



Annual Report 2015–2016


Volunteering
AUSTRALIA



Volunteering Australia is the national peak body for volunteering, working to advance volunteering in the Australian community.

Vision:

Strong, connected and resilient communities through volunteering.

Mission:

To lead, strengthen, promote and celebrate volunteering in Australia.

Values:

We will be:

- Collaborative, accessible and inclusive;
- Innovative, flexible and proactive; and
- Transparent and accountable.

History

Volunteering Australia Inc. is an incorporated body under the Australian Capital Territory Associations Incorporation Act 1991. It was officially founded in 1997 under the National Secretariat Program and is the peak body for volunteering in Australia.

The Board of Directors is made up of appointed directors from the seven Foundation Members, i.e., each State/Territory peak body, and up to four co-opted members (Independent directors).

Volunteering Australia (VA), formerly known as the Australian Council for Volunteering (ACV), was formed as a result of the merger between two incorporated bodies: The Australian Association for Volunteering (AAV) and the National Association of Volunteer Referral Agencies (NAVRA).

The Australian Council for Volunteering was incorporated in 1993 and in 1997 received funding from the Commonwealth Government and became Volunteering Australia. At that time VA underwent a constitutional change to confirm its membership as the State/Territory peak volunteering bodies.

In 2003, the VA Board of Directors opened membership to national organisations with a demonstrated interest in volunteering.

In 2012, VA moved from its original base in Melbourne, Victoria to Canberra, ACT where it is now firmly established, sharing Volunteering and Contact ACT's office space and support services.

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President and CEO Report

It gives us great pleasure to present Volunteering Australia's 2015-2016 Annual Report. This report is the 19th Annual Report for the organisation which originally evolved from a merger of the Australian Association for Volunteering (AAV) and the National Association of Volunteering Referral Agencies (NAVRA) in 1997.

We can certainly be pleased with the significant achievements over the past year, including the release of the new Definition of Volunteering, the State of Volunteering Report 2016, the very successful 2016 National Volunteering Conference, the increased engagement and exposure of National Volunteer Week and our increased engagement on relevant policy issues at a Commonwealth Government level.

We can also be pleased with the continued strong collaboration and united effort of VA and the State and Territory Peaks to advance volunteering in a period of continued, challenging fiscal and political uncertainty.

Significantly we advanced the development of VA2020, our new Strategic Plan which we anticipate will be considered and endorsed by the end of 2016. The clear strategic priorities for VA arising from the workshops, conversations and trends have been very strongly supported, i.e. *National Leadership, Advocacy and Policy; Informative and Useful Research; Effective Communication and Stakeholder Engagement; and Collective Viability (Sustainability and Resilience)*.

The VA Board will be focussing its attentions on ensuring our governance and management structures and systems align with these strategic priorities in the year ahead.

Performance Report Card

A summary report on VA's key achievements and targeted success measures during the year under review, against VA's 2012-2016 Strategic Priorities, is provided later in this report.

Overall, we believe we can be very pleased with the remarkable outcomes for 2015-2016 given VA's limited resources.

Financial Performance

We continued with a very prudent fiscal management approach, to ensure that VA was not only managing within its means but also consolidating its modest financial position.

Unfortunately, this necessary approach meant that VA was unable to invest as much as we would like in several research, program and capacity building activities.

Accordingly, and as identified as one of VA's key strategic priorities in the immediate future, considerable focus will need to continue to advance VA's "Collective Viability", i.e., to focus on building diversified, sustainable revenue streams to re-invest into advancing volunteering.

A more detailed Finance Report is provided later.

Appointments & Retirements of Board Members

Independent Director, Andrew Coghlan, retired at the completion of the maximum constitutional term of six (6) years. We are pleased to note that Andrew continues as a 'Special Advisor' to the Board.

Mathew Franklin, as Chair of VA's Foundation Member (Volunteering and Contact ACT) joined the VA Board to replace previous VACT Chair Jane Hayden. In welcoming Mat, we are pleased to note that Jane continues as a member of VA's Finance and Audit Committee.

The VA Board will be considering potential candidates to fill other vacant Independent Director positions after the resolution of the new VA Strategic Plan and confirmation of appointed directors.

New Chief Patron

Volunteering Australia was pleased to announce His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd) as VA's new Chief Patron.

It is a great honour for VA to be accepted for patronage by His Excellency and to be recognised as an organisation of national significance. This is an endorsement of the importance of volunteering and recognition that volunteering makes a significant contribution to the Australian society and economy.

It is with regret that VA has accepted Margaret Bell's resignation as VA's Patron. VA has expressed its thanks to Margaret for her significant contribution to VA, as well as her ongoing commitment to strengthening volunteering in Australia.



A handwritten signature in black ink, appearing to read 'Tim Jackson'.

Tim Jackson | President

Conclusion

We especially acknowledge, with sincere appreciation, the very significant support and contributions to Volunteering Australia from our Members, i.e., the State and Territory Volunteering Peaks. Quite simply, VA's achievements and outputs for volunteering nationally during 2015-2016 are directly related to the network's collective talent, passion, commitment and efforts.

We also acknowledge and particularly thank our directors, Advisers, Consultants, Corporate and Government stakeholders, project partners and our great staff for their support during the year.

We are excited about the future for Volunteering Australia to play a critical role in enhancing volunteering and civic participation.



A handwritten signature in blue ink, appearing to read 'Brett Williamson'.

Brett Williamson OAM | CEO

Members

Volunteering Australia aspires to engage and draw upon as much experience and expertise as possible with organisations and individuals committed to advancing volunteering and civic participation.

Our rules allow Volunteering Australia members to be national not-for-profit and corporate organisations, Commonwealth government departments and individuals with a demonstrated commitment to advancing volunteering.

Volunteering Australia will be commencing an overdue review of its membership programs to refine the benefits of a more constructive engagement with VA: including industry networking, knowledge and good practice sharing, formal recognition of contributions of volunteers and volunteering enabling activities/organisations; opportunities for sharing and shaping knowledge and research, policy and strategy development, representation; and sector leadership efforts as part of Volunteering Australia's national peak body responsibilities.

