



Annual Report 2014–2015





Volunteers do fantastic work in Australia, and we're proud to support them. By partnering with Volunteering Australia, we provide valuable support to the volunteering community.

Beyond Bank supports volunteers by recognising and rewarding them and by assisting volunteering organisations across Australia. It's our way of say "thanks" for the great achievements of volunteers and Volunteering Australia.

Find out how we reward volunteers, phone **13 25 85** or visit beyondbank.com.au/cheersforvolunteers



Beyond Bank
AUSTRALIA

Contents

| | |
|--|-----------|
| About Us | 4 |
| President and CEO Report | 5 |
| Members | 7 |
| Our Supporters | 8 |
| Our Strategic Priorities — How We Are Meeting Our Targets | 9 |
| Special Projects & Initiatives | 12 |
| National Review of the Definition of Volunteering | 12 |
| The new National Standards for Volunteer Involvement | 14 |
| GoVolunteer.com.au | 16 |
| National Collaborative Work Plan | 17 |
| Events | 18 |
| 23rd IAVE World Volunteer Conference | 18 |
| 2014 International Volunteer Day | 19 |
| 2015 National Volunteer Week | 20 |
| 16th National Volunteering Conference | 22 |
| 2014–15 Board & Committees | 23 |
| Volunteering Australia Board | 23 |
| Committees | 25 |
| Finance Report | 26 |



About Us

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 ACT's office space and support services.



President and CEO Report

It is with great pleasure that we present the 2014–2015 Annual Report of Volunteering Australia, the national peak body for volunteering in Australia.

We thank and congratulate VA's members, partners, supporters, volunteers and staff for their contributions to VA's efforts to support and advance volunteering in Australia during the year.

This report details VA's major achievements during the past year which we acknowledge and celebrate.

It is very pleasing to report that VA has successfully completed its transition phase with a firm base now established in Canberra, stable governance and management, and constructive government and sector relationships.

It is also particularly pleasing to report that the governance and management changes for delivering the IAVE World Volunteer Conference, implemented by the VA Board in early 2014, resulted in a very successful conference. We particularly acknowledge, with appreciation the considerable efforts by the VA Conference Governance Committee, Finance & Audit Committee, external advisers and contractors, VA's management and IAVE for the successful delivery of the conference, both operationally and financially. As expected, the residual obligations for finalising conference reports, acquittals etc, required considerable attention during the 2014–15 period.

Considerable attention and effort was also required to deal with the Department of Social Services 'New Way of Working' grants scheme, the processes of which have been subject to a Senate Inquiry. VA and Foundation Members made constructive submissions to the Inquiry and trust that the processes will be improved as a result in the future.

Relationships with the Commonwealth Government, particularly the Department of Social Services (DSS) have been very positive and constructive. We record our appreciation for the

great support, advice and courtesies provided by DSS staff during a hectic year of change for the Department. VA also appreciated the opportunity to contribute to the deliberations of the Prime Minister's Community Business Partnership and Labor's Community Sector Partnership Forum.

VA, with the continued support of the State and Territory Volunteering Peaks also responded to several government inquiries and discussion papers impacting on volunteering and volunteer involving organisations.

Despite the responsibilities associated with hosting the IAVE 2014 World Volunteer Conference and dealing with the changes to the Commonwealth Government's grants scheme, it is especially pleasing to note the delivery of two (2) significant volunteering resources, i.e., the new 'Definition of Volunteering' and new 'National Standards for Volunteer Involvement'. These are critical platforms for informing our strategies and actions to fulfill our mission.

Performance Report Card

A summary report on VA's key achievements against VA's 2012–2015 strategic priorities and targeted success measures is provided later in the report.

Overall, we can be pleased with the progress we have made.

Financial Performance

VA continued to closely monitor and manage its financial situation throughout the year, particularly with the potential negative financial impact of hosting and underwriting the 2014 IAVE World Volunteer Conference. External, independent financial advice was obtained throughout the year to confirm VA's financial position on several occasions.

Given the foregoing, there was very stringent monitoring of IAVE 2014 World Volunteer Conference and VA expenditures and cash flows.



It is pleasing to report that the prudent fiscal management has resulted in the first operating profit for VA in several years.

A more detailed Finance Report is provided later (page 26).

We particularly acknowledge that advancing the financial security for VA and Members has been prioritised for special attention in the year ahead. A special Financial Security Committee has been established by the VA Board to focus on this.

Appointments & Retirements of Directors

During 2014–15 Kevin Thompson retired as a Director. Kevin provided sterling service since he was appointed as an Independent Director in 2012.

The Board also appointed and welcomed two (2) new Independent Directors, Amit Jois and Peter Lucas during the year.

The VA Board will consider potential candidates to fill the vacant Independent Director positions after resolution of the new VA Strategic Plan.

Organisational Outlook

2015–2016 will be a very significant year for VA as we look to build on the transition and consolidation achievements of the organisation implemented over the past three (3) years.

