

Annual Report 2012-13

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Volunteering Victoria is endorsed as a
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Acknowledgements:

We gratefully acknowledge the support provided to us for specific projects and programs by



ExxonMobil



The cover illustration featured in this annual report (and throughout) are by scribe Sarah Firth, and were created at our highly successful Youth Volunteering forum held at NAB in Melbourne on 22 May 2013.



Volunteering Victoria would like to acknowledge the funding support of the Australian Government, through the Department of Prime Minister and Cabinet, and the State Government of Victoria.



Australian Government



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2012-13 HIGHLIGHTS

NATIONAL VOLUNTEER WEEK 2013

We put in a big effort and got some great results – with a vibrant youth forum, media attention for our national campaign volunteers and 225 signatories to our first ‘leaders who say thank you’ petition. See page 17.

NEW CEO

In July, we welcomed new CEO Sue Noble, who has led a significant and energetic program of change in all the operational and policy aspects of Victoria’s peak volunteering body. See page 3.

ENERGISED WORKFORCE

This financial year we embraced skilled volunteers and brought them into the organisation, and welcomed a number of new staff members. Our workforce is now a healthy hybrid of enthusiastic and talented paid and unpaid people. See page 31.

PROPOSED NEW SEV MANAGEMENT MODEL

We worked with government and stakeholders, and volunteer managers across the state to develop a proposal to better manage spontaneous emergency volunteers and support volunteer managers during times of disaster. See page 23.

NEW INCLUSIVE MEMBERSHIP MODEL

The Board approved a new, more inclusive membership model in April opening the way for associate, corporate and individual membership. See page 8.

GOVERNANCE REFORM

We reviewed our governance model, policies and constitution and made some big changes to promote wider representation of the sector and more effective management.

ABOUT VOLUNTEERING VICTORIA

Our Purpose

Volunteering Victoria is the peak body for volunteering in Victoria. 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

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

Our Strategic Priorities

1. Build a vibrant, diverse, satisfied and growing membership and network of stakeholders that is truly representative of the entire Victorian volunteering community
2. 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
3. Demonstrate and support the delivery of marketing and business development excellence
4. Champion and model governance and management leadership, excellence, accountability and good stewardship
5. Grow a robust and sustainable financial base that demonstrates commercial acumen, supports sustainable growth and enables us to invest in the future of volunteering



FROM THE CEO & PRESIDENT

The past year has seen significant and exciting changes at Volunteering Victoria.

In late July 2012 we welcomed our new CEO Sue Noble.

In December, after extensive consultation across the emergency services sector and government, and with the support of our colleagues from Volunteering Queensland, we submitted a proposal to the State Government for the management of spontaneous emergency volunteers. The scope of this project was expanded in January to include volunteer managers, who put their hands-up to support the management of spontaneous volunteers in the event of a disaster over last summer.

We signed-off our new strategic plan in February 2013, and commenced work on our revamped, more inclusive membership model, which will be launched at our AGM in October.

We enjoyed a very busy National Volunteer Week in May. Two highlights were our *Leaders' Thank You Petition*, which attracted 225 signatories from leaders across a range of sectors, and our forum, *Youth Volunteers: a Waste of Time or a New Paradigm?* This event generated a healthy discussion, got many people thinking about ways to attract young volunteers to their organisation and provided interesting insights for our youth volunteering strategy.

Governance reform has been a priority over the last 12 months, with a program to review all our policies and the drafting of a new Constitution to better reflect our role as the peak body for volunteering in Victoria.

Work commenced on the *Imagine the Possibilities* marketing campaign to complement our advocacy work. The campaign highlights the power of volunteers and their role as active citizens. It challenges us to imagine the world without volunteers, and to imagine how much healthier, and more resilient and inclusive our community would be with a stronger, better supported volunteering sector.

We continue to build stronger connections across the volunteering community through our active participation in many local, regional and state-wide networks, and presentations at more than 20 events. A number of these presentations will be available on our website and we will continue to make new ones available and accessible where useful and appropriate.

Our government and corporate partners continue to provide great support. Many thanks to NAB for assisting our events and employee volunteering programs, ExxonMobil for sponsoring our new fact sheets and guides, the Federal Government

through the Office for the Not for Profit Sector for their Volunteer Management Program funding, and the State Government's Office for the Community Sector, for supporting capacity building in the volunteering sector.

On the national stage, Volunteering Victoria continued to work closely with the other state peak volunteering bodies to support Volunteering Australia's move to Canberra, and the transition of its governance and management.

The last 12 months also saw many changes to our staff and volunteer workforce as we realigned our priorities and built our capacity to deliver on our commitments. Many thanks to everyone who contributed to our work – without your skills, dedication and enthusiasm it would be impossible to deliver on our vision for resilient communities, and empowered and active citizens through volunteering.

Looking to the future, over the next 12 months we will continue to develop new programs and initiatives to support capacity building in the Victorian volunteering sector.

We look forward with excitement to building stronger ties to the Victorian volunteering community to leverage the power of volunteering, and to build a culture of active citizenship through volunteering.



Robyn Rose, President



Sue Noble, CEO

OUR COMMUNITY

More than 120,000 charities and not for profit organisations contribute close to \$5 billion to the Victorian economy each year. Projections of the economic value of volunteering by 2021 puts the dollar value at somewhere between \$30 billion and \$42 billion (a calculation based on 2010 ABS data). Volunteering Victoria's membership and stakeholders are drawn from this group.

Sport and physical recreation remains the most popular area for volunteer investment – with volunteer work contributing \$1.281 billion in Victoria, followed by education and training (\$1.037 billion), community and welfare (\$723 million) and religious organisations (\$646 million).

Stakeholder and member engagement has been our key priority to build relationships, identify key issues/challenges and opportunities to work together, and to develop and share our strategic vision.

In conjunction with the Volunteer Resource Centre (VRC) network, significant engagement has been achieved across the areas of culturally and linguistically diverse communities (CaLD), sport, and rural and regional networks (refer to *Speaking engagements* on page 19) as well as the emergency services network.

The prioritisation of Spontaneous Emergency Volunteering through the release of *The Victorian Emergency Management Reform White Paper* in December 2012 provided a springboard to develop our connection with representatives from a number of state government departments and local councils, as well as volunteer organisations from a number of local communities. The topic of ownership of managing volunteers during emergencies is discussed further on page 23.

A survey was undertaken of all members of the volunteer services and centres network to build a profile of the network, including services delivered, EFT staff and volunteer numbers and roles, market segments serviced, and key local issues/challenges. The survey results will be shared across the network with the data collected to complete the mapping exercise.

MEMBERS

Analysis of our membership base indicates we have much work to do in communicating more effectively with the sport and recreation sector, which has by far the highest number of volunteers but is well under represented through membership.

Our membership database has been overhauled to provide more accurate and comprehensive information about our members, as well as supporting the delivery of more efficient member services. Membership categories have been restructured to align with International Classifications of Not for Profit Organisations (ICNPO) and ABS reporting, setting foundations for improving membership reporting and profiling.

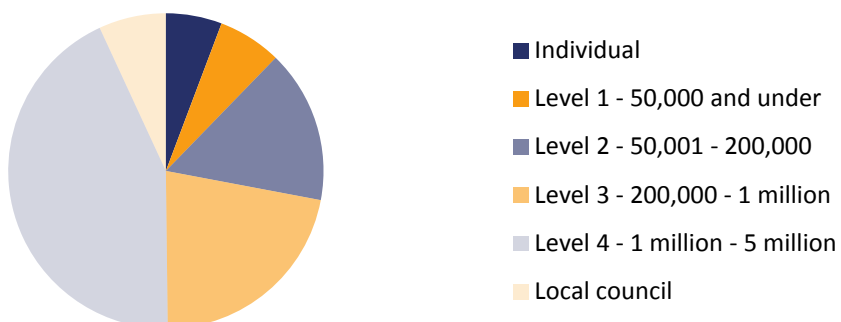
With an existing membership of 252 not-for-profit organisations (NFPs), Volunteering Victoria is keen to expand its membership base and better reflect the vibrancy of the wider volunteering sector.

