

The Centre for Volunteering

Annual Report and Review 2009



the **centre** for **volunteering**
igniting community spirit

ABN 28 002 416 024

Message from the Chairperson

Joy Woodhouse



The 2008/2009 financial year has been a very productive one for The Centre for Volunteering. The efforts of our dedicated volunteers, staff and Board members have seen The Centre building on the strengths of previous years to ensure that our important work remains effective.

Strategic Directions & Constitution

Following our consultation with key stakeholders regarding our role as the peak body for volunteering in NSW, the Board signed off on the **Strategic Directions 2008-2011** for The Centre. At the same time the Board commenced the process of review of The Centre's 1982 Articles of Association to ensure that The Centre complied with governing legislation.

Board of Directors

This year our volunteer Board has grown in numbers and depth of experience. While we lost the expertise and hard work of Professor Tracy Taylor and Gary Moore, we welcomed six new Board members: Harry Whelan a committed volunteer from the youth sector, Ian Moyser of KPMG, Dr Bronwen Dalton from the Centre for Australian Community Organisations at UTS, Amanda Gruhn from The Benevolent Society, Donna Purcell from The Cancer Council and Kaye McCulloch from St George Community Services. The experience and expertise that our Directors bring to the governance of The Centre provides a sound basis for our future development. I would like to convey my sincere appreciation to all the Directors for their hard work and commitment and a special thanks to Ian Moyser who has taken on the role of Treasurer with great professionalism.



Our new Board Members

Board members and our CEO Lynne Dalton have worked hard this year to strengthen our relationship with the state and federal Governments and our national peak body, Volunteering Australia.

The highlights of the efforts of our volunteers and staff throughout the year have been numerous. I cannot give due recognition to them all but would like to refer to some of the key achievements.

Corporate Volunteering

Our activity in supporting corporate volunteering has grown in momentum. Interest by government agencies is an exciting development and The Centre has developed an enlightening presentation aimed at employees of companies.

Research & Policy

Our research and policy program has conducted some important research projects including how people of CALD backgrounds volunteer, governance practices in NSW not-for-profit organisations and the reimbursement & valuation of volunteers in the sector.

School of Volunteer Management

VETAB gave the School of Volunteer Management an excellent score card with their re-registration of the School as a Registered Training Organisation and the activities of our School have continued to increase steadily. The School was selected by the NSW Department of Education and Training to participate in a major Recognition of Prior Learning Project.

Volunteer Referral Service

The professional level of service offered by our Volunteer Referral Service has been outstanding over the course of the last 12 months. This engine room of dedicated volunteers has achieved great success in matching the "right volunteer" to the "right volunteer position" in organisations.

Message from the Chairperson cont'

Youth Volunteering

Our Youth Volunteering program has excelled in achieving its objectives to educate, inspire and inform young people about volunteering and build the capacity of the volunteer sector in relation to young people through exciting projects such as The Centre's first Teacher Networking Event to resource and connect teachers who run student volunteer programs.

Communications and Awards

Our fund raising, marketing and communications activities have been integral to promoting the work of The Centre and supporting volunteering in our community. The 2008 NSW Volunteer of the Year Award was a huge success.

I wish to convey my very sincere thanks to all the staff and volunteers who have given so much to The Centre during the year. A special thanks to Lynne our CEO for her enormous efforts and strong leadership.

Joy Woodhouse
Chairperson, Board of Directors



Margaret Bell address at 2008 AGM

Message from the CEO

Lynne Dalton



The past year has seen The Centre achieving many of the objectives that were set for the year. Membership has grown steadily, the referral service is busier than it has ever been and the School of Volunteer Management has seen a strong interest in its courses and training. As well, the NSW Volunteer of the Year Award saw a doubling of the entrants culminating in a wonderful event at Parliament House on December 5th, International Volunteer Day. We farewelled Hon Linda Burney as the Patron of the NSW Volunteer of the Year Award and welcomed Hon Graham West in her place.