VA will be reviewing and recalibrating its current strategic priorities for the future to determine a new VA Strategic Plan for 2016–2020. Watch this space!

Conclusion

We acknowledge and sincerely thank all VA Directors, State/Territory Peaks and staff for their significant commitment, drive and real support of what VA does and aspires to do.

VA is very fortunate to have an amazing group of talented and passionate people in the State/Territory and National offices dedicated to enhance volunteering and civic participation.

The special support of our major partner, Beyond Bank Australia has been a major contributor to VA's achievements during the year.

We also particularly acknowledge and thank Volunteering ACT for the great support VA received in our shared office arrangement.

In conclusion, we trust you will enjoy perusing this report and reflect with pleasure on your contribution to building better communities through volunteering.



Tim Jackson
President



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 is currently reviewing its membership programs to refine the benefits, including industry networking, knowledge and good practice sharing, formal recognition of contributions of volunteers and volunteering enabling activities/organisations, and opportunities for sharing and shaping knowledge and research, policy and strategy development, representation, and advocacy efforts as part of Volunteering Australia's national peak body responsibilities.

Foundation Members

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

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



Our Supporters

Volunteering Australia particularly acknowledges with appreciation our core partners for their continued ongoing support.



VA also acknowledges, with thanks, the following supporters of the IAVE 2014 World Volunteer Conference which Volunteering Australia proudly hosted on behalf of the International Association for Volunteer Effort (IAVE):

- AON and Lumley Insurance Brokers
- Attorney-Generals' Department/Emergency Management Australia
- Australian Charities and Not-for-Profit Commission
- Better Impact
- Beyond Bank
- Bond University
- Brotherhood of St Laurence
- Cancer Council Australia
- Department of Foreign Affairs and Trade (AusAid)
- Department of Prime Minister and Cabinet
- EMC
- Gold Coast Tourism
- Ian Potter Foundation
- IAVE
- National Australia Bank
- NSW Department of Communities
- SEEK
- Sky News
- Surf Life Saving Queensland
- The Volunteer Trust
- Tourism and Events Queensland/Queensland Government
- Tourism Australia
- United Way
- Volunteering Gold Coast
- Volunteering Queensland
- Working Bee
- Yugembay People

Our Strategic Priorities — How We Are Meeting Our Targets

The Volunteering Australia Strategic Plan 2012–2015 includes key strategic priorities and targeted success measures.

VA's key strategic focus priorities for the year were:

1. **ADVOCACY**
2. **RESEARCH AND POLICY**
3. **SECTOR DEVELOPMENT**
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

2014–2015 Achievements

- Maintained a close and constructive relationship with the Department of Social Services (DSS) including regular engagement.
- Continued to liaise with Government and opposition parties on issues of relevance to volunteering, i.e. submissions lodged, discussions and forums.
- Participation in the PM's Community Business Partnership and Labor's Community Sector Partnership forums/roundtables.
- Continued engagement and representation with sector groups, particularly active engagement and involvement with the Community Council for Australia (CCA) and the Australian Emergency Management Volunteer Forum (AEMVF).
- Increased engagement with VA's stakeholders via e-newsletters and social media.
- Increased numbers of e-newsletter subscribers, Facebook and Twitter followers.
- Enhanced awareness and involvement of individuals, volunteer involving organisations, government and corporates in celebrating volunteerism and volunteers, including 2015 National Volunteer Week with the 'Give Happy, Live Happy' theme.
- Responded with submissions to several government discussion papers and inquiries.
- Engaged a part-time Policy Officer.
- Hosted the successful IAVE 2014 World Volunteer Conference, involving 1,100 delegates from 70 countries.
- Secured special grant support from the Department of Social Services (DSS) for the 2016 National Volunteering Conference and 2016 State of Volunteering in Australia Report.



Research and policy:

Volunteering is advanced by evidence-based research and policy development

2014–2015 Achievements

- Released revised National Volunteering Standards.
- Released revised Definition of Volunteering.
- Confirmed PwC's support for 'State of Volunteering in Australia' report (2016).
- Researchers Roundtable included in 2016 National Volunteering Conference Program.
- Supported delegate to attend UN Volunteer Research Forum.
- Appointed (part-time) VA Policy Officer.
- Participating as a Sector Partner in the significant \$1.7m 'Giving in Australia' research project.
- Supported various volunteering related research projects.
- Progressed the re-establishment of VA Researchers' Network.