Membership profile

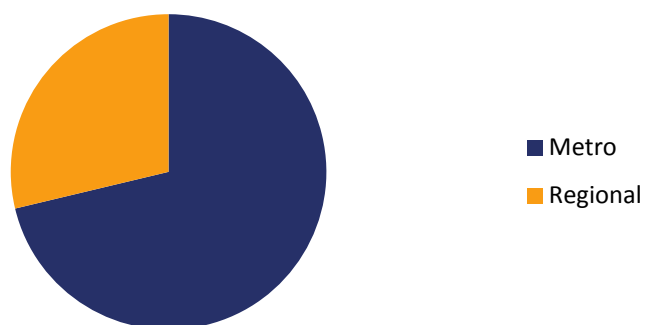
Industry classification

Animal Welfare	1%	International	1%
Community Development	14%	Legal	1%
Culture & Arts	2%	Local Government	8%
Education & Training	4%	Religious	2%
Emergency Services	2%	Social Services	21%
Environment & Wildlife	1%	Sport & Recreation	2%
Health	29%	Volunteer Services	7%
Individuals	6%		

Size of organisation



Location

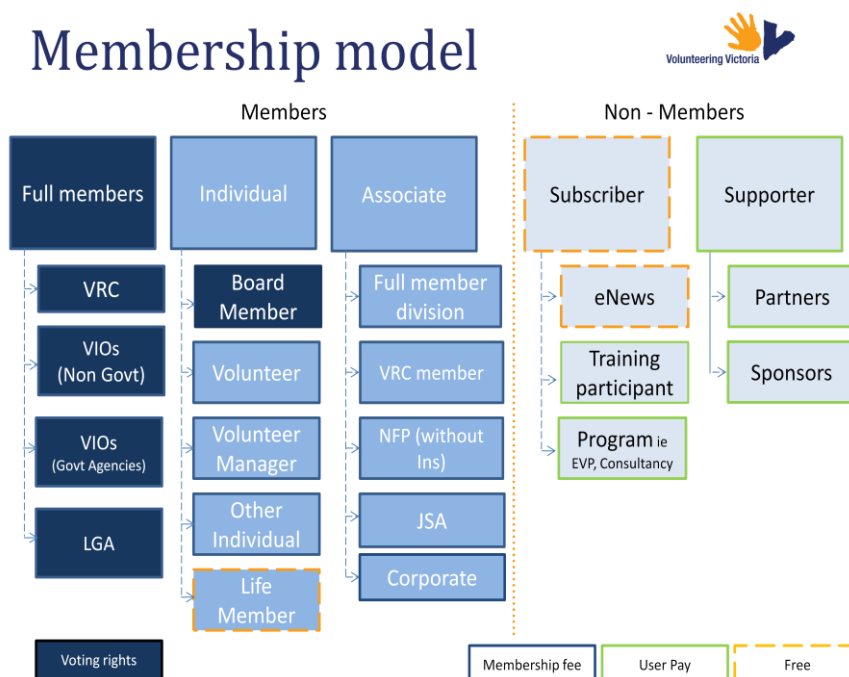


Review of membership model

With a new Board in place following the last AGM, and a decision to review the membership model to ensure it embraced the entire volunteering sector, and new and emerging volunteering models, Volunteering Victoria undertook a comprehensive review of its existing membership model.

The review resulted in the development of a new membership and fee structure which is broader and more inclusive. Approved by the Board in April 2013, the new membership model includes associate and individual membership options and will be launched at the 2013 AGM.

Membership model



Promoting benefits of membership

A significant amount of work has been undertaken to improve and promote the benefits of membership, including an update of our benefits flyer and membership content on our website, along with a refresh of the web based application form and membership certificate for new members.

An active program is in place for the promotion of member events, achievements and volunteer activities (also see *Marketing & Communication report* from page 14).

Membership renewals

The membership renewals campaign launched in May, included a special early-bird offer of a two for one training voucher to encourage quick response. The streamlining of our membership processes, including the addition of credit card payment option for membership fees, has made it easier for organisations to join Volunteering Victoria, and has reduced the administrative burden to process membership renewals and new applications.



Member benefits flyer



Membership training voucher



Membership certificate

Membership logo

A new benefit of Volunteering Victoria membership is the ability of current members to use the Volunteering Victoria member logo.

The use of the logo by our members demonstrates their support and commitment to volunteering, and helps raise the awareness of volunteers and the good work they do for the community.



All existing and new Volunteering Victoria members were sent a colour and black and white version of the 2013-2014 Member Logo (along with guidelines) to use on promotional materials.

Looking to the future

The guiding principles of the 2013-2014 Membership Plan are a more inclusive and broadly representative membership, a market driven approach, building member satisfaction and support, and streamlining policies and processes to make it easier for organisations and individuals to become members. With a focus on these core principles we will strive to build capacity, bring value to membership, develop stronger and deeper relationships and partnerships with members, and ultimately help build long term sustainability for Volunteering Victoria and the sector.

The new financial year will see the implementation of more assertive acquisition activities tailored to different sectors and settings, market research to better understand member and non-member views and needs, and a more robust retention strategy designed to fully promote (and expand) the benefits of membership.

LEARNING & DEVELOPMENT

The learning and development program of any membership association forms a significant and important connection between an organisation and its membership.

Over the last year, Volunteering Victoria has undertaken a process of re-visioning its learning and development program, and consulting widely with members and stakeholders to develop a relevant new program.

More than 550 people attended planning workshops, consultations, networking events and training events throughout the year.

Volunteer management training

Volunteering Victoria has continued to offer five entry-level training modules aimed at new volunteer program managers. These modules were offered three times as a workshop series, as well as in-house sessions to member organisations and other VIOs, including Knox and Port Phillip Councils, HACC Northern Region and one in the Latrobe Valley. They continue to be popular and well subscribed.

Dates included

- 30 August 2012 - *Recruitment & Retention* (HACC Northern Region)
- 25 September 2012 - *Managing Volunteers* (Court Network)
- 6 December 2012 - *Induction & Orientation & Managing Volunteers* (Goulburn Valley Hospice)
- 28 February 2013 - *Managing Volunteers* (HACC Northern Region)
- 18 March 2013 - *Managing Volunteers & Standards & Best Practice* (volunteers)
- 28 March 2013 - *Recruitment & Retention* (City of Knox)
- 23 April 2013 - *Establishing a Volunteer Program* (volunteers)
- 2 May 2013 - *Recruitment & Retention & Induction & Orientation of Volunteers* (volunteers)
- 15 May 2013 - *Attraction, Retention & Legal Issues* (La Trobe City Council)
- 30 May 2013 - *Recruitment & Retention* (City of Port Phillip)

Professional development

AGM Workshops – 25 October 2013

We hosted two highly successful workshops as part of our 2012 AGM program. Workshop 1 was with the Office of the Community Sector (OCS), titled *Connecting community NFPs with Local Business*. They presented a guide which drew together existing information and best practice examples, including stories of NFP's that have

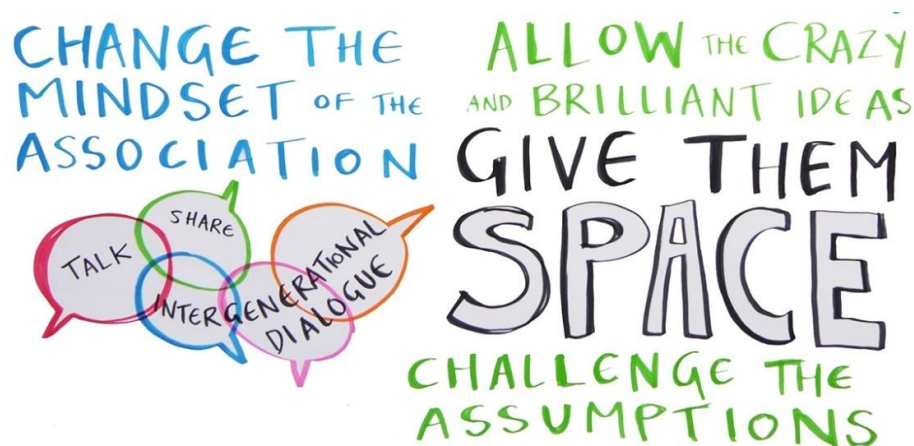
built successful business partnerships. Workshop 2 was a Volunteering Victoria Strategic Planning Workshop. The session provided an overview of the revised plan and provided an opportunity for members to have input into the plan.

Awakening the volunteer - vivian Hutchinson – 4 March 2013



On 4 March, Volunteering Victoria offered two three-hour workshops and conversations titled 'Awakening the Volunteer'. This workshop was facilitated by vivian Hutchinson who led a conversation and workshop focusing on how we can awaken volunteering in our communities, and on the leadership role volunteer resource centres and volunteer-involving organisations can play in fostering more active citizenship and the regeneration of our community sector.

Forty volunteer managers attended the morning session and 32 attended the afternoon session aimed at senior staff, board members and other stakeholders.



