops.

## NEW KIDS ON THE SCENE

Our Network Secretariat is in full flight and in 2010-2011 we helped four new networks to establish. Managers of environmental, welfare, disability and corporate volunteering programs now have a regular chance to share, learn and collaborate with peers.

# PROMOTING VOLUNTEERING

This year we helped Victorians to volunteer.

## VOLUNTEER INFORMATION SERVICE

Through our **Volunteer Information Service** we assist people seeking to volunteer, as well as current volunteers who are experiencing difficulties in their role, such as conflict or discrimination. We also advise organisations on the full spectrum of volunteer management, from compliance with relevant regulations to issues with specific volunteers.

In 2010-2011 we revamped the Service, streamlining its processes and updating reference material to ensure staff and volunteers are equipped to provide reliable, high-quality advice.

We also continued to maintain our Viktor Online database of volunteer opportunities, made possible thanks to our collaboration with Volunteering Western Australia. Opportunities advertised through Viktor are fed directly to Victoria's Volunteering Portal, increasing the number of Victorians we can reach.

### QUICK STATS

3,213 phone calls, emails and drop-ins from July 2010 to June 2011

76,098 visitors accessed advice, information and volunteer opportunities through our website

340 opportunities uploaded into our searchable online database

90 community organisations recruited volunteers with our help

2000+ volunteers applied for a role through our website

399,290 searches on Victoria's Volunteering Portal, which displays all roles from our database

## EMPLOYEE VOLUNTEERING PROGRAM

### EVP 2010-2011

30 corporate organisations engaged

42 not-for-profits assisted by  
employee volunteers

6-8 new inquiries from businesses  
every month

One-off volunteering engagements  
rising in popularity

The **Employee Volunteering Program** brokers engagement between businesses and not-for-profits. As well as a tailored matching service, organisations receive extensive consultation about requirements and capabilities on both sides, direct briefings to employee volunteers and useful resources on how to make the engagement work for all.

Through the Employee Volunteering Program, Volunteering Victoria also seeks to advise the corporate community about how not-for-profit organisations operate and how best they can be supported.

## PUBLIC SPEAKING AND MEDIA

Volunteering Victoria provides expert speakers for community and not-for-profit sector events.

From July 2010 to June 2011, Volunteering Victoria staff and board members presented at 21 engagements across the state. Themes ranged from working effectively with volunteers to the positive ageing benefits of volunteering.

The CEO, senior staff and board members also provide a broad perspective on volunteering in both general and not-for-profit trade media.

During the reporting period we engaged with major daily newspapers, local papers and magazines, ABC and community radio and sector publications such as *Pro Bono News* and *The Senior*.

### HEADLINES

'Time to join a new team', *The Sunday Age*, 26 September 2010

'A time to give', *The Melbourne Weekly*, 18 April 2011

'Funding for Volunteering in Victoria Remains Static: Peak Body', *Pro Bono News*, 6 May 2011

'Put your hand up', *The Age SAGE*, 18 July 2011

# WORKING IN CONTEXT

This year we made sure volunteering was on the agenda.

## WORKING WITH GOVERNMENT

The period July 2010 to June 2011 saw significant changes in both federal and state governments.

At state level an entirely new government was elected in late 2010, while following the federal election volunteering moved to a newly created ministry for Social Inclusion within the Department of Prime Minister and Cabinet. Core volunteering funding was also shifted into this portfolio.

In the lead up to both elections we coordinated letter writing campaigns to educate candidates about volunteering issues. Afterwards we worked to establish new relationships with elected representatives and bureaucrats and to keep our stakeholders up to date.

Our work with government can be public, such as the joint National Volunteer Week launch held in Geelong in collaboration with the Department of Planning and Community Development.

It can be practical – for example, providing feedback on government resources such as the Volunteering Portal.

But much advocacy occurs behind-the-scenes; advising officials on key volunteering issues and keeping ourselves informed to ensure that volunteering has a voice in the development of policy and regulation.