Sector development:

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

2014–2015 Achievements

- Maintained very constructive and collaborative relationships with State/Territory volunteering peak bodies (Foundation Members).
- Leveraged 'Review of the National Volunteering Standards' and 'Review of the Definition of Volunteering' to increase constructive engagement with sector.
- Increased newsletter, Facebook and Twitter subscribers.
- Leveraged VA's hosting of the successful IAVE 2014 World Volunteer Conference.
- Planning for the 2016 National Volunteering Conference with VACT significantly advanced.
- VA and State/Territory Peaks Collaborative Work Plan maintained and regularly reviewed/updated.
- Collaborated with State/Territory Peak Bodies to provide joint submissions to several Government Inquiries, including our response to the DSS grants process.
- Increased engagement with sector through IAVE 2014 World Volunteer Conference, National Standards, Review of the Definition of Volunteering and National Volunteer Week programs.
- Maintained constructive engagement and involvement with the Community Council for Australia (CCA) and the Australian Emergency Management Volunteers Forum (AEMVF).

Positioning & profiling volunteering:

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

2014–2015 Achievements

- Continued to build VA website content.
- Continued to grow engagement through social media platforms, i.e., increased number of subscribers, Facebook and Twitter followers.
- Continued growth of GoVolunteer website hits month-on-month (in the 12 month period 30,996 people were referred to volunteer positions).
- Hosted a successful IAVE 2014 World Volunteer Conference.
- Commenced review of options for re-establishing a National Volunteering Awards program.
- Delivered 2014 International Volunteer Day promotions.
- Delivered 2015 National Volunteer Week promotions with the theme 'Give Happy, Live Happy', resulting in record downloads of resources, certificates and merchandise sales.
- Enhanced resources for National Student Volunteer Week developed via VQ.

Governance & sustainability:

Volunteering Australia is a financially self-sustaining and thriving organisation

2014–2015 Achievements

- Secured confirmation of future DSS funding for VA under the Families and Community Services Improvement program to June 2017.
- Implemented significant governance and management changes for the IAVE 2014 World Volunteer Conference, along with associated fiscal recovery efforts.
- Delivered the IAVE 2014 World Volunteer Conference on a break even budget, which included recovery of loans.
- Continued timely and improved financial reporting to the VA Finance & Audit Committee and Board.
- Successfully migrated to new accounting system (Xero) and settled new accounting and banking arrangements.
- Initiated the 'Financial Security' project including the establishment of a Financial Security Committee.
- Advanced 'Organisational Efficiencies' project, aligned to the Financial Security work, by commencing Profit Improvement and Efficiency Workshops for VA and State/Territory Peaks.
- Provided regular VA Performance Report Cards to the Board.
- Board Skills Audit and Succession Plan reviewed and updated.
- Regularly reviewed and updated the VA and State/Territory Peaks Collaborative Work Plan.
- Liaised regularly with Auditors.



Special Projects & Initiatives

National Review of the Definition of Volunteering

The Review of the Definition of Volunteering was initiated in late 2013 with Volunteering Tasmania taking a lead on behalf of VA and the network. It was acknowledged that the previous definition, developed in 1996, was out-dated because it only recognised formal volunteering undertaken for not-for-profit organisations. A lot has changed in 20 years, including how people volunteer.

Considerable work was undertaken during the reporting period examining existing Australian and global work already undertaken around definitions and also gathering further input into current views across Australia.

The National Steering Committee, in its June 2015 report to the VA Board, recommended a significant change to the current VA definition to ensure Volunteering Australia continues to provide leadership in the field. In summary, the National Steering Committee concluded that a new definition should:

- resonate with all parts of the Australian community;
- be inclusive, aspirational and enabling;
- be enduring, robust and adaptive, acknowledging the dynamic nature of volunteering;

- be measurable, allowing the value of the sector to be better understood;
- allow VA to take a lead role in advocacy around policy support, infrastructure needs and the ongoing resources needed to improve volunteering; and
- be usable, pragmatic and able to be widely adopted, allowing entities to work constructively with the definition — both individually and collectively.

In considering the foregoing, the VA Board endorsed a new definition of volunteering which encompassed the following:

- A succinct, easy to understand definition; and
- A set of explanatory notes that provided clarity on what is considered volunteering and what is outside the definition (but is part of the broader civic participation area) that will assist in measurement. In addition, this set of notes includes supportive statements concerning best practice.

The VA Board formally endorsed the new definition and supporting explanatory notes and endorsed a process for the regular review of the explanatory notes which are now available at www.volunteeringaustralia.org

“Volunteering is time willingly given for the common good and without financial gain.”

To support the Review, a National Steering Committee was convened along with a Project Manager, Dr Claire Ellis (with special support from Volunteering Tasmania) to oversee and co-ordinate the process for reviewing and revising the definition of volunteering. Volunteering Australia acknowledges and sincerely thanks everyone involved in this extensive two year, nationwide consultation, particularly the following:

