

2020-21  
ANNUAL  
REPORT

NSW

# Annual Report **2020-21**

THE CENTRE FOR VOLUNTEERING



We work for the volunteering sector and  
volunteer-involving organisations,  
to enhance volunteering, to benefit  
individual volunteers, and to build  
strong resilient connected communities  
through volunteering.



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# Message from the Chair

## The Centre For Volunteering

This year we have experienced a second year of significant disruption to social and economic life arising from the COVID-19 pandemic. This, immediately after a year of sequential natural disasters - catastrophic bushfires and flood, overlaid on years of drought that affected many communities right across NSW. Individually and collectively we have been forced to change the way we work and socialise; the way we interact with family, friends and colleagues and how we attend to our mental and physical wellbeing. This has shaped The Centre's operating environment which makes its achievements this year, even more noteworthy.

We know that volunteering makes an enormous contribution to our social and economic life. As the peak body, The Centre for Volunteering has a vital role in enabling and supporting volunteer involving organisations through research, advocacy and building capacity in the sector including through the National School of Volunteer Management.

### The NSW State of Volunteering Report

A highlight this year was The Centre's collaborative research with the NSW Department of Communities and Justice and the Institute of Project Management. The report was commissioned by The Centre for volunteering to quantify the economic, social and cultural value of volunteering to the state. Drawing data from many hundreds of volunteer involving organisations, the research has given us a more complete picture of the volunteering effort in NSW.

Among the less tangible benefits of volunteering are the connections forged between people from diverse backgrounds, the opportunities that volunteers have to extend their skills and build pathways to employment, the enhancement of the quality of individual and community lives and the strengthening of resilience. All these have great value, especially in the current environment.

The NSW State of Volunteering Report complements research undertaken by other jurisdictions and helps to build an appreciation of the value of volunteering nationally.

### State Conference

The State Conference in June was one of the only events we have been able to hold in person. Keynote speaker Hugh McKay's address on the power of "kindness" and his aspirations for a more compassionate society resonated strongly with everyone present.

### Awards continue to highlight outstanding contributions

It has been inspiring to hear through the NSW State Volunteer Awards, about the range of volunteer activity and the extent that people are willing to go, to give, and support each other, particularly at times of crisis when communities are facing serious threats and are under stress.



Under the skillful leadership of our CEO Gemma Rygate The Centre has continued to engage and build its influence in the sector and with key stakeholders while continuing its core work to support volunteering and volunteer management organisations. The staff have worked remotely for most of the year yet have remained a cohesive and focused team. Celebratory events been held virtually with remarkable success, due to the skill of The Centre's staff in migrating them to online platforms and the wonderful atmosphere created by volunteers coming together to celebrate everyone's contributions and say "thank you".

### Cross jurisdictional collaboration

Importantly The Centre has continued to work across jurisdictions, including partnering with the Volunteering ACT on inclusive volunteering and with the Commonwealth Department of Human Services as part of a national initiative to broaden and extend the reach of volunteer management activity.

### Appreciation

It has been a great privilege to serve as the Chair of The Centre for Volunteering Board since December 2021. Our focus this year has been to refresh our governance, and update and align our strategy to strengthen support for The Centre to fulfil its purpose.

This year, we will see the retirement of our colleague Joy Woodhouse OAM who has held a position as director since October 2002 including December 2004 to November 2011 as Chair. On behalf of the Board I extend our sincere thanks to Joy for her contribution to the Centre and its work over many years. We will miss her very much. Joy's retirement gives us the opportunity to further refresh the Board, to broaden its diversity and expand the expertise already contributed by our current directors.

The greatest achievements are always team efforts and I am lucky to work with an outstanding team. Thanks to Gemma for her leadership in quite exceptional circumstances. Thank you to our former Chair, Valerie Hoogstad for sharing her wisdom and for her continuing support to me and to the Board, as Deputy Chair. Thanks also to Alan Max for very ably chairing the Audit and Risk Committee and to John Ryan for his financial management and sound advice. Finally thanks are due to my director colleagues for their robust and thoughtful contributions to governance throughout the year.



Helen Freeland  
Board Chair



## Message from the CEO

As we all know, 2020-2021 has been particularly challenging for all of us. With the state of NSW already ravaged by the effects of years of drought, we have also faced catastrophic bushfires, devastating floods and the worldwide pandemic. Through all of this, we have seen volunteers come together to help our communities through the difficult times. Throughout 2020/21, with Covid-19, we saw a shift in the nature of volunteering, with many programs moving from in-person to virtual activities and a growth in informal volunteering. Thousands of volunteers came forward to help the more vulnerable members of the community, many offering to do shopping or make welfare checks on a daily basis. The importance of social interaction and connection has been made very clear, with people feeling the pressure of isolation and volunteers stepping forward to alleviate the sense of isolation as best they could.

Volunteering organisations play a critical role in developing and nurturing compassion by facilitating volunteering programs that bring society together on so many levels. As the CEO of the peak body for Volunteering in NSW, I am extremely proud of the role The Centre for Volunteering plays in building strong, cohesive and inclusive communities.

The Centre for Volunteering continued to operate the Emergency Volunteering Platform which was commissioned in 2020 by the NSW Government, and which allows volunteers to register to help during times of crisis. More than 4,500 individuals have been referred to a volunteering role through the platform.

During 20/21 The Centre has reset its Strategic Plan and laid the foundations for the future. Our mission is to promote and support volunteering in the NSW Community. We do this through advocacy, policy development, leadership, engagement, sector development, recognition and promotion.

Throughout the year we have welcomed the opportunity to contribute to the State Government's Volunteering Strategy, collaborating with the Department of Communities and Justice to facilitate discussions with sector leaders on the importance of quality volunteer management. The Department commissioned The Centre for Volunteering to produce the first State of Volunteering Report for NSW. The Institute of Project Management completed the research and the Report was released on 9 August 2021. Skilful advocacy is a core responsibility for any peak organisation and over the last year we have exercised our advocacy through contributing to submissions and position papers, at State and Commonwealth levels. Hall & Wilcox has continued to provide Pro Bono legal support to all our members, as well as extending that support to the members of all the other State and Territory peak volunteering bodies. Hall & Wilcox also provides professional development support for The Centre through workshops, legal updates and fact sheets. We have also had wonderful support from PwC, Voluntas and Justice Connect.



The Volunteer of the Year Awards are an annual highlight, giving us the opportunity to celebrate the contribution of volunteers to the NSW community. 2020 saw more than 118,000 volunteers being acknowledged through the program, making the NSW Volunteer of the Year Awards one of the largest volunteer recognition programs in Australia. The role of the awards is to raise the profile of volunteering in the social conscience, and the creation of volunteering 'ambassadors' within the awards alumni, is a great means of raising the profile of individual volunteers and increasing recognition of the value of volunteering within the community. The NSW Volunteer of the Year for 2020 was Kim Hill, an outstanding example of an individual who selflessly gives of herself for the community.

2020 saw all of the Volunteer of the Year Ceremonies being held online. The award ceremonies bring together volunteers, volunteer involving organisations, local community members as well as representatives of all levels of government. Whilst the online environment was very different to our experience in previous years, there was still a sense of joy and appreciation from all involved.

The Volunteering NSW 2021 State Conference was held as an in-person event in June 2021. We managed to grab the small window of opportunity between lock-downs and had a very informative and inspiring day. Throughout the year we have been fortunate to have our Ambassador Paula Duncan, AM, representing The Centre and highlighting the value and importance of volunteering. Paula works tirelessly in raising awareness of The Centre and the importance of volunteering in our community, and we are extremely grateful to Paula for her efforts.

While every year has its rewards and challenges, the ongoing support of our partners sustains and supports our every endeavour. In particular I acknowledge the Department of Social Services and the NSW Department of Communities and Justice, who are our core funders, and our Awards sponsors: ClubsNSW, our Principal Corporate Partner, Department of Communities and Justice, our Principal Government Partner, Mint Awards and Thrifty Car and Truck Rental for their generous contributions. Finally, I also thank the Board of The Centre for Volunteering and our incredible team of volunteers and staff. Their dedication, enthusiasm and talent allows The Centre for Volunteering to achieve so much for our members and volunteering in NSW.

