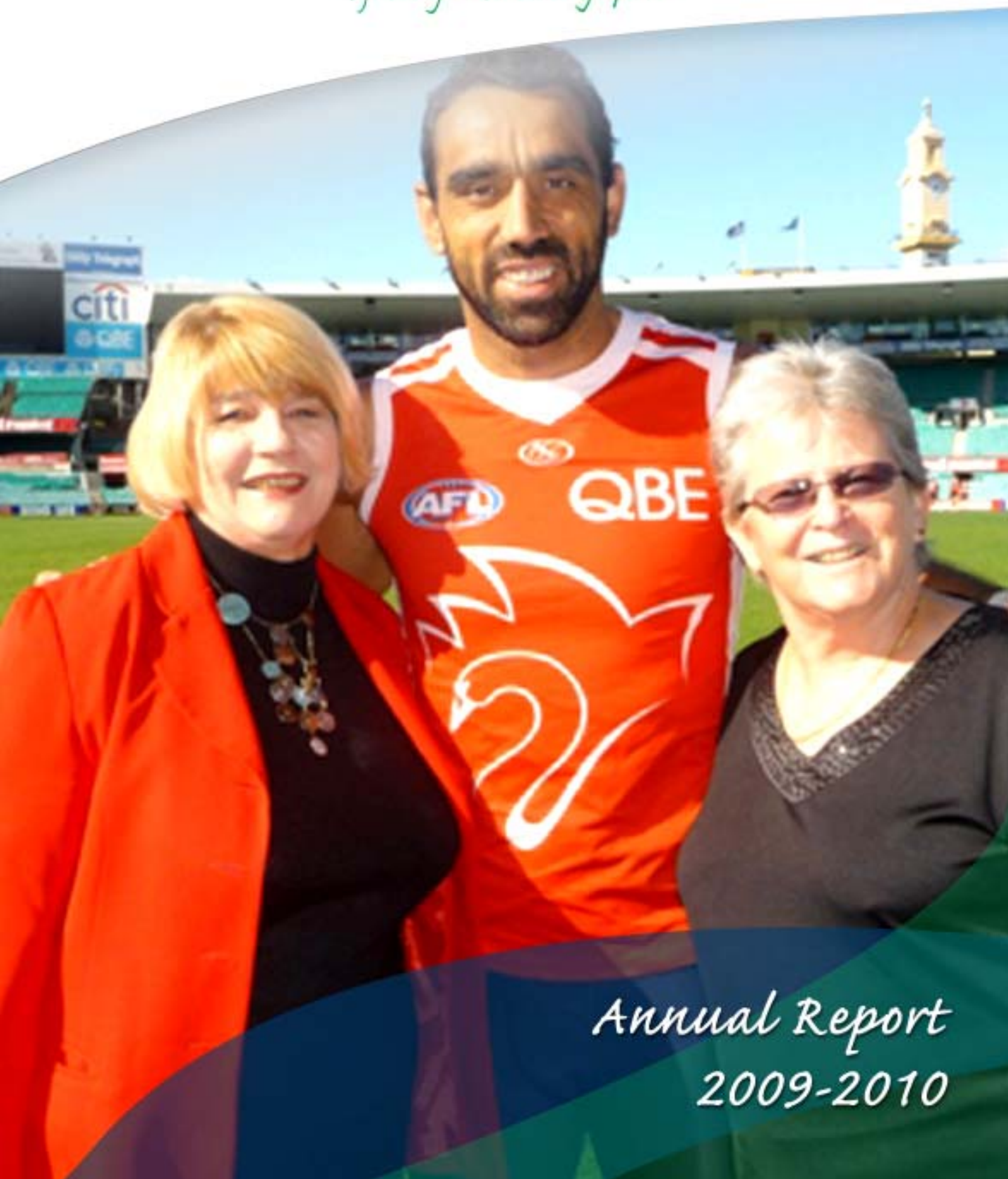




the **centre** for **volunteering**
igniting community spirit



Annual Report
2009-2010

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Message from the Chair

We have had another great year at The Centre allowing reflection on past efforts. The Centre has completed a "tight" four years in terms of budget and resource constraint which allows us to consider where we have been and where we are going. The efforts of our staff and volunteers over this time have added a new meaning to the word "dedication".

Major projects undertaken in 2009 include RPL Training Project with the Department of Education, the NSW Volunteer of the Year Award, the Skilled Diversity Project and the new series of Ignite conferences amongst a raft of important initiatives to mention but a few. The School of Volunteer Management was also successful in attracting grants from the NSW Dept of Education for subsidised training opportunities for accredited courses. "Well done" to all involved.

The coming year is beginning to appear as one where all the effort and commitment of the Board, staff, volunteers and members is going to see a steady increase in our growth through program delivery, partnerships, community impact and a strengthening of our strategic directions.

We have experienced change in our Board membership this year as some Directors have unfortunately experienced some health issues, while others have moved to positions that have required them to step down. We have valued their important contribution to the governance of The Centre and wish them well. A special mention must be made of David Thomas who performed the role of Honorary Secretary for 25 years, always gave willingly of his time and exceptional knowledge and remains passionate about volunteering and its contribution to our community. We miss him! A special thanks too to Bruce Edwards who so ably held the role of Treasurer during some challenging times.

With the hard work and expertise of Freehills' Lesley Sutton and Ben Robertson the review of The Centre's 1982 Articles of Association was completed and a new Constitution ratified at the 2009 AGM. A Strategic Directions review will be the outcome of this important document.

I am delighted to report that the NSW Government continues its active support of The Centre and the promotion of volunteering. The year saw the appointment of The Hon Peter Primrose MLC as Minister for Volunteering replacing The Hon Graham West MP. Minister Primrose has shown himself to be strongly committed to the voluntary sector and we thank him for his support of so many aspects of The Centre's work and in particular the NSW Volunteer of the Year Award.