Youth volunteers: A waste of time of or a new paradigm?

A key member event each year the celebration of National Volunteer Week (12 – 19 May 2013). On 22 May we hosted a lively panel discussion led by Victoria's Youth Governor Oliver Tripodi, with panellists from Netball Victoria, CFA, SYN Media and the Australian Red Cross. Each organisation was represented by a leader within the organisation and one of their youth volunteers and the aim of the day was to discuss the benefits and challenges of youth volunteering from individual and organisational perspectives – and sharing the experiences of different sectors.

The panellists were challenged by provocateurs in the audience – including representatives from YACVic, YMCA, DHS, the Shadow Minister for Volunteering, the

Foundation for Young Australians, Centre for Multicultural Youth, Save the Children, Student Edge and VicSport.

A snapshot of the shape and outcomes of the discussion were captured visually by the event 'scribe' Sarah Firth, who applied her colourful, artful illustrative ability to capture the tone and substance of the event.

Training and Development Bulletin

Reflecting our focus on developing and delivering relevant learning and development to the volunteering sector, in February we launched an e-bulletin specifically to promote events and programs *'for the people who make volunteering possible'*. This financial year we issued six Training & Development bulletins.



Training & Professional
Development Bulletin.



MARKETING & COMMUNICATIONS

Volunteering Victoria has invested a great deal of energy and creativity into all marketing and communications activities over the past 12 months. A more assertive approach towards social media has been adopted, with care being taken to acknowledge special days, weeks and months that celebrate various causes, and to drive traffic to the ever-changing content on our website.

There has been a specific focus on encouraging interaction with members via social media and the website (promoting their activities, achievements and posts), and in ensuring the website is viewed as a resource which can be used by members. A modest program of media relations in the traditional mainstream and third sector media outlets has also been implemented – mostly to support key events such as NVW2013.

Website

Traffic to the Volunteering Victoria website has remained strong. The minimum number of unique visitors to the site per month range from 7094 in December 2012 and peaked at 10,812 in May (largely due to NVW2013).

UNIQUE VISITORS											
JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
7954	8985	8050	7964	7350	7094	8343	7571	7906	7797	10812	8674

With the assistance of a skilled volunteer communications coordinator, the website has featured a steady stream of member profiles– specifically volunteer managers and volunteers – in a variety of organisations (with cross- promotion on facebook) and including links to the organisations. These stories have been arranged around special events or celebration days and have highlighted the extraordinary work achieved by volunteers in organisations.

During NVW2013 we posted profiles of each of the volunteers selected to start in Volunteering Australia’s national campaign materials (17 of the 18 volunteers featured were from Victoria).

In addition, new pages were created for NVW, National Student Volunteer Week (NSVW) and the new Research Digests, and significant revisions have been made to the membership pages and in the resources available for download (fact sheets and newly created guides – see page 18). The events calendar is regularly used by members across the state to promote their events.

Social media

A program of posts and tweets has ensured a vibrant social media presence. We regularly receive requests from members to share posts or re-tweet their information, promote their work via our channels or link to us. Our facebook 'likes' more than doubled over the past 12 months, from 650 to a total of 1215. Over the same period, our Twitter followers increased by 829 to 2010 followers.

The NVW 'thank you' petition (page 33) drove extraordinary interaction and reach via social media, generating a great profile for the organisation. Posts and tweets about petition signatories were shared hundreds of times and reached thousands of people and networks.

Plans are underway to launch Volunteering Victoria's YouTube channel, featuring a series of video clips on youth volunteering produced with material and interviews gathered at Volunteering Victoria's youth forums, and enabling the sharing of clips created by members and reputable organisations on the topic of volunteering.



Traditional media

The distribution of media releases has been introduced into Volunteering Victoria's communications plan. Nineteen media releases were issued in the past financial year, all were picked up by one or more media outlets. Much of this activity was focussed around NVW2013 and was based on Victorian volunteers featured in the campaign (see page 17).

Particular highlights for the year included an article in *The Age / Sydney Morning Herald* *Help is on its way* on 14 May 2013, ABC 774 (radio) talkback segment on volunteering with Hilary Harper, and regional ABC radio and RMIT Student Radio interviews.

More regular media releases will be issued in the coming financial year, to assist in raising profile of the organisation and its members, and volunteering generally.

Volunteering Matters

Volunteering Victoria's 'flagship' direct communication channel is our e-bulletin *Volunteering Matters*. This bulletin has been significantly revised in the past year. It has been moved to more flexible software platform which allows better presentation and monitoring of responses to each monthly bulletin.

We now know, for example, that the open rate for *Volunteering Matters* is on average between 32% and 35%— well above industry standards, and we are able to track 'click throughs' to measure the success or appeal on various news items.

Content has been revised and restructured to reflect what readers want to know about us and our work, member achievements, special events and key announcements or developments affecting members. The bulletin now acknowledges new members (with links to their website and encouragement for readers to 'visit' them) and each edition includes an introduction from the CEO highlighting key issues, opportunities and challenges over the previous month.

The current subscriber list for *Volunteering Matters*, which is open to all our members and supporters, is 1402 subscribers – almost double the subscriber base at the beginning of the financial year.

Volunteering Matters



Volunteering news, updates & information for members & stakeholders from Victoria's peak volunteering body.

National Volunteer Week 13 – 19 May (NVW2013)

Volunteering Victoria experienced its busiest ever NVW2013, with a number of initiatives to create a platform for volunteering organisations across the State to share, meet and celebrate volunteers.

Our small staff attended and presented at more than a dozen events (with CEO Sue Noble crossing the State several times) and our 'Thank You' petition attracted considerable interest (and kept social media about #NVW2013 buzzing – see page 33).



We issued 18 media releases, showcased 17 volunteers from Victoria who featured in the National campaign (and who also got their share of the media spotlight in local and regional newspapers), and took up several radio and newspaper interview spots to talk about volunteering during the week. We issued more than 260 tweets (60% were re-tweeted) and posted 225 facebook posts (half went 'viral' and achieved a peak 'reach' of nearly 5000 people a day).



Our Youth Volunteers: A Waste of Time or a New Paradigm event, facilitated by Victoria's Youth Governor Oliver Tripodi, attracted many volunteer involving organisations new to Volunteering Victoria - including a number of peak sporting bodies (see also page 12). We created dedicated NVW web pages, which were well used by members and supporters, who also contributed information about their events, used the tools on the campaign page, and celebrated volunteers via hundreds of events, ceremonies and acknowledgement initiatives.

Leaders' Thank You Petition

Easily one of our most successful activities for NVW2013 was the launch of the 'thank you' petition, which attracted 225 signatories from leaders across a range of sectors. Every signatory was announced via social media, in recognition of their leadership and commitment – and that of their organisation to their volunteers. Given the success of this inaugural petition, we plan to make it an annual NVW event. See who signed in 2013 on page 33.

Resources

With the support of ExxonMobil, we launched a new set of resources for volunteers, NFPs and businesses who want to be involved in volunteering, during NVW2013. The resources include a set of 16 fact sheets and three guides— bringing together a consistent set of information for NFPs, employers and volunteers about how to create successful volunteering relationships and outcomes. The resources are available and downloadable from our website at <http://volunteeringvictoria.org.au/resources/fact-sheets-2/>. Limited hardcopies are available for members.

Guides and fact sheets

- **Guide for not for profit organisations**
Developed to assist not for profits to make the most of attracting and retaining the support of business through their employee volunteering programs. It aims to provide a framework for thinking about what is required of the partnership, and what not for profits can do to make the partnership successful and productive.
- **Guide for employers**
Designed to assist employers to develop and maintain a successful employee volunteering program, and how to establish connections with not for profits to enable employee volunteers to add value to the services provided by the not for profit sector.
- **Guide for volunteers**
A handbook for volunteers, to assist prospective volunteers to consider how they might like to make a contribution, and how to go about making it happen. It also provides an outline of rights and responsibilities when engaging with not for profits as a volunteer.
- **Fact Sheets**
 - Best Practice for Volunteering Programs
 - Confidentiality & Intellectual Property
 - Dealing with Conflict
 - Essential Volunteering Policies & Procedures
 - Health & Safety for Volunteers
 - Insurance & Liability
 - Involving Volunteers
 - Managing Volunteers for retention
 - Money & Volunteers
 - Organisations & Legal Structures
 - Orientation for New Volunteers
 - Police Checks & Working with Children Checks
 - Protecting the Privacy of Volunteers
 - Recruiting Volunteers
 - Risk Management
 - Sexual Harassment

Utopia/Dystopia campaign

In early 2013, Volunteering Victoria commenced work with a team of skilled marketing, communication and design volunteers to develop a campaign to raise awareness of the value, importance and power of volunteering in our community, and the diversity of ways volunteering happens.

