

**VOLUNTEERING AUSTRALIA**

# **2012–13 ANNUAL REPORT**



**THANKS A MILLION**

# Volunteers should be rewarded.

Volunteers do fantastic work in Australian communities, and we're proud to support them. By partnering with Volunteering Australia, we help to connect people with volunteer opportunities throughout the country.

We also believe that volunteers should be rewarded. That's why we've developed our Community Volunteer Banking package to thank volunteers for the work they do.

For more information on how we assist volunteers visit [beyondbank.com.au](http://beyondbank.com.au) or phone **13 25 85**, and discover the other way to bank today.



**Beyond Bank**  
AUSTRALIA

# CONTENTS

WHAT IS VOLUNTEERING AUSTRALIA?	2
PRESIDENT'S REPORT	3-8
FOUNDATION MEMBERS	9
NATIONAL VOLUNTEER WEEK 2013	10
NEW BRAND	11
GOVOLUNTEER	12-14
OUR PARTNERS	15
BOARD MEMBERS	16-20
FINANCIAL REPORT	21



# 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 and recovery situations.



*Maureen Cane,  
Acting CEO of  
Volunteering Australia*

## **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.

# PRESIDENT'S REPORT

It has once again been an honour to serve as the President of Volunteering Australia [VA] for 2012/2013, in what will be my last year on the VA Board.

The year started with a number of changes to the Board following the agreement by our Foundation Members to have their respective President/Chair as their representative to the Board. This saw new Board members from WA (Matt Rutter), SA&NT (Tim Jackson), ACT (Dianne Carlos), Victoria (Robyn Rose), NSW (Valerie Hoogstad) and Qld (Ross Wiseman).

Our AGM was held in Sydney last November in conjunction with Board meetings of both the new and old Boards.

## **The year can be described as one of transition with:**

- The administrative headquarters moving from Melbourne to Canberra;
- The appointment of new Board members;
- The adoption of new governance processes including a new constitution;
- The employment of Canberra based staff on both a permanent and interim basis and
- Culminating in the appointment of Brett Williamson OAM, as the Chief Executive Officer for the future VA organisation.



*Mr Paul Lynch,  
President of Volunteering Australia*

**“ The year can be described as one of transition, with the administrative headquarters moving from Melbourne to Canberra ”**



# PRESIDENT'S REPORT (CONT)

**During the course of the year there were many highlights including:**

- Last December, I had the pleasure of attending the 22nd IAVE World Conference on Volunteering in London where I (on behalf of VA) accepted the banner to host the 23rd World Conference on the Gold Coast in September 2014;
- We held our most successful ever National Volunteer Week in May with our simple slogan of "Thanks a Million";
- The significantly revamped Go Volunteer/Seek Volunteer website was re-launched in August 2012 and consistently reaches around 10,000 expressions of interest each month;
- VSA&NT on behalf of VA, held the bi-annual National Conference in Adelaide in September 2013. Approximately 500 delegates attended a well-structured and inspirational three days;
- The rebranding of VA with a new red V logo and the launch of a new website were announced in conjunction with the National Conference;
- The announcement of a three year corporate partnership with Beyond Bank;
- The continuation of financial support by the Office of the Not for Profit Sector within the Department of Prime Minister and Cabinet; and
- The redrafting of the strategic plan with an eye to the future and a revamped organisation.

**“ redrafting of the strategic plan with an eye to the future and a revamped organisation ”**

## NEW GOVERNANCE ARRANGEMENTS

**The new Board put in place a number of initiatives to strengthen governance process within VA. These included the establishment of:**

- a Finance and Audit Committee which is chaired by Treasurer, Matt Rutter and is charged with providing assurance and assistance to the Board on Volunteering Australia's financial performance, financial compliance and external accountability.
- a Planning and Strategies Committee chaired by Vice President, Tim Jackson. The P&S Committee also includes as its members all Foundation Members' CEO's, the VA CEO as well as other Board members. The role of this committee is to:
  - Perform oversight on the implementation of the Volunteering Australia and State Peak Collaboration Work Plan;
  - Perform oversight on the implementation of Volunteering Australia's Business Plan;
  - Drive national strategies, initiatives and responses;
  - Make recommendations to the VA Board in relation to its remit;
  - Keep the Board informed of its activities and ensure that there is effective communication between it and the Board;
  - Support the Board in its planning activities and processes;
  - Provide advice to the VA Board on improvements or modifications to the operations of the Sub-Committee.