Federal government support for volunteering was manifested in the appointment of Senator Ursula Stephens as Parliamentary Secretary for Social Inclusion and the Voluntary Sector. Senator Stephens' commitment and hard work saw the development of the third sector National Compact, which is an agreement between the Government and the Third Sector giving organisations real input into Government policy and programming. Senator Stephens also initiated the establishment of the forum looking at a National Strategy on Volunteering, as well as the launch of the Golden Gurus program. We thank Senator Stephens for her commitment and dedication to her portfolio and hope for her continued support over the coming years.

It was pleasing to see, but no surprise to the sector, that the Productivity Commission report released early this year by the Federal Government highlighted the degree to which the community relies on the not-for-profit sector in the delivery of vital community services. What probably surprised the general community was the level of financial contribution the sector makes to the national economy. As it is volunteers who underpin both the management and service delivery components of the sector, it must become a priority for both federal and state governments to begin resourcing the sector to an appropriate level.

My very sincere thanks go to all the staff and volunteers including my Director colleagues who have given so much to The Centre during the year. A special thanks as always to Lynne our CEO for her gargantuan efforts and strong leadership.

Joy Woodhouse
Chairperson, Board of Directors

Message from the CEO

The past year has been one of the busiest in The Centre for Volunteering's 35 year history. The Centre has seen a constant stream of volunteers and organisations being matched for volunteer work, also replicated in the corporate sector, with interest from a growing number of businesses offering volunteering as a way of fulfilling their corporate social responsibility commitment.

The Productivity Commission report, released in February this year, highlighted the relevance and importance of the Not-for-profit sector to the community – not only for its very worthwhile work but also for the impact the sector has on the country's economy. The report was a very clear signal to Governments, both State and Federal, that perhaps a bit more support could be offered to volunteers who form the largest workforce in Australia.

Over the coming year, The Centre will be increasing its emphasis on education and training for volunteer managers. The winning of 10 extra Priority Places Program grants will enable those people making volunteer management a career to enhance and/or recognise their qualifications and experience. The faces of students at the graduation ceremony at Parliament House earlier this year highlighted the value that workers and students in the sector place on skill recognition. For many, it was the first time that their experience and skills had been formally recognised.

The Centre was fortunate to be offered pro bono services from a company – Infralytics – in order to undertake a complete business analysis in late 2009. Highlights from that analysis resulted in a recommendation that The Centre review its activity and its service costs. Consequently member fees were increased to a level which reflected the level of service provided, while at the same time reducing fees to those members who demanded less of our services. As predicted, some members reviewed their needs and chose to become affiliate members rather than referral service users. This has resulted in a far more equitable structure, reflecting a more balanced user pay outcome, and allowing The Centre to provide more comprehensive support of members for the future. The Centre is also very fortunate that KMPG has offered pro-bono services to undertake a Risk Analysis of The Centre in the coming year which will complement the Infralytic's analysis.

The Centre is blessed with a team of workers – both paid and volunteers – who continue to amaze me with their commitment and dedication. This has been even more evident this year with the huge increase in our workload with little or no extra recompense, yet the output and commitment has never waned. The Centre has also been honoured to have had some of our staff headhunted, which is an indication of the professionalism and skill of the people working at The Centre. I personally would like to thank Janine Cowen and Lyndon Reed for their hard work and continuing patience in supporting me and The Centre while also ensuring all staff and volunteer's needs are met on a day to day basis.

The Board of Directors, led by Chair Joy Woodhouse, remains a skilled and productive team in carrying out their governance responsibility. The mutual respect that staff and the Board have for each other is a reflection of the people and their professionalism. I particularly thank the Board for their continued support in my role as CEO.

The Centre must vacate its current premises early in 2011 and will relocate to an address yet to be determined. The Centre is aware that its CBD presence is important as a peak body, as it is accessible to all areas of the greater Sydney as well as regional visitors. The Centre has had assistance from a number of very helpful agents in attempting to find suitable alternative accommodation and all will be kept informed of progress in finding suitable alternative premises.

In the coming year The Centre will be focusing on the issue of volunteer rights as it has been an ongoing concern that volunteers in NSW have no legal rights when it comes to the engagement and treatment. The Centre is committed to ensuring that all volunteers, who give their time freely to others in the community, have experiences that encourage and reward them for their efforts.

Lynne Dalton
CEO

Volunteer Referral Service (VRS)

It has been another busy year for the Volunteer Referral Service over 2009/2010. Staffed almost entirely by volunteers, this active department interviews an average of 25-30 volunteers per day, of which the majority are referred to suitable volunteer roles.

A team of approximately eight volunteers take calls, make appointments, process online registrations, interview and follow up with volunteers who have responded to advertised volunteer positions for not-for-profit organisations. These dedicated teams provide a friendly and professional service to both volunteers and member organisations to ensure that both parties' expectations are met. Volunteer referral is not an "exact science"; however the team's many years of experience contribute to excellent results for both referred volunteers and not-for-profit organisations.

The face of volunteering is gradually changing, from the traditional view of volunteers, being retired people with time on their hands, or mothers with school aged children wishing to have an interest outside of the home. Today, people volunteer to complement their studies, to gain work experience and many people from CALD (Culturally and Linguistically Diverse) backgrounds wish to gain local experience and practice their English. The current economic downturn means that people previously employed are seeking volunteer roles to maintain, upgrade or utilise their skills. As a result, we continue to receive clients of Job Network Providers referred to us. However, many of the most vital roles in the community are simple community service roles which don't always assist the volunteer to receive job skill training or experience they are seeking. In addition, many organisations in the NFP sector do not have the resources to offer extended experiences.