Gemma Rygate  
Chief Executive Officer





**The Centre for Volunteering acknowledges the Gadigal People of the Eora Nation as the traditional owners of the land on which our office stands.**

**We recognise the importance of their connection to place and community on these lands and pay our respects to Elders past, present and emerging.**

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**“Volunteering is how we teach future generations what it means to be in a community and it provides inspiration and role models to people of every age. You are never too small to have an impact when you volunteer.”**

**Aimee Caulfield  
2018 Young Volunteer of  
the Year**





# About The Centre for Volunteering

The Centre for Volunteering is the peak body for volunteering in New South Wales.

We promote and support volunteering and community participation. The Centre for Volunteering includes Volunteering NSW, a state wide volunteer referral service, and the National School of Volunteer Management (SVM), a registered training organisation providing professional development and nationally accredited volunteering qualifications.

The Centre for Volunteering is a not-for-profit organisation with over 45 years' history. We provide leadership on volunteering issues in NSW and connect people and organisations to enrich the community. The Centre has a lead role in advocacy, volunteering support services and sector development.

We work for volunteers and volunteer-involving organisations, to enhance volunteering, to benefit individual volunteers, and to build strong resilient connected communities through volunteering.

The Centre advocates for volunteering organisations and the more than 2 million volunteers in NSW, and provides services for its members. Members are mainly not-for-profit organisations, large and small, across all sectors. The Centre also works with government and corporate organisations on Corporate Social Responsibility and employee volunteering programs. We reach thousands of individuals and organisations involved in the volunteering sector through our recognition program and traditional communication channels.

## Our Mission:

To promote and support volunteering in the NSW Community. We do this through advocacy, policy development, leadership, engagement, sector development, recognition and promotion.

## OUR VISION

'Building strong, diverse and inclusive communities through volunteering'

## OUR MISSION

'To promote and support volunteering in the NSW community'



## Our Values:

### Excellence

The Centre for Volunteering provides thought leadership and models best practice in volunteer management for volunteer-involving organisations in the sector and the wider community.

### Collaboration

The Centre for Volunteering works as a team/values teamwork and seeks opportunities to partner with stakeholders and external organisations for beneficial outcomes in volunteering which benefit the sector and wider community.

### Integrity

The Centre for Volunteering acts in the best interest of its stakeholders; honours its commitments and is accountable for its actions to maintain its reputation as a trustworthy and sustainable organisation.

### Respect

The Centre for Volunteering acknowledges different ideas and perspectives and embraces diversity; it recognises and values the contribution of others and treats everybody with dignity.

### Inclusivity

The Centre for Volunteering values diversity, equality and equity, cooperativeness, participation, community, and sustainability as fundamental for successful inclusive communities.

## Our Strategic Focus

2020-2021 saw unprecedented and challenging events for us all. NSW was ravaged by the effects of years of drought, catastrophic bushfires, devastating floods and an ongoing worldwide pandemic. These ongoing events have meant organisations have needed to shift their focus, objectives and ways of working to remain relevant to those they serve.

The strategic focus for The Centre for 2021 and beyond has seen a move towards more centralised and broader offerings to ensure we continue to play a role in promoting and supporting volunteering in the NSW community. A key driver for The Centre is to remain relevant and connected with the community. This should be reflected in the diversity of the Board and The Centre's staff, its inclusive and sustainable culture, and a robust and effective social system of operating that is reflected in respect and trust for each other.

There are four Key Focus Areas identified for The Centre for 2021-2023, in line with Government objectives for the sector. They are:

- Strategic leadership and research
- Systemic policy, engagement, advice and advocacy
- Sector capability building
- Good governance at Board and Management level





# Core business activities

## Systemic policy, engagement, advice and advocacy

### Advocacy

The Centre's work, and that of our members and their volunteers, is supported by our advocacy efforts and shared by a range of planned communication activities and tools including campaigns, media, social media, on-line fora and e-newsletters. The Centre proactively uses these channels to engage, inform and respond to, and on behalf of, our stakeholders. The Centre contributes to State wide advocacy with the Social Sector Peaks and nationally with Volunteering Australia and the State/Territory Volunteering Peaks.

### Communication

The Centre for Volunteering uses social media and traditional media to communicate with its members and the volunteering sector, as well as with the wider community to promote and support volunteering.

*The Voice of Volunteering* is emailed to our list of more than 4000 subscribers each month to keep them abreast of The Centre for Volunteering activities and sector issues.

### Recognition

The Centre for Volunteering believes recognition for volunteers and volunteering organisations is vital to raising the profile of volunteering in the state and in attracting a new generation of volunteers to participate.

#### *NSW Volunteer of the Year Awards*

The NSW Volunteer of the Year Awards is an annual awards program launched in 2007 by The Centre for Volunteering to recognise the outstanding efforts of the 4.9 million plus volunteers in NSW, and to promote the importance of volunteering to the community. All nominated volunteers are recognised at 25 regional ceremonies throughout NSW, and the Corporate and Volunteer Management ceremony, and finalists presented at the State Award Ceremony in December. Each of these ceremonies provides a vehicle to promote volunteering, volunteer-involving organisations and contribution of volunteering to our state. The NSW Volunteer of the Year Awards program is one of The Centre's key advocacy campaigns, to highlight and promote the work of volunteers, our members and Volunteer Involving Organisations across NSW.

## The 2020 Supplementary Volunteer Grants Program

The Centre for Volunteering was pleased to administer the 2020 Supplementary Volunteer Grants program on behalf of the Australian Government Department of Social Services.

The supplementary volunteer grants program was designed to support volunteer-involving organisations with a high proportion of volunteers to: Help support the efforts of Australia's volunteers; Help support the inclusion of vulnerable people through volunteering; Encourage, support and increase participation in volunteering; Post COVID-19 re-engagement activities for volunteers; and adapting practices to support volunteers' safety in relation to COVID-19.

During the application process The Centre received more than 1400 applications for grants totalling more than \$5.5 million. The total funding pool available in NSW was \$748,000.

Grants of up to \$5000 were awarded to 203 volunteer involving organisations across NSW in November 2020.

## Sector Collaboration

### Collaboration

The Centre for Volunteering facilitates collaboration within and across the sector. We work with other peaks, volunteer centres and volunteer-involving organisations to build strong, connected, resilient communities through volunteering. The NSW Volunteer Centre Network is informed of State and National issues related to volunteering on a regular basis and we meet quarterly.

### Membership

The members of The Centre for Volunteering are individuals and organisations involved in the volunteering sector. Membership provides opportunities to meet with like-minded professionals, to network and exchange ideas with organisations and individuals across all aspects of the volunteering sector. Membership is a valuable way to keep up-to-date with sector developments, to identify collaboration opportunities and to have the member organisation's voice heard at a state and national level with respect to volunteering.



Member benefits include:

- Assistance with your volunteer recruitment through our Volunteer Referral Service
- Listing and updating volunteer roles on the National Volunteering website
- Role descriptions – We can help you compose and tailor appealing ads
- A unique opportunity to have skilled volunteer roles advertised in Help Desk in the Sydney Morning Herald
- Candidate screening for specific volunteer roles
- Promotion of your events and skilled volunteer roles to our subscribers
- Members' volunteer roles are promoted regularly across social media and in tailored EDMs.
- **Member Hotline**

Need advice? Members have access to a member-only telephone helpline 11:00am – 3:00pm Tues, Wed, Thurs.

- **Volunteer Management fora**

Join us at these free monthly events where a range of speakers present topics relevant to the sector. Take this opportunity to meet, network and share with other Volunteer Managers.

- **National Standards for Volunteer Involvement gap analysis consultation**

Undertake a free 2 hour consultation to discover where your organisation sits within the Standards and begin an action plan to manage necessary change.

