

**(vol-uhn-teer)**

*To volunteer oneself for a service or undertaking*

VOLUNTEERING  
AUSTRALIA  
2011/2012  
ANNUAL REVIEW

  
volunteering australia

# WHAT IS VOLUNTEERING AUSTRALIA

Volunteering Australia is the national peak body working to advance volunteering in the Australian community. Its role is to represent the diverse views and needs of the volunteering sector while promoting the activity of volunteering as one of enduring social, cultural and economic value.

Volunteering Australia fulfils its peak body role by:

- Providing public policy advice to Government on matters relating to volunteering;
- Providing a national focus for the promotion of volunteering and its principles;
- Establishing co-operative relationships with key national and international volunteering organisations;
- Encouraging the pursuit of excellence in volunteer management;
- Consulting with stakeholders to ensure proper representation of the volunteering sector; and
- Mobilising and supporting volunteer effort by providing a national service for recruitment and deployment of volunteers including assisting with the registration of spontaneous volunteers in national emergency response situations.

## HISTORY

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

The Board of Volunteering Australia is made up of seven nominated members and up to four co-opted members, in accordance with its constitution.

Volunteering Australia, 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 Association for Volunteering was incorporated in 1990, and membership was open to any individual or organisation with an interest in volunteering. The National Association of Volunteer Referral Agencies was also incorporated in 1990, and membership was made up of volunteer referral agencies, including the five state volunteer centres.

The Australian Council for Volunteering was incorporated in 1993, and in 1997 received funding from the Commonwealth Government, became Volunteering Australia, and underwent a constitutional change restricting membership to the state volunteer centres. In 2003, the board of volunteering Australia reversed that decision, opening up membership of Volunteering Australia once again to national organisations with a demonstrated interest in the concept of volunteering.

*working-to-advance*

# VOLUNTEERING

*( in the Australian )*

*community*



# PRESIDENTS REPORT

It has once again been an honour to serve as the President of Volunteering Australia [VA] for 2011/2012.

The year saw a number of changes to the board with Les Hems replacing Bronwen Dalton as the representative for the Centre for Volunteering in NSW. Richard Williams, who has been the representative for Volunteering Queensland for the past four years (Vice President for the past 3 years) resigned to pursue other NFP interests. I would like to thank both Richard and Bronwen for their wonderful contribution to robust discussions at board level.

Kevin Thompson also accepted an invitation to join the board as a co-opted director in February 2012. Kevin works for the Australian Sports Commission and comes with a wealth of experience in sports volunteering and is a very welcome addition to the board.

Our AGM was held on the Gold Coast last November in conjunction with the 14th National Conference on Volunteering. The conference was again well attended with over 400 delegates from a broad cross section of our volunteer community as well as government and business sectors. The conference was a resounding success and again demonstrated the depth and quality of innovation in volunteer effort taking place throughout Australia. The executive of VA is to be commended for their efforts here, particularly given the late change to the venue and date of the conference which was outside of our control. To still get 400 delegates to the National Conference does demonstrate the value that the community gains from these events.

The then Minister for Social Inclusion (which includes responsibility for volunteering), The Hon. Tanya Plibersek, used the conference to release the long awaited National Volunteering Strategy.

**The keys focus areas from the strategy are:**

1. Respond to trends in volunteering
2. Harness technology
3. Better regulation and risk management
4. Strengthen management and training
5. Strengthen relationships and advocacy, and
6. Recognise and value volunteering

**The National Volunteering Strategy complements VA's own strategic planning goals, viz:**

- Ensure that volunteering is recognised as an activity of enduring social, cultural, environmental and economic value
- Continue to be a strong representative body and the national voice for volunteering across all sectors
- Ensure effective, transparent and accountable governance
- Provide leadership in policy and program innovation and lead the development of best practice in volunteering standards
- Act as a source of national resources and support for volunteering whilst working to strengthen the cohesion and coordination of the volunteering sector
- Diversify and strengthen resource base
- Influence decision makers at the national level by building constructive relationships with national public policy making bodies, networks and alliances with members and other sectors
- Maintain a well managed organisation

A number of activities aligned with the National Volunteering Strategy and our own strategic plan are now well underway. Specifically the GoVolunteer on line recruitment tool has been successfully re-launched to improve the efficiency of matching volunteers with volunteering opportunities. In last year's report, I mentioned that we had received considerable pro-bono support from Boston Consulting Group and Seek (Aust) Ltd to undertake a full review of the 10 year old GoVolunteer business model.

We subsequently obtained further support from Seek, PM&C and then in conjunction with one of our Foundation Members, Volunteering Western Australia, and Eduka, the relaunched GoVolunteer website was released in August 2012. Whilst only a short time has elapsed since the relaunch, the feedback has been very positive and visits to the site are increasing. We have very high expectations for this revised initiative.

As you know, last year was the International Year of Volunteers + 10 and many events were held throughout the calendar year 2011 to celebrate this recognition of volunteering effort in Australia. As well as the National Conference there were a number of significant highlights which are listed later in this report. I would like to thank all volunteer involving organizations in Australia for their assistance in making IYV + 10 a resounding success.

In March of this year, the board made a decision to relocate the administrative headquarters of VA from Melbourne to Canberra ACT. The move to Canberra will allow VA to work more closely with the Australian Government as we jointly introduce initiatives to support the recently released National Volunteering Strategy. The strategy has re-affirmed the importance of having a strong national body to represent the interests of volunteers and volunteer involving organisations at a time of significant change in the Not-for-Profit sector.