The range of jobs is equally diverse from the highly skilled Board Member volunteers, to the requirement for a volunteer to visit an elderly person in a nursing home for companionship. The Volunteer Referral Service advertises approximately 450 volunteer roles at any one time and these can vary from special events for a single day, to on-going roles with a commitment of one or two days per week. Indeed we interview people from all walks of life and those who come from many parts of the world.

The role of the Volunteer Referral Service remains to bring volunteers, NFP and Government organisations together for a mutually beneficial association, and in so doing, enrich communities and the lives of the individual volunteers.

The Centre bid farewell to the VRS Manager, Odessa O'Brien at the end of June 2010.

I would particularly like to thank Avril Samuels and Andrea Turner for their excellent management of the Referral Service during the prolonged absence of a Manager for the Referral Service.

Mike MacLeod
Manager-Member Services

Corporate Volunteering

The Centre's Corporate Volunteering program has continued to engage companies, individual employees and not-for-profit organisations in a variety of volunteering experiences over the past twelve months.

Information and advice has been provided to over 100 companies, with 40 companies signing up to become members of The Centre.

The Centre works with and liaises between companies and not-for-profit organisations to form ongoing relationships. Corporate Volunteering (also called employee volunteering) often improves team building, staff training, staff morale and loyalty within companies, and raises the corporate profile. These programs are often partnered with employee giving schemes, and community sponsorships.

The Centre engages its Volunteer Referral Service to help find suitable volunteering opportunities and also assists companies by researching, planning and establishing a Corporate Volunteering Program or assisting with the expansion or enhancement of existing programs.

The Centre has also started to offer corporate members access to discounted training through The School of Volunteer Management.

The Centre bid farewell to the Corporate Volunteer Manager, Odessa O'Brien at the end of June 2010. Following a restructure, a new role of Corporate Volunteering Coordinator was created..

Simon Clark
Corporate Volunteering Coordinator

Research and Policy

The Centre for Volunteering's Research Development & Policy department conducts research projects in relation to aspects of volunteering in NSW. From these research findings, the department may 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.

Skilled Diversity Project

The Research & Policy department's Highly Skilled Culturally Diverse (HS CD) prospectus has led to funding and collaborative partners for what has been termed the 'Skilled Diversity' project.

The project is focused on not-for-profit (NFP) organisations and its aims are to:

- Develop a Benefits Kit to assist NFP organisations to recruit, manage and transition HS CD volunteers to paid employment
- Link highly skilled volunteers and not-for-profit organisations together for mutual benefit

Following further research which will inform the 'Benefits Kit' it will be developed to assist organisations access and utilise HS CD volunteers. The opportunity for the volunteers is a better understanding of Australian workplace culture, assist the volunteers maintain their skills by making use of their professional capability, improve their communication skills and ultimately assist in their transition to the paid workforce.

This will ensure that HS CD volunteers are socially included and can contribute to the organisation that has recruited them in a meaningful and rewarding way for both parties. It also provides a source of highly skilled potential employees for Australian business with their prior learning recognised and certified as work-ready.

The Benefits Kit is targeted at decision-makers, such as CEO's, Executive Officers, Managers or Co-ordinators of Not-for-Profit (NFP) organisations. The Benefits Kit will be disseminated free to NFP organisations (with its inherent training and consulting modules completed) selected to participate in the Skilled Diversity project. In the future, organisations wishing to use the Benefits Kit may undertake training through the School of Volunteer Management (The School) The Centre's Registered Training Organisation (RTO).

City of Sydney has provided funds from the 09-10 Community Services Grants program to undertake this project in the City of Sydney local government area (LGA). The Centre has entered into a contract with the City of Sydney. The **Community Relations Commission** has also provided funds from the 2009-2010 Community Development Grants program to support the project into 2011. The City of Sydney will remain as a sponsor until 2011.

The Skilled Diversity project is supported by:

Department of Immigration and Citizenship
Community Relations Commission (NSW)
Communities NSW
Sydney City Council
National Australia Bank Trustees
Culture Resource Centre
Refuge Australia Foundation

It has an oversight committee comprising representatives from:

- City of Sydney
- Community Relations Commission
- Culture Resource Centre
- Ethnic Communities Council of NSW
- Royal Flying Doctor Service
- KPMG
- Liverpool Volunteer Resource Centre
- Migrant Resource Centre
- The Centre for Volunteering

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 online survey of over 700 CEO's and Board members was conducted to gather current data related to the Governance of NFP boards in NSW. This project was completed and a report published in May 2010.

Supply and Demand of Volunteers in NSW: Investigated the level of participation in volunteering per year and the number of volunteer hours required annually by NFP organisations in NSW. It looked at factors affecting demand including government policy, labour costs and supply, the demand in the different NFP segments, the type of voluntary work required and available positions as well as NFP organisations' relative volunteer management capabilities. This project and final report was completed in February 2010.

Reimbursement & Valuation of Volunteers: Examined 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. This project and final report was completed in November 2009.

Tony Frew
Research Development and Policy Manager

Engaging Young People

The Centre for Volunteering's Youth Volunteering Program promotes volunteering opportunities to young people and educates youth on the potential benefits of volunteering. Within this program, The Centre specifically targets school-aged young people who, because they are under the age of 18, are often excluded from volunteering experiences. The Youth Volunteer Program provides an important link between young people, schools and not-for-profit organisations.

This year the main focus areas for the Youth Volunteer Program continued to be:

- SCIP seminars and presentations;
- Increasing the involvement of young people as volunteers at The Centre;
- Developing a new Youth Volunteering Website
- Promotion of youth volunteering
- Increasing not-for-profit organisations' awareness of youth volunteering
- Profiling youth during National Volunteer Week
- Increased training for Volunteer Managers on how to effectively engage youth in volunteering opportunities
- Develop tools and resources for NFP's to facilitate increased youth volunteering within their organisations
- Undertaking an extensive research project involving Youth Volunteer Program stakeholders

In June 2010 The Centre launched its new Youth Volunteering website, developed by The Centre's Website Developer, Sarah Wu. The site is an online resource for young people wanting to volunteer, a resource for schools wanting to set up Student Volunteer Programs and a resource for organisations wanting to engage young people as volunteers.