- **Continuing Professional Development**

This member-only program will help you up-skill and acknowledge the professionalism of your staff. Staff participate in professional development to attain certification as a Professional Leader of Volunteers.

- **Online Readiness to Volunteer course for your volunteers**

Online courses to assist with on-boarding and volunteer readiness are available to member organisations.

- **Promotion of your organisation**

Members are widely promoted through our social media channels, our monthly e-newsletter The Voice of Volunteering and in Case Studies.

- **Use of Membership logo**

Members will be provided with a Centre for Volunteering Member logo for their use, aligning your organisation with the Peak Body for Volunteering.

- **Access to pro bono legal services from Hall & Wilcox**

Hall and Wilcox will provide specialist legal advice to members through their Pro Bono legal department.

\*Conditions apply

- **Advocacy for volunteering and the not-for-profit sector**

Access to the state volunteering peak body and through this complimentary Associate Membership of Volunteering Australia

- **Discounts on Professional Development**

Discounted fees are offered for members on workshops, masterclasses and Accredited Training courses through the NSW School of Volunteer Management (RTO code 90031).

- **Discount on our Annual Conference**

The NSW Volunteering Conference showcases a variety of sector experts handpicked to inform and inspire our sector.

- **Access to insurance expertise through AON's Not for Profit team**

Receive free 'health checks' on your insurances which includes a market comparison. As well, access to Aon's Puzzle Helper to help identify insurance cover you may need, what you may not need, and most importantly, why.

- **Access to National Police Checks**

Access to heavily discounted National Police Check through NSW Police.

### **Volunteer Referral Service – Volunteering NSW**

This service is a not-for-profit recruitment agency for volunteers and community organisations seeking volunteers. Our referral service advertises for, recruits, interviews and refers volunteers to not-for-profit organisations based on their skills, and suitability, saving our members' precious time and resources. The volunteers benefit from our advice and guidance in helping match them with a role that best meets their expectations, skills and availability.

## Skilled Volunteer Recruitment

The Centre for Volunteering has a Skilled Volunteering service that connects skilled, experienced volunteers with our not-for-profit member organisations. The Centre has an extensive network of individual volunteers from the public and for-profit sector from which to recruit.

The skilled volunteering opportunities are listed:

1. In the Sydney Morning Herald's Help Desk column in the News Review section on Saturdays and in the main news section on Mondays.
2. On our website and through Facebook and LinkedIn pages.
3. In the Skilled Volunteering Weekly Alert (our electronic newsletter, distributed each Monday, highlighting the skilled volunteering roles available at our member organisations).

The Centre for Volunteering provides guidance to ensure the best referrals are made

## Corporate Volunteering Programs

The Centre engages with organisations wishing to engage their employees in volunteer activities, with the aim to assist their community and demonstrate their Corporate Social Responsibility. Using its extensive knowledge and links with the not-for-profit community, The Centre matches organisations with a suitable not-for-profit partner/s and facilitates their employees to volunteer their time in a structured way, with measurable outcomes.

## Sector capability building and Strategic leadership and research

The role of The Centre for Volunteering is to enhance the experience of volunteering in the community by assisting organisations and individuals to maximise their potential through the provision of high quality volunteer management, education and training activities.

The National School of Volunteer Management is our Registered Training Organisation (RTO No 90031).

## Volunteer Management Networking Events

Each event features a speaker on a topic relevant to the volunteering sector and provides Professional Development as well as excellent opportunities for networking and information sharing among members and the wider volunteering ecosystem. These events are complimentary for our members.

## NSW Volunteering Conference

The annual Conference is developed for Volunteer Coordinators and Managers in the not-for-profit and community sectors, and brings together experts, academics and industry leaders to provide delegates with the opportunity to advance their knowledge, develop skills and grow their network.

## Fora

The Centre for Volunteering runs a series of high quality fora, where policy around volunteering and volunteer management best practice is discussed and developed.







Photo: Certificate IV in Coordination of Volunteer Programs Graduates, Miriam Arndt, Kiran Thwaites, Andrew Scott & Cheryl Long with Gemma Rygate, CEO and Colleen Williams, Learning and Development Manager at The Centre for Volunteering

### Nationally Recognised Qualifications

The Centre for Volunteering offers nationally recognised qualifications from Certificate 1 to Certificate IV, relevant to not-for-profit organisations and volunteers. Participants can achieve their qualification through formal course work, by distance learning or through Recognition of Prior Learning (RPL) or a combination of these.

### Customised Training

Customised programs are designed to meet an organisation's specific needs and requirements and are delivered on-site or online for the client.

### Professional Development (PD) Workshops

For many years the skilled trainers of the School of Volunteer Management have delivered high quality professional development workshops to thousands of volunteers, coordinators, managers and management committee members throughout NSW. We offer a range of Professional Development Workshops throughout the year.

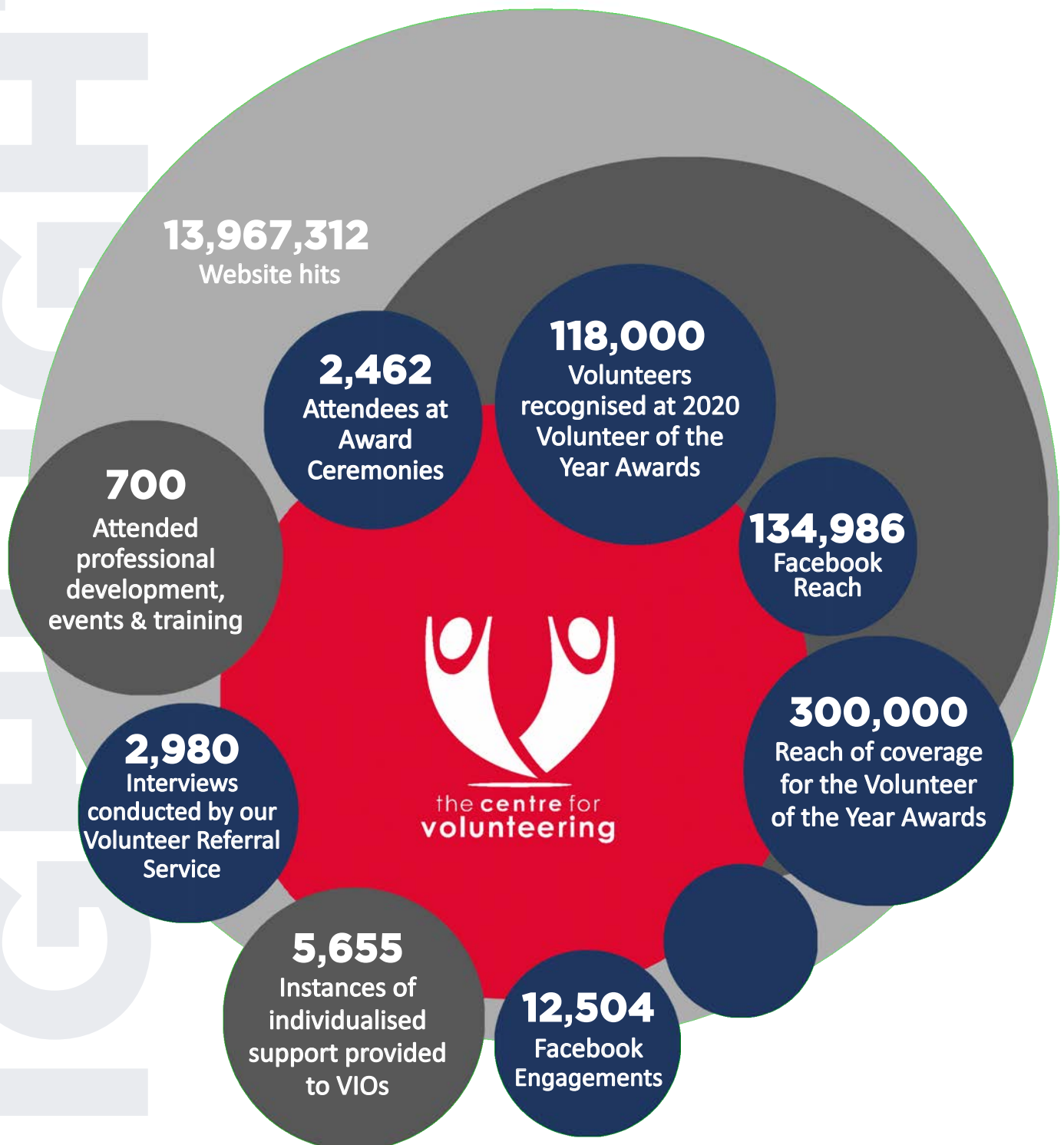
### Bridge to Volunteering

*The Bridge to Volunteering* workshop is a two hour introduction to volunteering and is run weekly at The Centre for Volunteering in The Rocks, when allowed, or virtually online. The workshop is free for volunteers and those interested in volunteering.