| NAME | ORGANISATION |
|---------------------|--|
| Fiona Benka | Tasmanian Government |
| Rikki Blacka | Volunteering ACT |
| Mark Creyton | Volunteering Queensland |
| Gilda Davies | Volunteering WA |
| Claire Ellis | Volunteering Tasmania |
| Michelle Ewington | Volunteering Tasmania |
| Tracey Fox | Volunteering SA & NT |
| Peter Heyworth | Northern Volunteering (SA) |
| Kirsten Holmes | Curtin University |
| Brendan Lynch | Volunteering ACT |
| Allan McLean | Australian Bureau of Statistics |
| Rebecca Moles | Department of Premier and Cabinet Tasmania |
| Cassie Morris | Volunteering ACT |
| Lisel O'Dwyer | Flinders University |
| Evelyn O'Loughlin | Volunteering SA & NT |
| Melanie Oppenheimer | Flinders University |
| Megan Paull | Murdoch University |
| Adrienne Picone | Volunteering Tasmania |
| Gail Rodgers | Volunteering Geelong |
| Gemma Rygate | The Centre for Volunteering (NSW) |
| Leonie Sanderson | Volunteering Queensland |
| Sahara Scadden | Bethesda Hospital |
| Tonye Segbedzi | Volunteering Victoria |
| Craig Stewart | The School Volunteer Program |
| Kevin Thompson | Volunteering Australia |
| Simon Watts | NSW Government |
| Courtney Webber | Volunteering Tasmania |
| Shamara Williams | Volunteer South West |
| Brett Williamson | Volunteering Australia |



The new National Standards for Volunteer Involvement

On Monday 11 May 2015 Volunteering Australia launched the new National Standards for Volunteer Involvement to mark the beginning of National Volunteer Week 2015. The new Standards incorporate significant changes to the original standards in order to reflect best practice in volunteer management in Australia's current work environment. The new Standards also provide an excellent best practice framework for supporting the volunteer sector in Australia. The new Standards are much easier to follow and are adaptable to different organisation types and different forms of volunteering which reflect the diversity of volunteering in the 21st century.

Direct benefits to organisations:

The Standards are designed to provide good practice guidance and benchmarks to help organisations attract, manage and retain volunteers, and help manage risk and safety in their work with volunteers.

Direct benefits to volunteers:

The Standards also aim to help improve the volunteer experience.

The new National Standards for Volunteer Involvement are available to download at www.volunteeringaustralia.org

Guidance on applying the Standards will be supported by comprehensive implementation resources and training which are under

development. Additionally, Volunteering Australia, with the State/Territory Peaks, is considering options for developing a flexible, tiered voluntary (opt-in) certification, or 'Quality Mark' system to enable organisations to check how they are tracking in implementing the Standards.

Process

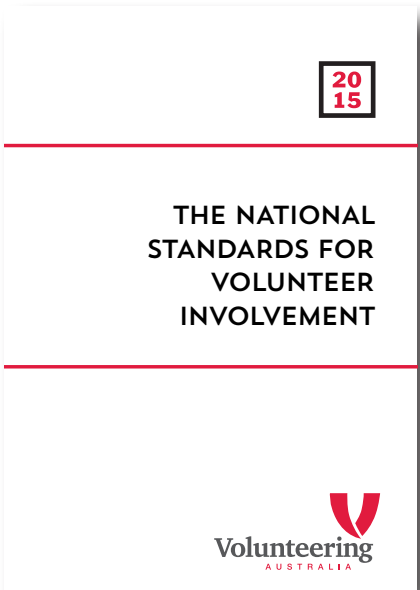
The development of the new Standards has been an inclusive project led by the CEO's of Volunteering SA & NT, Volunteering Tasmania and Volunteering WA on behalf of Volunteering Australia. Following the establishment of this working group, and a sector wide reference group comprising representatives from all State/Territory Peaks, a draft document was prepared and presented to the sector for feedback via a survey and series of consultations across Australia.

From that process a set of revised Standards was created that were designed to be easier to understand and use, contained clear criteria and relevant content, and had wide applicability to different types of organisations and volunteer situations.

History

The first Australian National Standards were developed after sector consultation took place in 1996 and 1997 and the Standards were formally adopted by VA in February 1998.

Following that time Volunteering Australia actively sought feedback on the functionality of the Standards and as a result of feedback Volunteering Australia has developed a new revised set of standards that truly embraced the full diversity of volunteer involving organisations and of volunteering. A second set of standards was launched in 2001, the International Year of Volunteers.



Volunteering Australia acknowledges and thanks the many individuals, organisations and networks that provided valuable feedback during the National Standards review process. VA particularly thanks the National Standards Working Group i.e., Evelyn O'Loughlin (VSA&NT), Mara Basanovic (VWA) and Adrienne Picone (VTAS), Volunteering SA & NT, Volunteering WA and Volunteering Tasmania – for driving the project, and the Project Reference Group which included representatives from all State/Territory Peak bodies and the sector. VA also thanks Breaking New Ground as principal consultants for this project, the staff of Volunteering SA & NT, and other State/Territory volunteering peak bodies.

