

ANNUAL REPORT

2017-18





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Level 2, 202 City Walk, Canberra ACT 2601
PO Box 128, Civic Square ACT 2608
P: 02 6251 4060

E: admin@volunteeringaustralia.org

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PRESIDENT & CEO REPORT

This year marks 20 years since Volunteering Australia was first incorporated back in 1998. It has proved to be a significant year for the organisation, where we have laid the groundwork to position ourselves for the future and made considerable progress on the implementation of our strategic plan.

During FY18 our mission to lead, strengthen, promote and celebrate volunteering has been squarely in our sights. Volunteering cuts across every sector of our society, and so many of the decisions that are made at the Federal Government level have a direct or indirect impact on volunteers and volunteering. We are extremely proud of our policy and advocacy efforts this year, with a total of 22 policy submissions, up by 16 from the previous year. As well as this, Volunteering Australia has been invited to speak and represent the sector at numerous government inquiries and consultations.

Early in the year, Volunteering Australia's Foundation Members met to discuss our governance model, and propose a new governance structure for the organisation. Previously, the Volunteering Australia board has been comprised of Foundation Member representatives, but the agreed new structure ensures that Volunteering Australia has a completely independent, skills-based board. In August, Foundation Members approved the constitution which came into effect immediately. An election to appoint the new independent Board will occur at our November AGM. Volunteering Australia is indebted to the many Foundation Member representatives that have held a place on the board over the last 20 years. We thank you for your time and dedication.

As this will be the last year that Volunteering Australia has a representative Board, we would particularly like to thank the current Board for their skill and vision in guiding the organisation through this period of transition. Thanks also to Tim Jackson who stepped down from his role as President in May, after four years in the role. The Board warmly welcomed former Deputy President, Michelle Ewington as the new President, and we are grateful to Michelle for her leadership.

During the year Volunteering Australia established a Governance Working Group to develop a new membership model for VA, and recommend the new governance structure. Our thanks go to the volunteers who participated in this group – Tim Jackson, Chair (until May 2018), Michelle Ewington, Chair (after May 2018), George Brenan, Karen Buenger, and Con O'Brien. Volunteering Australia also established a Nominations Committee to assist the Board with the nominations process. Our thanks to Megan Paull, Amit Jois, Janis McKenna, Kym Hume and Martin Mulcare.

We would also like to extend our thanks to Jane Hayden who provided financial expertise on the Board's Collective Viability, Audit and Finance Committee.

In June, Volunteering Australia hosted the National Volunteering Conference 2018 in partnership with Volunteering and Contact ACT (VCA). The Conference is documented fully in the report, but we would like to sincerely thank Vicky Darling and the team at VCA for the exceptional work they did in organising this highly successful biennial event. We would also like to thank the many volunteers that contributed to the various Conference committees providing strategic insight and sector specific advice.

The staff team at Volunteering Australia may be small in number, but certainly not in output or impact. We are fortunate to have a team who are dedicated to the cause, and passionate about making a difference. We thank them for their commitment to Volunteering Australia, and for the contribution they made, individually and collectively to the organisation's successes over the past year.

We were proud of the release of our landmark research on the 'The Value of Volunteering Support Services' in FY18 and will continue to work collaboratively with the sector to build an evidence-base of research and data.

We are looking forward to the coming year, implementing the new governance structure, expanding our stakeholder base, consolidating some of the work that has commenced this year and building on our capacity to build a stronger and connected community through volunteering.



A handwritten signature in black ink, appearing to read 'Michelle Ewington'.

Michelle Ewington
President



A handwritten signature in blue ink, appearing to read 'Adrienne Picone'.

Adrienne Picone
CEO

WHO WE ARE



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

Vision

A stronger, more connected and resilient Australian community through volunteering.

Mission

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

Strategic Areas

- National Leadership & Policy
- Informative & Useful Research
- Effective Communication & Stakeholder Engagement
- Collective Viability (Sustainability & Resilience)

2017-18 HIGHLIGHTS

Volunteering Australia is proud to have influenced national policy as a result of our advocacy



Funding for the Volunteer Management Activity was reinstated following our Tower of Strength campaign.