### Resources and materials

The Centre for Volunteering provides research findings, resources, policies and tools for best practice in volunteer management.

# Highlights 2020-21



## Highlights

Statistics for the reporting period were quite different from previous years due to COVID-19.

# Volunteer Referral Service (VRS)

COVID-19 has had a profound effect on the operation of the Volunteer Referral Service during the past Financial Year. The Centre has maintained close contact with the member organisations, and different and innovative ways have been found to assist them with their requirements over the past year.

The VRS has been able to provide a level of screening service for our members, and where this was not required, a greater emphasis has been placed on closely monitoring expressions of interest on behalf of our members and, where necessary, providing advice and guidance with regard to job description content to increase appeal or provide assistance where they were being inundated with interest.

The type of volunteering roles being offered have developed during the year depending on the COVID threat level, virtual roles have become more popular, and some organisations have been able to offer virtual training for their roles. All face-to-face roles advertised through our Referral Service have included relevant COVID-safe information to increase volunteer confidence.

Feedback suggests that skilled positions advertised in the Help Desk column in the Sydney Morning Herald have been a highly successful avenue for our members to engaged specialised volunteers and this unique member benefit continues to be a very valuable recruitment tool.

The [Emergency Volunteering Platform](#) set up in conjunction with the Department of Communities and Justice, also continues to be a vehicle used by those wishing to give their time to help others. It has been observed that registrations spike during times of high COVID exposure in the community, when around 100 volunteers registered per week. The Centre has kept in touch on a weekly basis with its own volunteer cohort who have not been able to participate in person, to ensure that they are engaged and kept up to date with The Centre news. Several virtual meetings were arranged during lockdown periods including a Melbourne Cup celebration. The Centre was able to celebrate with a well-attended Christmas lunch held at The Centre as well as lunches during National Volunteer Week, to which all volunteers were invited to attend in person.

## Member and Client Services

The Member and Client Services team had 3 core volunteers helping with our program throughout the year. We have also utilised the services of a skilled volunteer to help with our membership resources.

We attended various expos to share information on volunteering and our services.

These included:

- Notre Dame University Volunteer Day
- ARC University of NSW Volunteer Amazing Race Expo.
- ARC University of NSW Volunteer O-Week Expo.

The National Standards for Volunteer Involvement Free Health Check for members has continued to assist a variety of members.

Referrals continued to be sent to our partners Hall & Wilcox, NFP Law and Voluntas for a variety of conflict and legal issues.

**9,076**

Total Expressions  
of Interest  
Received

**1,504**

# CALD Volunteers  
Assisted

HIGH  
LIGHTS

**1,122**

# Unemployed  
Volunteers

**1,205**

Emergency  
Volunteer Platform  
Registrations





In this photo: Colleen Williams & Yvette Caroly at The University of Notre Dame, Sydney - Volunteering Day 19 April 2021

## Retiring Volunteers

### Judy Schneider - Admin

Judy has volunteered at the centre for over 18 years and was responsible for liaising with members regarding their volunteer roles, as well as being the administration assistant for the volunteer referral service. Judy was always well informed regarding current events within sector, and was happy to pass this on to other volunteers and staff. Over the years Judy went on many interesting overseas trips and shared her photos and experiences with her colleagues and the staff. Thank you Judy for your many years of service.

### Vivien Wolff - Interviewer

Vivien volunteered at the centre for over thirteen years, more than half of that time at The Rocks. Always conscientious, Vivien always did her utmost to assist volunteers to find the right role for them. Vivien was an integral part of a very close Thursday team who remain friends outside of the centre. A keen traveller, Vivien also took fascinating holidays overseas and shared her experiences with her team.

### Susan Reid

Susan commenced volunteering at the centre ten years ago to be a part of a team. She enjoyed her work and communicated well with the volunteers, always going the extra mile to help. She enjoyed the Friday experience and the camaraderie that it provided, and her sense of humour and love of chocolate were legendary. The Friday team and the centre will definitely miss her presence.

The VRS and The Centre for Volunteering appreciate and value the work of Judy, Vivien and Susan. We thank them for their commitment and wish them all well for the future.

# Professional Development Programs

The Centre for Volunteering is committed to sector development. We develop and run a series of professional development activities throughout the year. The National School of Volunteer Management (SVM) is our nationally-accredited Registered Training Organisation. Each year we are proud to deliver high quality training, both accredited and non-accredited, to individuals and organisations across Australia.

## Bridge to Volunteering

Every Friday at The Centre for Volunteering we deliver our free Bridge to Volunteering session to the public, covering rights, responsibilities and the many kinds of volunteering opportunities. Due to COVID-19 Bridge to Volunteering sessions transitioned to online workshops. The transition to online has had lower attendee numbers. Over the year 40 sessions were held with 401 registrants. Bridge sessions were delivered by staff member Colleen Williams, and wonderful volunteer presenter Ramya Narasimhan, who stepped in to assist with online delivery. Our program was also delivered externally.

## Professional Development Networking Events and Workshops

This year we held 21 internal and 6 external professional development workshops. We are pleased to report that we had 388 registrants.

Core Topics covered in Professional Development workshops:

- Volunteer Management - Recruiting, supporting and exiting volunteers
- The National Standards for Volunteer Involvement
- Corporate Partnership Engagement
- Cultural Diversity
- Leadership
- Communication - storytelling, developing proposals, meeting facilitation
- Conflict Management
- Legal issues for volunteer management
- Workplace health, safety and risk
- Developing Team Cohesion

## Continuing Professional Development Program

In October 2020, we launched our Continuing Professional Development program. Endorsed by Volunteering Australia, this program supports development of volunteer leaders by formally recognising the work they are doing to raise the standards of volunteer leadership by expanding their knowledge and maintaining a high standard of professional practice. The program was run as a pilot to the end of the financial year, and after the initial success will continue on an annual basis. In 2020, 11 Professional Leaders of Volunteers in NSW have been accredited to utilise the post-nominal PLV.

## Networking Events

Our monthly networking events covered a variety of topics of interest to members. These included:

- National Standards for Volunteer Involvement
- Stakeholder Engagement
- Event and Volunteer Management
- Change Management
- Corporate Volunteering
- Legal issues
- General volunteer retainment
- Raising the Profile of volunteer managers
- Mentoring.

A special thank you to our presenters from the following organisations:

- IAG Foundation
- Fold7
- Enlighten U Solutions
- Northern Beaches Council
- Foodbank NSW
- Sydney Children's Hospital Foundation
- Hall & Wilcox
- Engaged Leaders
- Gaston Fourcade



### Certificate I and II in Active Volunteering

We developed the Certificate I and II qualifications to enable an online blended delivery model with students undertaking training online, with zoom interactive support workshops.

### Training the Trainer

We had 6 teachers from the Association of Independent Schools successfully completing the Certificate I in Active Volunteering with a custom program including an additional unit, and 6 additional adults working in education completing the Certificate II in Active Volunteering.