Volunteering Australia will be seeking to strengthen its capacity to represent the volunteering community through the reform of its current governance structures and has determined that the organisation will be better placed to do this when based in Canberra.

The relocation process commenced with the closure of the Melbourne office on Friday 29th June which also meant that all current staff and volunteers left the organisation at the end of June. The commitment of this group of individuals will be missed at VA and it was with regret that I advised of their departure. The board would like to formally acknowledge the contribution of Cary Pedicini and his team to the advancement of volunteering issues and infrastructure.

Volunteering Australia has received and accepted an offer of accommodation on very generous terms from one of our Foundation Members in Volunteering ACT, and it is expected the transition to these new premises will be completed by 30 September. During this period of transition, and to ensure continuity of operations, we were pleased to announce the appointment of Maureen Cane as Acting CEO of VA for the next 6 months. Maureen, who is currently CEO of Volunteering ACT, has a wealth of experience as a Senior Manager in both Government and the Community Sectors and will oversee the transition to Canberra. I would like to acknowledge the support of the VACT board and executive for their assistance during this period.

As part of the transition process, VA has held discussions (and in some cases completed discussions) with its Foundation Members, the state and territory peak bodies to ensure continuity of services.

**These include:**

- VWA taking over the management of the VA Website and GoVolunteer and providing support to this service; and
- VSA&NT kindly agreeing to run a National Conference on behalf of VA in Adelaide in September 2013.

Again I would like to acknowledge the support of all Foundation Members for their assistance during the move and re-establishment in Canberra.

There are a number of people and organisations to thank for their support over the past 12 months.

On behalf of the Board, I would again commend the executive team of staff and volunteers led by Chief Executive Officer, Cary Pedicini, for their hard work, commitment and contribution to building and advancing a vibrant, united, viable volunteering sector across Australia.

We have a diverse range of board members from business, government and the sector and this has allowed meaningful and robust discussion at board level and underpinned a strong level of governance. I thank and acknowledge my fellow Board Members for their commitment, support and generous contribution of expertise, time and wise counsel. It has also been an honour and privilege.

Finally I would like to thank our partners whose efforts allow us to provide the range of services and activities that we do. My thanks in this regard to the Office of Not for Profit Sector within the Dept of PM&C, NAB, AON, Attorney General's Department, SEEK, Boston Consulting Group, Qld Government, ProBono Australia, Dig Creative, Eventcorp and the Bayview Boulevard, Sydney for their support over the reporting period.

The board of Volunteering Australia is looking forward to the future and one where volunteers and volunteer involving organisations receive the support and acknowledgement that they deserve as the most significant contributor to Australia's third sector.

In closing, I extend our collective thanks to the more than five million Australian volunteers who selflessly donate their talent and time to make a positive difference through their extraordinary voluntary endeavours.

Thank You.

*Mr Paul Lynch*

**PRESIDENT**

*Volunteering Australia*

# OUR MEMBERS

Volunteering Australia is keen to ensure that in promoting volunteering we draw upon as much experience and expertise as possible by involving eligible organisations and individuals as members.

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.

Membership of Volunteering Australia is free and the benefits include industry networking, formal recognition of your contribution to volunteering and the opportunity for shaping future research, inquiry, development and participation in this sector as part of the national peak body for volunteering.



## FOUNDATION MEMBERS

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

## ORDINARY/ ORGANISATIONAL MEMBERS

- Australia Business Arts Foundation
- ACUMA Incorporated
- Adventist Development & Relief Agency Australia (ADRA)
- Australian Multicultural Foundation
- Australian Polish Community Services
- Australian Red Cross
- Australian Volunteer Coast Guard
- Australian Volunteers International
- Conservation Volunteers Australia
- Families Australia
- Good Beginnings
- Good Shepherd Australia and New Zealand
- Habitat for Humanity - Australia
- Jewish Emergency Management Plan (JEMP) Inc
- Latitude Global Volunteering
- Life Be In It Australia Limited
- Lifeline Australia
- Mission Australia
- National Association for Prevention of Child Abuse and Neglect (NAPCAN)
- National Association of Testing Authorities, Australia (NATA)
- Prison Fellowship Australia
- Surf Life Saving Australia
- The Foundation for Young Australians
- The School Volunteer Program Inc.
- The Smith Family
- The University of Southern Queensland
- University of Technology, Sydney
- YMCA Australia

The full membership listing is available on the Volunteering Australia website as well as information on how to become a member.

# board-members

*The Board of Volunteering Australia is made up of seven nominated members and up to four co-opted members, in accordance with its constitution. Volunteering Australia acknowledges and thanks them for their contribution.*

## PAUL LYNCH

**PRESIDENT**  
VOLUNTEERING WESTERN AUSTRALIA

Paul has over 30 years experience in the banking and finance sector with Westpac Banking Corporation. His current role is Regional General Manager for Westpac's Commercial Banking business in metropolitan Perth. Paul has also enjoyed roles with Westpac in Indonesia and more recently Fiji Islands where he ran the bank's corporate banking division.

Paul holds a Bachelor of Business degree from ECU (majoring in Finance and Accounting) and has previously held board positions with ASCPA (Fiji Branch), Rotary, and various school and sporting clubs.

Paul is married with two children and is looking forward to making a contribution to Volunteering Western Australia and Volunteering Australia.