The following contributors to this significant review are acknowledged and thanked.

| STATE/TERRITORY | NAME | ORGANISATION |
|--------------------|----------------------|--|
| ACT | Rikki Blacka | Volunteering ACT |
| | Lyn Diskon | Southside Community Services Inc. |
| | Sarah Wilson | Volunteering ACT |
| New South Wales | Wendy Chin | Centre for Volunteering |
| | Cecily Michaels | TRI Community Exchange |
| | Kylie Yates | Centre for Volunteering |
| Northern Territory | Andrea Ausserwinkler | Melaleuca Refugee Centre |
| | Anne McGown | St Vincent de Paul |
| | Anastasia Margriplis | Uniting Care Community |
| Queensland | Vivienne Barker | Southern Volunteering (SA) Inc. |
| | Jennifer Duncan | Time For Kids |
| | Evelyn O'Loughlin | Volunteering SA & NT |
| South Australia | Susan Sansome | Department for Families and Social Inclusion |
| | Dr Fiona Verity | Professor |
| | Olympia Vozvotecas | Volunteering SA & NT |
| Tasmania | Lana Davis | Volunteering Tasmania |
| | Sheralyn Jackson | Hobart City Mission |
| | Adrienne Picone | Volunteering Tasmania |
| Victoria | Alison Duff | Volunteering Geelong |
| | Amanda Everton | Australian Red Cross |
| | Roz Wollmering | RSPCA Victoria |
| Western Australia | Mara Basanovic | Volunteering WA |
| | Gilda Davies | Volunteering WA |
| | Jennifer Loveridge | Cancer Council WA |
| | Sahara Scaddan | Bethesda Hospital |
| | Katie Tillson | Volunteering WA |



GoVolunteer.com.au

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

This year we have assisted over 416,660 people to find volunteer opportunities and over 6,280 volunteer involving organisations to advertise volunteer opportunities.

The Volunteer Profile has also had a great year with a huge increase in the number of volunteers creating their very own Volunteer Profile. Over 17,000 Volunteer Profiles have now been created showing just how many thousands of volunteers are benefiting from this service. A Volunteer Profile gives volunteers the ability to record their own volunteer experience, receive recommended opportunities and search and shortlist opportunities.

From a VA perspective, supporting the volunteers and organisations that use the GoVolunteer website and Volunteer Profile is very important. The GoVolunteer helpdesk has again this year provided daily support to GoVolunteer, SEEK Volunteer and Volunteer Profile users nationally. The helpdesk maintained a high level of customer service supporting both volunteers and organisations to use these services.

In addition to the support provided by the helpdesk, the GoVolunteer monthly newsletter



also helped keep all registered organisations up to date with any changes to the website and provided them with useful advice and tips on using the website to list their volunteer opportunities.

The monthly newsletters provided users with important news and information from within the volunteering sector. This year, national events including National Volunteer Week, have been promoted. We have also used the newsletter to share information about the launch of the new National Standards for Volunteer Involvement and the National Review of the Definition of Volunteering.

Volunteering Australia acknowledges with particular appreciation, the leadership of Volunteering WA for the ongoing management and development of this critical volunteering infrastructure on behalf of the sector.

National Collaborative Work Plan

Volunteering Australia's achievements during the 2014–15 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 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 plan leverages the collective strengths of VA and State/Territory Peaks to deliver effective outcomes for volunteering in Australia.

A few examples of the positive outcomes from the National Collaborative Work Plan during 2014–15 are:

- VA delivering National Volunteer Week 2015 with the theme 'Give Happy, Live Happy'.
- VWA continuing the management and development of GoVolunteer.
- VSA&NT leading the review and update of the National Standards for Volunteer Involvement.
- VSA&NT progressing with an analysis of options for a National Standards for Volunteer Involvement (Quality Mark) system.
- VTAS leading the National Review of the Definition of Volunteering.
- VACT producing an excellent practical guide, including lesson plans, for teachers to incorporate volunteering into the curriculum.
- VACT monitoring implications for volunteers associated with the NDIS.
- VWA & VQ reviewing schools/tertiary institutions' volunteering.
- VQ developing resources for increasing awareness of National Student Volunteer Week.
- VACT advancing preparations for the 2016 National Volunteering Conference on behalf of VA.
- VVIC leading the network's 'Work for the Dole' considerations.
- VQ continuing to lead the maintenance and development of the CREW system for the pre-registration and management of spontaneous volunteers.
- VNSW, VWA, VSA&NT reviewing the options for re-establishing a national volunteer awards scheme.
- VWA developing a GoVolunteer app for iOS and android.
- 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.



GoVolunteer stats 2014-2015: The GoVolunteer helpdesk has:

| | |
|---|---|
| 416,664 Volunteers visited | Provided 246 days of support |
| 30,996 Expressions of interest delivered | Dealt with approximately 600 telephone calls and 835 emails |
| 17% increase in the number of volunteers | Responded to and resolved over 2,115 support requests |
| 24% increase in the number of expressions of interest | Processed and accepted over 450 registration requests |



Events

23rd IAVE World Volunteer Conference

Volunteering Australia was very proud to have had the privilege of hosting the world's major volunteering conference on behalf of the International Association for Volunteer Effort (IAVE) on the Gold Coast in September 2014. This was only the second time in 44 years that Australia has hosted this biennial event.