Both committees have an established charter document containing the roles and responsibilities and these documents will be reviewed annually to ensure they remain current.

# PRESIDENT'S REPORT (CONT)

## GO VOLUNTEER/ SEEK VOLUNTEER

The GoVolunteer website and backend underwent a major update and was relaunched in August 2012. The redesigned website uses the latest technology and 'smart' features along with cutting edge design and a user friendly approach to produce a site that continues to develop and grow. Following the relaunch, visitor numbers increased 38% by the end of 2012. Visitors expressing interest in volunteering opportunities increased by 643% following the relaunch. After the initial success website numbers continued to rise through 2013. The GoVolunteer and SEEK Volunteer websites combined, reached a record 1 million page views in April and now average around 10,000 expressions of interest each month.

A recent survey of volunteers/potential volunteers showed that **93.69% found the website easy to use**. Volunteer involving organisations that use the site to list opportunities were also surveyed and **91.43% said they find it easy to list a volunteer opportunity or update their details**.

A host of new features were added to the site as part of a redevelopment project funded by Department of the Prime Minister and Cabinet including social media integration, mobile device support, hosted website functionality, a community events calendar and an "opportunity of the week" feature. A new search widget and API now allows others to easily connect with the new national database.

The GoVolunteer website and backend recently underwent a major update and was relaunched in August 2012.

The biggest piece of development work was the Volunteer Profile. The Volunteer Profile provides volunteers with the opportunity to record their volunteer experience, goals and interests and to have this saved on a centralised, national database which can be searched by organisations.

## 23RD IAVE WORLD VOLUNTEER CONFERENCE

Preparations are well underway for the World Conference which will be held on the Gold Coast from September 17–20 next year. The World Conference will be immediately preceded by the World Youth Conference on 15–16 September 2014.

We expect delegates from over 70 IAVE Member Countries with around 500 delegates to the Youth component and 2000 delegates to the World Conference. Representatives will come from Government, Business and the Community sectors and the Conference theme will be "Volunteering, Today's Imperative".

**“ Preparations are well underway for the World Conference which will be held on the Gold Coast from September 17–20 next year. The World Conference will be immediately preceded by the World Youth Conference on 15–16 September 2014. ”**

We are extremely excited to have won the right to host the 23rd IAVE World Conference as this is only the second time that it has been held in Australia with the prior event held in Sydney in 1986. The Conference streams will include Capacity Building, Corporate Engagement in Volunteering, Indigenous Volunteering — the reciprocity model, Volunteering in Philanthropy and Volunteering and the Law — Policies and Practices.

The Conference will be a chance to showcase Australia to the rest of the world whilst sharing best practice from all points of the globe.

# PRESIDENT'S REPORT (CONT)

## NATIONAL VOLUNTEER WEEK 2013

NVW2013 was our most successful National Volunteer Week ever in terms of event participation and more importantly these days, the impact from a social media perspective during the course of the week.

Greater detail on the campaign is mentioned elsewhere in this annual report.

## NATIONAL CONFERENCE IN ADELAIDE 2013

Volunteering SA&NT did an excellent job of hosting (on behalf of VA) the 15th National Conference on Volunteering in Adelaide from 4–6 September. With about 500 delegates from all States and Territories as well as representatives from New Zealand, the Conference was a great success. The National Conference had over 60 different presentations and key note speakers with the themes being:

- Lead — achieving success through inspirational leadership;
- Partner — collaborating for outstanding results;
- Build — creating an innovative sector
- Sustain — strengthening foundations for a vibrant future.