The Centre's Youth Volunteering and Communication Teams also developed an online Youth Volunteering Quiz. The aim of this quiz is to give young people who are interested in volunteering a better idea of volunteering roles and what they can do. This questionnaire is a fun and interactive way to discover what volunteering area/role is best suited to a person's interests and skills.

View the new Youth Volunteering website and Quiz at www.youthvolunteering.com.au

The Centre for Volunteering and its youth volunteers, school members and youth-involving NFPs bid a sad farewell to Maia Giordano, Youth Volunteer Program Manager in June 2010. Maia put time and effort into enhancing The Centre's Youth Volunteering Program and developing policies and practices for the future Manager. The Centre wishes her the best in her new role as Deputy Director (Young People), Australian Youth Affairs Coalition.

Jacinthe Brosseau has returned from maternity leave to a part-time role as Youth Volunteering Program Manager and Community Development Manager.

School of Volunteer Management

Over 2009/2010, the School of Volunteer Management (SVM) experienced a time of consolidation, following the success of the RPL COAG-NSW DET Skills Recognition project. This was completed in September 2009, which saw 52 candidates achieve their qualification in either the Certificate I in Active Volunteering or the Diploma of Business.

The graduation ceremony for these candidates was held during Volunteer Week on 14 May in the Jubilee Room at Parliament House, presented by the Minister for Volunteering, the Hon Peter Primrose MLC. Of the 52 participants, 33 were in attendance along with 45 friends, families and dignitaries.

Over the past year, the School has successfully added the following registered training courses to its portfolio:

- **Certificate IV in Training and Assessment TAA40104:** 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.
- The newly-endorsed **Certificate IV in Training and Assessment** qualification – TAE40110: Has now been added to the School's scope after attending a mandatory PD session in mid-September. This course replaces the existing Cert IV program. After mapping there is one unit to RPL people for – it is not directly equivalent. Our partners in the ACT have already developed their transitioning process.
- **Certificate IV in Volunteer Program Coordination CHC42708**
- **Diploma of Community Services Coordination CHC52208**

The Certificate IV in Volunteer Program Coordination is a new course for the sector, embedded in the Community Services Training Package 08. Currently no other private RTO in NSW is offering this course. This puts the School in a good position to cater to its target audience with this purpose-written qualification.

The School submitted its first Quality Indicators report in June as part of its compliance following the School having achieved re-registration as a Registered Training Organisation (RTO) in late 2008. The School has therefore kept up-to-date with changes to the Australian Quality Training Framework (AQTF).

After the Skills Recognition project, the five RPL models that were developed are being added to other courses with a plan to promote RPL to all potential clients via the website. 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. RPL also provides easier access to nationally recognised qualifications.

School Staff

The year saw several changes to the School, with the outgoing manager, Geoff Copeland, moving on in February and the part-time appointment of Brian Chittenden to an administrative support role. The School continues to be ably represented and supported by its talented pool of Contract Trainers, namely: Penny York, Jenny Kapp, Ray and Elizda Bredenkamp, Kathryn Leaney, Tulsi Levin de Graaff and Narayan van de Graaff and Dale Rees-Bevan from SpeakersBank Australia. Paul Davis continues to contribute to the School's capacity-building in a volunteer role. Thank you.

Several of the Contract Trainers have been responsible for developing and revising some of the School's high-level workshops, such as Legally Speaking.

The School would also like to thank its dedicated volunteer Bridge to Volunteering presenters, namely: Margaret Griffin, Helen McInnes, Elaine Jackson, Lorna Paviour, Karen Taylor, Kathryn Leaney and Maria Stafford. Whether it is the once-weekly presentations or to speaking organisations, each presenter presents an entertaining and knowledgeable introduction to volunteering.

DET NSW Funded Training

The School successfully tendered for the Approved Provider List (APL) 2009-2010 tender. As a result the School was granted a handful of places in the NSW Priority Places Program: the funding available through both these programs allows the School to deliver subsidised training to the Community Services and Health Sector. The School was granted an additional 10 places in the NSW Priority Places Program to add to its previous six participants for the Diplomas of Business and Management. Enrolments have begun. The School's new database used exclusively for current funded students has been customised and is working efficiently for use of DET's ePayment system.

HACC Forum on Volunteering

In the lead up to May, the School and The Centre were asked to organise an eclectic array of speakers for a two-day forum on volunteering. The HACC Regional Forum was held on 21-22 April 2010 in the Hunter Valley to good reviews from the 60 delegates in attendance.

The forum involved Lynne Dalton and other staff and many of the School's experienced trainers across a range of topics, including: Keynote speaker Alan Bates on *Motivating and retaining your volunteers* and Martin Cowling on *How volunteer managers undermine their programs*. Other topics included: Providing Effective Volunteer Appraisals and Performance Management; Legal Issues and your organisation; Engaging people with a disability to volunteer; How to engage Gen Y; Leadership in the Workplace – Positive Management of Volunteers; How strategic marketing can attract volunteers; and, Time to go? Dealing with volunteers no longer able to undertake their role.

CAVI Model

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. Meanwhile the Certificate I in Active Volunteering model had been successfully trialled for job seekers in Brisbane, a CALD group with Environment Victoria and at an Indigenous community at Dajarra, south of Mt Isa, Qld.

The CALD group's English level necessitated a change to the structure of the model to an interview process. The 15 participants were volunteering with Environment Victoria's Sustainability Program.

Talks with Playgroup NSW are still underway as are discussions with NSW Police for possible partnering agreement with Volunteers in Policing (VIP) program. It is part of their reward and recognition push for 450+ serving volunteers across 80 LACs in the state. These discussions are at the next level with a mapping to their existing program completed.