### SUBMISSIONS, ANALYSES, PAPERS

*Job Services Australia: Key Issues*

*Response to the Victorian State Budget*

*Scoping study for a National Not-for-Profit Regulator: Submission (with Volunteering Australia)*

*Significant changes to the Federal Government's management of volunteer support and policy*

*Volunteering Victoria Response to the Victorian Equal Opportunity and Human Rights Commission Volunteering and Equal Opportunity Act 2010 Issues Paper*

## GAME-CHANGING POLICY

An increasing number of government policies and regulations affect how volunteers work with organisations. In fact, since volunteering happens in very diverse contexts, the range of related public policy impacts is equally broad.

This year we took the lead in responding to new state regulation which impacts on every volunteering scenario: the *Equal Opportunity Act 2010*. In the lead up to this legislation's commencement in mid-2011, we:

- provided feedback to the government based on the views of our constituents via formal submissions and informal networking
- facilitated workshops and created resources to explain the new regulations and their impacts
- supported individual organisations with advice on implementing necessary internal changes
- communicated widely about the changes to reach affected organisations beyond our member and subscriber base.

### BIG ISSUES THIS YEAR

#### *Associations Incorporation Act*

We kept organisations informed of proposed changes that could increase bureaucratic requirements for incorporated groups.

#### **Occupational health and safety**

We analysed the broad impacts of this new, national legislation, produced introductory resources for our stakeholders and continue to liaise with authorities.

#### **Reform of the not-for-profit sector**

We banded with Volunteering Australia and other state peaks to put forward the volunteering perspective in this federal government inquiry.

#### **Centrelink and volunteering**

We continued to highlight the challenges around linking volunteering to welfare benefits, summarised in a issues paper published on the tail of National Volunteer Week.

# DOING BETTER TOGETHER

This year we collaborated, united and connected.

## MEMBERSHIP

Volunteering Victoria's membership program is critical to our success and sustainability as a peak body.

In joining, member organisations formally endorse our representative work in policy and advocacy. They properly acknowledge the important contribution volunteers make to their work in the community. And they align themselves with other organisations that share their goals, challenges and values.

Many diverse communities and sectors are represented in our almost 300-strong membership. To help them identify common ground we share information of broad relevance through the M Bulletin newsletter and special member communiqués. We also invite members to add their particular perspective to our policy and advocacy work

and bring people together throughout the year to discuss common issues face-to-face.

In 2010-2011, members enjoyed exclusive seminars on:

- The *Equal Opportunity Act 2010* and its implications for volunteering
- Measuring program impacts, delivered by Les Hems, Director of Research at the Centre for Social Impact

## RECENT JOINERS

Mental Illness Fellowship  
Museum of Chinese Australian History  
Latrobe University Student Union  
Northeast Health Wangaratta

## SUPPORT FOR NETWORKS

### NEW NETWORKS 2010-2011

Coordinators of Environmental Volunteers  
Home Visiting Network  
SEAM Volunteering Facilitators Group  
Employee Volunteering Network (convened by Volunteering Victoria)

The **Network Secretariat** program assists new and existing volunteer management networks to establish and attract members.

2010-2011 has proved the Secretariat to be a highly effective way to increase communication between Volunteering Victoria and stakeholders. As a result we are better placed to understand and respond to stakeholder needs and challenges.

This year we also launched a new initiative to support the Victorian Volunteering Resource Services Network, funding monthly network teleconferences and formalising our communications with key regional contacts.

## COLLABORATIONS

2010-2011 saw one of Volunteering Victoria's ongoing collaborations flourish: through a partnership with our counterparts in Western Australia, Volunteering Victoria is able to offer the use of their **Viktor Online** software as a volunteer management tool to local volunteer resource centres and services.

Viktor Online is the most affordable volunteer management system currently on the market and this year was adopted by six new Victorian agencies. Volunteering Victoria staff provide ongoing support and training and liaise on behalf of all Victorian users with the software's creators at Volunteering WA.

Through a further collaboration with the Victorian Government, all volunteering opportunities uploaded into Viktor Online receive additional exposure on Victoria's Volunteering Portal.