### Education and Training Out West

We have continued our relationship with Education and Training Out West (ETOW) this year. This 20-week program is for young students in Years 9 and 10 who have been identified as being disengaged at school. The program gives them intensive support and coaching in literacy and places them as volunteers at Buninyong Primary School. 51 young adults have completed Certificate I in Active Volunteering this year.

### Certificate IV in Co-ordination of Volunteer Programs

The Certificate IV in the Coordination of Volunteer Programs is the nationally recognised accredited vocational qualification specifically for professional leaders of volunteers. It is a challenging course covering 11 units of competency where students develop and demonstrate for the broad skillset required for successfully managing volunteers. With the program already running as a blended model of online learning with live workshops delivered over Zoom, we remained well positioned for additional challenges presented by COVID-19 this financial year.

7 students successfully completed the Certificate IV in Co-ordination of Volunteer Programs. Students demonstrated great resilience, dedication and commitment in these challenging times.

Students were recognised at Parliament House in May.



In this photo: Certificate IV in Coordination of Volunteer Programs Graduates, Miriam Arndt, Andrew Scott, Cheryl Long, Maria McCarthy & Kiran Thwaites with Gemma Rygate, CEO

### Smart & Skilled Partial Qualifications Program

#### Skills for Volunteering

We have been running a partial qualification program, a Statement of Attainment in Skills for Volunteering SG00007572 - Skills Group, covering Being an Effective Volunteer and Participating in Workplace Health and Safety which has been funding through the NSW Skilling for Recovery for jobseekers. Training has been delivered online with zoom support sessions. The first 3 students have successfully completed this training, and 15 additional students are enrolled in this program.

We continue to create additional engaging materials and resources for professional development of the sector.

Working with Volunteering Victoria, we delivered the Certificate IV to 10 Scholarship participants who are almost all on track to complete their training.

23 new Certificate IV students commenced this year including a group from WA, in conjunction with Volunteering WA.

29 training and support workshops were held.



## Inclusive Volunteering

The Inclusive Volunteering Pathways to Employment Program helps to reduce and remove barriers to volunteering and employment for people living with disability or on a mental health recovery journey. The Program supports participants to engage in volunteering as a pathway to employment. The Program also works with organisations to help them become more inclusive as they involve people of all abilities and backgrounds in their workplaces. The program has been running through the Centre for Volunteering since August 2020. Since its implementation the program has provided Inclusion and Diversity training, coaching or support to 42 NSW Volunteer Involving Organisations and we have on boarded 31 participants, of which 11 have been placed into a volunteer role.

Most notably, this activity has occurred throughout the changing COVID landscape and the constraints that volunteer-involving organisations have had to work through to support their current volunteer workforce, let alone new volunteers.

To further support the program, a fully online self-paced training package on Inclusion and Diversity for Volunteer Involving Organisations, has been developed and is in the final stages of review with expected release in October 2021. This will enable Volunteer Managers, Coordinators and VIO Staff to upskill themselves on what Inclusion and Diversity is, and how to foster an inclusive organisation, any time, from anywhere, on any internet enabled device. Along with the VIO training, digital packages for Volunteer Mentors and Program Participants are also in development.

Further to the success the program has seen to date, a particular highlight for 2021 was the delivery of an extremely popular Inclusion and Diversity presentation by our Program Coordinator, Alice Anderson, at the 2021 NSW National State Conference. The session was delivered to a capacity room, with standing room only, and has generated a high amount of interest for the program and training.

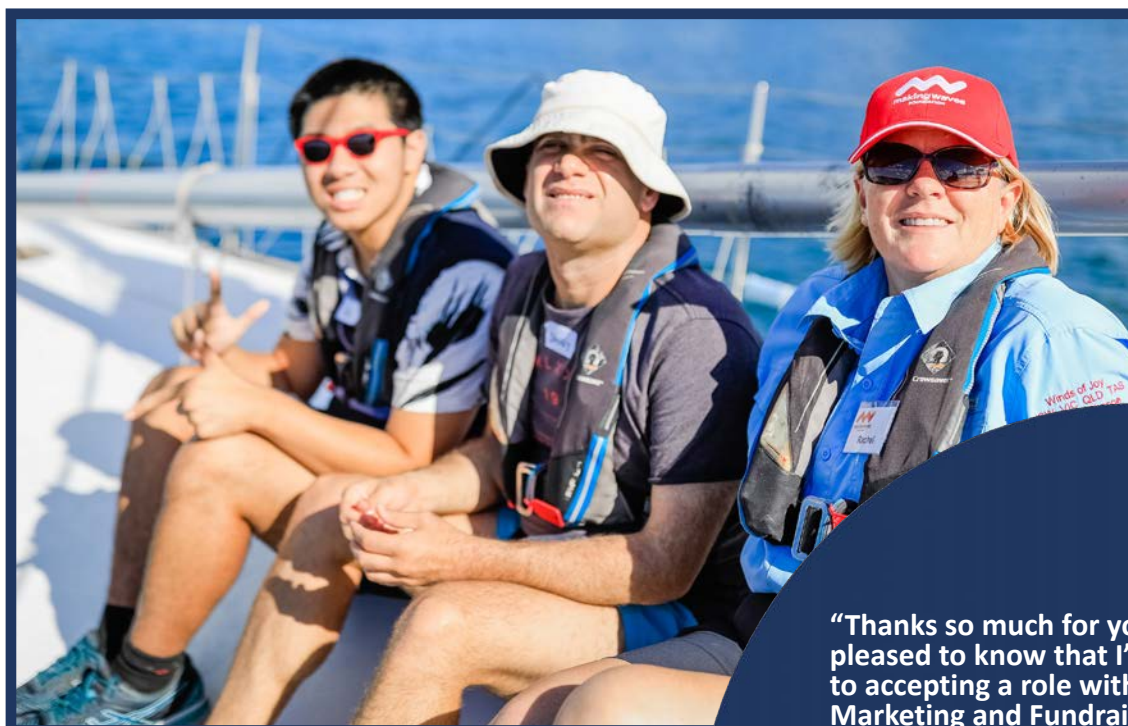


Photo: Making Waves Foundation

**"Thanks so much for your info, you'll be pleased to know that I'm actually very close to accepting a role with Empower Golf as their Marketing and Fundraising Manager part-time. It's really exciting and the perfect fit for me so at this stage won't be able to volunteer whilst I start back into the workforce. I don't think I would've stumbled across this organisation without your help, so I do appreciate it."**

*from a participant moving from the program to employment*

# Events and Capacity Building

As the peak body for Volunteering in NSW, The Centre for Volunteering promotes and supports all aspects of volunteering and volunteer engagement.

To achieve this, the following key programs were run by the Centre for Volunteering:

1. 2020 NSW Volunteer of the Year Awards
2. 2021 National Volunteer Week Celebrations
3. Monthly Volunteer Management Fora
4. 2021 NSW State Volunteering Conference

## 2020 NSW Volunteer of the Year Awards

The NSW Volunteer of the Year Awards is an annual program launched in 2007, to recognise the outstanding efforts of the 2 million plus volunteers in NSW, to promote the importance of volunteering to the community and community engagement.

In its fourteenth year, in 2020, the NSW Volunteer of the Year Awards program was supported by the NSW Minister for Families, Communities and Disability Services, Ambassador Paula Duncan AM, the Department of Communities and Justice, ClubsNSW, Mint Awards and Thrifty Car & Truck Rentals, as well as sponsors who specifically supported the State Gala Ceremony.