Foundation Members

VA acknowledges the significant ongoing support of our Foundation Members, the State/Territory volunteering peak bodies:

- Volunteering and Contact ACT
- The Centre for Volunteering (NSW)
- Volunteering Queensland
- Volunteering SA & NT
- Volunteering Tasmania
- Volunteering Victoria
- Volunteering WA

Chief Patron

His Excellency General the Honourable
Sir Peter Cosgrove AK MC (Retd)



VOLUNTEERING *and* CONTACT ACT



Our Supporters

Volunteering Australia particularly acknowledges with appreciation our core partners for their support during 2015-2016.



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Volunteering Australia also acknowledges, with thanks, the following supporters of the 2016 National Volunteering Conference:

- Beyond Bank Australia (*Conference Partner*)
- Department of Social Services – Australian Government
- Prime Minister’s Community Business Partnership
- AON
- Pro Bono Australia
- Pop Up Radio
- ACT Government – ACTION
- Volunteering and Contact ACT (*Host*)



Our Strategic Priorities — How We Are Meeting Our Targets

The Volunteering Australia Strategic Plan 2012–2016 includes key strategic priorities and targeted success measures.

VA's key strategic focus priorities were:

1. ADVOCACY
2. RESEARCH AND POLICY
3. SECTOR ENGAGEMENT
4. POSITIONING & PROFILING VOLUNTEERING
5. GOVERNANCE & SUSTAINABILITY

A summary report on VA's achievements against each of the key strategic priorities is provided as follows:

Advocacy:

The Volunteering Sector is strengthened through our advocacy efforts

2015-2016 Achievements

- Maintained a close and constructive relationship with the Department of Social Services (DSS) including participation in DSS Community Services Advisory Group and associated CSAG Working Groups.
- Participated in the PM's Community Business Partnership and Labor's Community Sector Partnership forums and activities.
- Submission lodged with DSS on key volunteering issues.
- Specific work done to develop and activate VA's 'Vote for Volunteering' pledge campaign in the lead up to 2016 Federal Government Election.
- Maintained an active engagement and involvement with the Community Council for Australia (CCA), including input into CCA's advocacy activities.
- Maintained the services of a part-time Policy Officer.
- Leveraged the 2016 National Volunteering Conference and 2016 State of Volunteering Report.
- Provided response to the Federal Budget implications for volunteering.
- Submissions lodged in response to several government Inquiries.
- Report on 2016 National Volunteering Conference submitted to DSS and other stakeholders.

Research and Policy:

Volunteering is advanced by evidence-based research and policy development

2015-2016 Achievements

- Promoted the revised VA 'Definition of Volunteering' along with explanatory notes.
- Maintained the services of a part-time Policy Officer via VVIC.
- Contributed to the PM's Community Business Partnership sponsored 'Giving in Australia' 2016 research project.
- Released 'State of Volunteering Report 2016' at the 2016 National Volunteering Conference.
- Held a Researchers' Roundtable at the 2016 National Volunteering Conference to review current research and debate future research priorities and pathways for the volunteering sector.
- Contributed to 'Giving and Volunteering in Indigenous Communities' research, commissioned by the PM's Community Business Partnership.
- Launched the *National Standards for Volunteer Involvement Tool* enabling organisations with an easy to-use, online self-assessment tool to work towards meeting the *National Standards for Volunteer Involvement*.
- Participated in and contributed to the ACNC/ UNSW research into 'Charity Red Tape' review.
- Released an updated 'Key facts & statistics about Volunteering in Australia' fact sheet including new ABS General Social Survey data.
- Reviewed 'Work for the Dole' Evaluation Report and advised on funding opportunities arising from the report.
- Submission on the Tax and Superannuation Laws Amendment (2015 Measures No. 4) Bill 2015: Limiting FBT concessions on salary packaged entertainment benefits.
- Lodged 2016-17 Federal Pre-Budget submission.
- Lodged submission to the ILC Commissioning Framework Consultation.



Sector Engagement:

The capacity of the volunteering sector is enhanced by diversity, integrated effort and sustainable infrastructure

2015-2016 Achievements

- Maintained very constructive and collaborative relationships with State/Territory volunteering peak bodies (Foundation Members).
- Maintained a VA and State/Territory Peaks *Collaborative Work Plan*.
- Conducted 2016 National Volunteering Conference.
- Held a Researchers' Roundtable forum at the 2016 National Volunteering Conference
- Held *Volunteering in Action* tours to demonstrate some volunteering programs for delegates of the 2016 National Volunteering Conference.
- Held a Volunteer Resource Centre (VRC) Forum at the 2016 National Volunteering Conference focusing on outcomes relevant to VRC staff.
- Maintained constructive engagement with Community Broadcasters Association (CBA), Community Council of Australia (CCA), Australian Charities and Not-for-Profits Commission (ACNC), Australian Local Government Association (ALGA) and Australian Emergency Management Volunteer Forum (AEMVF).
- Continued active participation in the Australian Emergency Management Volunteer Forum (AEMVF), and NEMP grant project.
- Engaged with the Australian Council of State Emergency Services to align 'WOW Day' into National Volunteer Week.
- Increased newsletter, Facebook and Twitter subscribers.
- Attended Australian Local Government Association (ALGA) National Congress in Canberra.
- Attended The Australian Society of Association Executives (AuSAE) Conference, National Seniors Conference, ACNC Sector User Group Forums, Macquarie NFP Forum, and CCA Mergers and Acquisitions Forums.
- Represented VA at 'Connecting-Up' Conference and presented *IT Volunteer of the Year Award*.
- Ongoing liaison with SEEK and 'Be Collective'.
- Ongoing liaison with VQ re: 2018 Commonwealth Games Volunteering Program.
- Engaged with sector to promote National Volunteering Week 2016, new definition of volunteering, 2016 State of Volunteering Report, 2016 National Volunteering Conference, etc.



Positioning & Profiling Volunteering:

Volunteering is recognised, valued and supported as an enduring, respected and integral part of society

2015-2016 Achievements

- Held a very successful 2016 National Volunteering Conference.
- Delivered 2016 National Volunteer Week promotions, with the theme Give Happy, Live Happy to continue to celebrate the research that shows volunteers live happier and healthier lives.
- VA partnered with the Australian Council of State Emergency Services with *Wear Orange Wednesday* (WOW Day), held for the first time during 2016 National Volunteer Week.
- Continued growth of GoVolunteer website with an increase in the number of volunteer-involving organisations advertising volunteer opportunities, number of website visits and the number of expressions of interest completed.
- Launched GoVolunteer App for iOS and Android, via VWA.
- Continued review of options for re-establishing a National Volunteering Awards program.
- Delivered National Student Volunteer Week promotions via VQ.
- Held national launch of National Student Volunteer Week including release of VCA *Curriculum Resources*.
- Developed promotional materials with Aon to launch the *NFP Insurance Puzzle Solver* online application tool.
- Delivered modest 2015 International Volunteer Day promotions, primarily online.
- Continued to grow engagement through social media platforms, i.e., increased number of subscribers, Facebook and Twitter followers.