As ever, The Centre cannot operate at the level it does without the reliable and dedicated team of volunteers who support and contribute to the outcomes of the organisation through their managers and supervisors. That support is an integral part of the *raison d'être* of The Centre, both in an actual and philosophical sense, that we rely on everyday in The Centre.

The recognition of the Centre's value to the community can be seen in the host of invitations to speak, attend and participate at events, conferences, and forums where there is recognition of volunteering as a vital aspect of a robust community. Participating in the selection of the Law Foundations' volunteer awards and the Australian of the Year judging has been a privilege. A highlight of the year's invitations was to be invited to present a paper at an international forum

Message from the CEO cont'

on volunteering in Saudi Arabia in April this year. The forum highlighted the growing international interest in volunteering whatever the political and/or social structure of communities. It was also a privilege to meet such a warm and welcoming group of people as the Saudi's.

The past year has seen a dramatic increase in demand for The Centre's services especially through the referral service which has required the addition of extra Bridge to Volunteering sessions as a result of demand for volunteer opportunity. The pressure to respond to increasing demand naturally impacts on the workloads of staff as funding continues to remain static which prevents any expansion of staff hours. The need to search for alternative sources of funding has resulted in a restructure of staff and seen the creation two new positions - a Fundraising and Marketing position and a Communications co-ordinator - to finance and promote The Centre. The Centre also farewelled some long term employees in Jan Cosgrove, John Sargent and Kristin Romanis though John and Kristin continue to play a role in The Centre's work.

The Centre was also privileged to be invited to participate in the National Compact Task Force under the sponsorship of Senator Ursula Stephens, The Federal Parliamentary Secretary for Social Inclusion. The Federal Government's support for the Third Sector has culminated in the establishment of a body to oversee the development of a National Volunteering Strategy which will firmly place volunteering in the political and economic national landscape.

Without doubt the continued output of The Centre is a manifestation of the dedicated and hard working staff and volunteers. The Centre's output has almost doubled in the past two years but unfortunately this output has not resulted in any extra support from government. As a consequence we decided to invest in a fundraising strategy in order to complement our steadily diminishing dollars to cope with the existing work load.

Another issue which is hanging over our heads is the need to find new premises as our current address is being renovated. After having an ideal location and facility for 10 years it will be a real break with the past to have to move from Pitt Street.

Once again, along with staff the organisation could not progress and flourish without the support, knowledge and commitment of a Board of Directors. I and The Centre have been privileged to be supported by a very dedicated and professional group who have shared their knowledge experience with me particularly. I am most grateful for their assistance and support.

I must finish by thanking David Thomas who, after 3 decades, has decided to hang up his **V** and retire. David's commitment to volunteering and particularly to this organisation I don't think will ever be matched.
Thank you David.

Lynne Dalton, CEO

Volunteer Referral Service

8000 people have been interviewed over the course of 2008/09 by the VRS team - which is made up of 45 wonderful volunteers that drive the engine room of The Centre for Volunteering. The professional level of service offered by the VRS to the general public interested and motivated to volunteer has been outstanding over the course of the last 12 months, matching the “right volunteer” to the “right volunteer position” is a colossal achievement that the VRS Interviewers strive to get right. With over 500 volunteer job descriptions on our database at any given time with most positions requiring multiple volunteers there are many factors that come in to play to make the right referral to the right potential volunteer - availability; that is time commitment to the volunteer role, where the volunteer role is located and of course the skills and interests of the individual to carry out the identified volunteer position.

There is no limit to what a volunteer can do, from utilising professional skills such as web design, to lending an ear as a community visitor connecting with socially isolated people to improve their quality of life, to fundraising and crowd control at special community events like the Surry Hills festival, Sculptures by the Sea and the Sydney World Masters Game 2009 to assist in creating healthy and diverse communities. There truly is a volunteer position that suits anyone wishing to participate, get out there and enjoy life and make a difference in the community. And it is the Interviewer’s job to make this happen, connecting the right volunteer to the right volunteer role.