We strongly campaigned on the implications of tightening the activity requirements as part of the proposed changes to the Social Services Legislation Amendment (Welfare Reform) Bill 2017. A compromise was struck to allow people aged 55 to 59 to return to 30 hours of volunteering per fortnight after 12 months of job search, if they are unable to find suitable paid employment and if it is determined to best suit their individual circumstances.



A specific recommendation on volunteering and mentoring in schools (including reference to our submission), in the Report of the Review to Achieve Educational Excellence in Australian Schools.



We've been working with our sector partners as part of the #HandsOffOurCharities movement to amend the Electoral Funding and Disclosure Reform Bill and the Foreign Influence Transparency Scheme Bill. There have been significant amendments to both bills to ensure it does not adversely affect charitable sector advocacy and Volunteer Involving Organisations.



Volunteering Australia has worked with our sector partners to develop a complaints handling resource for charities and not-for-profits.

22 policy submissions

2018 Stakeholder Feedback Survey

97%

satisfaction rate on policy submissions

83%

of people think VA's enews is relevant and interesting

80%

of people think VA's social media platform content is relevant and interesting



9,764
LIKES



15.7%



2,515
FOLLOWERS



13.5%



5,682
FOLLOWERS



13.7%



575
FOLLOWERS



40.2%

NATIONAL LEADERSHIP & POLICY

Volunteering Australia continued to strengthen its leadership role in the sector by advocating effectively to support and advance volunteering in Australia.

During FY18 Volunteering Australia was active in a number of policy and advocacy initiatives, contributing to submissions, consultations, lobbying and campaigns. We continued to encourage and facilitate public interest and participation in volunteering, and continued developing strong relationships, and operating as an active link to government.



In July, Volunteering Australia welcomed the news delivered from the Department of Social Services that funding for the Volunteer Management Activity would be reinstated, following our Tower of Strength campaign. Through the combined advocacy efforts of the volunteering sector, members of Parliament, and broader society, the Department of Social Services recognised the incredible value that Volunteering Support Services play in the Australian community and retained designated funding for Volunteering Support Services.

Key policy submissions:

- Productivity Commission's inquiry on the National Disability Insurance Scheme (NDIS) Costs
- Tax Deductible Gift Recipient (DGR) Reform Opportunities
- Productivity Commission's inquiry on Reforms to Human Services
- National Disability Insurance Scheme (Quality and Safeguards Commission and Other Measures) Bill 2017
- Productivity Commission Initial Report on Transitioning Regional Economies
- National Sports Plan
- Social Services Legislation Amendment (Welfare Reform) Bill 2017
- Social Services Legislation Amendment (Payment Integrity) Bill 2017
- Effectiveness of the Aged Care Quality Assessment and accreditation framework for protecting residents from abuse and poor practices, and ensuring proper clinical and medical care standards are maintained and practised
- Future Reform – An Integrated Care at Home Program to Support Older Australians
- Review to Achieve Educational Excellence in Australian Schools
- 2018-19 Federal Pre-Budget Submission
- Electoral Legislation Amendment (Electoral Funding and Disclosure Reform) Bill 2017
- Future of Work and Workers
- Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia
- Foreign Influence Transparency Scheme Bill 2017
- Review of the Australian Charities and Not-for-profits Commission (ACNC) legislation
- Market Readiness of the NDIS
- Aged Care Workforce Strategy Taskforce Public Consultation
- United Nations Sustainable Development Goals (SDG)
- Summary Analysis of Key 2018-19 Federal Budget Measures
- Review of 2021 Census Topics Australia Bureau of Statistics (ABS)



As part of our national leadership and policy efforts Volunteering Australia participated in a number of Government inquiries, including challenging changes to Annual Activity Requirements for jobseekers aged 55-59 as part of amendments to the Social Services Legislation (Welfare Reform) Bill 2017, an inquiry on the Future of Work and Workers, a roundtable on the Electoral Funding and Disclosure Reform Bill, and the Review of the Australian Charities and Not-for-profits Commission (ACNC) legislation.