A trainer and student login section of the SVM website has been introduced to allow access to an increased range of resources.

The Individual Training service introduced last year is growing steadily. Another four volunteer managers/coordinators from member 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** – 20 workshops delivered
- **Customised Training** – 13 activities/workshops delivered
- **Registered Training Courses** – 55 students enrolled in the Diplomas of Business and Management and CAVI, an increase of 350%
- **Bridge to Volunteering (Scheduled)** – weekly Friday sessions were resumed, with an average 15 participants booked in each week
- **Bridge to Volunteering (Requested by Organisations)** – 5 sessions delivered

Mark Tippett
Manager School of Volunteer Management

NSW Volunteer of the Year Award Program

2009 NSW Volunteer of the Year Award

The Centre for Volunteering held the third year of its annual volunteer award program, the NSW Volunteer of the Year Award, from May-December 2009. The Centre for Volunteering developed the Award to recognise the contribution the 2.4 million volunteer workers make to the community throughout the State every year.

In addition to the Award program's Individual, Youth and Senior Volunteer categories, in a new Team category – the 2009 NSW Volunteer Team of the Year Award – was added to recognise groups of people who have formed to make a special contribution to their not-for-profit organisation.

In addition to the new volunteer team category, the Corporate Volunteer category was extended to include pro bono work by professional organisations, such as lawyers, accountants and medical personnel. To encompass this change it was renamed the 2009 NSW Employee Volunteer of the Year Award.

The Centre's Award Steering Committee worked exceptionally hard to successfully increase awareness of the Award program, media coverage and nominations.

The 2009 Award program resulted in 296 high calibre nominations in total. Over 76 of these nominations were for the *new* 2009 NSW Volunteer Team of the Year Award, representing more than 1,000 volunteers across the State.

Every nominee received a certificate of recognition and 40 volunteers were awarded an assortment of Individual, Youth and Senior Regional Volunteer of the Year Awards at 17 Regional Award Ceremonies held across the State throughout October and November.

On Friday, 4 December, 150 people gathered at Parliament House, Sydney, for the 2009 NSW Volunteer of the Year Award Ceremony. The following State winners were announced:

Hunter Valley resident, **Liz Mullinar AM** was named *2009 NSW Volunteer of the Year* for her work to ensure that survivors of child abuse have somewhere to heal. Liz envisaged, founded and funded *Mayumarri* in the 1990s in the Hunter Valley. Mayumarri is unique in that people can stay at low cost and learn to live, not like a victim and recover in a rural surrounding.

Hayden Zammit, a 15-year-old from Broken Hill was named *2009 NSW Youth Volunteer of the Year* for his work raising funds for Camp Quality.

The title of *2009 NSW Senior Volunteer of the Year* was awarded to **Thea Batterham** of Inverell for her contribution raising funds on behalf of Camp Quality and the New England Volunteer Air Transport.

ING Bank employee, **Nigel Dearing** was recognised as the *2009 NSW Employee Volunteer of the Year* for mobilising an exemplary Ignition Mentoring program which facilitates a meaningful relationship between the employee and a person or group with a disability.

Timehelp Holroyd – a group of 26 retirees from Holroyd – was awarded the inaugural *2009 NSW Volunteer Team of the Year* for its work assisting local schools programs and mentoring students.

Adam Goodes, Sydney Swans AFL player was named the *2010 NSW Volunteer of the Year Award Ambassador*.

The Centre's Media Partnership with **Cumberland** and **Courier Newspaper Groups** (which covers the greater Sydney regions) was successfully renewed for 2009 and 2010 Award programs.

2010 NSW Volunteer of the Year Award

The fourth NSW Volunteer of the Year Award was launched at Parliament House by the Minister for Volunteering, the Hon Peter Primrose MLC, as part of the National Volunteer Week (NVW) launch on Monday, 10 May. That evening The Centre for Volunteering appeared on Tim Bailey's Weather, Ten News to promote NVW and the Award. In addition, a new, independent Award website was designed and launched to coincide with NVW.

Following the launch Lynne Dalton, CEO, presented Sydney Swans AFL player Adam Goodes with the 2010 NSW Volunteer of the Year Award Ambassador Trophy and Certificate at a Sydney Swans Press Conference. This resulted in news coverage on Network 10 and Fox Sports and numerous print articles including the SMH and the Daily Telegraph.

For the first time in the history of the NSW Volunteer of the Year Award, The Centre for Volunteering was able to secure external sponsorship, developing a partnership with **Westpac** Social Sector Banking, securing cash and in-kind donations to go towards the running cost of the Award program. Previous to 2010 The Centre for Volunteering has funded the Award almost entirely with small donations from the NSW Government.

Westpac's partnership has allowed for: the hiring of a part-time project assistant and continued employment of the Award's Manager; the development of TV and Radio community service announcements promoting the Award; Award posters and postcards in participating Westpac branches and Award ads on 27 ATMs across NSW; a more extensive mail and email marketing to a broader selection of the community (letter, emails, posters and postcards to a huge 10,800 groups and individuals) and much more.

The Centre for Volunteering has continued its Award Media Partnership with **Cumberland and Courier Newspapers**.

This year, the Team category will be judged and awarded at both a Regional and State level following the success of the inaugural 2009 NSW Volunteer Team of the Year Award which saw 76 volunteer teams nominated (a total of over 1,000 volunteers).

Nominations will close on closed on the 30 September 2010, with The Centre aiming to increase nomination quality and quantity in 2010.