The success of the conference was testament to the endeavour and commitment over the past 18 months from the VSA&NT and VA Teams to deliver a thought provoking, challenging and leader led opportunity for all in the sector.

## REBRANDING OF VA AND NEW WEBSITE

In conjunction with the National Conference and building upon VA's revitalisation theme, a new logo and website were released.

This rebranding will see VA return to using the international symbol for volunteering — the red V. This is particularly significant as we host the 23rd IAVE World Volunteer Conference on the Gold Coast in September 2014.

The new website is based upon a user friendly format including links to GoVolunteer, the State Peak Bodies and identification of your nearest volunteer resource centre amongst many other tools and information.





# PRESIDENT'S REPORT (CONT)

## NEW PARTNERSHIP WITH BEYOND BANK

During August, VA in conjunction with Beyond Bank announced a 3 year National Volunteering Partnership covering support for the bi-annual National Conference, National Volunteer Week, National Volunteer Awards, International Volunteer Day plus assistance in pursuing research objectives into key areas affecting the sector.

We very much welcome Beyond Bank on board and look forward to a mutually rewarding long term partnership. VA will also assist Beyond Bank with their Corporate Volunteering program and CSR strategic objectives.

## STRATEGIC PLANNING REVIEW

During the year, VA reviewed its strategic plan for the next 3 years. Feedback was received from many interested parties and we completed this process at the end of September. For the benefit of all I have restated the keys points hereunder:

**Vision — Strong, connected 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
- Transparent and accountable

## Strategic Focus Areas

### Advocacy

"The Volunteering Sector is strengthened through our advocacy efforts"

### Research and policy

"Volunteering is advanced by evidence based research and policy development"

### Sector development

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

### Positioning and profiling of volunteering

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

### Governance and sustainability

"Volunteering Australia has governance and administrative structures that ensure it functions efficiently, effectively and sustainably"

### Summary:

As you can see and whilst it has been a year of transition, VA in conjunction with the great support received from our Foundation Members, completed many core projects that underpin the recognition of volunteering in Australia whilst building capacity through knowledge sharing.

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

On behalf of the Board, I commend the executive team led by Acting Chief Executive Officer, Maureen Cane, for their hard work, commitment and contribution to

# PRESIDENT'S REPORT (CONT)

building and advancing a vibrant volunteering sector across Australia. I also thank the Board and Executive at Volunteering ACT who have provided outstanding levels of support through sharing their infrastructure with us in Canberra.

All Foundation Members have been of enormous support to VA over the 12 months and for this I also say thank you.

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 contributions of expertise, time and wise counsel. It has again been an honour and a privilege to be the VA President.

**“ 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. ”**

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 are extended to the Office of Not for Profit Sector within the Dept of PM&C, Beyond Bank, Attorney General's Department, SEEK, Boston Consulting Group, NAB, AON, Government of South Australia, Pitcher Partners, ProBono Australia, Dig Creative and the Sydney Boulevard, 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 six million Australian volunteers who selflessly donate their talent and time to make a positive difference through their extraordinary volunteering endeavours.

Thank You.

**Mr Paul Lynch,**  
President of Volunteering Australia

# FOUNDATION 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

**We acknowledge the ongoing support of our Foundation Members:**

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

## PATRON

Margaret Bell AM



# NATIONAL VOLUNTEER WEEK 2013

## HIGHLIGHTS

- The National Volunteer Week 2013 campaign reached 84,000 people virally through Facebook from the 13–19 May 2013
- National Volunteer Week received over 1,100 media articles across Australia
- Over 1,100 tweets were sent during the National Volunteer Week campaign using the hashtags #NVW2013 and #THANKSAMILLION
- Volunteering Australia sold 100% of available stock of lapel pins
- The visual campaign engaging real Australian volunteers was well received by respondents of the evaluation survey, with 93% of people agreeing that the campaign accurately represented the diversity of Australians.