Our volunteers at the 2008 Christmas Party

Motivational dynamics of the individual potential volunteers approaching the VRS play a huge part in the interviewing process that the VRS undertakes to refer the person onto a meaningful and worthwhile volunteer role that has been identified by our member organisations. The youngest person the VRS has interviewed was a 7 year old girl with her mother hovering in the background as the interview was conducted over the phone - why would a girl so young want to volunteer? A simple answer “to give back to her community”. The oldest person to make contact with the VRS over the last year was a 93 year old man that did not want to sit at home and watch Oprah anymore he wanted to get out there enjoy life and help others –we found him a volunteer position that met all of the above!

The VRS has also seen a marked increase in job network providers contacting the VRS on behalf of their clients, university and overseas students to gain insight and experience relating to their studies, Centrelink clients and recently unemployed people due to the economic downturn. Again this impacts on the VRS and alters the dynamics and opportunities of the individual approaching the VRS for a successful referral to a volunteer role that meets their expectations and “needs”. Expectations such as extensive training, supervision, guidance, administration of paperwork by the organisation and sometimes the need for flexibility of the organisation to meet their needs. This has proved to become more complicated not only for the VRS Interviewers but also the NFP sector that involve volunteers as part of their workforce. If government and education establishments policy is to utilise the NFP sector to educate and promote their policy of social inclusion and work experience to their “clients” and include them in the world of volunteering - there needs to be consultation and inclusion of the NFP sector in how best to make such programs work in the real world. There needs to be a more proactive approach to assist the NFP to take on these new volunteer concepts and initiatives. The impact on the VRS is already evident - without increased funding to support these policy changes the situation will only get more complicated to meet the many and varied needs of the cross range of the general public that we are dealing with on a daily basis.

For the VRS it is simple - we connect people and organisations in order to enrich our community. We achieve this through the right referral to the right volunteer position to help people get involved in their communities, and enhance the capacity and skills of not-for-profit organisations, corporations and government to become involved in the community.

Odessa O'Brien, Volunteer Services and Corporate Volunteering Manager

Corporate Volunteering

The Creating Community Corporate Partnerships program (C3P) over the last 12 months has grown in momentum - both engaging companies, individual employees and not for profit members in a variety of volunteering experiences. With information and advice provided to over 135 companies and 37 companies signing up to become a member of the Centre.

The C3P program has created a platform for The Centre for Volunteering to engage with corporate entities and NFP's in activities and relationships that are of mutual benefit. With 1407 employee volunteer participating in the C3P program. The Centre has also been approached by several government departments to assist in the implementation of their employee volunteer programs –this is a very exciting development to work with government agencies to develop their understanding of the real impact volunteering has on communities and NFP organisations.

The Centre for Volunteering provides both strategic advice to NFP and corporate members on employee volunteering – what kind of opportunities are right for each party and what resources they will require – and guidance for NFPs and corporations forming partnerships to support successful EVP projects and activities.

C3P acts as a broker to connect corporations with NFPs in beneficial EVP projects and activities. The **C3P** program was established by The Centre for Volunteering as the third tier of supporting NFP and corporate members to develop activities and relationships that are of mutual benefits. The **C3P** program involves identifying and creating EVP opportunities for The Centre for Volunteering NFP and corporate members. The Centre facilitates understanding of EVP partnership needs and issues, any constraints that may exist, provides advice and realistically defines the possible outcomes for both parties.

The main objective of the **C3P** program is to increase small to medium NFP organisations capacity to engage with corporations in creating successful and mutually beneficial EVP projects and activities.

The Centre for Volunteering has developed an enlightening presentation aimed at employees of companies to engage and educate the employees on volunteering roles and responsibilities and opportunities available. The presentation includes case studies and examples of the different types of corporate volunteering opportunities available and places their volunteering efforts in context with company policy.