For more information on the 2010 NSW Volunteer of the Year Award please visit:
www.nswvolunteerawards.com

Kristin Romanis and Rachel Rainbird
NSW Volunteer of the Year Award Program Manager and Award Assistant

Marketing and Communications

Media

The Centre for Volunteering's media profile has increased dramatically in the past year, as you can see from a comparison of content analysis of 12 months of reports that appeared in the media. In 2009 nine articles in the Australian Press mentioned The Centre for Volunteering. In the first five months of 2010 a total of 35 articles mentioned the Centre with 19 articles covering the involvement of Westpac in the NSW Volunteer of the Year awards (explaining why the majority of articles appeared in May). Many of these articles appeared in regional media publications.

Radio and TV Coverage

The Centre for Volunteering's Lynne Dalton, Joy Woodhouse, Kristin Romanis and Alan Bates all participated in a variety of radio interviews for Sydney, Regional and National radio stations throughout the year. The main topics for discussion were the NSW Volunteer of the Year Award, National Volunteer Week and the state of volunteering.

On Monday, 10 May 2010 The Centre arranged for a group of 20 volunteers from six community organisations including Wesley Mission, RSPCA, Timehelp Holroyd, Cancer Council, Vision Australia and The Centre for Volunteering to join Network Ten's Tim Bailey for the Weather on the 6pm News to welcome in National Volunteer Week, encourage nominations for the 2010 NSW Volunteer of the Year Award, and promote the value of volunteering.

National Volunteer Week Print Coverage

At least 122 articles were published on National Volunteer Week from 10-16 May throughout NSW.

Online Communications

The Centre's Websites

2009/2010 has been a busy year for The Centre's Online Communications Team. Projects include:

- The Centre for Volunteering launched its new Youth Volunteering website in May 2010: a fabulous online resource for young people wanting to volunteers, schools wanting to set up Student Volunteer Programs and organisations wanting to engage young people as volunteers (www.youthvolunteering.com.au).
- The Centre's Members-Only website (www.centreforvolunteeringmembers.com) was re-launched in June 2010, seeing the completion of a two year redevelopment project. The Members-Only website provides members with the latest Resources, Research, Ignite Conference Papers, an Online and Membership Info and Services Access Point.

The Members-Only site provides Articles, Case Studies, Info Sheets, Speeches, Presentations, Tools and Templates on: Corporate Volunteering, Ethnicity and Culture, Evaluation, General, International Volunteering, Law and Volunteering, Marketing, Membership and Fundraising, NFP Governance & Management, Recognising Volunteers, Seniors, Health and Volunteering, Social Media, Technology and Volunteerism, Value of Volunteering, Volunteer Management and Youth Volunteering.

Following the 2010 Ignite Volunteering Conference, The Centre launched its first online forum on the Members-Only website, allowing conference attendees and members to discuss issues and topics raised at both the conference and through people's day-to-day work life within NFPs.

- The Fido Skilled Volunteering website (www.fido.com.au), which connects skilled, experienced volunteers with not-for-profit organisations looking to recruit volunteers for short-term or long-term positions, is updated weekly with new volunteer roles.
- The School of Volunteer Management website (www.svm.edu.au) is updated regularly with new Registered Training, PD Workshop and Short Course information. In addition Trainers and current Registered Training Students are kept updated via their secure Trainer and Student mini-websites.

- The Centre for Volunteering's main website (www.volunteering.com.au) is undergoing redesign and redevelopment to transfer the 400+ page static html website into an Open Source Content Management System which The Centre customised. The new website will be launched in late 2010.

The number of people visiting The Centre's website has continued to grow with its main website averaging 31,000 visits per month!

E-Newsletters

The Centre for Volunteering has continued to communicate with its members, volunteers and supporters via its e-newsletters:

- The Voice of Volunteering (12/yr)
- SVM e-news (as when needed)
- Volunteer Life (2/yr)
- Fido Skilled Volunteer Job Alert (weekly)

"Thank you for sending this wonderful information [The Voice]. It gives us an opportunity to look at the progress of volunteers, and the doing of human good will that helps in adding a meaning to one's life...It should make us proud to belong to this community." Tania, Sydney Multicultural Community Services

Social Networking

The Centre has continued to engage with Social Media, mainly Facebook and Wikipedia, gaining greater exposure to The Centre's audiences as well as connect with local, national and international volunteering bodies. In 2010/2011 The Centre will continue to grow its use of Social Media, engaging with Twitter, Linked In and new tools.

Conferences, Exhibitions and Special Events

HACC Forum on Volunteering

21-22 April 2010, Hunter Valley

Speakers, trainers and presenters were convened by The Centre for Volunteering

Baby Boomer Expo

30 April – 2 May, Darling Harbour

The Centre manned a display stand for The Centre for the three days, and made three presentations on volunteering within the stage arena. A considerable number of enquiries were made from visitors to the conference, and names and contact details were taken from 90 visitors for follow-up by the Volunteer Referral Service.

Launch of NVW, NSW Volunteer Award and Volunteer Awareness Forum

Monday, 10 May, Parliament House, Sydney

The NVW and Award launch and Volunteer Awareness Forum was attended by 80 current and potential volunteers. Presentations were made by the Hon. Peter Primrose, Kristin Romanis and 2009 NSW Volunteer Team of the Year, Timehelp Holroyd, to launch NVW and the Award. Lynne Dalton then ran a 1.5 hour workshop on volunteer awareness. This was followed by an expo display by 20 community organisations.

Presentation on Skilled Diversity Project and Expo Stall

Tuesday, 11 May, North Sydney

The Centre's Research Development and Policy team manned a stall at the Northern Sydney Region Migrant Employment Expo. Tony Frew presented on The Centre's new Skilled Diversity Project.