The Awards recognise volunteers and volunteer teams in seven categories, which are:

- Young Volunteer of the Year
- Adult Volunteer of the Year
- Senior Volunteer of the Year
- Volunteer Team of the Year
- Corporate Volunteer of the Year
- Corporate Volunteer Team of the Year
- Excellence in Volunteer Management



Photos: Upper - 2020 NSW Volunteer of the Year Shortlisted Nominee Salwa Salwa, Lower - 2020 NSW Volunteer of the Year Kim Hill





## Awards Launch

The 2020 NSW Volunteer of the Year Awards program was officially launched by The Centre for Volunteering, at a reception held virtually for National Volunteer Week, on Monday 18 May 2020. In such an unprecedented year, the theme of 2020 National Volunteer Week - “Changing Communities. Changing Lives”, could not have been a more appropriate and the Forum presented an appropriate platform to launch this year’s Awards program. The Reception was attended by approximately 60 guests including VIPs, sponsors, volunteer managers and volunteers. After a rigorous campaign to drive nominations, the 2020 NSW Volunteer of the Year Awards nominations closed on Friday 10 July with over 118,000 volunteers to be recognised; which is an extraordinary outcome in such challenging times.

Regional Judging took place on Monday 27 July on Zoom with 16 judges. As always the judges were amazed by the breadth of the nominations across the sector as well as the innovation of many volunteers in the last year as we faced ravaging drought, catastrophic bushfires, floods and then a worldwide pandemic.

The Centre greatly appreciates the efforts of the Judges, giving their valuable time to participate in this very difficult process.



Volunteers need recognition of the enormous contribution they make to building strong, resilient and connected communities

## Regional Ceremonies

NSW is segmented into twenty five regions for the purpose of the Awards to allow for maximum coverage. Between Tuesday 11 August and Friday 9 October, The Centre hosted an Award ceremony for each of the 25 regions. Previously all ceremonies have been held in person, usually at a ClubsNSW Venue; however, due to the restrictions imposed by COVID-19, all 25 regional ceremonies were held virtually via zoom. Despite the challenges that this medium presented, there were close to 2400 volunteers, nominators and guests attending across NSW throughout this period, a significant achievement for The Centre.

At each regional ceremony all finalists were acknowledged, and category winners and the Volunteer of the Year for the region were announced. The winners from each award category then progressed to represent their region at the 2020 NSW Volunteer of the Year State Ceremony held on Thursday 3 December, 2020. This year the regional ceremonies were attended by over 150 VIPs across NSW, including Federal and State Members of Parliament, Mayors, Council members and sponsors. Converting to virtual ceremonies, however challenging, has demonstrated to NSW Communities The Centre's deep commitment to this vital program, recognising and celebrating the outstanding work of volunteers across NSW who give so much to their chosen organisation. Traditional & Social Media was well covered throughout the Awards



**The Daily Examiner** 18 September at 15:03

Congratulations to Helen Brown who has been named the 2020 NSW Volunteer of the Year for the Upper North Coast region at a special virtual ceremony today:



# 2020 Award Nominations

REGION	ADULT	SENIOR	YOUNG	TEAM	TOTALS
Blue Mountains	37	17	1	2962	3017
Central Coast	201	51	14	3725	3991
Central Sydney	178	65	39	1388	1670
Central West	50	85	15	16800	16950
Far West	25	20	16	945	1006
Hunter	211	208	125	3503	4047
Illawarra	84	126	5	4483	4698
Mid North Coast	490	36	10	2654	3190
Mid-Western Sydney	159	61	30	1097	1347
New England / Northern Inland	103	125	24	5631	5883
North Shore	99	34	7	1998	2138
North Western Sydney	56	27	12	4349	4444
North Beaches	168	131	12	8698	9009
Northern Rivers	56	37	2	3874	3969
Orana	23	26	1	6423	6473
Outer Western Sydney	160	76	17	3367	3620
Riverina	70	29	16	10831	10946
South Coast	76	12	6	5167	5261
South Western Sydney / Macarthur	65	28	4	1269	1366
Southern Inland	63	14	52	6334	6463
Southern Sydney	137	27	42	2471	2677
Sydney City / Eastern Suburbs	135	48	15	9813	10011
Upper North Coast	46	72	9	2933	3060
Upper North Shore	102	21	34	2063	2220
Western Sydney	54	3	7	665	729
<b>TOTALS</b>	<b>2848</b>	<b>1379</b>	<b>515</b>	<b>113443</b>	<b>118185</b>
Corporate Individual	36				
CorporateTeam	738				
Excellence in Volunteer Management	679				
<b>GRAND TOTAL</b>	<b>119638</b>				





## Corporate & Volunteer Management Award Ceremony

The Corporate & Volunteer Management Award Ceremony was also held virtually on Thursday 5 November to coincide with Volunteer Managers Day. This ceremony recognised volunteers and volunteer managers in the award categories of:

- o Corporate Volunteer of the Year
- o Corporate Volunteer Team of the Year
- o Excellence in Volunteer Management

Finalists in each category were announced and, like their regional counterparts, progressed on to the State Gala Ceremony.

## NSW Volunteer of the Year State Gala Ceremony

The various category winners of the 2020 Volunteer of the Year Awards were as follows:

# 2020 Award Winners

AWARD	RECIPIENT
2020 NSW Volunteer of the Year	Kim Hill
2020 Young Volunteer of the Year	Harpreet Kaur Dhillon
2020 Adult Volunteer of the Year	Kim Hill
2020 Senior Volunteer of the Year	Amelia Butler
2020 Volunteer Teams of the Year	Joint recipients: WIRES Mid-South Coast & Foodbank Distribution Centre Volunteers
2020 Corporate Volunteer of the Year	Andrew Bredin
2020 Corporate Volunteer Team of the Year	The Greater Charitable Foundation
Excellence in Volunteer Management 2020	Kylie Elliott





# NATIONAL 17-23 MAY 2021 VOLUNTEER WEEK

RECOGNISE. RECONNECT.  
REIMAGINE.

National Volunteer Week (NVW) is the annual celebration to acknowledge the generous contribution of our nation's volunteers. This year, marks 32 years of National Volunteer Week in Australia and was held from Monday 17 May to Sunday 23 May, with the very fitting theme:

**Recognise, Reconnect, Reimagine.**

There could not have been a more appropriate time to celebrate the efforts of Volunteers across Australia after such a challenging year. Volunteers have played a crucial role in supporting their communities during these extraordinary times making our communities stronger, especially during times of need, crisis or isolation.

The Centre held its annual National Volunteer Week Forum at NSW Parliament House on Monday 17 May, 2021. The Hon Mark Speakman, Attorney General of NSW opened the forum and officially launched the 2021 NSW Volunteer of the year Awards.

Speaking to the theme of Recognise, Reconnect and Reimagine the Forum included:

**Recognise** - The Centre is not only focused on recognising the achievements of volunteers but also promoting skill development. Part of our role as a peak body is to assist the sector in the professional development of volunteers and Volunteer Involving Organisations through our training programs. Our Certificate IV in Coordination of Volunteer Programs is the specialist vocational qualification specifically for volunteer leaders working in Australia. As such we were extremely pleased to acknowledge the following industry leaders who recently completed their Certificate IV in Coordination of Volunteer Programs:

Miriam Arndt, Marketing Coordinator, The Australian Museum

Andrew Scott, Bushcare Officer, North Sydney Council

Cheryl Long, Meals on Wheels

Maria McCarthy, Volunteer Manager, Primary Ethics

Kiran Thwaites, Clinical Skills Program Co-ordinator, School of Medical Sciences, UNSW Medicine & Health

The Centre also recognised those students who have graduated, but were unable to attend the forum

Marion Thomas ex Notre Dame University

Stephanie De Vries from NSW Health

Cassie Hassall, Vision Australia

Nicki Bispham, Royal rehab

Rebecca McIntosh, Gig Buddies

Marika Taylor RSPCA

# NATIONAL VOLUNTEER WEEK



**Reconnect** - An open conversation with 2020 NSW Volunteer of the Year Kim Hill on the power of connection and reflection on the important role volunteers play in strengthening human connection in communities during times of great crisis.

In her volunteer role with the Buxton Rural Fire Service and in the aftermath of the Wattle Creek Fire Kim co-created and co-managed the Community Recovery Hub with Kerry O'Grady of the Picton Country Women's Association, enabling direct and immediate support to be provided to fire-impacted residents. She established processes to build trust and openness to connect communities and agencies to work together to build resilience.