Governance & Sustainability:

Volunteering Australia is a financially self-sustaining and thriving organisation

2015-2016 Achievements

- Workshops conducted at Board and PASC meetings to develop a draft VA2020 Strategic Plan.
- Provided regular *VA Performance Report Cards* reports to the Board.
- Reviewed and updated the Charters of VA appointed committees, e.g. FAC, PASC, and CVC.
- Commissioned a Marketing and Communications audit.
- VA Board Directors Skills Audit and Succession Plan reviewed.
- Progressed VA's '*Collective Viability*' efforts, including the establishment of a '*Collective Viability Committee*' and conducting organisational efficiencies workshops with Foundation Members.
- Continued timely and improved financial reporting to the VA Finance & Audit Committee and Board.
- Submitted statutory returns.

Special Projects & Initiatives

State of Volunteering in Australia

The 2016 *State of the Volunteering in Australia* report was released in April 2016 at the National Volunteering Conference in Canberra. The report, compiled by Volunteering Australia with the assistance of PwC, analysed the findings from a national survey of volunteers, volunteer involving organisations and, for the first time, corporates.

The primary aim of the report was to capture important details of the trends, demographics, challenges and successes of volunteering and civic participation – critical to the social, economic and cultural wellbeing of Australia and Australians.

This report had special significance given recent ABS figures stating that the rates of formal volunteering have declined for the first time in 20 years. The report supported Volunteering Australia's advocacy efforts to call governments, corporates and the volunteering sector to invest in the future of volunteering by being innovative in the ways we attract and support volunteers.

The 2016 *State of Volunteering in Australia* report found that 86% of volunteer involving organisations are struggling to get the volunteers they need, with volunteers deterred by factors such as personal expense, red tape and a lack of flexibility.

Whilst the report's findings were generally encouraging, with 99% of current volunteers indicating they intend to continue to volunteer in the future, the downside is that 86% of volunteer involving organisations state that they need more volunteers and resources.

The evidence also suggests that people are deterred from volunteering because of the lack of flexibility, personal expenses and red-tape burdens.

In 2015 Volunteering Australia announced a new contemporary and inclusive definition of volunteering: '*Volunteering is time willingly given for the common good and without financial gain*'. In light of this new definition, the 2016 *State of Volunteering in Australia* report investigated informal and corporate volunteering for the first time.

46% of respondents indicated that they had undertaken informal volunteering, predominantly by taking care of someone in the community. These grassroots connections between people are essential to our civil society – one finding has suggested that we should look at creating a platform where people can connect to help each other in informal ways.

The findings of this report will strategically influence the work of Volunteering Australia and its State and Territory peaks, to work towards future proofing the volunteering sector.

The report, *Volunteering Australia and PwC Australia (2016), State of Volunteering in Australia: Help Create Happiness, April 2016*, is available at <http://www.volunteeringaustralia.org/wp-content/uploads/State-of-Volunteering-in-Australia-full-report.pdf>



**VOLUNTEERING IS A
CORE PART OF OUR COMMUNITY**

99%

OF VOLUNTEERS WOULD
CONTINUE TO ENGAGE IN
VOLUNTEERING IN THE FUTURE

93%

OF VOLUNTEERS SAW POSITIVE
CHANGES AS A RESULT OF
THEIR VOLUNTEERING EFFORTS

'Appreciated by community, improved wellbeing of others, improved own sense of place in the world.'

86%

OF VOLUNTEER INVOLVING
ORGANISATIONS NEED MORE
VOLUNTEERS

77%

OF INFORMAL VOLUNTEERS WERE
MOTIVATED TO INFORMALLY
VOLUNTEER TO SUPPORT THOSE IN
THEIR COMMUNITY

67%

OF VOLUNTEER INVOLVING ORGANISATIONS
STATED THAT VOLUNTEERS BRING NEW
INSIGHTS INTO THEIR ORGANISATION

64% also believed that engaging volunteers increased effectiveness in their operations

57%

OF STAFF IN VOLUNTEER
INVOLVING ORGANISATIONS
ARE VOLUNTEERS

60%

OF VOLUNTEERS IMPROVED
THEIR PATIENCE SKILLS
THROUGH VOLUNTEERING



Vote for Volunteering – Volunteering Australia's Federal Election Platform

In the lead up to the 2016 Federal Election, Volunteering Australia called on every candidate to *Vote for Volunteering* as part of a national strategy to raise awareness of the challenges faced by the volunteering sector.

Vote for Volunteering asked all candidates to pledge to work in partnership with the volunteering sector to support the work of volunteers, volunteer managers and volunteer-involving organisations.

The campaign asked candidates to imagine an Australia without volunteers, reminding them that volunteering supports the work of government – every day, in every community.

Of the 1,625 candidates, 280 took the pledge including all 203 Greens candidates, the entire Health Australia Party and the Australian Progressives Party. In addition, individual candidates pledged from parties as diverse as The Pirate Party, The Glenn Lazarus Team, The Animal Justice Party, The Christian Democratic (Fred Nile) Party, Family First, Online Direct Democracy – Empowering the People, The Australian Sex Party, the Australian Cyclists Party, together with many Independents.

Australian Green's spokesperson for Community Affairs Senator Rachel Siewert took the *Vote for Volunteering* pledge on behalf of all 203 Australian Greens candidates. She wrote,

“Thank you for your work campaigning for and supporting volunteers across Australia. The huge contribution volunteers make to our communities and society is commonly overlooked, and it deserves more recognition. The huge contribution of civil society would not be possible without volunteers...The Australian Greens pledge to work in partnership with the volunteering sector to support the work of volunteers, volunteer managers and volunteer-involving organisations in the new Parliament.”



During the election campaign, we saw emergency services volunteering, in particular, come to prominence more than ever before. In light of this, it was disappointing that neither the Australian Labor Party nor the Coalition signed up for the *Vote for Volunteering* pledge. Both did, however provide written responses to Volunteering Australia outlining and supporting their policy commitments for volunteering. These statements are available on VA's website, volunteeringaustralia.org/vote4volunteering.