## THEME

The 2013 National Volunteer Week Campaign theme was “THANKS A MILLION”

Eighteen volunteers agreed to be the focus of the campaign, representing a diverse mix of demographics. These volunteers were photographed in a studio

environment and later had THANK YOU signs added to their images.

The images were used to create a suite of posters, web banners, flyers, certificates of appreciation, Facebook and Twitter pages, and a splash page for the VA website. Materials were made available for download from the VA website, including a radio Community Service Announcement.

The theme aimed to represent everyday Australians, recognising the valuable contribution of the over six million volunteers and extending a ‘thank you’ using a variety of communication channels.

## CAMPAIGN OVERVIEW

The campaign utilised a broad mix of communication channels including:

- Facebook
  - Primary communication channel, encouraging participants to post images, videos and messages of thanks, as well as sharing volunteer stories.
- Twitter
  - This was the secondary campaign channel, used to share messages of thanks and sharing campaign volunteer stories.
- VA Website
  - This was used to host information about NVW2013 including downloadable promotional materials, lapel pin sales, media centre, and tips for celebrating volunteers.
- Support Materials
  - Lapel pins
  - Promotional material
  - Radio CSA, and
  - Media releases



# NEW BRAND

A review of the VA brand concept was carried out including the design of a new logo and the new website.

The logo was developed with the intention of returning to the use the International symbol for Volunteering — the red V.



The website concept was based upon a new user friendly format, including features such as a direct search for volunteer roles across Australia using GO Volunteer, identification of nearest Volunteer Resource Centre, and the ability for users to add/search community events.

Visually, following the success of the National Volunteer Week campaign representing real volunteers, the organisation felt it was important to continue to showcase volunteers in their environments, and therefore opted to conduct several photo shoots with the cooperation from volunteer involving organisations; included the State Emergency Service (SES), Special Olympics, Greening Australia and Communities@Work.

The VA brand was launched at the 15th National Conference on Volunteering.

## THE HISTORY OF THE RED V AND VOLUNTEERING AUSTRALIA'S NAME

The history of the red V dates back to 1985 when it was presented to Margaret Bell (Volunteering Australia's patron) as a personal gift from Tony Lunn of Lunn Dyer and Associates. Mr Dyer is a celebrated Australian graphic designer responsible for such iconic works as the Qantas logo and livery, and the Westpac logo.

Margaret then gifted the logo to The Centre for Volunteering NSW who made it available to The International Association for Volunteer Effort (IAVE) for use as the International symbol for volunteering, and to Volunteering Australia.

In 1997 Volunteering Australia, then the Australian Council for Volunteering, adopted the new name of 'Volunteering Australia' and announced its first funding arrangement. At this time each State/ Territory peak body also accepted the V as a common logo and began using the name Volunteering (...followed by the State/ Territory name).

This announcement took place at the 7th National Conference on Volunteering in Sydney. At a closing dinner held at a restaurant at the Quay, a barge was floated down the harbour bearing the new V logo. This celebration was accompanied by a fireworks display.

As early as 1998 some of the State/ Territory peak body network members, including Volunteering Australia discarded the red V as their logo.