This year, we have progressed with our commitment to the UN Sustainable Development Goals, engaging in key consultations and providing valuable information for Australia's Voluntary National Review.

Volunteering Australia was pleased to see volunteers recognised for the role they play in implementing the goals in Australia's Voluntary National Review on the Implementation of the Sustainable Development Goals (SDGs). Volunteering Australia was also recognised in the list of consulted organisations and contributors.

With a Federal Election forthcoming in FY19, Volunteering Australia will be continuing its focus on this, and other policy and advocacy initiatives.

With a lot of movement in federal politics, Volunteering Australia has been able to maintain strong relationships with representatives from across the political spectrum.

We look forward to continued collaboration with the Government, Opposition and crossbench on addressing emerging challenges and opportunities facing the volunteering sector.

Volunteering Australia has maintained a close and constructive relationship with the Department of Social Services (DSS) including participation in the DSS Community Services Advisory Group and associated CSAG Working Groups, Australia Charities and Not-for-Profits Commission (ACNC), Community Council for Australia, Australian Council of Social Services, Community Broadcasters Australia (CBA), Australian Local Government Association (ALGA), Australian Volunteers International (AVI), United Nations Volunteers (UNV), and Australian Emergency Management Volunteer Forum (AEMVF). We also participated in the Aged Care Taskforce Summit and have maintained active engagement with sector partners and stakeholders across a diversity of sectors.



EFFECTIVE COMMUNICATION & STAKEHOLDER MANAGEMENT

Volunteering Australia has continued to meet its goal to engage and communicate effectively to ensure volunteering, and Volunteering Australia itself, is recognised, respected and valued among stakeholders.

Throughout FY18 we celebrated several key volunteering events. Volunteering Australia was pleased to host the National Volunteering Conference 2018. The Conference saw over 650 delegates taking part in a three-day event in Sydney, with the program addressing a number of emerging challenges, harnessing opportunities and informing the national agenda.



The theme for National Volunteering Conference 2018 was ignite, invigorate and inspire. Susan Alberti AC set the scene with a keynote address that told an inspiring story of action in the face of adversity through her life journey and passions.

There was a special focus on the United Nations Sustainable Development Goals (SDGs), with delegates gaining valuable information on how to implement and achieve the SDGs through work they are already doing within their organisations.

The National Volunteering Conference 2018 was held in conjunction with Volunteering and Contact ACT (VCA). We thank and acknowledge the hard work of our colleagues at VCA. Without their effort and support this event would not have been possible. We would also like to thank our delegates, speakers, sponsors, exhibitors and of course the volunteers, for making the National Volunteering Conference 2018 such a success.

Volunteering Australia acknowledges the Australian Government for providing funding and scholarships for the National Volunteering Conference 2018. It is also due to the support of the Australian Government that we were able to include a dedicated emergency management stream this year. We also thank the



following organisations for their valued support of the National Volunteering Conference 2018: Seek Volunteer, Realized Worth Institute, NSW Government, Pro Bono Australia, Telstra, Hancock Creative and Aon.

The National Volunteering Conference is Australia's key volunteering leadership event and we look forward to planning future events to support the sector to advance volunteering in Australia.



As the lead agency responsible for National Volunteer Week, Volunteering Australia was thrilled to announce a new theme and logo for the week this year. The theme 'Give a little. Change a lot.' represented the millions of volunteers who make a significant impact in their communities and on society, by giving a little of their time.

We held an event at Parliament House in Canberra, to celebrate why people 'Give a little. Change a lot.' in the Australian community. There was also special focus on the United Nations Sustainable Development Goals (SDGs), with attendees gaining valuable information on the links between SDGs and volunteerism.