## RICHARD WILLIAMS

**VICE-PRESIDENT (RESIGNED MAY 2012)**  
VOLUNTEERING QUEENSLAND

Richard has over thirty years experience working in government both at federal and state levels, in a number of senior positions. He has worked in the areas of education, property development and management, and emergency services. He was a member of the government inter-departmental committee in Queensland that established government policy on volunteering, and is currently the President of the Board of Volunteering Queensland.

His interests include sport, particularly swimming and golf, and photography. Richard is involved with Volunteering Australia to contribute his experience of government and to seek greater recognition of the significant contribution volunteerism makes to Australian society at all levels.

## DR MARK WITHAM

**TREASURER (TO MAY 2012)**  
VOLUNTEERING SOUTH AUSTRALIA &  
NORTHERN TERRITORY

Mark holds the position of Director Strategic Projects in the South Australian Department of Education and Child Development. He has a degree in economics from the University of Adelaide and a PhD from James Cook University.

Mark volunteers as a mentor for disadvantaged students and has been active with organisations over the past decade, including the Australian Rural Education Research Association, University of SA, Norwood Primary School, Adelaide University Mountain Club and as a Friend of the Onkaparinga Recreation Park.

Mark was elected to the board of VA on 20 November, 2009 and was Treasurer from May 2010 to May 2012. Mark is Treasurer of Volunteering SA & NT.

## JASON LANGE

**SECRETARY**  
VOLUNTEERING AUSTRALIAN CAPITAL TERRITORY

Jason has been a member of the Board since November 2008, following his appointment as Secretary. He has been a member of the Board of Volunteering ACT since November 2004. Jason is keenly interested in policy and Government principles, and has been working for the Australian Government on social policy matters since moving from Adelaide to Canberra in January 2004.

### FRANCES HEALY

#### VOLUNTEERING TASMANIA

Fran's career spans 30 years during which time she has worked in the State and Commonwealth governments and the not-for profit sector. She worked in National Parks and Wildlife as Communications Manager for 13 years. She was Corporate Communication Manager in the Department of Health and Human Services and a Senior Policy Analyst in the Department of Premier and Cabinet. She has worked as Program Leader - Business Development & Communication with the CSIRO Division of Marine Research and the National Oceans Office. She was CEO with Greening Australia (Tasmania) from 1997 – 2004.

Fran is currently Chair of Volunteering Tasmania, a member of the Volunteering Australia Board, a Member of the Resource Management and Planning Tribunal, the Tasmania Marine Farming Review Panel and Tasmanian National Parks and Wildlife Advisory Committee. Fran has been on a number of Natural Resource Management Committees including the Tasmania Natural Resource Management Council and the Natural Heritage Trust State Assessment Panel and the working group that compiled the Tasmania Nature Conservation Strategy. She is an Australian Business Volunteer and has done assignments in Tonga, the Solomon Islands and East Timor.

### KEVIN THOMPSON

#### CO-OPTED MEMBER

Kevin Thompson has experience working in all Commonwealth agencies involved in the delivery of sport: the Australian Sports Commission as a Senior Consultant in the Olympic Athlete Program, working with national sporting organisations on their elite sport programs leading up to the Sydney Olympics, the Australian Sports Anti-Doping Authority working on the development of the World Anti-Doping Code and International Standard for Doping Control, development of policy as Director of Sport Policy in the portfolio department and in the office of the Minister for Sport.

He has also worked in community sport sector as both the head of a National Sporting Organisation (Touch Football Australia) and a State Sporting Organisation (ACT Volleyball) and as a consultant internationally developing elite and participation sport systems.

Kevin also managed the development of the UNESCO International Anti-Doping in Sport Convention, to date ratified by 170 Member States.

### DR BRONWEN DALTON

#### (RESIGNED MARCH 2012) CENTRE FOR VOLUNTEERING NSW

Bronwen is the Director of the Centre for Community Organisations and Management; the Coordinator of the Masters of Community Management Program, and the University Ombudsman at the University of Technology, Sydney. In 2001 Bronwen completed a PhD at the University of Oxford. Her thesis focuses on the potential of NGOs to fight corruption and serve as agents of democratisation. Bronwen also has a BA from the Australian National University and a MA from Yonsei University, Seoul, South Korea. Bronwen has conducted extensive research in the field of third sector studies and authored book chapters and journal articles on childcare, nonprofit business venturing, recruitment; accountability; and advocacy. In 2007-8 Bronwen was an investigator on an ARC Linkage grant which examined the "compacts" (also called "partnership agreements") recently finalised by the Labor Government'. Bronwen was an expert adviser on the evaluation of the Commonwealth Department of Family and Community Services' Stronger Families and Communities Strategy. Bronwen has also worked closely with the NSW community sector as part of her work in social policy at the ICAC and the NSW Attorney General's Department. She is on the Boards of the Department of Foreign Affairs' Australia Korea Foundation and Volunteering NSW.

### TERRY MACDONALD

#### TREASURER (FROM MAY 2012) VOLUNTEERING VICTORIA

Terry started his career as an Electrical Engineer. He joined the Australian Public Service and spent time in the Civil Aviation and Defence portfolios. In 1982 he was appointed Chief Electrical Engineer in the Department of Defence, and, in 1984, Director of Facilities Engineering Services. Following a restructuring of the Defence Production Facilities, he left Defence in 1989 and headed for the private sector.

From 1989 to 1994 he had a role as a Senior Project Manager in the Engineering Consulting sector and lectured in Management Studies at Monash University. From 1994 to 2003 he had executive roles in the asset and facilities management operations of three of Melbourne's major Universities, Monash, RMIT and Melbourne.