Odessa O'Brien, Volunteer Services and Corporate Volunteering Manager

Research and Policy

The Centre for Volunteering's Research & Policy department conducts research projects in relation to aspects of volunteering in NSW. From this, it may from time to time make policy recommendations for dissemination within The Centre, volunteering organisations in NSW and government. It also offers fee-for-service consulting services that can include comprehensive reviews of literate, social research projects, research project evaluation and reviews. The Research & Policy department also produced a Highly Skilled Culturally and Linguistically Diverse (HS CALD) prospectus for potential funding and collaborative partners. This has found significant support from government and the private sector. Information on these and other issues including access to The Centre's Library can be obtained by emailing tfrew@volunteering.com.au. Volunteering statistics and reports can be found at http://volunteering.com.au/tools_and_research/research_reports.asp

The projects summarised here only investigated the Community welfare, Health, Arts/culture, Education/youth development, Advocacy organisations/Interest Groups segments of the no-for-profit sector. Sport and recreation together with Emergency services were excluded due to the structure of most of these organisations or the legislation governing their operations.

Culturally and Linguistically Diverse (CALD) Research Project

The 2008 research project that investigated how "*Highly Skilled with Insufficient English*" people of CALD backgrounds volunteer provided the basis for a prospectus aimed at potential funding and collaborative partners. Funding pledges, expertise and in-kind support has been committed by the Department of Immigration and Citizenship, Department of Premier & Cabinet (NSW), National Australia Bank Trustees, Culture Resource Centre, Carrie Hayter Consulting, Refuge Australia Foundation (Settlement Services International Inc), Sydney City Council and Community Relations Commission (NSW).

Governance Practices in NSW NFP organisations

An extension of an earlier review of optimal board size led to this research into a broader analysis of structural and operational aspects that can affect the effectiveness and efficiency of NSW not-for-profit boards. An on-line survey of over 700 CEOs and Board members will be conducted to gather current data for this project.

Supply and Demand of Volunteers in NSW

Investigates the level of participation in volunteering per year and the number of volunteer hours required annually by NFP organisations in NSW. It looks at factors affecting demand including government policy, labour costs and supply, the type of NFP segment, the type of voluntary work required and available and NFP's relative volunteer management capabilities.

Reimbursement & Valuation of Volunteers

Examines current mechanisms for the reimbursement of volunteers' expenses and the monetary valuation of volunteers in the not-for-profit sector. This project examines ways in which NFP organisations, in specific sector segments, reimburse volunteers for their expenses. It also examines methods of valuing volunteer hours by comparing generic roles to authoritative and up to date pay scales. This study also addresses taxation and accounting issues for organisations and individuals.

Tony Frew, Research Development and Policy Manager

Engaging Young People

In the 2008-2009 period, the Youth Volunteer Program has strengthened and diversified the ways young people, schools and not-for-profit organisations can get involved with youth volunteering. This year the main focus areas for the Youth Volunteer Program were:

- SCIP seminars and presentations;
- Increase the involvement of young people as volunteers at The Centre;
- Website development;
- Promotion of youth volunteering; and
- Increasing not-for-profit organisations awareness of youth volunteering.

In the coming year The Centre aims to develop and disseminate resources for schools and organisations to assist in the implementation of SCIP and the uptake of youth volunteers.

Youth Volunteer Program 08/09 highlights:

Educated, inspired and informed young people about volunteering through:

- presentations reaching a total of 2,871 young people included conducting 16 in-school SCIP seminars, 3 workshops and 6 presentations
- Workshops to students from regional and rural areas at the 2008 Youth Action and Policy Association (YAPA) *Participation in Action* Conference
- Special presentations to students at the Community Relations Commission *Youth Leaders Day*.