Volunteering Australia is a proud supporter of National Student Volunteer Week (NSVW), International Volunteer Managers Day (IVMD) and International Volunteer Day (IVD). National Student Volunteer Week 2017 built on its recent success, with 20 universities and 57 schools, education providers and Volunteer Involving Organisations holding 157 diverse and inclusive events attended by over 7,000 students.

Volunteering Australia was pleased to announce the signing of an Accord with the National Congress of Australia's First Peoples to recognise and support the First Peoples of Australia. Our two organisations have shared values and we look forward to working together to pursue a better Australia.



Volunteering Australia expanded our mailing lists, and improved our engagement with the media, maintaining a productive relationship with ProBono News. We also amplified our presence on social media platforms, growing the number of followers on Facebook, Twitter, Instagram and LinkedIn.

We continued to distribute our monthly electronic newsletter to our members and stakeholders, to keep the volunteering community up-to-date on sector developments and our activities. Volunteering Australia

has also regularly updated our website and distributed information through our YouTube channel, to connect with partners and stakeholders.

Volunteering Australia was pleased to attend the IAVE Asia Pacific Regional Volunteer Conference in Kuala Lumpur, Malaysia, where CEO Adrienne Picone spoke about 'Leadership for Safe, Effective & Sustainable Volunteering'. It was an engaging three-days of sharing knowledge and best-practice from across the region.



Volunteering Australia has attended, presented and participated in several Conferences and Awards Ceremonies this year, including:

- International Association for Volunteer Efforts (IAVE) Malaysia Regional Volunteer Conference
- Australian Not-for-Profit Technology Awards at the Connecting Up Conference
- Aged Care Taskforce Summit 2018



INFORMATIVE & USEFUL RESEARCH

Volunteering Australia's work is underpinned by an evidence-base of research, data and consultative feedback, representative of the views of the sector.

During FY18, Volunteering Australia continued to build a credible evidence-base, with the release of our landmark research on the 'Value of Volunteering Support Services'. The research is the first of its kind in Australia and provides a comprehensive indication on the value enabled by Volunteering Support Services. It also provides a crucial insight on future performance and resource allocation for this critical infrastructure.

A key objective for Volunteering Australia is to inform and improve best-practice volunteer involvement. Throughout FY18, Volunteering Australia continued to

promote the revised 'Definition of Volunteering' and the National Standards for Volunteer Involvement including the Online Self-Assessment Tool.

The final reports of the Giving Australia 2016 series were released during FY18. Volunteering Australia is proud to be recognised as a sector partner of the largest ever research on giving and volunteering in Australia to-date.

We have also consulted extensively with the Australian Bureau of Statistics (ABS) in regards to data collection on volunteering and the need to reframe the volunteering question in the Census to capture both formal and informal volunteering in line with Volunteering Australia's definition of volunteering.



\$477.5M

value

to the Australian economy



12.3M+

volunteer hours

in Volunteer Involving Organisations

COLLECTIVE VIABILITY

Volunteering Australia has continued to build its capacity and capability, harnessing the power of the greater volunteering sector.

We have collaborated with State/Territory peak partners to transition to a skills-based independent board of governance. Volunteering Australia's Board and Committee members contributed extensively to the process, utilising their strategic governance knowledge and experience, while the broader network have worked significantly to ensure its success. The outcome of this work will be finalised in FY19.



GoVolunteer has continued to be used nationally by Volunteer Involving Organisations, Volunteering Support Services and State/Territory peak bodies, across the country, with a high level of user engagement. This year 606,239 people visited GoVolunteer (a 4% increase) resulting in 32,628 expressions of interest being delivered through the website. The GoVolunteer App also continues to connect volunteers to opportunities with 1,639 volunteers downloading the app this year, bringing the total to 6,991.

606,239

people visited
GoVolunteer

32,628

expressions
of interest
received



SUSTAINABLE DEVELOPMENT GOALS

The 2030 Agenda for Sustainable Development, including the 17 Sustainable Development Goals (SDGs), was adopted by all United Nations Member States in 2015.