**Reimagine** - Presentation by Kylie Elliott, recipient of the 2020 Excellence in Volunteer Management Award on the importance of innovation in Volunteer Management and reimagining processes in Volunteer Management.

Kylie Elliot is the Volunteer Coordinator for Sydney Children's Hospitals Foundation (SCHF) which fundraises for five entities including The Children's Hospital at Westmead, Sydney Children's Hospital Randwick, Bear Cottage, NETS and Kids Research. As the Volunteer Coordinator Kylie is responsible for planning, developing and coordinating volunteer recruitment and orientation across all of the hospitals. She breaks down barriers between teams so that volunteers become an extended part of the Sydney Children's Hospitals Foundation family, making the experience special for all those involved.

## National Volunteer Week Volunteer Events

During this week of national celebrations, The Centre for Volunteering also hosted Three Appreciation Lunches with The Centre's volunteers.

Photos (clockwise from left): Board Chair Helen Freeland with 2020 Corporate Volunteer of the Year Andrew Bredin, CEO Gemma Rygate & 2020 Excellence in Volunteer Management Award winner Kylie Elliott - 2020 Volunteer of The Year winner Kim Hill & The Hon. Mark Speakman - Kylie Elliott - Board Deputy Chair Valerie Hoogstad & 2019 NSW Volunteer of the Year Robert Fitzgerald



### Volunteer Management Fora.

In line with the Centre's peak body role to provide education and training for the sector, and in addition to The Centre's Professional Development program, The Centre held monthly Volunteer Management Forums on issues specific to volunteer engagement, retention and management. Over the past year, a sample of the topics explored in these forums have been:

- Raising the Profile of Volunteers
- Code of Conduct and Privacy for Volunteers and Organisations who use Volunteers
- How we benefit from a diverse group of volunteers with Foodbank
- Skilled Volunteering – Creating and fostering a program for Corporates
- Raising the Profile of Volunteer Managers
- Establishing an Integrated Volunteer Management Framework
- 7 lessons from 2020: Managing Future Changes
- Stakeholder Engagement for Volunteer Managers
- Establishing and Managing a successful Volunteer Program.

## Volunteering NSW 2021 State Conference

The Volunteering NSW State Conference, held annually by The Centre for Volunteering, was held on Thursday 10 June at Doltone House, Hyde Park with some 120 delegates under strict Covid-19 safe guidelines. A broad range of delegates included Volunteer Managers, CEOs and Board Members of volunteer-involving organisations, and government departments.

With the goal to challenge, inspire and empower delegates moving forward in a post COVID-19 world, the Conference theme was Shape the Future, focusing on:

- Leadership and Stewardship of Volunteering
- Innovation and Collaboration
- Valuing and Repositioning Volunteering.



## Volunteering NSW 2021 State Conference

Shape the Future



The Conference program encompassed a wide range of speakers, topics and presentations, exploring how volunteering can be repositioned to reflect and acknowledge its true value and contribution to the NSW community.

Some of the many speakers included:

Julia Keady: Reset 2020

Fay Calderone: Hall & Wilcox

Max Knoble: Fold 7

Dr Jayne Meyer Tucker: Founder, JMTinc

Dr Vivien Forner: Director of Research at Institute of Management Psychology

Mark Pearce: CEO Volunteering Australia

Daniel Murray: CEO Empathic Consulting

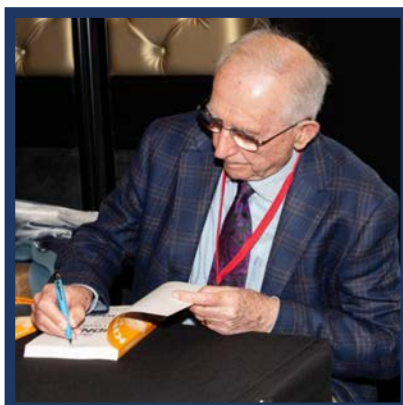
We were also fortunate to include a plenary session with the NSW Police Force on the new Secure Online Portal for the National Police Check for the purposes of Employment, Licencing, Volunteering, Adoption and Probity. As of May 11th both NSW Government and private organisations are able to register with NSWPF to have access to the Secure Online Portal so they can obtain National Police Checks for their employees/applicants/ volunteers. This is proving an invaluable resource for Volunteer Managers and Volunteer Involving Organisations.

The power of volunteering and the power of human connection were explored by our keynote speaker, esteemed Australian social commentator, psychologist and author Hugh Mackay AO. Mr Mackay spoke to the transformative impact of kindness and compassion as we move forward in a post covid world.



“To be kind – always and to everyone – is to be fully, gloriously human, and every act of kindness is one more step towards a better society”

*Keynote Speaker - Hugh Mackay AO*



“Revolutions never start at the top. If we dare to dream of a more loving country - kinder, more compassionate, more cooperative, more respectful, more inclusive, more egalitarian, more harmonious, less cynical- there’s only one way to start turning that dream into a reality: each of us must live as if this is already that country”

*Hugh Mackay AO - pictured above signing copies of his book for conference delegates - with CFV CEO Gemma Rygate and VWA CEO Tina Williams*





 <b>Shape the Future</b> Volunteering NSW 2021 State Conference 10 June, Dolfone House Hyde Park	
Conference Program	
8:30am - 9:00am	Hyde Park Ballroom Registration and Active Tea & Coffee Welcome to Country, Aarti, Senior Captain
9:00am - 9:30am	Opening and Welcome, Dennis Hughes, CEO, The Centre for Volunteering
9:30am - 10:00am	Welcome, Neeson President, Chairperson, The Centre for Volunteering
10:00am - 10:30am	Keynote: Hugh Mackay AO
10:30am - 10:45am	Hyde Park Ballroom Hugh Mackay AO: Digital and Sustainable Skills Open
10:45am - 11:00am	Hyde Park Ballroom Innovation: The future of volunteering in Australia
11:00am - 11:30am	Hyde Park Ballroom Beyond Compliance: Building Resilient and Innovative Organisations Pty. Catherine, Partner, Mail & Wilson
11:30am - 11:45am	Hyde Park Ballroom Innovation: The future of volunteering in Australia
11:45am - 12:00pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
12:00pm - 12:30pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
12:30pm - 12:45pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
12:45pm - 1:00pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
1:00pm - 1:15pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
1:15pm - 1:30pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
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2:15pm - 2:30pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
2:30pm - 2:45pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
2:45pm - 3:00pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
3:00pm - 3:15pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
3:15pm - 3:30pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
3:30pm - 3:45pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
3:45pm - 4:00pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
4:00pm - 4:15pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
4:15pm - 4:30pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
4:30pm - 4:45pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
4:45pm - 5:00pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
5:00pm - 5:15pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
5:15pm - 5:30pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
5:30pm - 5:45pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia
5:45pm - 6:00pm	Hyde Park Ballroom Innovation: The future of volunteering in Australia

The conference was a resounding success and in light of the Covid-19 lockdown that followed shortly after in NSW, it proved a wonderful opportunity for the volunteering sector to gather, share knowledge and expertise, as well share in the joy of in-person connection.



# Advocacy, Communications and Marketing

## Advocacy

The Centre worked with peak volunteering body counterparts nationally to advocate on behalf of volunteers and our members regarding key industry issues.

The Centre for Volunteering participated in meetings with Government agencies to promote volunteering, the work of The Centre and to encourage greater engagement with volunteering as a concept including:

- Department of Social Services
- NSW Department of Communities and Justice
- NSW Office of the Children's Guardian
- The Advocate for Children and Young People
- Office of Sport
- Office for Veteran Affairs
- Ministry of Health – NSW Health
- NSW Department of Education
- Careers NSW
- Office of Environment and Heritage

The NSW Volunteer of the Year Awards program continues to be the primary means for advocating for Volunteer recognition and the fundamental role that volunteering plays in building cohesive, vibrant and resilient communities across NSW.