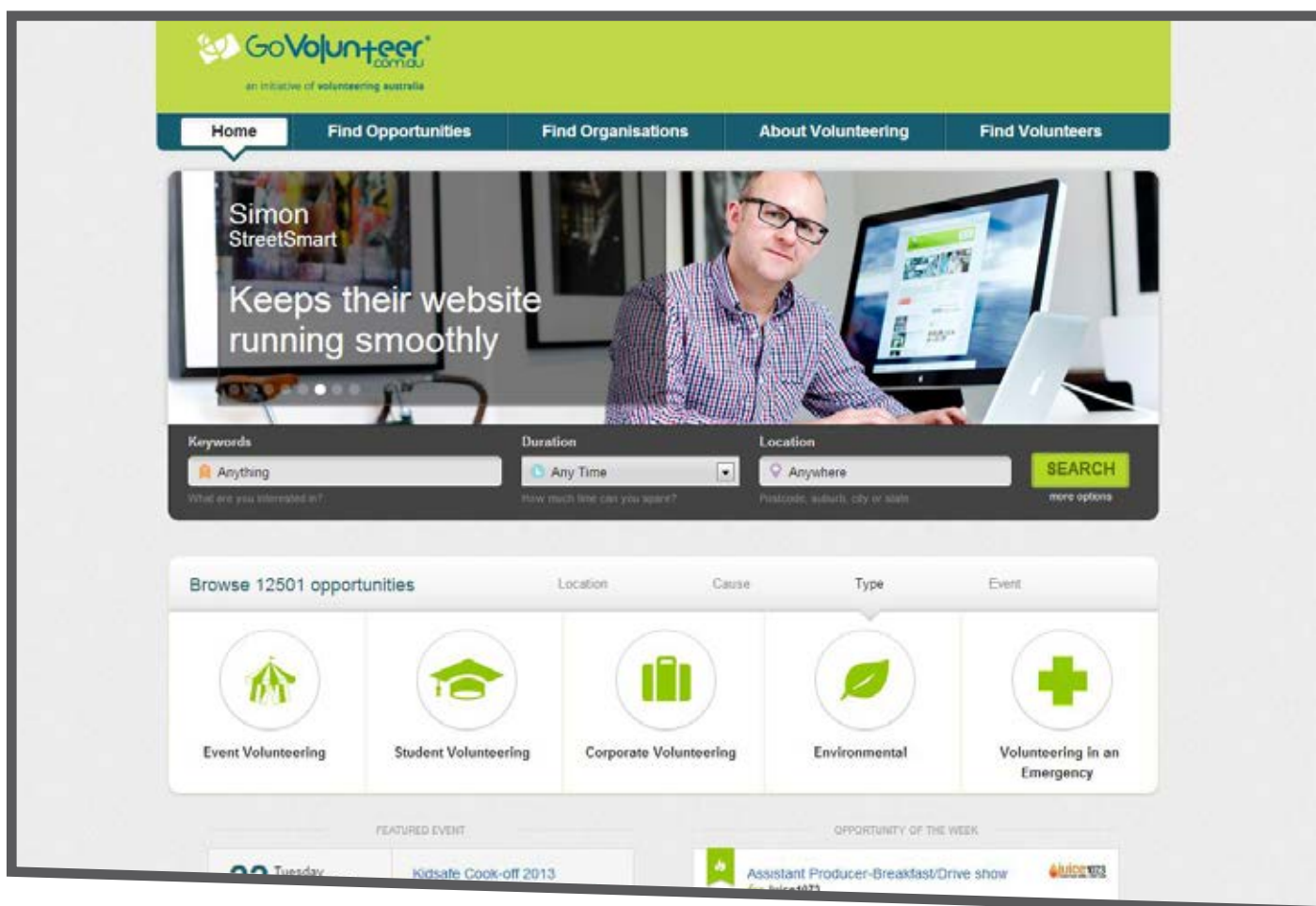
IAVE has continued to use the logo since 1986, using in every country conducting the International Conference.

Now in 2013 Volunteering Australia is resuming the use of the Red V as part of its logo.



# GOVOLUNTEER

» govoluteer.com.au



The GoVolunteer website is an initiative of Volunteering Australia in partnership with SEEK and Boston Consulting Group. In June 2012, Volunteering WA agreed to take over management of the website for a two year period and this year, a host of new features were added to the site as part of a redevelopment project funded by the Department of the Prime Minister and Cabinet.

Some of these improvements include:

## IMPROVED SEARCH FACILITY

There are now easily identified types of volunteering that can be used for quick searching on the GoVolunteer website (e.g. event, student, corporate, environmental and emergency volunteering). Improvements were also made to the keyword search function and searching the site is now faster and more efficient.