Under the theme Utopia/Dystopia, we ask the Victorian community to imagine a world without volunteers and we challenge community members to become active citizens by volunteering.

The multi-layered campaign, which is due to be launched in 2014, will include materials and information which can be used by volunteer managers and volunteer involving organisations across all sectors.



Speaking engagements

During the past year, Volunteering Victoria staff have presented at many events across the state, including:

- Vincent Care Staff Conference, 31 May 2013
- VCTA Conference, 31 May 2013
- United Way Ballarat Volunteer Recognition Awards, 18 May 2013
- Barwon Health National Volunteer Week Celebration, 17 May 2013
- Doncare National Volunteer Week Afternoon Tea, 17 May 2013
- City of Casey Volunteer Awards, 17 May 2013
- Cardinia Shire Council's Annual Mayoral Volunteer Reception, 16 May 2013
- Wyndham City Council Volunteer Morning Tea, 14 May 2013
- Australian Red Cross & Volunteering Victoria National Volunteer Week Panel, 13 May 2013
- Court Network National Volunteer Week volunteer recognition event, 13 May 2013
- VicHealth Be Active: Improving Volunteerism in Local Communities, 8 May 2013

- Third Sector Expo, 16 April 2013
- Volunteers of Nillumbik Launch, 25 March 2013
- Whittlesea Community Connections' International Women's Day Lunch, 15 March 2013
- Hepburn Shire Volunteer Expo (Creswick), 14 March 2013
- Home Visitors network, Marketing to recruit volunteers, 14 February 2013
- Yarraville Rotary, 12 February 2013
- Gateway Social Support Options Volunteer and Community Partners Appreciation Evening, 29 November 2012
- Volunteering Western Victoria AGM, 16 November 2012
- Bendigo Volunteer Resource Centre 10-Year Celebration, 13 November 2012
- Volunteer West Volunteer 2012 CEO Breakfast, 26 October 2012

In addition to speaking at many events to recognise the great achievements of our volunteers, Volunteering Victoria CEO Sue Noble was on the judging panel for the 2013 Benetas Volunteer of the Year Award

Networks, forums and programs

The volunteering scene in Victoria is rich and diverse. Nothing reflects this better than the many networks and forums Volunteering Victoria staff participated in over the last 12 months, including: the Victorian Volunteer Resource Service Network (VVRSN), VCOSS CEO and Presidents' Breakfast Forums, VCOSS Peaks and State-wide Network Forum, G21 (Geelong Region Alliance) Volunteering Strategy Implementation Group, Health Volunteers Network, Frankston Volunteer Resource Centre Network, the United Way Ballarat Volunteer Network, Hume-Moreland Volunteer Coordinators Meeting, Inner City Volunteer Network, Casey Volunteer Network, Cultural Volunteer Coordinators Network, LG Pro Volunteering SIG, Northern and Western Metropolitan Refugee and Asylum Seekers Forum, Coordinators of Environment Volunteers Network, DPCD Not for Profit Summit, Strengthening Community-based Resilience Forum (Monash University), Volunteering Western Victoria's Community Governance Mentoring Program Steering Group, AEMI Disaster Resilience Forum (Mt Macedon), and the JB Were NAB Social Leadership Program.

POLICY, ADVOCACY & RESEARCH

Volunteering Victoria maintained its involvement in a number of key networks, including the Victorian Volunteer Resource Service Network (VVRSN) and the VCOSS Peaks and Statewide Network Forum.

Research digests

In March 2013 we launched our new 'research digest', produced by our virtual research volunteer, Dr Olivia Clarke. These digests provide snapshots of national and international developments, key new policy papers, grey literature and academic research relevant to volunteering. The digests reflect our commitment to share information with the volunteering community, and to bring together practitioners and researchers. The digests are available on our website at <http://volunteeringvictoria.org.au/policy-advocacy/research-digests>.

Research roundtables

Established in early 2012, Volunteering Victoria's research roundtables bring together a group of researchers and practitioners to build relationships, set priorities and engage around key research questions related to volunteering. Volunteering Victoria held two research roundtables in 2012-13, which were well attended by representatives from VIOs, volunteer resource centres, universities and government.

November 2012 – La Trobe University

This research roundtable, held on 8 November at La Trobe University in Bundoora, brought together 20 participants who identified areas of intersecting interests in volunteering between the state/national agenda, researcher interests and practitioner needs. A panel discussion regarding the implications of 'big society' for volunteering was also held at this roundtable.

Participants identified three areas for further exploration:

- The impact of urban design on volunteer engagement
- Informal volunteering's contribution to society (particularly by CALD communities) and the impact of the 'westernised' model of formal volunteering on the CALD community members' participation in and understanding of volunteering
- Attitudes to volunteering held by different demographics groups, including young people.

May 2013 – Boroondara Volunteer Resource Centre

On 29 May Volunteering Victoria held a research roundtable at Boroondara Volunteer Resource Centre in Camberwell, bringing together around 20 researchers and practitioners focussed on volunteering and delivering on the promise to review the Volunteering Victoria Research Framework through the roundtable 12 months after the original consultation. Participants in the roundtable continue to shape and inform Volunteering Victoria's work to implement its Research Framework through the review, and engaged in a lively panel discussion about the social and economic value of volunteering.

The three areas for further exploration identified at the November 2012 roundtable were also discussed and it was agreed that Volunteering Victoria and roundtable participants would look for opportunities to pursue these three areas in existing activity in these areas. Volunteering Victoria's next research roundtable is scheduled for November 2013 at the Australian Red Cross head office in Carlton.

Submissions

Volunteering Victoria contributed to a number of submissions to government, reflecting the views of our members and priorities for the volunteering sector (see below), and as a member of the reference group planning the *Power to Persuade* Symposium organised by Good Shepherd Youth & Family Services, due to be held in the new financial year.

Submissions 2012-13

- *ACNC Legislation submission* from volunteering peak bodies August 2012
- *Submission to Consumer Affairs Victoria on the Regulatory Impact Statement – Associations Incorporation Regulations 2012* October 2012
- *Submission to the Office of Multicultural Affairs and Citizenship on the vision for citizenship in multicultural Victoria* October 2012
- *Submission to the Department of Justice in response to the Working with Children regulatory impact statement* November 2012
- *State Government Budget Submission for 2013-14* December 2012
- *Submission in response to Melbourne – Let's talk about the future discussion paper* March 2013
- *Submission in response to the Towards a more effective and sustainable community services system discussion paper* April 2013

PROGRAMS

Our strategic priorities include a number of key areas for particular attention to planning and implementing new and revised programs to support the growth of a healthy and sustainable volunteering sector in Victoria.

To assist this work, in April 2013 we created a Special Projects role – a job share position to focus on how Volunteering Victoria can support promoting and increasing youth and multicultural communities' meaningful participation in volunteering across Victoria.

Spontaneous Emergency Volunteering (SEV)

Volunteering Victoria has invested a significant amount of time and expertise collaborating with our interstate colleagues and in discussion with government to improve the system and processes to coordinate spontaneous emergency volunteers in Victoria.

A business case is currently before the State Government outlining a proposed new system to comprehensively manage this process adopting the Volunteering Queensland solution, which now has close to 80,000 pre-registered emergency volunteers. Almost 15,000 of those volunteers have been sent or referred to organisations for relevant opportunities following events such as the 2011 floods. Significantly, the deployments of recovery volunteers have been in response to calls by communities and volunteer managers – who specify the capability they need, the number of people they envisage might be required – right down to when (and how long) they will be needed, any tools and equipment that might be required.

The Queensland solution is currently being deployed in the Australian Capital Territory, and significant interest has been expressed internationally in the system.

From Volunteering Victoria's perspective, the beauty of the system is not just in its efficiency as a process, but in the ability to match volunteers and volunteer managers. Our primary goal currently is to ease the task of those managing recovery. Ultimately of course, we want to see the link between those managing and coordinating the effort, and those willing to help, strengthened.

'Spontaneous volunteers' are those who seek to contribute on impulse. They are people who offer assistance following a disaster, are generally not affiliated with recognised volunteer agencies and may or may not have relevant training, skills or experience.

Such spontaneous offers of help during and following a disaster are a growing phenomenon, as evidenced by significant surges of people wishing to volunteer during recent major emergencies both in Victoria and interstate.