Skilled Diversity Project Launch

Thursday, 13 May, Parliament House, Sydney

The Skilled Diversity Launch was attended by over 50 CEO's and managers from the community sector where presentations and information dissemination on the Highly Skilled and Culturally Diverse Volunteer Utilisation Project took place. The project was launched by the Minister for Volunteering, the Hon Peter Primrose MLC; along with the Deputy Mayor and Councillors of the City of Sydney. Managed by The Centre for Volunteering, this project will research the factors that make utilisation of highly skilled culturally diverse volunteers by not-for-profit organisations successful (both for the volunteer and the organisation). The Skilled Diversity Research Project is financially supported by the City of Sydney and NSW Community Relations Commission. It is also endorsed by: Culture Resource Centre, Communities NSW (NSW Government

Volunteering Unit), Department of Immigration and Citizenship, National Australia Bank Trustees and Refuge Australia Foundation.

Graduate Ceremony for School of Volunteer Management

Friday 14 May, Parliament House, Sydney

Homeless Connect

8 June 2010

The Sydney Homeless Connect group launched Sydney's first Homeless Connect day on June 8 with support from City of Sydney and The Centre for Volunteering. The one day event provided the homeless with a positive day to remember. The purpose of the event was to bring together as many essential services as possible, under a single roof, for a single day to assist some of the underprivileged people in NSW gain access to services that may help take them onto the path out of homelessness. Hopefully it will become an annual event on Sydney's program of support for disadvantaged community members.

Kristin Romanis, Jacqui Hastings and Sarah Wu
Marketing and Communications Team

Ignite Conferences

2009 Ignite Volunteer Development Conference

On 17–18 September 2009, over 120 volunteer coordinators and managers from the community sector converged on Novotel Darling Harbour Sydney for the Ignite Volunteering Development Conference, hosted by The Centre for Volunteering.

The conference format was comprised of plenary sessions, panels and 15 workshops, covering topics from "*Volunteering: Yesterday, Today and Tomorrow*" to "*Disability Awareness*" plus many more. The 35 conference speakers were an eclectic mix of practitioners, politicians and academics with a background in the community sector.

Many delegates took the opportunity to provide feedback on their conference experience via an online survey. One delegate said of the conference, "it really was a wonderful opportunity and it inspired me to look differently at volunteering and particularly our volunteers."

Another delegate commented, "I felt really encouraged by the conference and return to work feeling very motivated about starting to implement some positive change in our volunteer programs."

Delegates travelled from across NSW and some from interstate to attend the two day conference.

Keynote speakers including the Hon Graham West MP, Associate Professor Melanie Oppenheimer, Dr Debbie Haski-Leventhal PhD, Martin J. Cowling, and Dr Bronwen Dalton also proved popular with delegates.

The workshops on Engaging the Next Generation, How to Sabotage Your Volunteer Program, Online Marketing and Social Networking and Public Speaking were among the highlights nominated by delegates following the conference.

Thank you to all delegates and speakers for making the conference a success.

2010 Ignite Volunteering Conference

On Friday, 21 May over 100 volunteer managers and coordinators from 75 organisations met at Pitt Street, Sydney for this year's Ignite Volunteering Conference.

The Minister for Volunteering, the Hon Peter Primrose MLC, opened the conference, emphasising the vital role that volunteer managers play in our community. Plenary sessions, interactive workshops, sector networking sessions, and concurrent lectures were run throughout the day on a range of topics.

The session topics included:

- Recruiting, training and supporting volunteers
- Social networking
- Collaborations and partnerships
- Inclusive programs
- Corporate volunteering
- Motivating and recognising volunteers
- Are you leadership material?

The conference focused on a hands-on approach – providing delegates with lots of ideas, resources and contacts to assist in running their own volunteer programs.

Conference speakers hailed from a range of backgrounds including volunteer managers, academics, trainers, managers, board members and CEO's from the community sector and from industry.

In keeping with National Volunteer Week, the conference theme was "*More hands... now more than ever*".

Feedback from delegates was positive, with a number of delegates suggesting topics for future conferences and workshops. Over 95% of delegates surveyed regarded the conference to be quite useful or very useful to their professional development. One delegate commented "Great conference, enjoyed every minute", while another shared that "[this was] my first conference as a volunteer manager and I found it very valuable." Another delegate commented "Thank you for organising this event! I always find them useful."

Jacqui Hastings
Communications Coordinator

Advocacy

The past year has seen much of the time of the CEO taken up responding to requests for support from volunteers as well as requests for advice from people supporting volunteers.

In NSW volunteers have no legal rights and therefore rely totally on the good will and good management by organisations to operate in a way that supports them in their role while at the same time treating them with respect. It is disappointing therefore to be rung by a distressed volunteer who has been treated unfairly or dismissed without any formal accusation of a misdeed. Sometimes the volunteer has been dismissed for whistle blowing and is seen therefore as a troublemaker. On other occasions it appears that the volunteer has been the victim of a power imbalance, so where that power imbalance coincides with a personality clash, the result is often the dismissal of the volunteer followed by a smear campaign to justify the dismissal.

The Centre is largely funded by the Department of Community Services and under its contract with the Department, The Centre is requested to abide by the National Standards in Volunteering. As organisations agree to abide by the National Standards in Volunteering when becoming members of The Centre, it is incumbent upon The Centre therefore to investigate complaints from volunteers who are treated unfairly.

The Centre will continue to support volunteers against unfair treatment and in the coming year will take a more pro-active approach to investigating instances of unfair treatment. The Centre will also investigate the feasibility of introduction of an accreditation system for organisations engaging volunteers. Thus if abuse is proven, The Centre will refuse to refer volunteers until such time as management systems are put in place to ensure volunteers rights are protected.

Now being close to 6 million in number, the volunteer workforce is the largest workforce in Australia yet it has no formal or even informal management structure that oversees the rights and conditions of volunteer workers. As a group, volunteers, on whom individuals, communities and governments rely to deliver services, deserve better.

Lynne Dalton
CEO

Volunteers

The Centre for Volunteering would like to thank the following past and present volunteers for their tireless work and dedication to the organisation and the volunteer sector in the 2009-10 financial year.