10 candidates who pledged to *Vote for Volunteering* were elected, including one to the House of Representatives and nine Senators. *Vote for Volunteering* is just the beginning of VA's ongoing advocacy work and we will continue our discussions with Australia's federal politicians about volunteering and civic participation in the national interest, and the support we need from government to strengthen the network's potential to grow volunteering, and a better Australia, even further.

2016 FEDERAL ELECTION:



OTE FOR OLUNTEERING



Imagine Australia without volunteers

Our nation would not run without volunteering

This Federal Election, I'm taking the pledge to Vote for Volunteering.

I acknowledge that volunteering supports the work of the federal government through the delivery of core programs, making a significant contribution to the Australian economy and society. I further acknowledge that the delivery of successful volunteering programs requires adequate funding that must keep pace with the growth in demand. I am concerned by reports that the number of volunteers in Australia is decreasing and believe Government must show the leadership required to encourage more people into volunteering.

I pledge to support the work of volunteers, volunteer managers and volunteer-involving organisations if elected on July 2.

What this looks like to the sector:

- **A new National Volunteering Strategy** that is non-partisan and developed in partnership with Volunteering Australia and other relevant sectors
- **A commitment to increased federal funding to volunteering** that is managed sustainably, consistently and transparently, and that is allocated as a result of independent research and collaboration with the sector in the form of a Productivity Commission inquiry
- **An acknowledgement that the work of volunteering crosses all portfolios of the Government**, and must be administered accordingly
- **An increase in support for volunteering in areas with critical gaps**, such as aged care, disability services, emergency management and youth.

Signed: _____

We urge you to share your pledge on social media using the hashtag, #Vote4Volunteering.

Authorised B. Williamson for Volunteering Australia, Level 2 202 City Walk Canberra 2601

GoVolunteer

GoVolunteer, an initiative of Volunteering Australia in partnership with Volunteering WA, SEEK, Eduka and Boston Consulting Group, continues to play a critical role in connecting volunteers to organisations needing their help across Australia.

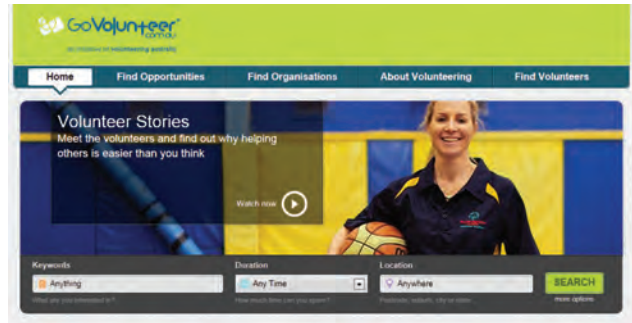
This year saw the launch of the great new GoVolunteer App, a national tool that can be used to search Australia's largest database of volunteering opportunities while on the go. The GoVolunteer App connects volunteers to thousands of volunteer-involving organisations giving them opportunities by making it even easier for them find volunteer opportunities.



The GoVolunteer App was launched to coincide with International Volunteer Day 2015 and was made available from the App Store. An android version was also released during National Volunteer Week 2016. Over 2,235 people have downloaded the GoVolunteer App since it launched in December 2015.

GoVolunteer continues to be the

biggest electronic Volunteer Resource Centre (eVRC) in Australia. This year it has assisted over 6,800 volunteer involving organisations to advertise volunteer opportunities. Over 463,020 volunteers have visited the GoVolunteer website resulting in over 38,870 expressions of interest being delivered through the website during the year.



The GoVolunteer helpdesk, managed exceptionally well by Volunteering WA, on behalf of the network, has continued to provide daily support to GoVolunteer, SEEK Volunteer and Volunteer Profile users nationally. The helpdesk maintains a high level of customer service and plays an important role in supporting both volunteers and organisations to use these services.

This year the GoVolunteer helpdesk has provided support on every working day and:

- dealt with approximately 425 telephone calls and 675 emails
- responded to and resolved over 1,764 support requests
- processed and accepted over 400 Registration requests

The Volunteer Profile continues to be a great success across Australia with over 10,260 volunteers creating their very own Volunteer Profile this year. The Volunteer Profile gives volunteers the ability to record their own volunteer experience, receive recommended opportunities and search and shortlist opportunities.

Volunteering Australia acknowledges and records its appreciation to Volunteering WA for the ongoing leadership, management and development of GoVolunteer.

The development of the App was made possible by a special grant from the Department of Social Services.



National Standards for Volunteer Involvement Tool

A new National Standards for Volunteer Involvement Tool (portal) was launched in December 2015. The National Standards for Volunteer Involvement Tool provides organisations across Australia with an easy to-use online self-assessment tool to work towards meeting the National Standards for Volunteer Involvement.

The new National Standards for Volunteer Involvement were released in May 2015. The tool was the critical next step in giving volunteer-involving organisations the means to measure their performance and work towards achieving best practice, ultimately helping volunteer-involving organisations to attract and retain volunteers.

Organisations can use the on-line tool to assess their organisation's performance against the Standards, identify areas for development, and make improvements that will benefit both volunteers and the organisations they work with. The tool also includes workflow management features, templates to assist with volunteer management and an automatically generated plan for good practice.