Given the increasing popularity of spontaneous volunteering, the challenge for affected communities – and for volunteer managers in local government in those communities, is how to manage them.

A lack of coordination in place can significantly burden or complicate efforts for organisations responsible for emergency response, relief and recovery. A lack of utilisation of willing volunteers fails to provide a rewarding experience for individuals. It also fails to build upon the social capital in our communities and jeopardises wider efforts to build community resilience.

Currently, in the event of an emergency, people wishing to volunteer in Victoria can access the emergency volunteering page on the Victorian State Government's Volunteering Portal (www.volunteer.vic.gov.au).

Volunteering Victoria will continue to have discussions with government to promote a better solution to the current management of volunteers during emergencies and natural disasters, in particular focusing on the benefits to be gained from engaging experienced volunteer managers already within the system and willing to offer their support.

Volunteer Program Managers' Register

In order to address the issue of linking experienced volunteer managers with peers during an emergency to help them manage spontaneous emergency volunteers, Volunteering Victoria developed a simple interim solution.

The development of a platform that links volunteer managers across the state in times of emergency to help manage recovery efforts, has had strong support in the volunteering community since it was launched in January 2013. The Register now has just over 70 skilled and experienced volunteer program managers ready to respond to calls for assistance in times of emergency and natural disaster in Victoria when a surge in spontaneous volunteers keen to assist with recovery efforts can prove challenging for affected communities.

Using the readily available tools currently at our disposal, Volunteering Victoria developed a registration process via SurveyMonkey which logged basic contact details (including preferred and out of hours contact details).

Importantly, the registration process provides the ability to check and sort credentials, experience and availability. The aim of the system is a peer matching services – whereby volunteer program managers can volunteer to help their colleagues.

Our role is to:

- Maintain and build the register
- Communicate regularly with VPM's who register even while no emergency or assistance is supported to ensure interest is maintained and the contact details on the register are accurate
- Proactively make contact with volunteer program managers in affected communities when a disaster arises to offer support and ensure they understand the help available through the register
- Issue notifications to volunteer managers who have registered, inviting them to assist a colleague on request of the affected community's volunteer manager
- Coordinate and refine the offers of assistance that may come in response to the call for assistance (including coordinating 'job sharing' between managers if required)
- Update and maintain communication on any existing emergency with the registrants.

Our objective is to ensure that all volunteer program managers understand that help is available – and that it will be coordinated according to their requirements and the needs of the community.

In the early months of 2013 offers of assistance were made to a number of Victorian communities impacted by bushfires via their local volunteer resource centres, as well as directly to the council recovery manager. These offers have been made early in the identification of a pending potential emergency to enable those managers to factor this support into their planning.

The experience at Volunteering Victoria to date is that while we have not yet been required to deploy volunteer managers on the Register, the offer of support – and the existence of the register - have tapped into a strong sense of camaraderie among volunteer managers and local government, and strengthened the resilience of the sector as a whole.

Multicultural volunteering

The 2011 Australian Census data along with Scanlon's Mapping Social Cohesion Report (2012) illustrate the culturally diverse make up of Australia's growing population. Yet *ABS Voluntary Work Australia 2010*, reports that people who reported languages spoken at home other than English, volunteered at a rate of 25% compared to a rate of 36% for the whole community.

In April 2013, Volunteering Victoria appointed two staff members to develop Volunteering Victoria's Multicultural Volunteering Strategic Plan FY13-15.

Our aim is to promote and foster an inclusive volunteering environment for all Victorians.

Activities include:

- Research to understand the barriers and challenges facing multicultural communities and Volunteer Involving Organisations
- Gathering data about Best Practise engaging people from multicultural backgrounds in Australia and abroad
- Connect with key stakeholders to gain insight into successful volunteer project outcomes
- Attend meetings with key stakeholders including:
 - Victorian Office of Multicultural Affairs and Citizenship (OMAC) and Southern Migrant and Refugee Centre
 - Whittlesea Community Connections Program
- Attend the Red Cross Practitioners Forum (26 June 2013).

This financial year the Special Project team has begun the development of Volunteering Victoria's Multicultural Volunteering Strategy for FY13-15.

Youth Volunteering

Research indicates young people (18-25) represented 9.4% of all people who volunteer. Volunteering Victoria's Special Project team is tasked with looking at how we can support increased youth participation in volunteering, and particularly, how we can support VIO's to include more young people in their volunteering workforce.

Activities include:

- Research to understand the barriers and challenges facing young people and Volunteer Involving Organisations
- Gathering data on Best Practise engaging youth in volunteering in Australia and internationally
- Connect with key stakeholders to gain insight into successful volunteer project outcomes



- Incorporate information from our Youth Forum from key stakeholders to build our understanding of the issues facing young people and Volunteer Involving Organisations

The development of Volunteering Victoria's Youth Strategy for FY13-15 is underway.

Employee volunteering

To inform the review of our employee volunteering program, we conducted extensive research into best practice employee volunteering in Australia and overseas. This work was undertaken by skilled virtual volunteer, Myra Foley, a Senior Market Research Analyst at ANZ, after hours and at weekends.

Her work has underpinned the development of an affordable and relevant employee volunteer service, which aims to assist businesses implement attractive employee volunteering opportunities for their staff.

As our new program is rolled out, we will continue to seek ways to increase our engagement with the business community, including through consulting services, workshops and events.

Further, a new category of corporate membership will be introduced as part of our new membership model, for those businesses seeking to support employee volunteering as part of their corporate social responsibility commitments.

Online volunteer recruitment

The considerable investment in our marketing activity during the year (see page 14) has resulted in an increase in web traffic and activity through Viktor (the national Online Job Board supported by *Volunteering WA*) and the GoVolunteer website, a partnership between Volunteering Australia, Seek and Volunteering WA. Job referrals through Viktor grew by over 250% to a total of 7,260 for the year (up from 2,609 the previous year). GoVolunteer also saw a large increase in expressions of interest for volunteer roles.

Volunteering Victoria manages 10% of all agencies registered on Viktor in Victoria.

BOARD MEMBERS 2012/13

Following are the Volunteering Victoria Board members at 30 June 2013.

Ang Cuy (elected at the AGM on 25 October 2012)

Ang has worked for both YMCA Victoria and YMCA Australia in voluntary and paid roles for 22 years in areas such as training youth, family services and community development. She has attracted several awards for her individual effort and programs. She is currently the Manager of Volunteer Development for YMCA Victoria and has previously held positions as the Director for Community Development Unit, and Youth Leadership and Development Unit for YMCA Victoria.

Barry Furness – Vice President (elected at the 2011 AGM)

With extensive experience in the field of volunteering, Barry was previously Manager of Volunteer Service for the State Government of Victoria and also worked at the YMCA. He has been a member of the Volunteering Victoria Board from 2007, and brings particular expertise in the area of leadership training for young people, mentoring and volunteer training generally.

David Impey (elected at the AGM on 25 October 2012)

Marketing consultant and business owner, David Impey has previously held senior positions at Multiple Sclerosis Australia and Mail Communications and is a member of the Australian Institute of Company Directors. He is currently a non-executive director of the Lakeside Pakenham Community Enterprise – Bendigo Community Bank branch.

Craig Lapsley (elected at the AGM on 25 October 2012)

Craig has enjoyed an impressive career in the emergency management sector for nearly 30 years, and is Victoria's Fire Services Commissioner – an appointment he has held since 2010. After serving as a Country Fire Authority (CFA) volunteer, he became an employee firefighter of CFA and had attained the rank of Deputy Chief Officer by 2007, when he was appointed Director Emergency Management – Health and Human Services, which has state responsibilities across the health and community services sector.

Dr Leonie Lockstone-Binney (elected at the AGM on 25 October 2012)

Joining the Board of Volunteering Victoria in 2010, Leonie is a senior lecturer at Victoria University and completed her PhD in volunteering in 2005. Leonie has been the recipient of a number of grants for projects focussed around volunteering which have included developing strategies for volunteering in the City of Melbourne, the City of Wyndham and the tourism sector. She has received numerous awards for academic achievement and is widely published on volunteering.

Joanne Parnell (elected at the AGM on 25 October 2012)

Joanne is the National Manager, Personal Lines with OAMPS Insurance Brokers, a Wesfarmer's Company. She brings significant experience in risk management and insurance and on a variety of boards.