The very positive feedback from the 1,100 registered delegates from over 70 countries is a great reflection of the success of the Conference. This success could not have been achieved without the extraordinary passion, dedication and commitment of the VA and IAVE executive teams, contractors, special conference committees and volunteers over the three (3) year planning and delivery period.

The financial support, during challenging global economic times, from the Australian Government (through several departments and agencies), along with the VA Trust, VA's national partners and supporters, and IAVE's global sponsors and scholarship donors, enabled VA to deliver the Conference on a break-even budget.

Of course, there are always lessons to be learned from the experience of hosting such significant global conferences. VA has certainly appreciated the privilege of hosting the World Conference, and the resultant opportunities to engage with the volunteering family in Australia and globally.



2014 International Volunteer Day

Each year on December 5 the world celebrates the social glue of society — volunteers. Founded in 1985 by the United Nations General Assembly, International Volunteer Day (5 December) honours the generous service of volunteers in Australia and around the world, for enriching our quality of life and social cohesion globally.

To celebrate International Volunteer Day 2014, Volunteering Australia joined with Volunteering ACT to hold a Garden Party to honour the dedication and generous service of all volunteers in our communities. Over 200 people gathered at the celebration at the Gorman Arts Centre on Thursday 4 December.

As part of the celebrations VA also announced 'Give Happy, Live Happy' as the theme for National Volunteer Week 2015.



2015 National Volunteer Week

'Give Happy, Live Happy' was adopted as the theme for National Volunteer Week 2015. The theme *Give Happy, Live Happy* celebrated that not only are volunteers helping make the lives of others happier, they too are happier as a result.

This was based on research that volunteering makes a difference in people's happiness, i.e., it's proven that volunteers are happier, healthier and even sleep better than those who don't volunteer. Just a few hours of volunteer work can make a positive difference, so we asked Australians to pledge to volunteer during National Volunteer Week so they too could *Give Happy, Live Happy*. Our aim was to make Australia the happiest place on Earth!

National Volunteer Week 2015 (11–17 May) was launched by the Federal Minister for Human Services, Senator the Hon Marise Payne at the Museum of Australian Democracy at Old Parliament House in Canberra.

National Volunteer Week is an annual celebration to acknowledge the generous contribution of our nation's volunteers. Thousands of events across the country were held to say thank you to the more than 6 million Australians who volunteer, including thank you breakfasts, morning teas and sausage sizzles as well as open days, awards ceremonies, street parades, garden parties and movie nights.

The *Give Happy, Live Happy* web portal featured resources for individuals and organisations including posters, invitations and certificates, all aimed at acknowledging the hard work of volunteers. The website also featured fun facts, a media centre, and merchandise was available to purchase. For the first time the National Volunteer Week merchandise range was expanded to include button badges, wristbands as well as the traditional silver lapel pins.

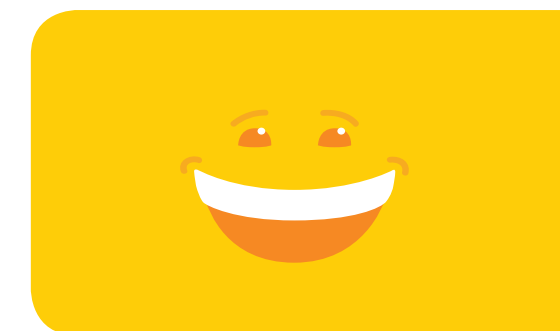
VA thanks Beyond Bank Australia for again partnering with Volunteering Australia for National Volunteer Week 2015.

Highlights for National Volunteer Week 2015:

- #NVW2015 proved very popular and was trending in Australia for several hours on Monday 11 May
- Over 3,800 tweets were sent from 10/5/2015–17/5/2015 using the #NVW2015 (an increase of over 96% from 2014).
- On Twitter, Volunteering Australia was mentioned 203 times and retweeted 111 times from 11–17 May 2015, a significant increase on last year.
- The NVW social media campaign reached over 60,000 people through Facebook 11–17 May 2014.
- Traffic to the VA website during NVW increased by 58% on the previous week and over 400% when the total page views are averaged across the year.
- *Resources for Organisations* was the most popular page on the NVW *Give Happy, Live Happy* web portal with 21,512 views from 11 Feb–17 May.
- Over 68,000 pieces of merchandise to recognise volunteers were purchased through the National Volunteer Week web portal.
- Beyond Bank Australia again partnered with Volunteering Australia helping us to acknowledge and celebrate the generous service of Australia's volunteers via the *Cheers for Volunteers* social media campaign and the 'Volunteer Rewards Card' promotion.



GIVE HAPPY LIVE HAPPY





16th National Volunteering Conference

Preparations are well underway for the 2016 National Volunteering Conference to be hosted by Volunteering ACT, on behalf of Volunteering Australia, on 6–8 April 2016 at the National Convention Centre, Canberra.