# GOVOLUNTEER (CONT)

## VOLUNTEER PROFILE/ SKILLS REGISTER

The Volunteer Profile provides volunteers with the opportunity to record their volunteer experience, goals and interests and to have this saved on a centralised, national database which can be searched by organisations. By creating a profile via GoVolunteer or any of the partner websites, volunteers will also be able to access a range of associated features such as:

- Creating a shortlist of opportunities,
- Matching opportunities to their profile,
- Having their EOI form pre-populated,
- Creating an email alert.

Volunteer involving organisations can access this national database of available volunteers thereby increasing their ability to find suitable volunteers which will be particularly useful for time-based events, hard-to-fill opportunities, and in times of crisis.

**“ The Volunteer Profile provides volunteers with the opportunity to record their volunteer experience, goals and interests and to have this saved on a centralised, national database which can be searched by organisations. ”**

## SOCIAL MEDIA INTEGRATION

Incorporates social media functionality so volunteer opportunities can be easily shared.

## MOBILE COMPATIBILITY

The website was made mobile compatible which means the site is responsive and works well on desktops, laptops, ipads/tablets and mobile phones.

## HOSTED WEBSITES

Volunteer Resource Centres and volunteer involving organisations can now choose from three levels of hosted websites:

- First level profile: a free profile aimed at small organisations, providing basic features (e.g. organisation details, logo, current volunteer opportunities and custom URL).
- Second level profile: an easy all in one platform and covers everything from the free level plus simple pages, robust opportunity searching and a clever news system.
- Third level profile: includes everything listed above plus a choice of other features (e.g. shopping cart, events registration, donations and custom design).

# GOVOLUNTEER (CONT)

## OTHER DEVELOPMENTS

With the Department of the Prime Minister and Cabinet funding other development features also took place. The two most notable of these was the 'Opportunity of the Week' feature on the homepage (sponsored by SEEK) which allows us to highlight a special opportunity each week and the 'Community Events' feature (sponsored by Eduka) which is a new calendar of events that allows users to advertise their event on the site, along with any corresponding volunteer opportunities for that event.

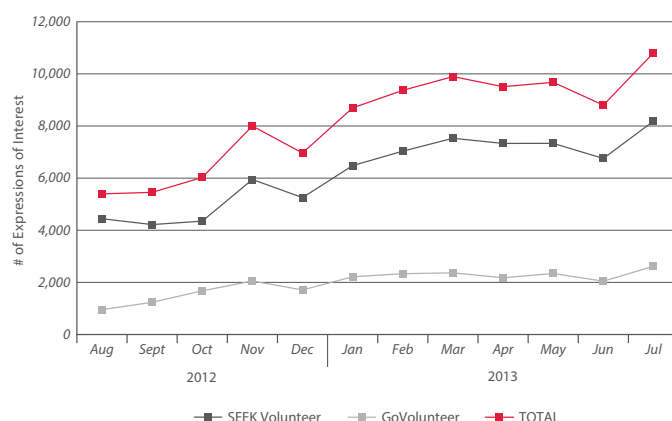
Volunteering Australia acknowledges the exceptional work and dedication of Volunteering WA staff in partnership with our friends at SEEK and BCG.

The GoVolunteer website and its partner SEEK Volunteer are seeing great results following this development work. The number of people visiting the sites has risen substantially along with the number of people expressing interest in volunteer opportunities. Volunteering WA is committed to continuing this trend and will continue to work with SEEK over the next year on more ways to reach people and continue to improve the user experience.