Julie Pettett (elected at the AGM on 25 October 2012)

Julie is currently the CEO of Volunteering Western Victoria, the resource centre based in Horsham and servicing five local government regions in western Victoria. Julie brings significant leadership experience. She was previously the CEO of the Conservation Council of South Australia, a peak organisation with NGO membership in the environment sector. In the time she was there, she was responsible for the development of a volunteer strategy to grow volunteering across the organisation and also the development and delivery of member services.

Robyn Rose – President (elected at the AGM on 25 October 2012)

Robyn has been a member of the Volunteering Victoria Board since 2008, and is currently serving as president. She is currently employed by Catholic Care Melbourne as the Senior Manager, Enterprise Services, and a member of Soroptimist International. Her previous employment includes ACCESS Programs Manager at Catholic Care Melbourne and ACCESS Programs Coordinator at Centracare Brisbane. With a background in Social Science and Counselling, Robyn has managed volunteers for Queensland AIDS Council and Lifeline Brisbane, while also volunteering as a telephone counsellor for Lifeline Brisbane for 10 years.

Angela Seach (elected at the AGM on 25 October 2012)

Angela is currently employed by the Country Fire Authority as an Organisational Wellbeing Manager. With more than 20 years of experience in Human Resource management, and in an organisation which has a significant workforce of paid staff and volunteers working across a range of disciplines In the 10 years she has worked for the CFA, an organisation with about 58,000 volunteers and 1500 staff, she has worked directly with volunteers and managed volunteer programs including the Peer Support program.

Dipali Shah – Treasurer (elected at the AGM on 25 October 2012)

Dipali brings significant financial and budget management expertise, including an MBA. She is also a CPA. Her background includes stints at Ernst and Young (Senior Auditor) and Grant Thornton (Associate Director), and she is currently the Chief Financial officer of Best Friends Pet Super Centre.

Elizabeth Stubbs – Secretary (elected at the 2011 AGM)

A member of the Volunteering Victoria Board since 2009, Elizabeth is a Melbourne-based lawyer with the national firm, Clayton Utz. She specialises in tax, and also currently shares coordination of the firm's Pro Bono program. Elizabeth has particular

expertise in the area of not for profits taxation and corporate governance, including DGR status and income tax exemptions and concessions. Elizabeth is also a member of the Boards of Rice for Cambodia Australia and Carringbush Adult Education, and volunteers regularly in the fields of animal rights and environmental protection.

Kerri Tepper (elected at the AGM on 25 October 2012)

Olympian Kerri Tepper is the Senior Sponsorship and Events Manager, SME portfolio with NAB Wealth / MLC. Kerri has previously held roles in marketing, sponsorship, events and community management with corporations such as Aviva Australia, Tabcorp, PricewaterhouseCoopers and Table Tennis Victoria. Along with management and strategic expertise, Kerri is currently the Vice President of the Victorian Olympic Council and the Director of the Victorian Olympic Foundation.

Peter Townsend (elected at the AGM on 25 October 2012)

Former serving police officer with six commendations to his name (from Victoria and UK police services) Peter Townsend is now a consultant in the area of People Focused Leadership Development, Change Management and Continuous Improvement. He has worked with Melbourne University, Red Cross and Victoria Police. In addition to these roles, Peter has been involved within a number of voluntary committee roles with the Idlers 4WD Club of Victoria, State Services Authority Continuous Improvement Committee, Rotary, and management and coordination roles for Moira Shire flood recovery relief. He has been an active member of school councils in his local area.

Boyce Wong (elected at the 2011 AGM)

Boyce has been a member of the Volunteering Victoria Board since 2007. A marketing analyst by profession, Boyce has skills in marketing, strategy and analysis, with specific knowledge in the construction industry. His special areas of interest include sport and information technology, and he is a member of the Chinese Youth Society of Melbourne.

Board members who retired at the 2012 AGM on 25 October are: **Terry McDonald, Helen Ridgeway, Tara Cantwell, Andrew Mattinson** and **Leanna La Combre**. **John Cashmore** resigned from the Volunteering Victoria Board on 30 September 2012

STAFF & VOLUNTEERS 2012-13

Staff

Sue Noble, CEO (commenced 23 July 2013)
 Alicia Patterson, Marketing & Communications Manager
 Patricia Lopez, HR & Office Coordinator (commenced 8 May 2013)
 Emma Sharp, Programs & Special Projects (job share commenced 8 April 2013)
 Shelley Falzon, Programs & Special Projects (job share commenced 15 April 2013)
 Vanessa Veldman, Membership & Corporate Programs Manager (commenced 20 May 2013)
 Katherine Koesasi, Senior Manager Policy and Advocacy (until 22 August 2013)
 Marisa Nowak, Community and Business Partnerships Manager (until 21 March 2013)
 Caroline Whiteside, Membership Manager (until 3 April 2013)
 Kathleen Mather, Administration and Executive Support Officer (until 28 March 2013)
 Jane Burrows, maternity leave (until 16 May 2013)
 Lucinda Tucker, Sector Training & Development Manager (until 25 June 2013)
 Holly Radunz, Grant Writer (casual commenced 9 May 2013)

Volunteers

Volunteering Victoria thanks the following people for contributing their skills and expertise as volunteers with our organisation over the past year.

Shelley Falzon (Communications) (commenced October 2012)
 Belema Morison (Marketing) (commenced 25 June 2013)
 Russell Ponting (Marketing) (commenced 4 June 2013)
 Myra Foley (Market Research) (commenced 8 January 2013)
 Homero Guerra (Graphic Design) commenced 27 March 2013)
 Johanna Crosby (Marketing Intern) (19 March until 3 June 2013)
 Annabel Boyer (Marketing & Communications) (commenced 8 April until present)
 Erin Chan (Marketing) (September 2012 – January 2013)
 Hannah Thomas (Events) (commenced 13 April 2013)
 Dr Olivia Clarke (Researcher) (February 2013 to present)
 Tonye Segbedzi (Researcher) (commenced 6 March 2013)
 Therese Errey (Employee Volunteering) (commenced 21 January until 14 June 2013)
 Ashlee Bye (Membership & Events) (2 April until 20 June 2013)
 Mark Robinson (Administration) (until March 2013)
 Peter Hansen (Business Relations) (December 2012 until 27 March 2013)
 Geoff Mander (Marketing & Communications) (6 September 2012 to present)
 Kate Peterson (Graphic Design) (6 September 2012 to present)
 Alex Makin (Marketing & Communications) (24 April 2013 to present)
 Natalie Perera (Marketing & Communications) (24 April 2013 to present)

We acknowledge the continued support and significant pro bono contribution of **Dr Marc Levy**, Right Lane Consulting, to the planning and delivery of our Research Roundtables.

Volunteering Victoria also acknowledges the pro bono legal service provided by law firm **Herbert Geer**.

Consultants & Contractors

Tanya Gardiner (NFP Solutions), Accountant (commenced 25 June)
Catie Hocking (ThemePark), Marketing (commenced 12 November)
Tara Cantwell, Training
Kerrie Green, Bookkeeper (resigned 25 June 2013)

NVW2013 THANK YOU PETITION – SIGNATORIES

As part of our National Volunteer Week (NVW) celebrations, the leaders of 225 organisations with volunteer programs stepped up to thank their volunteers and acknowledge their contribution via our NVW ‘thank you’ petition. CEO’s from large and small organisations, across all sectors signed-up, along with several MPs, leaders from universities and one large corporate with an employee volunteering program.

The power of the list is in the extraordinary diversity of organisations represented, which reflects the sheer range of work volunteers do. These organisations and the individual volunteers enrich the lives of all Victorians in many places, and in many ways.

Listed in order of signing, are the leaders who said ‘thank you’.