The 2030 Agenda recognises that volunteers are stakeholders to achieving the 17 SDGs. Volunteers effectively facilitate all Sustainable Development Goals by raising awareness, inspiring or engaging in grassroots efforts to bring about change.

Volunteers are indispensable to achieving the goals of the SDGs, and Volunteering Australia is committed to advancing the goals. As a key stakeholder, the volunteering sector will continue to work collaboratively with the Australian Government to achieve the goals.

In FY18 Volunteering Australia has worked towards advancing the SDGs wherever possible.

October 2017 – Attended the *SDG Forum on Voluntary National Report (VNR)* facilitated by PM&C.

November 2017 – Attended the *Forum on 2030 Agenda for Sustainable Development* facilitated by DFAT

December 2017 – Called for case studies for VNR.

February 2017 – Provided case studies for VNR to DFAT.

March 2018 – Provided a response to the Foreign Affairs, Defence and Trade Committee on the *United Nations Sustainable Development Goals (SDG)*.

March 2018 – Attended the *AusSDG Summit*.

17 PARTNERSHIPS FOR THE GOALS



The 2030 Agenda for Sustainable Development recognises that volunteers are essential stakeholders to achieving and supporting all 17 Sustainable Development Goals (SDGs). Volunteering effectively facilitates all SDGs by raising awareness, inspiring or engaging in grassroots efforts.



May 2018 – During National Volunteer Week Volunteering Australia highlighted the link volunteers make to the SDGs.

May 2018 – *Volunteering and the SDGs Workshop* hosted by Volunteering and Contact ACT, and run by Dr Peter Devereux, Adjunct Research Fellow at Curtin University Sustainability Policy Institute.

June 2018 – Volunteers recognised for the role they play in implementing the SDGs in *Australia's Voluntary National Review on the Implementation of the Sustainable Development Goals (SDGs)*.

FINANCE REPORT

FY18 saw a significant increase in revenue primarily due to the National Volunteering Conference held in June. \$382,247 was received in Federal Government funding for the Conference. An additional \$442,949 of revenue was received from Registrations, Exhibition Fees and Sponsorships. The Conference achieved an overall surplus of \$47,210, 50% of which was shared with Volunteering and Contact ACT who were engaged to manage the event.

Volunteering Australia continued to be funded by the Department of Social Services during the year with Grants of \$247,350 received. Future funding has been guaranteed by the Department with \$771,434 to be provided in grant monies over the next 3 years.

\$20,000 in Membership Fees was received in FY18 contributing to the increased level of income. This revenue stream will continue to grow going forward due to the implementation of a National Membership model.

Costs, with the exception of the National Volunteering Conference expenses were relatively consistent with FY17, the most significant increase being in Employee Expenses due to the employment of a full time Policy Manager in late FY17.

The Statement of Financial Position reflects the position of the organisation, showing healthy reserves of \$346,222 a 9.5% increase on the prior year.

The complete financial statements for the year ended 30 June 2018 and the audit report relating to those statements are available for review at www.volunteeringaustralia.org and www.acnc.gov.au.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

FINANCIAL POSITION	2018 (\$)	2017 (\$)	% change
ASSETS			
Cash and cash equivalents	576,284	463,184	24%
Trade and other receivables	41,290	298,675	-86%
Inventories	8,355	9,151	-9%
Other assets	10,104	33,562	-70%
TOTAL CURRENT ASSETS	636,033	804,572	-21%
Office Equipment	1,368	-	100%
TOTAL NON-CURRENT ASSETS	1,368	-	100%
TOTAL ASSETS	637,401	804,572	-21%
LIABILITIES			
Accounts payable	275,002	477,914	-42%
Employee benefits	16,177	10,535	54%
TOTAL CURRENT LIABILITIES	291,179	488,450	-40%
TOTAL LIABILITIES	291,179	488,450	-40%
NET ASSETS	346,222	316,122	10%
EQUITY			
Retained earnings	346,222	316,122	10%
TOTAL EQUITY	346,222	316,122	10%