### OTHER JOINT PROJECTS

**January 2011:** Volunteering Victoria engaged in a capacity-building project for Mildura Aboriginal Corporation (MAC), alongside Great Connections and Reichstein Foundation. MAC provides community and welfare services, employment and volunteering opportunities for indigenous residents of the Sunraysia district of Victoria.

**National Volunteer Week:** Volunteering Victoria, the Victorian Government and Victoria University combined to showcase the Victorian Government Elder Abuse Prevention Strategy (EAPS) Professional Education Program. EAPS assists organisations to ensure that volunteers working with older Victorians can recognise and respond in situations where elder abuse may be indicated.

# ENCOURAGING GREAT PRACTICE

This year we supported the people who lead volunteers.

## RESOURCES

In 2010-2011, Volunteering Victoria created a new suite of fact sheets for volunteers and volunteer-involving organisations.

The Fast Facts series covers key issues in managing a volunteer program, from compliance with broad-reaching regulations to the basics of why and how organisations can engage volunteers. The fact sheets are intended as an entry point to each topic, directing readers to more comprehensive resources already in existence.

These and other resources are available for free download from the Volunteering Victoria website.

### POPULAR RESOURCES

*Volunteering on a visa*

*Police checks and Working with Children checks*

*Employee Volunteering manual*

*Managing volunteers for retention*

*Confidentiality and intellectual property*

## NEWS

We feel the best way we can empower the volunteering community to make strong decisions that will serve volunteering in the long term is to keep people informed.

All issues, announcements and events that impact on volunteering are published on our website, from major political decisions to the achievements and programs of our members.

We also publish two regular electronic newsletters:

- The *M Bulletin* serves our members, highlighting organisational news, announcements and member events
- *Volunteering Matters* was launched in October 2010 and covers a broad range of relevant news and events

### TOP STORIES 2010-2011

'Diverse is the word'

'The challenge of corporate volunteering'

'The Boomers are coming: a look at volunteering's "golden age"'

'Who cares? State political support for volunteering'

'Community speaks on National Volunteering Strategy'

## PROFESSIONAL DEVELOPMENT

It is vital that volunteer program managers and others who lead volunteers have the chance to learn new skills and update the ones they have, whether they are in a paid or unpaid role. Volunteering Victoria delivers and facilitates professional development opportunities throughout the year at low or no cost.

More than 900 participants joined in our professional development events between July 2010 and June 2011. Three of our popular workshops were recorded as podcasts for the benefit of people unable to attend face-to-face sessions.

### PD FAVOURITES

The Diploma of Management

How to use the National Standards for involving volunteers

Governance as organisational development (+ podcast)

Trends in volunteering

# THE TEAM

## BOARD OF MANAGEMENT

Robyn Rose, President and Training Sub-Committee Member

Leanna La Combre, Vice President

Elizabeth Hamshary, Secretary

Andrew Mattinson, Treasurer and Finance Sub-Committee Chair

Terry Macdonald, Founding Member  
Representative to Volunteering Australia

Barry Furness, Training Sub-Committee Chair

Tara Cantwell, Ordinary member

John Cashmore, Ordinary member

Elsie Loh, Ordinary member

Dr Leonie Lockstone-Binney, Ordinary member

Helen Ridgeway, Ordinary member

Boyce Wong, Ordinary member

## STAFF & VOLUNTEERS

Dianne Embry, CEO

Elouise Holmes, Senior Manager – Operations and Programs

Katherine Koesasi, Senior Manager – Peak Services

Marisa Nowak, Business and Community Partnerships Manager

Caroline Whiteside, Membership Services Officer

Jane Burrows, Resources and Publications Manager

James Wilson, Policy and Advocacy Manager

Kerrie Green, Finance

# THANK YOU

Bowls Club Flagstaff Gardens

Collabforge

Department of Family, Housing, Community Services and Indigenous Affairs

Department of Human Services (Victoria)

Department of Planning and Community Development (Victoria)

Department of Prime Minister and Cabinet

Dixon Appointments

Hudson

State Volunteering Centres

Volunteering Australia

Victoria's Volunteer Resource Centres, Services and Networks

# CONTACT

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