Directly engaged 15 young people as volunteers in the Youth Volunteer Program through:

- assisting with the development and delivery of volunteer presentation
- contributing to the development of youth-related website content for The Centre's Youth Volunteering section of the website
- conducting desktop research on youth-related marketing and communications to develop a new youth-specific marketing strategy
- assisting in the development of youth-specific resources and information

Building the capacity of the volunteer sector in relation to young people by:

- launching The Centre's first Teacher Networking Event to resource and connect teachers who run student volunteer programs
- Conducting networking events for volunteer managers to better engage young people as volunteers.
- Presented to teachers on the youth volunteer program and opportunities for students

Enhanced The Centre's capacity to respond to the increased number of youth volunteer enquiries by:

- Developing an online information sheet to assist young people seeking volunteer opportunities
- Improving the content and functionality of the Youth Volunteer section of The Centre's website
- Continuing to expand the youth involving organisations list.

Maia Giordano, Youth Volunteering Program Manager

School of Volunteer Management

This year was a capacity building year for the School; especially with its Registered Training Courses, where the School added five new courses to its scope:

- The new Certificate I in Active Volunteering (CAV I), and also CAV II and CAV III
- The Diploma of Management
- The strategically important Certificate IV in Training and Assessment, which can now be delivered by Distance Learning and e-learning with virtual classrooms. This qualification allows the School to provide organisations with a complete “package”, allowing them to partner with the School and deliver Registered Training Courses, such as the CAV I and CAV II, in-house using their own trainers and assessors.

In the coming year the School plans to add to its scope the Certificate IV in Volunteer Program Coordination and the Diploma of Community Services Coordination.



Training session



Our qualified trainers

In addition to these new courses, the School transitioned all existing courses on its scope and this necessitated the re-writing of all associated training and assessment materials. In November 2008, following an audit of the School's operations and documentation by VETAB, the School achieved re-registration as a Registered Training Organisation (RTO). In fact, it received a 100 percent rating in the three Essential Standards - which include providing quality training, maximising the outcomes for learners and responsiveness to the needs of clients, staff and stakeholders - as well as meeting the nine conditions of registration. This was recognised as a rare achievement. The auditor wrote: *'The RTO has undergone significant change in recent years ... and has made many improvements to ensure the provision of quality training and assessment into the future ... this will enhance the continuation of quality training provision'*.

In late 2008 the School was selected by the NSW Department of Education and Training to participate in a major Recognition of Prior Learning (RPL) Project as part of the DET NSW (COAG) RPL Skills Express – Industry Partnership Project, and received two grants totalling \$288,440. RPL allows individuals to have their existing skills and knowledge recognised towards a qualification, as opposed to obtaining it by means of traditional training methods. It makes access to nationally recognised qualifications easier. The scope of the project is to develop and trial new models of RPL involving 50 candidates across the not-for-profit (NFP) sector in NSW. Two existing qualifications were selected: the Certificate I in Active Volunteering (CAV I), involving 30 candidates, all volunteers, and the Diploma of Business (Dip Bus), involving 20 candidates, primarily managers of volunteers. Five RPL models were identified and are included in the trial.

Despite initial delays in securing the 50 candidates to participate in the trial it commenced in late January. It has progressed well and assessments will commence in July and conclude in September. Some 12 trainers were involved in the development of assessment and associated materials for five different assessment methods for the 13 units of the two qualifications: a major achievement considering the short timeframe. A Progress report is available on the School's website (www.svm.edu.au) and the final report will be available in October.

Prior to its participation in the RPL Project the School had embraced the RPL concept. Enrolments in courses to obtain nationally recognised qualifications by RPL, in full or in part, have increased by **600** percent this year compared to last year: a very high percentage compared to other Registered Training Organisations (RTOs). The School anticipates continued growth in RPL enrolments and overall, enrolments have increased by 200 percent over last year.

School of Volunteer Management cont'

The School was successful in its Approved Provider List (APL) 2009-2010 tender, giving it access to funding through the Strategic Skills Program. Unfortunately the government reallocated the funds for this program. In the coming year the School will seek funding under the NSW Productivity Placement Program: the funding available through both these programs allows the School to deliver subsidised training to the Community Services and Health Sector.

The VET Directorate of DET NSW approached the School seeking support for the School to Work Program by inclusion of the CAV I and discussions are continuing.