1. Sue Noble, CEO & Robyn Rose, President, Kerri Tepper, Board member, **Volunteering Victoria**
2. Colin Jackson OAM, CEO, **Conservation Volunteers Australia**
3. Jenny Gray, CEO **Zoos Victoria**
4. Elizabeth Logan, Executive Director, **Spina Bifida Foundation of Victoria**
5. Barry Switzer, Executive Director, **GippSport**
6. Helen McNeill, CEO, & Ben Garner, Operations Manager, **Cystic Fibrosis Victoria**
7. Graeme Shears, CEO, **Epilepsy Foundation of Victoria**
8. Julie Langdon, CEO, **Extended Families Australia**
9. Fiona McLeay, Executive Director, **Public Interest Law Clearing House (PILCH)**
10. Cameron Sinclair, General Manager, **Road Trauma Support Services Victoria**
11. Linda West CEO, Max Broadley, Manager Community Services and Bel Campbell Volunteer Co-ordinator **Otway Health and Community Services**
12. Julie Pettett, CEO, **Volunteering Western Victoria**
13. Anne Wicking, CEO, **The Compassionate Friends Victoria Inc.**

14. Karen Masson, CEO, **Wildlife Victoria**
15. Lucinda Hancock, Executive Officer, **Nutrition Australia**
16. Rita Butera, Executive Director, **Women's Health Victoria**
17. Lee Kennedy, Manager, **BreaCan**
18. Vic North, General Manager, and Cath Peterson, Manager Volunteer Services, **Eastern Volunteer Resource Centre Inc**
19. Jacquie Moffat, Manager, **Penumbra Centre Inc**
20. John Devine, Chief Executive Officer, **Anchor Foster Care**
21. Kon Karapanagiotidis OAM, CEO, **Asylum Seeker Resource Centre**
22. Lyn Morgain, CEO, **Western Region Health Centre**
23. Helen Szoke, CEO, **Oxfam Australia**
24. Roger McKinnon, CEO, **Awards Victoria**
25. Danny Blay, Executive Officer, **No To Violence and Men's Referral Service**
26. Fiona McCormack, CEO, **Domestic Violence Victoria**
27. Muriel Bamblett, CEO, **Victorian Aboriginal Child Care Agency**
28. Sandra Prouse, CEO, **FKA Children's Services Inc**
29. Chris Lacey, Executive Director, **Urban Seed**
30. Toni Aslett, Executive Director Victoria, **Australian Red Cross**
31. Wendy Lewis, CEO, **Girl Guides Victoria**
32. Matt Dixon, Executive Director, **Victorian AIDS Council/Gay Men's Health Centre**
33. Mick Bourke, CEO, and Euan Ferguson Chief Officer, **CFA**
34. Martin Thomas, Executive Manager & General Secretary, **Scouts Australia** (Victorian Branch)
35. Jeanette Moody, CEO, **Eastern Palliative Care Association Inc.**
36. Jemal Ahmet CEO, **Whittlesea Community Connections**
37. Colleen Pearce, **Public Advocate Victoria**
38. Tahlia Azaria, General Manager, **SYN Media**
39. Jinny McGrath, Manager, **Dandenong Community Advisory Bureau**
40. Caroline Mulcahy, CEO, **Carers Victoria**
41. Phillip Camela, General Manager, **AED Legal Centre**
42. Denise Cauchi, Director, **Humanitarian Crisis Hub**
43. Trudi Larder, Centre Manager, **Yarrunga Community Centre**
44. The Hon. Philip Cummins, President, & Melanie Heenan, Executive Director, **Court Network Inc**
45. Tim Entwisle, Director & Chief Executive, **Royal Botanic Gardens Melbourne**
46. Dr Tom May, President, **Fungimap Inc**
47. Gail Rodgers, Manager, **Volunteering Geelong**
48. Cam Battaglia, CEO, **St Vincent de Paul Society, Victoria**
49. Rosemary Malone, CEO, **Gateways Support Services**
50. Angela Savage, Executive Officer, **Association of Neighbourhood Houses and Learning Centres (ANHLC)**
51. Sarah Hosking, CEO, **Very Special Kids**
52. Bodye Darvill, Coordinator, **Rosedale Neighbourhood House Vic**
53. Pamela Mills, Manager, **Box Hill South Neighbourhood House**
54. Carolyn Webster, Manager, **Kensington Neighbourhood House**
55. Tabitha Seccombe, Acting Coordinator, **Moe Neighbourhood House Inc**
56. Dan Romanis, CEO, **Marriott Support Services**
57. Henni Wade, Coordinator, **Riddells Creek Neighbourhood House**
58. Kate Wheller, Executive Officer, **Community Information & Support Victoria (CISVic)**
59. Dr J Patrick Greene, CEO, **Museum Victoria**
60. Cr Bill McArthur, President, **Municipal Association of Victoria (MAV)**
61. Mang Cheong, CEO, **We Care Community Services Inc.**
62. Dr Kathy Alexander, CEO, **City of Melbourne**
63. Jenni Sheedy, Co-ordinator, **Mahogany Neighbourhood Centre Inc.**
64. Debbie Knight, CEO, **Interchange Central Gippsland**
65. Bruce Giovanetti, CEO, **Connect GV**
66. Peter Trethewey, CEO, **AQA Victoria Ltd**
67. Jill Feinberg, Coordinator, **Mount Street Neighbourhood House**
68. Suzanne Dvorak, CEO, **Save the Children Australia**
69. Ann Clark, CEO, **Royal Victorian Eye and Ear Hospital**
70. Carmel Guerra, CEO, **Centre for Multicultural Youth**
71. Daniel Leighton, CEO, **Inclusion Melbourne**

72. Dr Leonie Lockstone-Binney, Senior Lecturer, College of Business, **Victoria University** (and Volunteering Victoria Board member)
73. Dr John Stekelenburg, Chair, & Prof David Ashbridge CEO, **Barwon Health**.
74. Karen Hayes, CEO, **Guide Dogs Victoria**
75. Sandie de Wolf AM, CEO, **Berry Street**
76. Peter Abraham, Chief Executive, **Kyabram District Health Services**
77. Jessica Murrowood, Manager, **Emergency Relief Victoria**
78. Paul McDonald, CEO, **Anglicare Victoria**
79. Suzanna Barry, CEO, **Community Living & Respite Services Inc.**
80. Tanya Hall, CEO & Founder, **Hearts 4 Heart**
81. Chris Falk, Chair of the Board, **Community Music Victoria**
82. Helen Pike, Manager, **Fernlea House Inc**
83. Neil Cooper, General Manager, **Keysborough Learning Centre**
84. Tony McCosker, CEO, **St Mary's House of Welcome**
85. Amber Templeton, President, **88.9 wynFM Community Radio**
86. Victoria Marles, CEO, **Trust for Nature**
87. John Jeffries, National Director, **CBM Australia**
88. Cate Lawrence, Co-founder, **Green Renters**
89. Alexandra Gartmann, CEO, **Foundation for Rural & Regional Renewal (FRRR)**
90. John Eren MLA, **Shadow Minister for Volunteering, Sport and Recreation (Victoria)**
91. Doreen Stoves PSM, JP, CEO, **Doncare Community Services**, and Meredith Bubner, Coordinator, **Volunteering in Manningham (ViM) Program**
92. Neal Taylor, CEO, **Holy Fools Inc.**
93. Mandi Goosen, Manager, **Seville Community House**
94. John Mulder, CEO, **Bendigo Health**
95. Lea Pope, CEO, **Bass Coast Regional Health**
96. Nigel Taylor, CEO, **Lifesaving Victoria**
97. Lyn Holdsworth President Coordinator, **Friends of Toolern Creek**
98. Richard Garlick, Executive Officer, Paul Vanek, Volunteer Coordinator, Simon Rohde, President & Justin Grogan, Committee of Management, **Sunassist Volunteer Helpers Inc.**
99. Freedom Preston-Clark, Manager, **Darebin Information Volunteer & Resource Service (DIVRS)**
100. Liz Walker, CEO, **Lort Smith Animal Hospital**
101. Damian Wells, CEO, **North Central Catchment Management Authority**
102. Joanne Duncan MP **Member for Macedon**
103. Wayne Nicholls, CEO, **Gawler Foundation**
104. Tallilah May, President, **Community Information Glen Eira Inc (including Volunteering Glen Eira)**
105. Emma Sharp, General Manager, **Volunteer West**
106. Peter Burns, CEO, **YMCA Victoria**
107. Elaine Montegriffo, CEO, **SecondBite**
108. Dilys Anderson, President, & Gemma Carman, Manager, **Caulfield South Community House**
109. Dianne Mumford, Committee of Management, **Headway Gippsland**
110. Peter Crisp MLA, **Member for Mildura**
111. Jennifer Beveridge, CEO, **Eating Disorders Victoria**
112. John O'Callaghan President **Glen Eira Historical Society**
113. Charles Gibson, Director, **UnitingCare Victoria and Tasmania**
114. Liz Finucan, Centre Manager, **Bentons Square Community Centre & Kindergarten**
115. Patricia Lauria, CEO, **Monash Volunteer Resource Centre**
116. Ric Holland, CEO, **Melbourne City Mission**
117. Bill Appleby, CEO, **Jewish Care Victoria**
118. Melissa Noonan, Executive Officer, **Limbs 4 Life**
119. Glenda Beale, Chairperson, **South Port Day Links Inc.**
120. Paula Benson, General Manager Corporate Responsibility, Clare Desira, National Manager Volunteering, **NAB**
121. John Blewonski, CEO, **VincentCare Victoria**
122. Mary Barry, CEO, & Claire Higgins, Chair, **Victoria State Emergency Service**
123. Terry Hopkins, CEO, **HeartKids Victoria**
124. Mark Pettifer, Acting Manager, **Eastern Recreation and Leisure Services**
125. Martin J Cowling, Assistant Secretary, Office for the Not-for-Profit Sector, Social Inclusion Unit, **Department of the Prime Minister and Cabinet**
126. Jim Child, Mayor, **Yarra Ranges Council**