In 1994 he took his first step into the Community Sector by being elected as a Municipal Councillor. This role showed him the vital importance of Community Organisations to the effective functioning of the Community and the value of them to individuals. He joined the Committees of various NFP organisations, including Melbourne's Lord Mayor's Charitable Foundation, the National Council of Philanthropy Australia and

many others. After being invited to join a Volunteer Resource Centre in Eastern Melbourne as Deputy Chairman, he became Chairman in 2008. He joined the Board of Volunteering Victoria in November 2010 and was then elected as the representative to Volunteering Australia. He currently leads five organisations and is a Board member of three others. So much for retirement!

### ANDREW COGLAN

#### AUSTRALIAN EMERGENCY MANAGEMENT VOLUNTEER FORUM (AEMVF)

Andrew was appointed National Manager, Emergency Services with Australian Red Cross in February 2006. His pivotal role is to oversee the national Emergency Services function, and ensure Australian Red Cross' ability to promote resilience and build community capacity, both in preparation for and response to disasters throughout Australia. Amongst achievements and contributions to date, Andrew has developed and overseen the implementation of a new vision for Red Cross in the emergency sphere, including the restructure of the emergency services team throughout Australia into a tight knit group incorporating staff in both National and Divisional offices.

Together, the team have elevated the organisation's profile within the emergency services sector and established relationships with key agencies at all levels of Government. A major achievement has been the development and recent launch of the Emergency REDiPlan project, a four step household preparation program aimed at fostering individual and community resilience throughout Australia. Andrew has also played a pivotal role in coordinating the Red Cross response to a number of major emergencies and disasters, including Cyclone Larry (2006) and the Black Saturday Victorian Bushfires (2009).

During July 2008 Andrew was invited to be part of a multi-disciplinary team of Australian experts who led a co-sanctioned Australia/China workshop on Psychosocial Recovery in Chengdu, China in response to the Earthquake in Szechuan Province.

Prior to joining Red Cross, Andrew was the National Recovery Consultant with Emergency Management Australia, where he coordinated the Australian approach to disaster recovery.

Major achievements in this role included a national review of community recovery arrangements, development of the Australian Recovery Manual, and representation of the community sector on a range of national and international emergency management forums. In this role Andrew also played a key role in coordinating recovery assistance to Australians impacted by the Boxing Day 2004 Indian Ocean Tsunami.

Andrew is Vice-President of the International Research Committee on Disasters, a member of the Australian Journal of Emergency Management Editorial Board and represents Red Cross at key external forums and consultations including the Australian Emergency Management Volunteer Forum and the Australian Government's Not for profit Advisory Group.

### LES HEMS

#### CENTRE FOR VOLUNTEERING NSW

Les Hems has been CSI's Director of Research since December 2009. Les oversees CSI's portfolio of academic and applied research, measurement and knowledge exchange activities. Les has been responsible for CSI's recent research on impact investing and social finance including assessing the feasibility of implementing social impact bonds in New South Wales and the actions needed to create a capital market for social investment in Australia.

Les has spent the past 20 years undertaking a range of major initiatives to develop the evidence base for third sector research, policy and practice. His research career commenced at Aston Business School. In 1994 he established the research team at the National Council for Voluntary Organisations (NCVO), in 1998 he became a principal researcher for the Johns Hopkins University Comparative Nonprofit Sector Project, and in 2000 he established a new research centre at University College London which became part of the Institute for Philanthropy.

## team-members

CARY PEDICINI  
*Chief Executive Officer*

AMANDA EVERTON  
*National Manager - Education, Policy and Research*

PETER COCKS JP  
*National Communications Manager*

JUDY THOMPSON  
*Finance Manager*

PAM WALFORD  
*Finance Assistant*

JESSICA HICKEY  
*Marketing and Events Officer*

BESSY ANDRIOTIS  
*Policy and Research Officer*

RATAN SAHA  
*Volunteer*

PAUL CARTER  
*GoVolunteer Administration*

# OUR PARTNERS

Volunteering-Australia

## ACKNOWLEDGES

and thanks our partners

(for their contribution to further the cause of volunteering)



# POLICY AND RESEARCH

VOLUNTEERING AUSTRALIA  
2011/2012 ANNUAL REVIEW

Volunteering Australia receives commonwealth funding under the National Secretariat program to provide advice to Government and advocate for policy outcomes that strengthen volunteerism in Australia. Key policy related work undertaken during 2011/2012 include:

1

Development and launch of the State of Volunteering in Australia Report.

2

Publication of the 2011 National Survey of Volunteering Issues.

3

Submission to Treasury's consultations about the;

- Definition of Charities
- Australian Charities and Not-for-Profits Commission (ACNC) Exposure Draft legislation
- Implementation of the ACNC.

4

Submission to the Advisory Panel on the Economic Potential of Senior Australians.

5

Consultation with Safe Work Australia to ensure volunteers and volunteer-involving organisations have information about the Model Work Health and Safety Act, including protections and obligations they have under the Act.

6

Comment on the Emergency Management Volunteer Action Plan (EMVAP) National Action Plan for the Attraction, Support and Retention of Emergency Management Volunteers (NAP)

7

Submission to the draft National Sports Volunteering Strategy.

Volunteering Australia participated in the national conference of policy and research officers of state and territory volunteering centres. The monthly forum provides an important way for the national and state/territory peak bodies in volunteering to identify and discuss issues, actions and outcomes.