The revised SVM website is generating more enquiries and enrolments/bookings. Feedback for users is that it is very user friendly and easy to navigate. The online enrolment and booking facility has increased staff productivity and customer service. A trainer and student login section of the website will be introduced early in the coming year, allowing them access to an increased range of resources.



Our successful graduates

The Individual Training service introduced this year is growing steadily. Six volunteer managers/coordinators from four organisations have used this service and feedback has been excellent, as well as on-job results.

Training activities have continued to increase steadily, as demonstrated by the following comparisons with last year:

- **Professional Development Workshops** – 27 workshops delivered, an increase of 93 percent
- **Customised Training** – 19 activities/workshops delivered, an increase of 12 percent
- **Registered Training Courses** – 18 students enrolled in the Diplomas of Business and Management and CAVI, an increase of 200 percent. (**Note:** Does not include the 50 RPL Project candidates.)
- **Bridge to Volunteering (Scheduled)** – 694 participants, an increase of 69 percent. (**Note:** Two additional sessions have now been scheduled each month.)
- **Bridge to Volunteering (Requested by Organisations)** – 3 sessions delivered.

Geoff Copeland, Manager SVM

NSW Volunteer of the Year Award Program

Winners of the 2008 NSW Volunteer of the Year Award were announced at a gala ceremony on Friday, 5 December, at Sydney's Parliament House. ABC Radio host **Adam Spencer** MC'd the ceremony and the NSW Minister for Volunteering, the **Hon. Graham West**, presented the Awards.



2008 NSW Volunteer of the Year Award winners Shu Fen Wang, Karen Carmichael, Lorraine Clark & Krystle Marsh (Layne Beachley absent) sitting on the steps of Parliament House, Sydney, following the 2008 Award Ceremony, 5 December 2008.

Layne Beachley, the most successful female surfer of all time, seven-time world champion, and Founder and Chief Executive of the Layne Beachley Aim for the Stars Foundation, has been awarded the inaugural **NSW Volunteer Ambassador of the Year Award**.

Ashfield resident **Shu Fen Wang** has been named **2008 NSW Volunteer of the Year** by the NSW Minister for Volunteering, the Hon. Graham West, in the ceremony. Shu was awarded for her work over the past ten years with the West Region Chinese Association. She has been actively involved in a number of efforts to assist Chinese migrants in Western Sydney become more accustomed to and involved in Australian life.

Lorraine Clark of Warringah was named **2008 NSW Senior Volunteer of the Year** for her 18-year contribution to the Special Olympics program. As a swimming and basketball coach Lorraine developed a skills-based program, eventuating in athletes achieving a level of competency which made access to training and competition in these sports a realistic goal. The success of her coaching can be measured by the large number of athletes who now compete at Regional, State and National Competitions.

2008 NSW Youth Volunteer of the Year Krystle Marsh works with St Vincent de Paul and the Australian Red Cross. Krystle expanded her volunteering activities by assisting in running the Warilla High School Breakfast club and planning and coordinating the Warilla High/ St Vincent de Paul 'Grandparents Day' Seniors Week celebrations. Krystle has just completed her HSC at Warilla High School.

Optus' IT Commercial Director, **Karen Carmichael**, and Optus have been recognised for mobilising an exemplary Employee Volunteering program at Lurnea High School and been awarded the **2008 NSW Corporate Volunteer of the Year**. Through utilising her business contacts from 16 years with Optus, Karen offered the students work experiences far beyond the scope of their limited personal and school networks.



Our Volunteer Awards Team

Kristin Romanis, Online and Awards Program Manager

Staff and Volunteers

The Centre for Volunteering would like to thank the following past and present staff and volunteers for their tireless work and dedication to the organisation and the volunteer sector in the 2008-09 financial year.