STATEMENT OF COMPREHENSIVE INCOME FOR THE PERIOD ENDING AT 30 JUNE 2018

PROFIT & LOSS	2018 (\$)	2017 (\$)	% change
Income			
Grant Income	644,927	242,453	166%
National Volunteering Conference Management Fee	41,292	-	100%
National Volunteering Conference Income	442,949	-	100%
Project, Sponsorship & Conference Income	32,500	35,000	-7%
Membership Income	20,000	-	100%
Merchandise Sales	115,140	110,538	4%
Donations	10,000	9,500	100%
Interest	11,327	5,569	103%
Other Income	-	2,382	100%
Total Income	1,318,135	405,442	225%
Less: Cost of Goods Sold	(41,292)	(38,821)	6%
Gross Profit	1,276,843	366,621	248%
Expenses			
Depreciation & Amortisation	-	(2,676)	-100%
Employee Benefits Expense	(337,308)	(270,987)	24%
Marketing Expenses	(5,590)	(14,704)	-62%
National Volunteering Conference Expenses	(802,226)	-	100%
Other Expenses from Ordinary Activities	(61,005)	(46,838)	30%
Professional Expenses	2,918	(4,636)	100%
Project Expenses	(4,201)	(46,382)	-91%
Remuneration of Auditor	(4,500)	(4,500)	0%
Travel & Accommodation	(34,813)	(24,487)	42%
Total Expenses	(1,246,743)	(415,410)	200%
Net Surplus	30,100	(48,789)	-162%

BOARD & STAFF

2017-2018 Volunteering Australia Board



Tim Jackson | **President** | Volunteering SA&NT (*concluded May 2018*)
Michelle Ewington | **President** | Volunteering Tasmania (*concluded Vice President & appointed President May 2018*)
Megan Paull | **Vice President** | Volunteering WA (*appointed Vice President May 2018*)
Valerie Hoogstad | **Secretary** | The Centre for Volunteering (NSW)
Peter Lucas | **Treasurer** | Independent

Mat Franklin | Volunteering and Contact ACT
Ross Morgan | Volunteering Queensland (*concluded December 2017*)
Brett Wiliamson OAM | Volunteering Queensland (*appointed December 2017*)
Karen Buenger | Volunteering SA&NT (*appointed May 2018*)
Angela Seach | Volunteering Victoria
Amit Jois | Independent
Jamie Snashall | Independent (*appointed October 2017*)

2017-2018 Volunteering Australia Staff & Volunteers



Adrienne Picone | CEO & Public Officer
Lavanya Kala | Policy Manager
Rebecca Rowland | Administration Officer
Kylie Hughes | Communications & Marketing Coordinator
Kylie Harding | Finance Manager (*appointed March 2018*)

Susan Fisher | Partnerships Manager (*January – July 2018*)
Lisa Bennett | Finance Manager
(*November 2017 – February 2018*)
Helen Quiggin | Finance Manager (*concluded November 2017*)
Connor McGoverne | Marketing & Communications Officer
(*July – October 2017*)
Marie Grealy | Volunteer Receptionist & Volunteering
Australia Support
Emma Prezzi | National Volunteer Week Event Volunteer

MEMBERS & SUPPORTERS

Foundation Members

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

Chief Patron

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



Our Supporters

- Pro Bono Australia
- Seek
- The Sydney Boulevard Hotel
- Aon
- National Congress of Australia's First Peoples
- DLA Piper
- Communitier

National Volunteering Conference 2018 Supporters

- Australian Government
- Seek Volunteer
- Realized Worth Institute
- NSW Government
- Pro Bono Australia
- Telstra
- Hancock Creative
- Aon





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Level 2, 202 City Walk, Canberra ACT 2601

PO Box 128, Civic Square ACT 2608

P: 02 6251 4060

E: admin@volunteeringaustralia.org