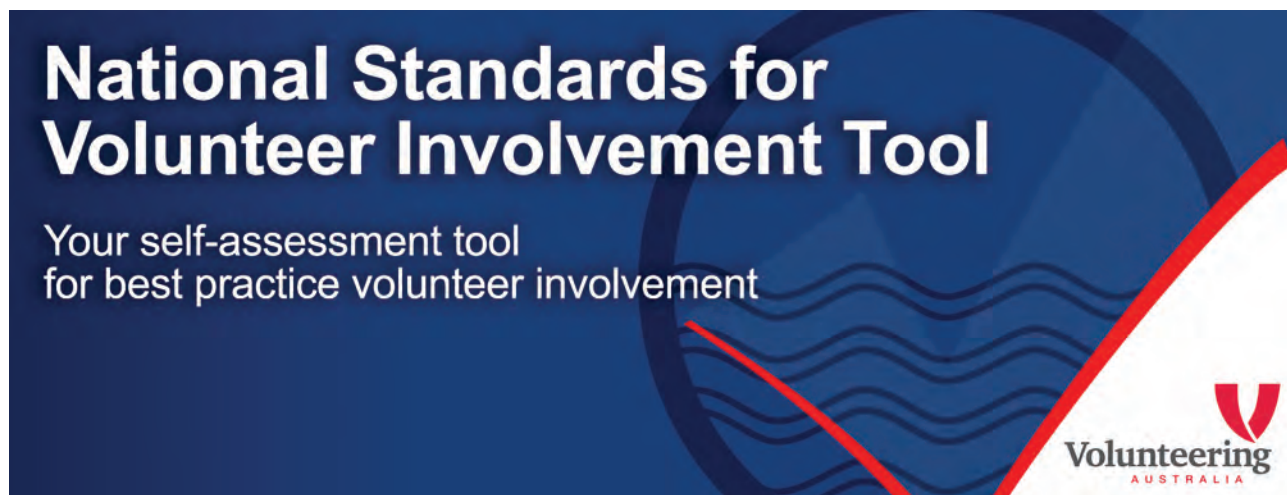
Volunteer-involving organisations need to ensure they have systems in place to ensure a quality volunteer experience. This assists them to fully implement these Standards by measuring their current performance and helping them work

towards pursuing best practice in volunteer management by meeting the Standards.

Over 150 organisations have already trialled the tool with interest spread evenly across Australia. Victoria has seen the most interest, making up 38% of organisations. Other states include NSW (17%), SA (12%), WA (11%), Queensland (9%), Tasmania (2%) and ACT (1%). Interestingly, several international organisations have also chosen to access and use the tool. While it is an Australian national standard, they have recognised that it relates to best practice in volunteer involvement and has relevance to their own organisations regardless of jurisdiction.

The National Standards for Volunteer Involvement Tool is a tailored version of Standards & Performance Pathways (SPP), a leading Australian online service for the completion of service and quality standards, compliance activities, and for managing risk and quality performance. Further details about the National Standards for Volunteer Involvement Tool are available at: <https://spp.ngoservicesonline.com.au/national-standards-tool>

Volunteering Australia recognises and applauds the work of Volunteering SA&NT for the ongoing leadership of this resource on behalf of VA and the sector.



National Collaborative Work Plan

Volunteering Australia's achievements during the 2015-16 period certainly reflects the significant proactive and constructive contributions by the State/Territory Peaks on several key programs and projects of national significance.

The collegiate 'Network' effort of VA and the State/Territory Peaks is guided by a National Collaborative Work Plan which is reviewed and updated on a regular basis by the CEO Network. The CEO Network, comprises the CEO's of VA and all State/Territory Peaks and focusses on leveraging the collective strengths of VA and State/Territory Peaks to deliver effective outcomes for volunteering in Australia.

Unfortunately it is important to note that the abilities of State/Territory Peaks to contribute to the National Collaborative Work Plan is directly proportional to the level of government funding, so we have a long list of 'Collaborative' initiatives on hold pending certainty for future funding

A few examples of the positive outcomes from the National Collaborative Work Plan during 2015-16 are:

- VA delivering National Volunteer Week 2016 with the theme '*Give Happy, Live Happy*'.
- VWA continuing the management and development of GoVolunteer.
- VSA&NT managing the development of the National Standards for Volunteer Involvement online self-assessment tool.
- VSA&NT progressing with the analysis of options for a National Standards for Volunteer Involvement (Quality Mark) system.
- VCA releasing an excellent practical guide, including lesson plans, for teachers to incorporate volunteering into the school curriculum, i.e. '*Fostering a Culture of Giving: Volunteering and the Australian Curriculum*'.
- VTAS assisting with project management of review of the Definition of Volunteering.
- VCA monitoring implications for volunteers associated with the NDIS.
- VQ developing resources for increasing awareness and involvement in National Student Volunteer Week.
- VCA hosting the 2016 National Volunteering Conference on behalf of VA.
- VVIC providing policy services on a shared cost basis.
- VVIC leading the network's 'Work for the Dole' considerations.
- VNSW, VWA, VSA&NT reviewing the options for re-establishing a national volunteer awards scheme.
- VWA launching the GoVolunteer app for iOS and android applications.
- VQ continuing to manage the EV CREW (spontaneous volunteer) platform.
- VNSW taking the lead on co-ordinating CEO Network meetings.

It is also important to note, with appreciation, the CEO Network's contributions to VA responses to several government inquiries and discussion papers throughout the year.

Events

National Student Volunteer Week 2015



Photo credits: Top right & bottom left, University of Queensland. Bottom middle & right, Griffith University.

National Student Volunteer Week is an annual celebration to acknowledge the substantial contribution of time, energy and skills made by student volunteers. NSVW2015 was held 3 - 9 August 2015, a week where we aimed to challenge and celebrate young people who are striving to make a change through volunteering.

Events were hosted by universities and schools nationwide including volunteer expos, workshops, panels, networking sessions, fundraising drives, thank you events and volunteer projects that help local non-profits.

Providing students with opportunities to make a positive impact through volunteering enhances their student experience, NSVW promotes the value of volunteering to help students with their

personal and professional development and their career aspirations. Volunteering has become increasingly common among young Australians over recent years, with recent ABS findings indicating that the highest rates of volunteering were for youth aged 15-17 (42 per cent).

Volunteering Australia acknowledges and thanks Volunteering Queensland for managing National Student Volunteer Week in collaboration with VA and the State/Territory Peaks.

Volunteering Australia received financial support from the Department of Social Services to help implement the National Student Volunteer Week project via VQ.

Investing in the future of volunteering: *Volunteering and the Australian Curriculum*



Engaging young people in meaningful volunteer work is therefore a key priority for sustaining and growing a healthy volunteering sector at national and local levels to combat these declining figures.

The aspiration of making volunteering a norm in society starts with our youth, and the education system is the perfect avenue to embed this concept through practical experience and by enculturating it into everyday learning. The resources which have been developed are practical teaching aids for use as part of mainstream teaching programs.



Volunteering and Contact ACT in partnership with Volunteering Australia developed and launched a set of resources titled *Fostering a Culture of Giving: Volunteering and the Australian Curriculum* to coincide with 2015 National Student Volunteer Week.

These resources are practical teaching aids and lesson plans for use as part of mainstream teaching programs. They are:

- based on the ground-up knowledge and experience of teachers and volunteering sector experts;
- a demonstration of how volunteering concepts, data and practices fit into the Australian Curriculum;
- applicable across Australia and accessible to all teachers via electronic download.