The National Volunteering Conference is the major Australian forum for not for profit leaders, volunteer managers, policy contributors and corporates to come together to build knowledge, innovation, networks and leadership to advance volunteering.

The conference theme, *'Build the Future'*, is aimed at advancing volunteering through bringing the sector together to build leadership, knowledge, networks and innovation in volunteering. The Conference is proudly supported by Beyond Bank Australia.

Conference attendees can expect to gain new knowledge and skills, learn about innovative programs, and connect with subject matter experts in an engaging and relevant program. The conference content focuses on current and emerging trends in a positive, solution-driven environment.

BUILD innovation

BUILD knowledge

BUILD leadership

BUILD networks

2016 National Volunteering Conference

BUILD the future

2016nationalvolunteeringconference.com.au

2014–15 Board & Committees

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

Volunteering Australia Board

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

| FOUNDATION MEMBER APPOINTED REPRESENTATIVES ("Nominees") |
|--|
| Ross Wiseman – Volunteering Queensland |
| Valerie Hoogstad – The Centre for Volunteering (NSW) |
| Robyn Rose – Volunteering Victoria |
| Michelle Ewington – Volunteering Tasmania |
| Tim Jackson – Volunteering SA & NT |
| David Morrison – Volunteering WA |
| Jane Hayden – Volunteering ACT |
| INDEPENDENT DIRECTORS ("Board Appointees") |
| Andrew Coghlan |
| Amit Jois |
| Peter Lucas |
| Kevin Thompson (resigned May 2015) |



Tim Jackson
President and Chairman
(Volunteering SA & NT)

Tim joined the Board of Volunteering Australia in 2012 and became President in 2014. He is also the Chairperson of VSA&NT after joining the VSA&NT Board in 2007.

Tim's primary involvement in volunteering is with Operation Flinders, an organisation focused on bringing about change for young offenders and youth at risk, as a fundraiser and exercise leader.



Kevin Thompson
Vice President and Independent
Director (concluding May 2015)

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. Kevin resigned from the VA Board in May 2015.



Michelle Ewington
Vice President (from May 2015)
Volunteering Tasmania

Michelle is employed by Red Cross and currently holds the position of National Co-ordinator, Youth Health & Wellbeing. She was elected as Chair of VTAS in 2012. Michelle was elected as VA Vice-President in May 2015, and with this assumed the role as Chair of VA's Planning & Strategies Committee.





Andrew Coghlan
Independent Director

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).



Jane Hayden
Volunteering ACT

Jane was elected Chair of Volunteering ACT in 2013 following two years as Treasurer and Chair of Volunteering ACT's Finance and Audit Committee. Jane was the CEO of Lifeline Australia (until July 2015), has extensive experience in the private, public and not for profit sectors and holds several Board Directorships. Prior to joining Lifeline Jane had 20 years' experience in business and IT consulting to the corporate and Government sectors.

Jane is a qualified accountant and CPA. She has an MBA and is a graduate of the Australian Institute of Company Directors.



Valerie Hoogstad
Volunteering NSW

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.



Amit Jois
Independent Director

Amit was appointed as an independent director in May 2014 following a period of constructive engagement with Volunteering Australia.

Amit is a lawyer in the Sydney office of a leading international law firm. He represents companies in a wide range of business transactions including mergers and acquisitions, strategic alliances and joint ventures and 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 with financial difficulties, as well as those wanting to improve profitability and meet long-term goals for their businesses and organisations.



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.



Robyn Rose
Volunteering Victoria

Robyn is the 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.



Ross Wiseman OAM
Volunteering Queensland

Ross has worked for over 35 years in the Queensland community services sector, including roles with Lifeline and the Queensland Council of Social Services. 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 works as a consultant with PeakCare Queensland assisting with developing the governance and long term sustainability of small not-for-profits.

Committees

Executive Committee:

Tim Jackson – President
Kevin Thompson – Vice President (to May15)
Michelle Ewington – Vice President (from May15)
Peter Lucas – Treasurer
Ross Wiseman – Secretary

Finance & Audit Committee:

Peter Lucas (Chair), Jane Hayden, Robyn Rose, Amit Jois, Tim Jackson, Brett Williamson, Kate Hooper

Planning & Strategies Committee:

Kevin Thompson (Chair: July14–May15), Michelle Ewington (Chair: from May15), Andrew Coghlan, Perry Hembury, Shane Klintworth, Gemma Rygate, Sue Noble, Adrienne Picone, Evelyn O'Loughlin, Mara Basanovic, Maureen Cane, Brett Williamson

Appointments & Remuneration Committee:

Tim Jackson (Chair), Valerie Hoogstad, Jane Hayden, Peter Lucas, Amit Jois, Brett Williamson, Kevin Thompson

Financial Security Committee:

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

2016 National Volunteering Conference Governance Committee:

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

IAVE World Conference Governance Committee:

Tim Jackson (Chair), Ross Wiseman, Robyn Rose, Amit Jois, Brett Williamson, Peter Lucas



Finance Report

During FY15, Volunteering Australia had a turnover of \$655,540 and expenses of \$488,896, resulting in an operating surplus of \$166,644. This is the first operating surplus achieved by VA in several years, and was achieved through:

- improved merchandise sales, project and sponsorship income.
- strategic policy decision by the Board to rebuild VA's balance sheet to a more secure level.
- containing expenses through prudent financial management.
- timing of revenues and expenses in respect to the accounting treatment for the IAVE 2014 World Volunteer Conference.