We were also represented during year on the following forums:

- National Roundtable of Non-Profit Organisations
- Community Council of Advice
- Australian Emergency Management Volunteer Forum
- Insurance Council of Australia.

After seeking feedback from users of the Policy Update, Volunteering Australia initiated changes to this service to strengthen its content and broaden access to a larger and wider group of stakeholders.

Volunteering Australia continued to support and encouragement of research in volunteering in Australia through the volunteer Research Agenda Advisory Group. We were pleased to support the inclusion of research papers in this year's National Conference on Volunteering and the participation of post graduate research students by providing student bursaries. The link between research and practice is being strengthened through research roundtables in states/territories which commenced this year through Western Australia, Queensland and Victoria, with other states to set to follow.

This year's work in policy and research by Volunteering Australia and the sector more broadly has been undertaken in the context of sweeping reforms of the not-for-profit sector and tight financial conditions. Our review of volunteering in Australia for the State of Volunteering Report indicates sound foundations and the need for further investment in volunteering.

The absence of substantial direct investment in volunteering in this year's Federal Budget is disappointing. Despite the increasing number of volunteers in Australia and the demonstrated economic and social value of volunteering, government investment in volunteering remains static. The National Volunteering Strategy has not been supported with additional money, with the Volunteer Management Program funding remaining at pre-strategy levels.

The Federal Government's commitment to jobs and the economic potential of Australians is commendable. However, these priorities in the Budget fail to recognise volunteering as an important way works gets done and social goals are achieved across the nation. The coordination and management of this productive work involves substantial investment by not-for-profit organisations and requires partnership with government, the private sector and educational institutions. It cannot be achieved by one sector alone.

Volunteering Australia looks forward to working with the public, private and community sectors over the coming months on innovative models of co-investing in volunteering in Australia.

# KEY EVENTS

## NATIONAL VOLUNTEER WEEK

National Volunteer Week (NVW) is the largest celebration of volunteers and volunteerism in Australia, and provides an opportunity to highlight the role of volunteers in our communities and to say thank you to the more than 6 million Australians who volunteer.

Australian volunteers are essential to society, and many charities would struggle to survive without the support of their volunteers. Australian volunteers contribute more than 700 million hours of community service to so many areas of society, including community health care, heritage and arts, environment conservation, emergency services, education, social justice and sports. NVW provides a platform to pay tribute to these volunteers who donate their time and energy to help others.

NVW was held from 14th to 20th May with the theme "Volunteers - Every One Counts". The theme aimed to thank current volunteers for their contribution and reinforce to potential volunteers the message that every individual volunteering effort is important.

VA produced a range of support collateral including lapel pins, certificates of appreciation and posters. VA also managed the national media campaign as well as providing information to assist organisations to leverage their own media support.

NVW was launched by The Hon Laura Smyth, member for La Trobe, deputising for the Minister for Social Inclusion, The Hon Mark Butler. The launch was held at a community partner event hosted by NAB.

### Highlights of the week include:

- 75,000 lapel pins distributed
- 50,000 posters distributed
- More than 1,500 media clippings identified
- 40,000 web site hits
- Over 4,000 organisations accessed printed collateral
- Awareness kits sent to more than 1,500 MPs and local government

NVW continues to be the only national celebration of volunteering and the interest and participation continues to grow each year.

NVW 2012 was supported by NAB and PM&C and VA acknowledges this support and thanks both of our partners for their important and valued support.

## NATIONAL CONFERENCE ON VOLUNTEERING

The National Conference on Volunteering was held on 28-30 November 2011 at the Gold Coast Convention and Exhibition Centre in Queensland. The three-day conference was attended by over 400 delegates from Australia and abroad.

The conference was a highlight of the tenth anniversary of the International Year of Volunteers (IYV+10) providing an opportunity for delegates to celebrate volunteering, discuss key emerging trends, initiate new strategies, and identify and examine ways to ensure the ongoing sustainability of the sector. The theme for the conference was: Inspire. Challenge. Influence. and built on the previous year's conference as well as linking to the United Nations IYV+10 theme of "Inspiring the Volunteer in You". The IYV+10 celebrations is a reminder that we need to work to continually improve all aspects of volunteering.

With a number of major changes underway in the Not-For-Profit sector, there is a unique and important opportunity for volunteers, and the people and organisations that manage volunteers, to play an influencing role in the direction and creation of communities and society.

The conference achieved its aim of being the key national forum in which to highlight the major changes underway in the Not-For-Profit sector. This was achieved by attracting a number of high caliber speakers and a large group of interested and enthusiastic delegates.

The conference also played a significant role in connecting people from diverse sectors to discuss key issues and developments surrounding volunteering in Australia.

The conference was originally planned to be held on 8-10 November 2011 at the Brisbane Convention and Exhibition Centre in Queensland. We were notified by the centre management in early August that the venue would not be available at this time due to an 'unforeseen delay in the construction stage of the building'. This led to a change in the date to late November 2011, approximately 3-weeks later, and a change of venue from Brisbane to the Gold Coast. The main reason for the venue failure was the Brisbane floods which severely impacted on the building project and caused significant delays. The venue failure and the costs generated by the move are now part of an insurance claim.