Administration

Anne	Farrar
Bettina	Shepherd
Brian	Chittendon
Eliza	Grainger
Gail	Edwards
Gladys	Hopkins
Jennifer	Gray
Judy	Houlton
Judy	Schneider
Julia	Sztaba
Laura	Strano

Natalie	Chow
Nilufar	Yeasmin
Sally	Jordan

Bridge to Volunteering

Carol	Hawke
Elaine	Jackson
Helen	McInnes
Karen	Taylor
Kathryn	Leaney
Lorna	Paviour
Lynne	Wayling
Margaret	Griffin

Board of Directors

Alan	Bates
Amanda	Gruhn
Bronwen	Dalton
Bruce	Edwards
David	Thomas (Hon. Sec.)
Donna	Purcell
Gary	Moore (retired)
Harry	Whelan
Ian	Moyser (Treasurer)
Joy	Woodhouse (Chair)
Kaye	McCulloch
Peter	Rowe
Sue-Anne	Wallace
Tracy	Taylor (retired)
Valerie	Hoogstad

IT Volunteers	
Ahmad	Zrayka
Beauty	Ashabunnaher
Carolyn	Eade
Chong (Winnie)	Feng
Deborah	Ehrlich
Denis	Crowther
Diego	Coslovich
Jing	Ouyang
Judith	Sukumar
Lei	Yang
Manisha	Patel
Mogeng	Wang
Pauline	Khoo
Robert	Young
Shuman	Du

Marketing & Communications

Adam	Bottomley
Alexander	Belkin
Anna	Pai
Anuradha (Anu)	Sawhney
April	Pan
Atoosa	Khodabandehloo
Brian	Milroy
Brian	Milroy
Carly	Goodhew
Chris	Tweedie
Christie (Vivien)	Le
Christina	Lam
Danuzia (Dani)	Pontes
Denis	Porter
Dianne	Tyson
Elvira	Cherry
Florence	Johnston
George	Steadman
Gregory	Martin
Hartono	Setiowijoso
Igo	Arisbawa
Jacqueline	Lai
Jennifer	Symons
Jim	Yan
Jimmy	Song
Joanne	Joseph
Lindsay	Byrne
Lisa	Saramel
Malinda	Zerefos
Mel	Keles
Natasha	Jayasinghe
Paula	Perugini
Payal	Juthani
Rebecka	Delforce
Richard	Parris
Sarah	Wiecek

Marketing & Communications cont.	
Sue	Irvine
Susan	de Brett
Tamas	Keresztes
Theresa	Pirotta
Thi Hong (Rose)	Dang
Thingan Binh	pham
Tony	Buffin
Vanessa	McQuarrie
Wolfgang	Wahl
Xuetao (Mark)	Ji
Yang	Yang

Research & Library Volunteers

Michael	Borys
Chris	Morgan
Christina	Bourke
Elsa	Roland- Lai
Kerry	Behrendt
Lesley	Anderson
Liz	Slade
Mahmuda	Begum
Maria	Stafford
Maurice	Oxenburgh
Nareena	Bora Rawat
Neil	Thacker
Nelson	Sanz
Nina	Bhavnagri
Pamela	Thistleton
Penelope	Nelson
Rodger	Robertson
Steven	Huang
Morela	Alfonzo
Paul	Davis
Sue	Zeckendorf

SCIP / Youth Volunteers

Alexis	Handel
Angela	O'Connell
Ashleigh	Veale
Ben	Phillips
Benjamin	Hanckel
Cassie	Wright
Jessica	Granahan
Lisl	Tinyow-Woodman
Maia	Co
Mohit	Tolani
Ronna	Guzman
Samishka	Moodley
Sneha	Kalva
Stephanie	Burnham
Yasmin	Kalil

SVM Volunteers

Garry	Lam
Mimi	Rivera

SVM Volunteers cont.	
Helen	Baker
Paul	Davis
Carol	Lam
Francesca	Ballotta
Paolo	Fanizzi