The June 2015 release of the ABS General Social Survey data highlighted the changing nature of volunteering in Australia and for the first time a decline in formal volunteering rates was recorded.

The resources are available online at the Volunteering Australia website: volunteeringaustralia.org

Volunteering and Contact ACT was funded by the Department of Social Services to develop the Fostering a Culture of Giving – Volunteering and the Australian Curriculum resource.



2015 International Volunteer Day



International Volunteer Day (IVD) is mandated by the UN General Assembly and is held each year on 5 December. It is a day for volunteers and volunteer-involving organisations to celebrate their efforts and to showcase the difference volunteers make in their communities. Events are held to honour and acknowledge the outstanding work and contribution of volunteers to change the world for a better future.

To celebrate 2015 International Volunteer Day, Volunteering Australia, in partnership with Volunteering WA and Eduka Web Developers, launched the GoVolunteer App at Volunteering WA's IVD Garden Party on Friday 4 December 2015, hosted by the WA Governor.

The GoVolunteer App provides a national tool that maximises and promotes volunteer participation by enabling prospective volunteers to search Australia's largest database of volunteering opportunities while on the go, making it even easier to find volunteer positions.

The Hon Christian Porter MP, Minister for Social Services helped launch the GoVolunteer App via a video message to over 400 volunteers in attendance.



2016 National Volunteering Conference

A National Volunteering Conference record of over 700 delegates met in Canberra, 6-8 April 2016, at the principal Australian forum for not-for profit leaders, volunteer managers and policy contributors to advance volunteering.

Robyn Moore set the scene with an inspiring opening keynote address that made delegates both laugh and cry. Our final keynote, Associate Professor Dr Thomas Nielsen, University of Canberra, left delegates with an understanding of why their contributions are key to creating meaningful happiness in peoples' lives.

Feedback from participants clearly showed the 2016 National Volunteering Conference was a hugely successful event, providing participants with information and networks to build the future of volunteering through knowledge, networks, leadership and innovation – aligning with the conference theme.

Over the three-day event delegates gained new skills, learned and shared innovative programs, and connected with subject matter experts in an engaging and relevant program. Keynote speakers included Kylee Bates, John Brogden AM, Dr Brenden Nelson AO and Tobi Johnson, USA.



The panel sessions were particularly popular, tackling the topics *'Why volunteers volunteer?'* and *'International forces shaping the volunteering sector'*. 2016 Young Australians of the Year, Nic Marchesi and Lucas Patchett (Orange Sky Laundry) were also in attendance and hosted a packed out Networking Lounge. Another highlight was *'The Great Debate: Which generation makes the best volunteer?'* facilitated by the very entertaining Jean Kittson with Generation X coming out on top.

Thanks to support from the Department of Social Services and Beyond Bank, regional and volunteer led community groups had access to the 2016 National Volunteering Conference through the Inclusive Scholarships Program. The

scholarships enabled attendance for individuals and organisations who would not otherwise be able to attend.

VA acknowledges its sincere appreciation to Volunteering and Contact ACT for hosting the event so exceptionally well on behalf of VA, all the Conference supporters including Principal Conference Partner Beyond Bank Australia and of course all attendees.

In his closing speech VA CEO Brett Williamson announced the 2018 National Volunteering Conference will be held in Sydney. Initial planning is underway and we hope to make a formal announcement about the venue and dates before the end of 2016.



National Volunteer Week 2016

National Volunteer Week 2016 (9-15 May) said thank you to the six million plus Australian volunteers and with the theme *Give Happy, Live Happy* celebrating that volunteers are not only giving happiness to others, but are also living healthier, happier and more meaningful lives by volunteering.

To underpin the theme for *NVW2016* VA engaged with Associate Professor Dr Thomas Nielsen, University of Canberra to become the voice behind the *National Volunteer Week 2016*. The campaign, through a range of promotions, highlighted that there is so much more to volunteering than simply giving your time and skills to help others, specifically highlighting that volunteering is a healthy lifestyle choice; a true community builder; and one of the strongest predictors we have of increasing our, personal health and happiness.

We were pleased to incorporate *Wear Orange Wednesday* (WOW Day) during National Volunteer Week for the first time. The National State Emergency Services (SES) Association called for people to wear orange to say thank you to the 40,000 SES members in over 1,000 locations nationally for their service to their communities.

Thousands of events were held across Australia during *National Volunteer Week 2016* to say thank you to volunteers with breakfasts, morning/afternoon teas, and luncheons as well as open days, award ceremonies, picnics, forums and training sessions.

Volunteering Australia acknowledges and thanks everyone who joined in the conversations on social media and for sharing photos and videos with us during the week. The hashtags #NVW2016





and #NationalVolunteerWeek were trending on Monday 9 May in Australia as was VA's Twitter handle @volunteeringaus. VA's Facebook posts received over 110,000 impressions, a total reach of over 62,000 with over 2,700 engaged users. On Twitter, VA's tweets received 54,700 impressions, over 3,000 likes and over 200 retweets. This engagement and interest was remarkable given that *National Volunteer Week 2016* co-incided with the Commonwealth Government Budget announcements.

Over 56,000 pieces of merchandise were purchased by organisations as appreciation/ recognition gifts for volunteers across the country in celebration of *National Volunteer Week 2016*. The *NVW2016* merchandise included lapel pins, button badges, wristbands, eco cups and keyrings.

Hundreds of organisations also downloaded free certificates of recognition to present to their wonderful volunteers.

Whilst *National Volunteer Week* is an annual celebration to acknowledge the generous contribution of our nation's volunteers it is also an important time to call for more people to volunteer. This was especially important for *NVW2016* with

the 2016 *State of Volunteering in Australia* report highlighting that 86% of volunteer involving organisations are struggling to get the volunteers they need.

The *Give Happy, Live Happy* web portal provided resources for individuals and organisations to acknowledge the wonderful contributions of volunteers and ask people to pledge to volunteer so they too could enjoy the benefits of volunteering and live happier and healthier lives.

VA acknowledges the support of Beyond Bank Australia for again partnering with Volunteering Australia for *National Volunteer Week 2016* and helping us to acknowledge and celebrate the generous service of Australia's volunteers.



2015–16 Board & Committees

Volunteering Australia is very dependent on the generous contributions of our volunteer directors and committee members who commit their time, expertise and skills for the benefit of Volunteering Australia and volunteering.