### The three day conference program included:

- Plenary sessions from **Australian and International Keynote Speakers** and **panel discussions**
  - **The Hon. Michael Kirby AC CMG**  
former Justice of the High Court of Australia delivered the 'Margaret Bell Spirit of Volunteering Oration'.
  - **Ms Donna Keher**  
Chief of the United Nations Volunteers Partnerships and Communications Division.
  - **Dr. Ram A. Cnaan**  
University of Pennsylvania USA, noted researcher on volunteerism
  - **Mr Cary Pedicini**  
Chief Executive Officer, Volunteering Australia
  - **Mr Paul Ronalds**  
First Assistant Secretary, Office of Work and Family, Australian Government
  - **Ms Jan Owen AM**  
Chief Executive Officer, Foundation for Young Australians (FYA) followed by a fantastic discussion panel with seven young Australians - Chris Raine, Kumari Middleton, Tim Kenworthy, Elliot Costello, Tom OConnor, Dawn Mlotshwa & Ehon Chan.
  - **The Hon. Tanya Plibersek**  
Minister for Social Inclusion who launched the National Volunteering Strategy.
  - **Ms Raelene Boyle OAM**  
Australian National Living Treasure, Olympic legend and ambassador for Breast Cancer Network Australia.
  - **Ms Dimity Fifer**  
Chief Executive Officer, Australian Volunteers International

- **Demystifying Social Media** plenary session with Dr Edwina Luck, Queensland University of Technology (QUT) and a panel discussion will with Jeremy Mansfield, Green Cross Australia and Liz Buchanan, Project Manager, All Hazards Information Management.
- **55 presentations** and **17 workshops** featured throughout the program
- **Casual Drinks and Registration** on the Sunday night before the Conference officially opened. This was a great opportunity to network.
- **Welcome Reception** after the first day's proceedings on Monday night.
- **Conference Dinner** on Tuesday. Congratulations to the winners of our table decoration competition for their amazing 'Meals On Wheels' display.
- **Corporate breakfast** hosted by London Benchmarking Group (LBG) and VA providing an opportunity for corporate representatives to network and hear about the developments and tools that LBG are developing.
- **Networking opportunities** at the lunch breaks each day - themed by state, sector and occupation
- **Strong Twitter conversation** using the hash tag **#volaus11** and **#IYVplus10**. Over the 3-days of the conference we had over **1,000 tweets!**

*presentations*

**NETWORKING**

(Twitter)

# KEY EVENTS

## INTERNATIONAL VOLUNTEER DAY (IVD)

International Volunteer Day (IVD) was established by the United Nations General Assembly in 1985. IVD is now celebrated worldwide with thousands of volunteers involved in a range of IVD initiatives including clean-up campaigns, conferences, exhibitions, morning teas and many other activities all aimed to highlight the role of volunteers in their communities.

Volunteering Australia supports IVD and encourages all volunteer based organisations to be involved and celebrate volunteering. Each year International Volunteer Day is celebrated on the 5th December with the emphasis on local celebrations to support volunteers.

VA makes available the Events Calendar each year as well as driving media support of IVD. VA also provides a range of online resources to assist volunteers and volunteer involving organisations to celebrate their volunteers.



## INTERNATIONAL YEAR OF VOLUNTEERS PLUS 10 (IYVplus 10)

2011 was declared a celebratory year by the United Nations to recognise the 10th anniversary of the International Year of Volunteers.

The UN announced four aims of IYV+10.

- **Recognition:** acknowledging the value of volunteerism to society all over the world and the connection between volunteerism and the MDGs
- **Facilitation:** ensuring that the maximum number of people from the broadest range of backgrounds have access to volunteer opportunities
- **Networking:** fostering the exchange of experience and strengthening partnerships among different entities promoting and implementing volunteer projects
- **Promotion:** promoting inclusive volunteerism representative of the diverse groups in society

### Highlights of IYVplus10

- IYV+10 officially launched by Her Excellency The Governor-General of Australia, Ms Quentin Bryce, on Monday 14 February.
- Launch of the Australian International Year of Volunteers plus 10 website portal which had over 11,000 visitors, 21,000 page views, 500+ social media shares using Facebook, Twitter & LinkedIn, 313 articles posted and over 50 events listed
- The United Nations Volunteers (UNV) programme launched the first State of the Worlds Volunteerism Report (SWVR) on International Volunteer Day (5 December 2011)
- **Australia Post released a special International Year of the Volunteer plus 10 souvenir stamp sheet** to recognize the efforts of all volunteer groups. The souvenir stamp aims to draw even more attention to the efforts of all those who volunteer and give up their time to support and help others in need.
- The **2011 Volunteer Grants program** provided funding to purchase small equipment items to assist volunteers, contribute towards reimbursement of fuel costs, including transport costs incurred by volunteers with disability who are unable to drive, and training courses and background screening checks for volunteers. It was announced that over 200,400 volunteers across more than 4,600 organisations throughout Australia benefited from funding of \$16 million under Volunteer Grants 2011 program.
- The **Royal Australian Mint released an exclusive IYVplus10 rolled coin product.** The coin design features a ring of volunteers that together foster the exchange of experiences as well as the strengthening of partnerships which help to promote and implement their various individual volunteer projects.
- Volunteering Australia's National Conference on Volunteering as the major celebration of IYVplus10. The three-day conference included a mix of national and international speakers delivering key note speeches, 55 presentations and 17 workshops, social networking functions, lunch time networking opportunities, a fun filled conference dinner and corporate breakfast. The conference explored a diverse range of issues and topics as well as challenging delegates to think about long term strategies and solutions
- The Minister for Social Inclusion, the Hon Tanya Plibersek MP, launched the Australian National Volunteering Strategy at Volunteering Australia's National Conference on Volunteering. In the strategy, the Australian Government sets out a vision for the future of volunteering in Australia, in which volunteering is encouraged, supported and recognised.
- Volunteering Matters IVD campaign to showcase the power of volunteer action in every country around the world.
- Volunteering Australia is producing the **Australian State of Volunteering Report** released during National Volunteer Week 2012 celebrations