VRS Volunteers

Adrienne	Unger
Alex (Lexiang)	Liang
Alice	Webster
Andrea	Turner
Anne	Duffy
Anthony	Waterworth
Avril	Samuels
Bess	Morrison
Betsy	Williams
Candida	Misquitta
Carol	Russell
Carol	Lawler
Catherine	Gunczi
Chau Boi	Ly
Christian	Tanadinata
Connie	Lovell
Denise	Francis
Dong-Il	Shin
Gali	Levinzon
Gene	Capistrano
George	Cooper
Jan	Pickering
Joan	Curtis
John	Forrest
John	Carter
Judith	Nicklin
June	Hopkins
Kathleen	Durkin
Kathleen	Durkin
Lesley	Green
Marcel	De Maria
Margaret	Labruyere
Mary	Hossack
Mary	Miller
Merrin	Harnett
Molly	Neal
Norman	Hams
Nurfer	Babur
Patel	Neha
Peter	Hoadley
Powe	Di
Robin	Arbib
Sherry (Juan)	Zhou
Sue	Marsden
Terri	Pirotta
Xiao Fei (Faye)	Wang

Directors' Report for the year ended 30 June 2009

Income Statement for the year ended 30 June 2009

	Note	2009 \$	2008 \$
Revenue from Continuing Operations	2	1,124,905	1,037,872
Depreciation and Amortisation Expense	3	(9,332)	(11,153)
Salaries Expense		(583,212)	(592,473)
Borrowing Costs		(1,463)	(1,588)
Occupancy Costs		(126,426)	(128,062)
Professional Fees		(175,152)	(141,669)
Project Contractors		(116,032)	-
Other Expenses		(99,190)	(91,189)
Surplus/(Deficit)		14,098	71,738

The above income statement should be read in conjunction with the accompanying notes.

Directors' Report for the year ended 30 June 2009

Balance Sheet as at 30 June 2009

	Note	2009	2008
		\$	\$
Current Assets			
Cash and Cash Equivalents	11	66,729	25,448
Trade and Other Receivables	4	27,285	13,990
Prepayments	5	557	8,376
Inventories	6	5,027	6,947
Total Current Assets		99,598	54,761
Non-Current Assets			
Property, Plant and Equipment	7	4,132	13,464
Total Non-Current Assets		4,132	13,464
Total Assets		103,730	68,225
Current Liabilities			
Trade and Other Payables	8	103,133	76,922
Provisions	9	26,462	32,403
Total Current Liabilities		129,595	109,325
Non-Current Liabilities			
Provisions	9	7,817	6,680
Total Non-Current Liabilities		7,817	6,680
Total Liabilities		137,412	116,005
Net Assets		(33,682)	(47,780)
Accumulated Deficit		(33,682)	(47,780)

The above income statement should be read in conjunction with the accompanying notes.

Directors' Report for the year ended 30 June 2009

Statement of Changes in Equity for the year ended 30 June 2009

	Note	2009	2008
		\$	\$
Accumulated deficit at the beginning of the year		(47,780)	(119,518)
Surplus for the year		14,098	71,738
Accumulated deficit at the end of the year		(33,682)	(47,780)

The above statement of changes in equity should be read in conjunction with the accompanying notes.

Directors' Report for the year ended 30 June 2009

Cash Flow Statement for the year ended 30 June 2009

	Note	2009 \$	2008 \$
Cash flows from operating activities			
Cash receipts in the course of operations		1,139,494	986,952
Payments to suppliers and employees		(1,103,792)	(992,320)
Net interest received/(paid)		5,579	5,221
Net cash used in operating activities	11	41,281	(147)
Cash flows from investing activities			
Payments for property, plant & equipment		-	-
Net cash used in investing activities		-	-
Cash flows from financing activities			
Lease payments		-	(3,574)
Net cash used in financing activities		-	(3,574)
Net increase/(decrease) in cash held		41,281	(3,721)
Cash and cash equivalents at the beginning of the year		25,448	29,169
Cash and cash equivalents at the end of the year	11	66,729	25,448

The above cash flow statement should be read in conjunction with the accompanying notes.

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