Board of Directors

Alan Bates
Amanda Gruhn (retired)
Bronwen Dalton
Bruce Edwards (retired)
Donna Purcell
Harry Whelan (retired)
Ian Moyser (Treasurer)
Joy Woodhouse (Chair)
Kaye McCulloch
Peter Rowe
Sue-Anne Wallace (retired)
Valerie Hoogstad (Deputy Chair)

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

Bridge to Volunteering cont'

Kathryn Leaney
Lorna Paviour
Lynne Wayling
Margaret Griffin

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

Marketing & Communications cont'

Christina Lam
Danuzia (Dani) Pontes
Denis Porter
Dianne Tysson
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
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

Agnes Koltai
Andre Zbinden
Anita Chan
Annekatriin Bruenig
Chris Morgan
Christina Bourke
Clare McGregor
Dahila Astorga
Elizabeth Fish
Elsa Roland-Lai
Esley Lopez-Moreno
Glen D'Costa
Heather Kjoller
Jane Cioffi
Jennifer Sandoval
Kerry Behrendt
Lesley Anderson
Liz Slade
Mahmuda Begum
Maria Pellegrino
Maria Stafford
Maurice Oxenburgh
Meena Ranjani
Michael Borys
Morela Alfonzo
Nareena Bora Rawat
Neil Thacker
Nelson Sanz
Nida Afzalus
Nina Bhavnagri
Pamela Thistleton
Paul Davis
Penny Nelson
Pholy Tan
Preethi Subramonian
Roger Robinson
Rosie Connor
Shaveta Singla
Steven Huang
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
Helen Baker
Paul Davis

Partners and Supporters

The Centre for Volunteering's Board, Management, Staff and Volunteers wish to acknowledge the generous support and contributions of the following organisations and individuals this year:

Funding Partners

- NSW Department of Education and Training
- Department of Families, Housing, Community Services, and Indigenous Affairs
- Communities NSW
- City of Sydney
- Community Relations Commission (NSW)

Financial Sponsors and Partner of the Award, Projects and Ignite Conferences

- Westpac Social Sector Banking
- Office for Volunteering, Department of Premier and Cabinet (NSW)
- Communities NSW
- NSW Department of Education and Training
- Department of Immigration and Citizenship
- National Australia Bank Trustees
- Culture Resource Centre
- Refuge Australia Foundation
- Enrich Australia
- Bendigo Community Sector Banking
- Third Sector Consulting
- Volunteer Team
- Office of Liquor, Gaming and Racing, Communities NSW

Pro-Bono and Other In-Kind Support

- Sydney Morning Herald
- Office for Volunteering, Dept of Premier and Cabinet
- Infralytics
- KPMG
- Cumberland and Courier Newspaper Group
- Network 10
- Matrix on Board
- Adam Goodes, Sydney Swans

Partnerships

- Department of Primary Industry (NSW)
- Homeless Connect
- City of Sydney
- Law Foundation
- Community Relations Commission (NSW)
- Department of Premier and Cabinet (NSW)
- Home and Community Care (Hunter Valley)

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2010

	Notes	2010 \$	2009 \$
Revenue from Continuing Operations	2	1,254,917	1,124,905
Depreciation and Amortisation Expense	3	(3,633)	(9,333)
Salaries Expense		(590,607)	(583,212)
Occupancy Costs		(169,266)	(126,426)
Professional Fees		(192,675)	(175,152)
Project Contractors		(135,350)	(116,032)
Other Expenses		(145,870)	(100,653)
Surplus/(Deficit)		<u>17,517</u>	<u>14,098</u>

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2010

	Notes	2010	2009
		\$	\$
CURRENT ASSETS			
Cash and cash equivalents	4	140,644	66,729
Trade and other receivables	5	19,357	27,285
Prepayments		5,230	556
Inventories		2,151	5,027
TOTAL CURRENT ASSETS		<u>167,382</u>	<u>99,598</u>
NON CURRENT ASSETS			
Property plant & equipment	6	499	4,132
TOTAL NON CURRENT ASSETS		<u>499</u>	<u>4,132</u>
TOTAL ASSETS		<u>167,881</u>	<u>103,730</u>
CURRENT LIABILITIES			
Trade and other payables	7	45,688	73,706
Provisions	8	30,543	26,462
Income Received in Advance	9	94,787	29,427
TOTAL CURRENT LIABILITIES		<u>171,018</u>	<u>129,595</u>
NON CURRENT LIABILITIES			
Provisions	8	13,028	7,817
TOTAL NON CURRENT LIABILITIES		<u>13,028</u>	<u>7,817</u>
TOTAL LIABILITIES		<u>184,046</u>	<u>137,412</u>
DEFICIENCY IN NET ASSETS		<u>(16,165)</u>	<u>(33,682)</u>
ACCUMULATED DEFICIT		<u>(16,165)</u>	<u>(33,682)</u>

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2010

	2010 \$	2009 \$
Accumulated surplus/(deficit) at the beginning of the year	(33,682)	(47,780)
Surplus for the year	17,517	14,098
Accumulated surplus/(deficit) at the end of the year	<u>(16,165)</u>	<u>(33,682)</u>

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

STATEMENT OF CASHFLOWS
FOR THE YEAR ENDED 30 JUNE 2010

	Notes	2010 \$	2009 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		1,323,026	1,139,494
Payments to suppliers		(672,977)	(525,384)
Payments to employees		(581,314)	(578,408)
Interest received (net)		5,179	5,579
Net cash from operating activities	11	<u>73,914</u>	<u>41,281</u>
Cash flows from investing activities:			
Payments for furniture & fittings and plant & equipment acquired		-	-
Net cash used in investing activities		<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents held		73,914	41,281
Cash and cash equivalents at the beginning of the year		66,729	25,448
Cash and cash equivalents at the end of the year	4	<u>140,643</u>	<u>66,729</u>