# EDUCATION AND SKILLS

VOLUNTEERING AUSTRALIA  
2011/2012 ANNUAL REVIEW

Supporting organisations and managers in developing and managing volunteer programs through accessible education and skills resources, continues to be a priority for Volunteering Australia. We have a range of free resources to download, with the following resources being the top five resources accessed during 2011/2012:

1

Model Code of Practice

2

Developing Volunteer Roles and Position Descriptions

3

Information on the Certificates in Active Volunteering

4

Quick Guide – Occupational Health and Safety Laws

5

Toolkit – Guide for people who train volunteers

Volunteering Australia also supports the sector through presenting at a range of different forums. In addition to presentations delivered at the National Conference on Volunteering, we presented / participated in the following Presentations / Workshops

- Presentation to the Royal Australian College of General Practitioners – employee volunteering - April 2012
- Presentation at the State Library of Victoria Baby Boomer Seminar – Volunteering trends and engaging Baby Boomers - May 2012

### Representation on relevant forums

- ACNC Consultation held by the Department of Treasury in Melbourne February 2012
- Steering Committee Member - Community Services and Health Industry Skills Council Steering Committee - review of the National Community Services and Health Training Package
- National Volunteer Working Group for Work Health and Safety (also known as the Roundtable)
- The Future of Australian Sport - workshop

we-have-a-range-of

FREE

(resources to)

DOWNLOAD



# GOVOLUNTEER

Together with Boston Consulting Group (BCG) and SEEK, Volunteering Australia revived and reinvented the GoVolunteer service – which provides a simple single point of reference for Australian volunteers wishing to find suitable opportunities.

GoVolunteer was originally launched in 2000 as a collaborative partnership between Volunteering Australia (VA), SEEK and Boston Consulting Group (BCG). The tenth anniversary of the International Year of Volunteers (IYV+10) celebrated in 2011 gave the opportunity for a major review of GoVolunteer.

The new site will have many new features and functionality to improve the matching of volunteers to volunteering opportunities. Some of these new features include:

#### Fantastic new design –

we have an exciting new design with a strong focus on usability and the quality of matching making it easier, more efficient and much more effective!

#### Improved Opportunity Listings –

we have increased the amount of information you can include in an opportunity listing as well as improved the look & feel of the listing allowing organisations to include logos and a link to their organisation profile.

#### Improved Search –

we have improved the location search and updated and refined the categories and classifications to ensure the most relevant and user-friendly method of searching for opportunities.

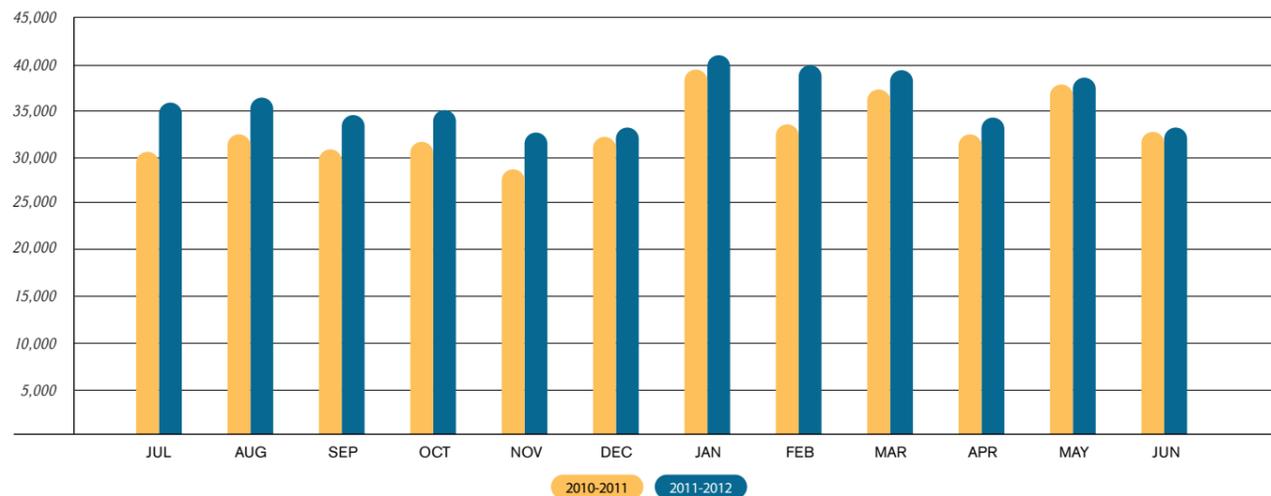
Volunteering Australia acknowledges the extraordinary work of BCG in conducting this review and thanks SEEK for their commitment to deliver a new Govolunteer to the voluntary community.

#### During 2011/2012 GoVolunteer achieved the following:

- Monthly average of more than 13,000 volunteer opportunities listed each month
- Approximately 80% of market share of posted opportunities
- More than 60,000 visitors per month
- More than 2,500 registered users



#### VISITORS TO GOVOLUNTEER Comparison by year



(financial-report)

To volunteer oneself for a service or undertaking

# (financial-report)

During the 2011 to 2012 financial year, Volunteering Australia had a turnover of \$ 1.068m. Expenses were \$1.459m, resulting in a deficit of \$391k.