**“ Volunteering Australia acknowledges the exceptional work and dedication of Volunteering WA staff in partnership with our friends at SEEK and BCG. ”**

## Total Expressions of Interest

Comparison by year



## Visitors to GoVolunteer and SEEK Volunteer

Comparison by year



# OUR PARTNERS

**Volunteering Australia acknowledges and thanks our partners for their contribution to further the cause of volunteering.**



Australian Government  
Department of the Prime Minister and Cabinet



Australian Government  
Attorney-General's Department

Beyond Bank  
AUSTRALIA

Pro  
Bono  
AUSTRALIA



Queensland  
Government



Government  
of South Australia

malt  
CREATIVES



THE SYDNEY  
BOULEVARD  
HOTEL

BCG

THE BOSTON CONSULTING GROUP

AON



seek

eventcorp  
CORPORATE EVENTS & CONFERENCE MANAGEMENT



PITCHER PARTNERS  
FOUNDERSTAGE • ACQUISITION • ADVERTISING



# 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 35 years of experience in the banking and finance sector with Westpac Banking Corporation and is currently the State Head of Industry Specialisation for Westpac's Commercial Banking business in Western Australia. 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 also a graduate of the AICD's company directors' course.

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



## TIM JACKSON

*Vice-President*

*Volunteering South Australia*

Tim was elected to the Board of Volunteering Australia in 2012 and is the Chief Executive Officer of the City of Playford in South Australia.

Playford, with a population of approximately 80,000, is the fastest growing Local Government area in South Australia and the tenth fastest in Australia. Playford has developed its own volunteer workforce (a paid workforce of 400 people and a volunteer workforce of 600 people) as well as developing volunteering in the Playford community.

Before joining Volunteering Australia, Tim was the Chairperson of VSA / NT in 2011 after being a member of the Board since 2007. Tim's involvement in volunteering has also included Operation Flinders, an organisation focused on bringing about change for young offenders and youth at risk, as a fundraiser and exercise leader.





# BOARD MEMBERS (CONT)

## DIANNE CARLOS

*Secretary*  
*Volunteering ACT*

Dianne has over 20 years of experience in senior finance and corporate roles in the public sector and is currently Chief Operating Officer for the Department of Sustainability, Environment, Water, Population and Communities.

Dianne has tertiary qualifications in Management Sciences, majoring in Accounting and Economics, from the University of Canberra. She is a member of the Finance Committee of the Australian National University.



## MATT RUTTER

*Treasurer*  
*Volunteering Western Australia*

Matt has 15 years of experience in senior corporate roles and currently holds the role of General Manager Trading at Gavilon Grain Australia, a major Australian grain exporter.

Matt has sat on the board of Volunteering Western Australia since 2008 and has held the role of Chairman since 2009. He sits on a number of other not for profit boards and brings solid financial, governance and corporate experience of the Volunteering Australia board.

Matt is a member of the Australian Institute of Company Directors and holds a Bachelor of Business and a Graduate Diploma in Applied Finance and Investment.



# BOARD MEMBERS (CONT)

## VALERIE HOOGSTAD

### *Volunteering New South Wales*

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 and is a Board member at Odyssey House.

Valerie joined the Centre for Volunteering as a Board Member in 2004. She has been actively involved in all aspects of the Centre, including development of the school, sponsorships and referrals, and is currently the Chair of The Centre for Volunteering New South Wales.



## ROBYN ROSE

### *Volunteering Victoria*

Robyn is currently the Senior Manager, Enterprise Services with Catholic Care Melbourne.

Now in her second term as President of Volunteering Victoria, Robyn looks forward to the continuing evolution of the organisation as it adapts to a constantly changing volunteering landscape. She brings a keen awareness through her own experience and connection with a wide range of volunteering organisations.

With a background in Social Science and Counselling, Robyn has managed volunteers for Queensland AIDS Council and Lifeline Brisbane, while also volunteering as a telephone counsellor with Lifeline Brisbane for 10 years.



# BOARD MEMBERS (CONT)

## FRANCES HEALY

### *Volunteering Tasmania*

Fran has 30 years of experience working in the State and Commonwealth governments and the not for profit sector. 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.



## ANDREW COGHLAN

### *Australian Emergency Management Volunteer Forum (AEMVF)*

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.

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

Andrew is also the 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 the Australian Emergency Management Volunteer Forum and the Australian Government's not for profit Advisory Group.