Volunteering Australia Board

The peak governance and decision making body comprises seven (7) Foundation Member Appointed Directors and up to four (4) Independent Directors elected by the Board.

The VA Board for 2015-16 was:

FOUNDATION MEMBER APPOINTED REPRESENTATIVES (“Nominees”)
Tim Jackson – Volunteering SA&NT
Michelle Ewington – Volunteering Tasmania
Jane Hayden – Volunteering and Contact ACT (retired May 2016)
Mat Franklin – Volunteering and Contact ACT (from May 2016)
Valerie Hoogstad – The Centre for Volunteering (NSW)
Ross Wiseman AM – Volunteering Queensland
Robyn Rose – Volunteering Victoria
David Morrison – Volunteering WA
INDEPENDENT DIRECTORS (“Board Appointees”)
Amit Jois
Peter Lucas
SPECIAL ADVISOR
Andrew Coghlan



Tim Jackson
President and Chairman
(Volunteering SA&NT)

Tim joined the VA Board in 2012 and was elected President in 2014 after serving as Vice President and Treasurer. He is Chair of Volunteering SA&NT, a position he has held since 2011. He was first elected to the VSA&NT Board in 2007. Tim was appointed as a Director of Lighthouse Disabilities, an Adelaide based disability service provider in 2016. Tim has served on numerous government and non-government boards, inquiries and committees at national and state levels. He founded the Playford Chapter of Operations Flinders which is an organisation focused on bringing about change for young offenders and youth at risk. Tim's paid career was in Local Government in South Australia and Victoria. His most recent role was as CEO of the City of Playford, a position he held for eighteen years. During his time at Playford he encouraged the provision of opportunities for volunteers to become part of the Playford workforce. When he left, the majority (550) of the Playford workforce of 1000 people were volunteers.



Michelle Ewington
Vice President
Volunteering Tasmania

Michelle joined the Board of Volunteering Australia in 2013 and was elected as VA Vice-President in May 2015, and with this assumed the role as Chair of VA's Planning & Strategies Committee. Michelle has been an active contributor to the Board of Volunteering Tasmania for 8 years. Michelle is the National Lead - Youth Engagement with Australian Red Cross and has extensive experience in management spanning both the community service and corporate sectors.



Jane Hayden
(concluding May 2016)
Volunteering and Contact ACT

Jane served on the VA Board as President of Volunteering ACT and her subsequent role as Deputy Chair of the Volunteering and Contact ACT Board. Jane has continued to serve on the VA Finance & Audit and Collective Viability Committees. Jane was previously the CEO of Lifeline Australia and currently is a senior commonwealth public servant and has extensive experience in the private, public and not for profit sectors. Jane is a qualified accountant and CPA. She has an MBA, is a graduate of the Australian Institute of Company Directors and serves on several Boards.



Mat Franklin
(from May 2016)
Volunteering and Contact ACT

Mat was elected Chair of Volunteering and Contact ACT in 2015 following two years as the President of Contact Canberra. Mat was the executive director of a national engineering firm and has previously worked in technology and general management roles before joining the Public Service where he currently works in strategy and policy. He is a Harvard Business School Alumnus, holds a Master of Management, a Bachelor of Computer Science and is a Graduate of the Australian Institute of Company Directors. Additional board seats include an engineering firm, a local technology startup and a pair of US based advisory roles. Mat was appointed to the VA Board in May 2016.



Valerie Hoogstad
The Centre for Volunteering (NSW)

Valerie is the Chair of The Centre for Volunteering (NSW), and a Board Member at Odyssey House, Cambridge International College Melbourne and AIM Overseas.

Valerie has over 25 years of experience working in universities, both in academia and as a Director involved with International Education. Currently, Valerie is working part-time at Sydney University and as a consultant in Intercultural Communications. Valerie has a Master's degree in Education.



Ross Wiseman AM
Volunteering Queensland

Ross has worked for over 40 years in the Queensland community services sector, including roles with Lifeline, the Queensland Council of Social Services, the Queensland Community Housing Coalition, and with TAFE, as a teacher in community development. He obtained his Masters in Social Welfare Administration & Planning [UQ] through researching the governance of small not-for-profit organisations, and he has a Degree in Adult & Vocational Teaching [Griff].

Since retirement, Ross serves as President of Volunteering Queensland, is a board member of Mangrove Housing Coy Ltd, and is the Secretary/Administrator of The Circle of Men (Qld) Inc.



Robyn Rose
Volunteering Victoria

Robyn works at Alzheimer's Australia Victoria managing the counselling team that work predominately with Carers. Robyn's previous professional roles have included staff and volunteer management, including, Senior Manager, Enterprise Services with Catholic Care Melbourne. She has a background in Social Science and Counselling, and has managed volunteers for Queensland AIDS Council and Lifeline Brisbane, while also volunteering as a telephone counsellor with Lifeline Brisbane for 10 years.



David Morrison
Volunteering WA

David is the Chief Executive Officer of Adcorp Australia Ltd, a publicly listed leading advertising and marketing agency based across Australia and New Zealand.

David's interest and commitment to volunteering began as a child. David is pleased to be able to continue helping and supporting the community in a more formal sense since becoming a Board member of Volunteering WA in October 2010 and of Volunteering Australia in July 2014.



Amit Jois
Independent Director

Amit was appointed as an independent director of Volunteering Australia in May 2014. He is a lawyer in the Sydney office of a leading international law firm where he specialises in advising companies

on public and private mergers and acquisitions. He also counsels boards of directors and senior management on corporate governance matters and risk management.



Peter Lucas
Independent Director

Peter was appointed to the Board of Volunteering Australia in July 2014. He is a Chartered Accountant with over 30 years of experience.

Over the past 30 years Peter has provided significant advice to

Directors of Companies and Corporations experiencing financial difficulties, as well as those wanting to improve profitability and meet long-term goals for their businesses and organisations.



Andrew Coghlan
Special Advisor

Andrew has been the National Manager, Emergency Services with Australian Red Cross since February 2006. In this role, he ensures the Australian Red Cross' ability to promote resilience and

build community capacity, both in preparation for and response to disasters throughout Australia.

Andrew is also Chairman of the Australian Emergency Management Volunteer Forum (AEMVF).