The FY15 Balance Sheet also reflects the very considerable efforts of the Finance & Audit Committee, VA's IAVE Conference Governance Committee, the VA Board and VA staff in relation to delivering the IAVE World Volunteer Conference on a break-even basis and not drawing on VA's limited resources. It was pleasing to note that VA was able to re-coup \$145,000 in loans to the IAVE Conference account.

The Board is conscious that the national office continues to operate on limited staffing levels and future budget considerations must achieve a balance between financial security and investing in core strategic activities. This year's financial result allows the Board some comfort in this regard, which will no doubt be informed from the strategic review scheduled later in 2015.

It is noted that this VA Finance Report also incorporates the income and expenditures for The Volunteer Trust which is a separate charity, aligned to VA. In FY15, The Volunteer Trust made the following grants in accordance with its Deed:

- \$16,500: 2016 National Volunteering Conference project expenses
- \$24,100: Project expenses for the Review of the Definition of Volunteering
- \$75,000: IAVE 2014 World Volunteer Conference Scholarships and Volunteers Program

The balance of The Volunteer Trust at 30 June 2015 is \$6,617.

It is also noted that, as a Charity/NFP, VA's assets must be reinvested in furthering VA's mission. VA's 2015 Annual Report and audited financial statements will be available for review at, www.volunteeringaustralia.org and www.acnc.gov.au.

Statement of Financial Position — 30 June, 2015

| FINANCIAL POSITION | \$ 2015 | \$ 2014 | % change |
|--------------------------------|----------------|----------------|--------------|
| Current Assets | | | |
| Cash & Cash Equivalents | 487,349 | 590,899 | -18% |
| Accounts Receivable | 34,394 | 16,791 | +105% |
| Inventories | 9,553 | 14,145 | -32% |
| Other Assets | 10,202 | 9,259 | +10% |
| Non-Current Asset | | | |
| Intangible Assets | 3,048 | 3,419 | -11% |
| TOTAL ASSETS | 544,546 | 634,513 | -14% |
| Current Liabilities | | | |
| Accounts Payable | 220,986 | 477,816 | -54% |
| Provisions | 4,717 | 7,448 | -37% |
| Non-Current Liabilities | | | |
| | 2,950 | - | - |
| TOTAL LIABILITIES | 228,653 | 485,264 | -53% |
| NET EQUITY | 315,893 | 149,249 | +112% |

| PROFIT & LOSS | \$ 2015 | \$ 2014 | % change |
|--|----------------|-----------------|-------------|
| Income | | | |
| Grant Income | 310,000 | 302,762 | +2% |
| Project, Sponsorship & Conference Income | 250,789 | (13,799) | |
| Merchandise Sales | 89,836 | 62,862 | +43% |
| Interest | 4,915 | 1,918 | +156% |
| TOTAL INCOME | 655,540 | 353,743 | +85% |
| Expenses | | | |
| Depreciation & amortisation | 371 | 295 | +26% |
| Employee benefits expense | 227,965 | 234,401 | -3% |
| Fee for service | 14,145 | - | |
| Marketing | 36,227 | 15,530 | +133% |
| Other expenses from ordinary activities | 79,615 | 124,069 | -36% |
| Professional expenses | - | 31,620 | |
| Project expenses | 97,728 | - | |
| Remuneration of auditor | 7,759 | 8,400 | -8% |
| Travel and accommodation | 25,086 | 23,257 | +8% |
| TOTAL EXPENSES | 488,896 | 437,572 | +12% |
| NET SURPLUS FOR YEAR | 166,644 | (83,829) | |



GIVE HAPPY LIVE HAPPY

NATIONAL VOLUNTEER WEEK 11-17 MAY 2015

Volunteering and Happiness: THE FACTS



Volunteers are happier, healthier and sleep better than those who don't volunteer – doctors should recommend it

95% of volunteers say that volunteering is related to feelings of wellbeing



Volunteering results in a "helper's high" a powerful physical and emotional feeling experienced when directly helping others



96% of volunteers say that it "makes people happier"

Just a few hours of volunteer work makes a difference in happiness and mood



Volunteer to give happy, live happy:
VOLUNTEERINGAUSTRALIA.ORG

Beyond Bank
AUSTRALIA

Volunteering
AUSTRALIA

#GiveHappyLiveHappy





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