# BOARD MEMBERS (CONT)

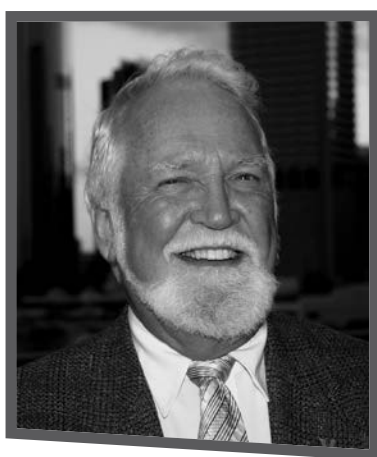
## ROSS WISEMAN

### *Volunteering Queensland*

Ross has over 35 years of experience in the Queensland community services sector. He has led volunteer training in Lifeline Darling Downs, served as Director of Cairns Lifeline and established community-managed housing projects throughout Queensland.

With a Master's in Social Welfare Administration & Planning [UQ] and a Degree in Adult & Vocational Teaching [Griff], Ross now works as a consultant with PeakCare Queensland, assisting with developing the governance and long term sustainability of small not for profits.

He also chairs the Board of Mangrove Housing Association and supports the Circle of Men Inc., a voluntary outreach service to frail, aged men leading isolated lives in aged care homes. He has served on the Board of Volunteering Queensland for 6 years and has now taken on a second stint as Board President of VQ.



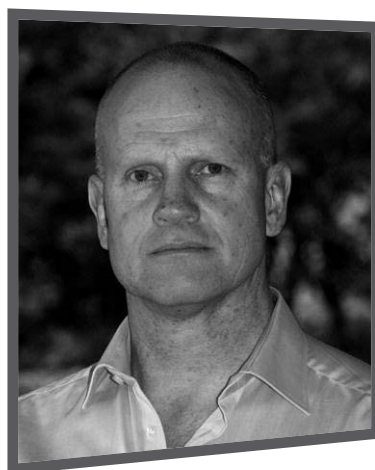
## KEVIN THOMPSON

### *Australian Sports Commission*

Kevin has extensive experience working in all Commonwealth agencies involved in the delivery of sport, including: the Australian Sports Commission as a Senior Consultant in the Olympic Athlete Program, the Australian Sports Anti-Doping Authority, 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.



# FINANCIAL REPORT

**During the 12/13 Financial Year, Volunteering Australia had a turnover of \$626k and expenses of \$757k, resulting in a deficit of \$131k.**

**Following are some of the highlights from the financial results:**

- Project income and expenses were down year-on-year as a result of a consolidation of activities and lower costs during the transition of operations from Melbourne to Canberra. Key projects were managed collaboratively with the assistance of VA's Foundation Members, an example being the National Conference which was managed by Volunteering SA&NT.
- Grant income remained relatively steady year-on-year.
- Sponsorship income was down for the financial year however is expected to increase again next financial year as a result of the Community Partnership Agreement with Beyond Bank.
- Merchandise sales were up again in 2012/13 due to continued strong demand for the National Volunteer Week pins.

As a not-for-profit organisation any financial surpluses generated by Volunteering Australia operations are reinvested into future growth of the incorporated entity. 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*

	2012/13	2011/12	% Change
<i>Grant Income</i>	303k	310k	-2%
<i>Project Income</i>	190k	546k	-65%
<i>Sponsorship</i>	0	70k	-100%
<i>Investment Income</i>	9k	24k	-63%
<i>Fee for Service</i>	25k	25k	0%
<i>Merchandise Sales</i>	98k	89k	10%
<i>Other income</i>	1k	4k	-75%
<b>Total Income</b>	<b>626k</b>	<b>1068k</b>	<b>-41%</b>
<b>Total Expenses</b>	<b>-757k</b>	<b>-1459k</b>	<b>-48%</b>
<b>Surplus/(Deficit)</b>	<b>-131k</b>	<b>-391k</b>	<b>-66%</b>

**“ Project income and expenses were down year-on-year as a result of a consolidation of activities and lower costs during the transition of operations from Melbourne to Canberra. ”**





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