127. Nick Hudson, Executive Officer & Mandi Hyland, Principal Lawyer, **Barwon Community Legal Service**
128. Rosemary Kelada, CEO, **Spectrum Migrant Resource Centre Inc.**
129. Kelly Rogerson, State Operations Manager, **DonatLife Victoria**
130. Tim Costello, CEO, **World Vision Australia**
131. Bruce Tucker, Executive Director, **Concern Australia**
132. Lew Smallwood, Chair, **Frankston Volunteer Resource Centre Inc.**
133. Andrew Kinnersly, Acting CEO, **Ballarat Health Services**
134. Jackie Galloway, Acting CEO, **Peninsula Community Legal Centre Inc.**
135. Linda Martin, CEO, **Arthritis and Osteoporosis Victoria**
136. Gerard Auld, Grants Officer, **Moyne Shire Council**
137. Toby O'Connor, CEO, **St Laurence**
138. Anne Coughlin, Manager, **BayCISS**
139. Elizabeth Cleland, Chairperson, **Sussex Neighbourhood House**
140. Jenny Mikakos MP, **Shadow Minister for Children & Young Adults, Seniors & Ageing, and Youth Justice**
141. Anthony Lowe, CEO, **Prostate Cancer Foundation of Australia**
142. Anne Frankenberg, General Manager, **3MBS Fine Music**
143. Robert Saliba, Community Support Officer, **Laverton Community Centre & Neighbourhood House**
144. Esther Atkins, Program Director, **Breakaway Camps Inc**
145. Gary Samowitz, CEO, **Jewish Aid Australia**
146. David Hickey, Director, **SHARE Community Appeal**
147. Tina Dent, CEO, **Sandybeach Centre**
148. Rhyl Dorrington, CEO, **Western Chances**
149. Ann Barker, Member for **Oakleigh, Parliament of Victoria**
150. Kate Palmer, CEO, **Netball Australia**
151. Lachlann Carter, Program Director, **100 Story Building**
152. Richard Dent, CEO, **Leadership Victoria**
153. Christine Campbell MP, Member for **Pascoe Vale, Parliament of Victoria**
154. Melanie Raymond, Chairman, **Opportunities for Carlton**
155. Felix Pintado, CEO, **Royal Freemasons Ltd**
156. Parool Shah, Chair & President, **Life's Little Treasures Foundation**
157. Colleen Blunt, Coordinator, **Marlin Coast Neighbourhood Centre**
158. Kerry Uren, Executive Officer, **Interchange Victoria**
159. Marianne Mahony, Volunteers of Banyule, **North Eastern Region Volunteer Resource Centre**
160. Michael B. Smith, CEO, **Eastern Community Legal Centre Inc.**
161. Phillip Storer, CEO, **City of Boroondara**
162. Jane Perry, Chairperson, & Mick Fitzgerald, General Manager, **Brunswick Neighbourhood House and Brunswick Digital Hub**
163. Naomi Hirst, President, **Victorian Women's Football League**
164. Micaela Driberg, Mayor, **City of Monash**
165. Emma King, CEO, **Early Learning Association Australia**
166. Maree McCabe, CEO, **Alzheimer's Australia Vic**
167. Murray Dawson-Smith, CEO, **Amaze (Autism Victoria)**
168. Marianne Hubbard, CEO, **Pinarc Disability Support**
169. Kim Wells MP, **Minister for Police and Emergency Services, Minister for Bushfire Response**
170. Elliot Costello, CEO, **YGAP**
171. Kathy Kaplan OAM, Founder & President, **IMPACT for women inc**
172. Sarah Olliff, Executive Officer, **Kids Plus Foundation**
173. Ray Cranwell, CEO, **Alkira Centre – Box Hill Inc**
174. Michael Martinez, CEO, **Diversitat**
175. Dr Jenny Possingham, President, **Friends of Geelong Botanic Gardens**
176. Rodney Mackintosh, CEO, **Youth Projects**
177. Wendy Javni, Diversional Therapist, **Maryville Aged Care**
178. Russell Broadbent MP Federal **Member for McMillan**
179. Joy Leggo, CEO, **Multicultural Aged Care Services Geelong Inc.**
180. Kim Ryan, Principal, **Riddells Creek Primary School**
181. Gillian Brewster, Executive Director, **Victorian Olympic Council**
182. Deidre Griffiths, Principal Solicitor & Executive Officer, **Villamanta Disability Rights Legal Service Inc.**
183. Carol Fletcher, Coordinator, **Crossenvale Community House**
184. Michael Flynn, Executive Officer, **Sports Central**

185. Phil Clohesy, General Manager, **Royal Geelong Yacht Club**
186. Tim Tamlin, CEO, **South Gippsland Shire Council**
187. Jewell Start, General President, **Catholic Women's League of Victoria & Wagga Wagga**
188. Jenny Gibbons, Project Officer, **L2P**
189. Shane Hughan, Executive Officer, **Valley Sport** & Chair, **Regional Sports Network Victoria** (RSNV)
190. Nickie Barlow, Executive Officer, **Ronald McDonald House Monash**
191. Victoria Wilson, Manager, **Independent Prison Visitor Scheme**, Office of Correctional Services, Department of Justice
192. Professor Ed Byrne AO, Vice-Chancellor and President, **Monash University**
193. Kirsty Albion & Lucy Manne, National Co-Directors, **Australian Youth Climate Coalition** (AYCC)
194. Brendan Beveridge, Chairman, **Geelong Football Umpires' League**
195. Cheryl Timbury, President, **Lions Breakfast Club of Geelong**
196. Prof. Christine Kilpatrick, CEO, **The Royal Children's Hospital Melbourne**
197. Renate Tratter, Manager, **Span Community House**
198. Mark McAllion, CEO, **VicSport**
199. Jan Rockliff, Manager, **South Barwon Community Centre**
200. Stephen Pitt, CEO, **Golf Australia**
201. Raquel Heron, General Manager, **Geelong Animal Welfare Society (GAWS)**
202. Alexander Morrison, CEO, **Glastonbury Community Services**
203. Cathy Humphrey, CEO, **Sacred Heart Mission**
204. Kate Miller, Program Director, **Destination Dreaming**
205. Chris Modra, Executive Officer, **South West Do Care Inc**
206. Kirrily Graham, Australian Manager, **Christina Noble Children's Foundation**
207. Jeremy Johnson, CEO, **Sovereign Hill Ballarat**
208. Anthony Carbines MP, **State Member for Ivanhoe**
209. Dr Dan Douglass, CEO, **Heathcote Health**
210. Dr Tony Weldon, Chairman, **Courage to Care (Vic.) Inc**
211. Keith Fagg, Mayor, **City of Greater Geelong**
212. Kirsty Bishop-Fox, President, **Australian Cake Angels Network**
213. Jodie Willmer, CEO, **Travellers Aid Australia**
214. David Marlow, Executive Director, **Jewish Community Council of Victoria**
215. Rabbi Ronnie Figdor, CEO, **St Kilda Hebrew Congregation Inc**
216. Kathy Kaplan OAM, Executive Administrator, **Jewish Emergency Management Plan** (JEMP Vic)
217. Vivien Brass, President & Annette Sweet, Executive Director, **National Council of Jewish Women of Australia (Vic)** (NCJWA Vic)
218. Mary Wooldridge, **Minister for Mental Health, Community Services & Disability Services and Reform, Victoria**
219. Geoff Caddy, President, **Rotary Club of Highton, Kardinia**
220. Stephen Machet, President, **Australasian Union of Jewish Students (Vic)**
221. Linda Finlay, President, **Rotary Club of Belmont**
222. Katrina Simpson, Community Liaison, **Whittington Primary School**
223. Tanya Warms, Volunteers' Coordinator, **Jewish Museum of Australia**
224. Fr Joe Caddy, CEO, **CatholicCare**
225. Ormond Pearson, CEO, **Orbost Regional Health**