Committees

Executive Committee:

Tim Jackson – President
Michelle Ewington – Vice President
Peter Lucas – Treasurer
Robyn Rose – Secretary

Finance & Audit Committee:

Peter Lucas (Chair), Jane Hayden, Tim Jackson, Amit Jois, Helen Quiggin (VA Finance Manager), Brett Williamson (VA CEO)

Planning & Strategies Committee:

Michelle Ewington (Chair), Maureen Cane (to Feb16), Rikki Anderson (from Feb16 to May16), Dianne Carlos, (from May16), Gemma Rygate, Mara Basanovic, Evelyn O'Loughlin, Adrienne Picone, Sue Noble, Tina Williams, Robyn Rose, Meghan Hopper (VA Policy Officer), Brett Williamson (VA CEO)

Appointments & Remuneration Committee:

Tim Jackson (Chair), Michelle Ewington, Valerie Hoogstad, Amit Jois, Peter Lucas, Brett Williamson (VA CEO)

Collective Viability Committee (formally known as 'Financial Security Committee'):

Peter Lucas (Chair), Jane Hayden, Tim Jackson, Amit Jois, David Morrison, Sue Noble, Evelyn O'Loughlin, Gemma Rygate, Brett Williamson (VA CEO)

CEO Network:

Gemma Rygate (Chair), Maureen Cane (to Feb16), Rikki Anderson (from Feb16 to May16), Dianne Carlos, (from May16), Mara Basanovic, Evelyn O'Loughlin, Adrienne Picone, Sue Noble, Tina Williams, Brett Williamson (VA CEO)

2016 National Volunteering Conference

Governance Committee:

Maureen Cane (Chair), Brendan Lynch, David Morrison, Shane O'Leary, Brett Williamson (VA CEO)

Marketing and Communications Committee (MarComms) as at 30 June 2016:

Brett Williamson (Chair), Kylie Hughes (VA), Sarah Wilson (ACT), Jessica Wagener (ACT), Jacquelyn Hole (NSW), Vanessa Codling (Qld), Helen Kish (SA&NT), Bonnie Tuttle (Tas), Christine Paterson (Vic), Gina Church (WA)



The Volunteering Australia Board at the Annual General Meeting held on 30 October 2015

Back row: David Morrison, Michelle Ewington, Amit Jois, Valerie Hoogstad, Brett Williamson (VA CEO), Ross Wiseman. Front row: Jane Hayden, Robyn Rose, Tim Jackson, Peter Lucas and Andrew Coghlan.

Finance Report

VA's income for the year was \$729,737 and expenses of \$680,719 were incurred. The result was a surplus of \$49,018 which increased the modest retained earnings of the organisation.

The significant factors contributing to the financial performance of VA for FY16 were:

- Increased grant and sponsorship income primarily relating to the 2016 National Volunteering Conference (+16%);
- Further improvements in NVW merchandise sales (+27%); and,
- Containment of operational expenses where opportunities existed.

The Statement of Financial Position reflects a strengthening position of the organisation, with a modest increase in cash balances and minimal liabilities. The retained earnings now total \$364,911 being a 245% increase compared to two years prior.

The limited staffing structure of Volunteering Australia continued throughout FY16 and restricted the ability to expand the involvement and investment in several strategic activities. The cessation of the Beyond Bank sponsorship for FY17 will further limit the organisation's abilities until new sponsors and partners are secured.

The Volunteering Australia Finance Report also includes The Volunteer Trust which is a separate charity aligned to Volunteering Australia. There was no activity from the Trust in FY16 other than interest earnings on the current small balance of the Volunteer Trust. Total funds held by the Volunteer Trust was \$6,642 at 30 June, 2016.

The complete financial statements for the year ended 30 June 2016 and the audit report relating to those statements will be available for review at volunteeringaustralia.org and acnc.gov.au.

Statement of Financial Position as at 30 June 2016

FINANCIAL POSITION	\$ 2016	\$ 2015	% change
ASSETS			
Cash and cash equivalents	377,931	487,349	-22%
Trade and other receivables	26,500	34,394	-23%
Inventories	11,402	9,553	19%
Other assets	7,719	10,202	-24%
TOTAL CURRENT ASSETS	423,552	541,498	-22%
Intangible assets	2,676	3,048	-12%
TOTAL NON-CURRENT ASSETS	2,676	3,048	-12%
TOTAL ASSETS	426,228	544,546	-22%
LIABILITIES			
Accounts payable	45,869	220,986	-79%
Employee benefits	15,448	4,717	227%
TOTAL CURRENT LIABILITIES	61,317	225,703	-73%
Employee benefits	-	2,950	-100%
TOTAL NON-CURRENT LIABILITIES	-	2,950	-100%
TOTAL LIABILITIES	61,317	228,653	-73%
NET ASSETS	364,911	315,893	16%
EQUITY			
Retained earnings	364,911	315,893	16%
TOTAL EQUITY	364,911	315,893	16%
PROFIT & LOSS	\$ 2016	\$ 2015	% change
Income			
Grant Income	347,556	310,000	12%
Project, Sponsorship & Conference Income	303,417	250,789	21%
Merchandise Sales	114,076	89,836	27%
Interest	6,872	3,080	123%
Other Income	17,843	-	100%
Total Income	789,764	653,705	21%
Less: Cost of Goods Sold	(60,027)	(34,145)	76%
Gross Profit	729,737	619,560	18%
Expenses			
Depreciation & Amortisation	(371)	(371)	0%
Employee Benefits Expense	(243,093)	(223,614)	9%
Interest Expense	-	(53)	-100%
Marketing Expenses	(16,544)	(28,677)	-42%
Other Expenses from Ordinary Activities	(77,012)	(66,141)	16%
Professional Expenses	(1,550)	-	100%
Project Expenses	291,055	(101,215)	188%
Remuneration of Auditor	(12,800)	(7,759)	65%
Travel & Accommodation	(38,294)	(25,086)	53%
Total Expenses	(680,719)	(452,916)	50%
Net Surplus	49,018	166,644	-71%

GIVE HAPPY LIVE HAPPY

Did you know? Research shows volunteers live happier and healthier lives.

There is so much more to volunteering than simply giving your time and skills to help others.

VOLUNTEERING is...



a healthy lifestyle choice

a true community builder



one of the strongest predictors we have of increasing our health & happiness

Volunteer today, so you too can Give Happy, Live Happy:

VOLUNTEERINGAUSTRALIA.ORG



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