## The financial results were impacted throughout 2011-2012 by the following areas:

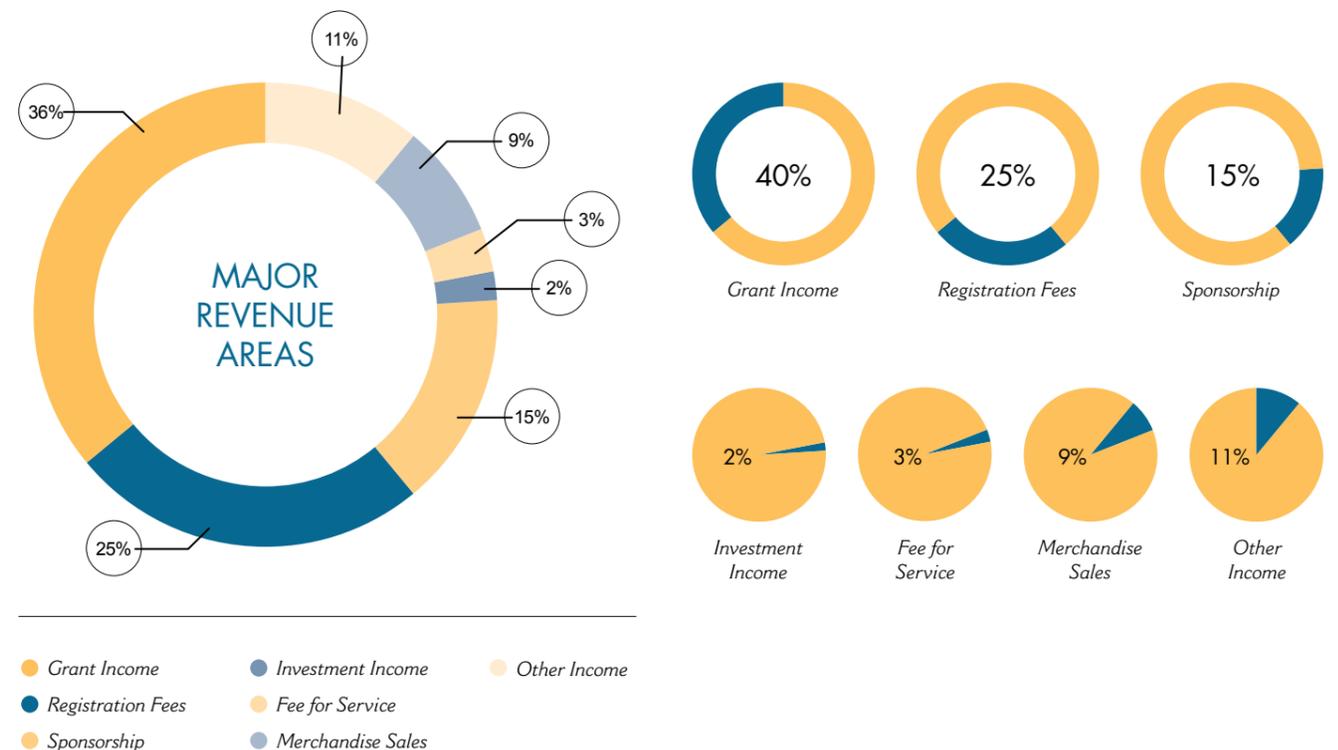
- Grant Income reduced with the withdrawal of funding for Go Volunteer in 2010/2011 and the reduction in funding for National Volunteer Week in 2010/2012.
- The 2011 Conference generated Registration Fee Income of \$263k and Sponsorship Income of \$90k. We also received an insurance payment for loss of profit resulting from the relocation of the Conference – this insurance payment is included in Other Income.
- Sponsorship Income was down slightly with sponsorship for Volunteering Research reduced however additional sponsorship for National Volunteer Week was secured.
- Merchandise Sales were up significantly on the previous year with the sale of National Volunteer Week pins and posters.
- Total expenses were higher on the previous year as a result of the office and staffing restructure.

As a not-for-profit organisation any financial surpluses generated by Volunteering Australia operations are reinvested into future growth of the incorporation. Any financial deficits generated by Volunteering Australia are fully funded by reinvested surpluses from previous years.

Audited financial statements of Volunteering Australia are available for download from the website.

## FINANCIAL SUMMARY 2011/2012

	11/12 \$'000	10/11 \$'000	% Percentage
Grant Income	386	467	36%
Registration Fees	263	393	25%
Sponsorship	160	195	15%
Investment Income	24	36	2%
Fee for Service	25	34	2%
Merchandise Sales	89	28	9%
Other Income	121	6	11%
<b>TOTAL INCOME</b>	<b>1,068</b>	<b>1,159</b>	
<b>TOTAL EXPENSES</b>	<b>(1,459)</b>	<b>(1,337)</b>	
<b>SURPLUS/ (DEFICIT)</b>	<b>(391)</b>	<b>(178)</b>	





Deepdene DC  
PO Box 4  
Balwyn VIC 3103

E: [volaus@volunteeringaustralia.org](mailto:volaus@volunteeringaustralia.org)  
T: 03 9820 4100  
F: 03 9820 1206  
[www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

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