As part of our efforts to encourage greater acknowledgement of the importance of good volunteer management, The Centre holds the Annual State Volunteering Conference, Monthly Volunteer Management Forums and a comprehensive Professional Development program. These events bring together leaders and decision makers from the sector for facilitated discussion and networking to raise awareness of the importance and value of volunteering, and in particular, valuing best practice volunteer management.

The Centre engaged with a vast array of Volunteer Involving Organisations across NSW to develop The State of Volunteering Report. The data obtained through this report demonstrates the strength of volunteering in NSW and in particular the exponential growth of youth and informal volunteering. The Centre for Volunteering, along with the other State/Territory Peaks, contributed to Volunteering Australia's:

- June 2020 - Submission to the Select Committee on COVID-19
- July 2020 - Submission to the Royal Commission into Aged Care Quality and Safety
- August 2020 - Supplementary Pre-Budget Submission 2020
- October 2020 - Submission to the development of the National Disability Strategy workforce and aged care
- November 2020 - Submission to inform the new Employment Services Model
- December 2020 - Pre-Budget Submission 2021-22
- December 2020 - Submission to the Consultation on the NDS and NDIS Outcomes Framework
- February 2021 – Submission to the Australian Department of Health consultation on the Productivity Commission's report on Mental Health
- March 2021 – Submission to the Select Committee on Mental Health and Suicide Prevention
- April 2021 – Submission to the Indigenous Voice consultation
- April 2021 – Submission to the consultation on the development of the National Strategy to Prevent Child Sexual Abuse
- April 2021 – Submission to the Pathways and Participation Opportunities for Indigenous Australians in Employment and Business inquiry
- May 2021 – Submission to the Disability Royal Commission Inclusion Issues Paper
- May 2021 – Submission to the consultation on the National Disability Employment Strategy
- July 2021 – COVID-19 Vaccinations in Aged Care Position Statement.



## Volunteering Expos

The Centre for Volunteering attended and presented at a number of Volunteering Expos throughout the year such as:

- Pathways Expo
- Notre Dame University Volunteer Day
- ARC University of NSW Volunteer Amazing Race Expo
- ARC University of NSW Volunteer O-Week Expo

## Representation and collaboration

The Centre participated in key committees and at various sector events and collaborated with relevant organisations to promote volunteering and to support organisations that engage volunteers, including:

- Department of Communities and Justice
- Department of Sport
- The Institute of Project Management
- NSW Police
- PAC (Project Advisory Committee) NSW State of Volunteering Report
- VMA (Volunteer Management Activity)
- Adult Migrant English Program (AMEP)
- CEON (CEO Network of State/Territory Volunteering Peaks)
- MarComms (Marketing and Communications peak body managers)
- Inclusive Volunteering Program
- City of Sydney Council Aging and Disability interagency group
- Community Radio Awards
- COTA (NSW Ageing Alliance)
- Department of Customer Service
- Duke of Edinburgh's Award
- Education and Training Out West
- DCJ Peaks' Working Group
- FONGA (Forum of Non-government Agencies)
- Health Awards
- ITAB Board
- NCOSS
- NSW Health
- NSW International Student Awards
- NSW/ACT Young Achiever Awards
- Office of the Children's Guardian
- RDA Awards

- UTS Business School
- NSW Volunteer Centre Network
- Voluntas, Alternative Dispute Resolution
- 

## Communication channels

### Social Media

The 2020 NSW Volunteer of the Year Awards were different to previous years as, due to the COVID-19 pandemic, we had to shift all the ceremonies to virtual celebrations on Zoom. This naturally had a significant impact on the communications and marketing for the Awards, as we had to readjust our whole marketing scheme to make the most of the opportunities an online platform presented, and to overcome the new range of challenges.

To give an extra boost during the nomination period, the Digital Marketing and Communications Manager initiated a special campaign across social media. The team received a huge number of great photos of nominees volunteering with nominations and selected the best of these to promote across social channels. This campaign saw outstanding engagement; the best performing post (shown below) during the nomination period was 8 x higher than the best performing post in the 2019 nomination period.

To really convey the joy of the ceremonies and to make them feel as 'real' as possible, our Digital Marketing and Communications Manager put together short, 1 minute videos of each of the 25 regional ceremonies. These were all posted across our three social media platforms on the afternoon of the event, and they were also included in our website content and the post event email campaign. These also received great engagement which helped to spread the word of the Awards even further.

Sponsors were mentioned within the promotional content which included using the appropriate sponsor handles on Facebook, LinkedIn and Twitter alongside the Awards hashtag #NSWVolunteerAwards.

Regional ceremonies were all supported with regional media releases sent to media lists. Website posts and social media covering each regional ceremony were made available on [www.volunteering.com.au](http://www.volunteering.com.au) and on Facebook, Twitter and LinkedIn within hours of each ceremony.

The 2020 State Ceremony was also held on Zoom, and the event covered in real time across Facebook, Twitter and LinkedIn. These posts included mentions of partners and supporters.

The Centre for Volunteering was live across Facebook, LinkedIn and Twitter for the State Ceremony.

During the State Ceremony (3 December, 2020):

### Facebook

With 11 posts, 20,411 FB users were reached and 3,866 people engaged with the posts.

### Twitter

With 11 posts delivering 4,778 impressions, with 131 engagements.

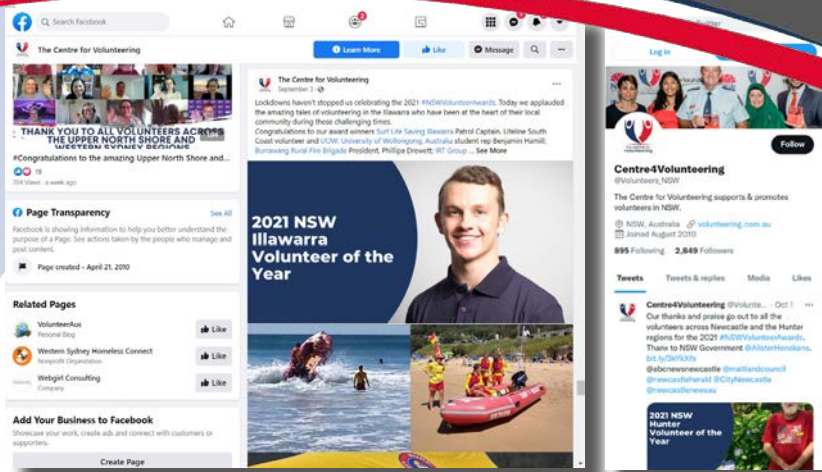
### LinkedIn

LinkedIn was leveraged to promote the State Ceremony resulting in 2,951 impressions and 96 reactions.

### Overall in 2020:

The Awards were promoted in 10 x The Voice of Volunteering e-newsletters (Mar- Dec.) that are sent out to more than 3,500 subscribers per month. These included reminders to nominate and summaries of the ceremonies held during the month.

- 57 Awards specific emails were sent out to The Voice list including the list of members, to regional lists including nominees and nominators and media lists.
- Website housed a total of 65 pieces of content including media releases, photos and articles related to the Awards.
- A total of 60 Facebook posts of our own and the sharing of other Awards related materials reached 89,795 people during the nomination and regional ceremony period resulting in 10,327 engagements, which is a huge improvement on last year.
- A total of 52 tweets from The Centre and sharing of tweets from other stakeholders resulted in 33,608 impressions and 1,003 engagements, which is a lot more engagement than previous years.
- A total of 45 LinkedIn posts during the nomination and ceremony period resulted in 9,885 impressions and 394 engagements.



### Website and Marketing

The website is focused on providing timely relevant updates to our charity and not-for-profit members. This included more than 480 updates on programs, sector news and events, submissions, policy and legislative change updates, grants and funding opportunities and advocacy being widely shared. We are continuing to use The Voice as a hub for important information in the volunteering and community sector. The CEO Welcome, in particular, shares timely updates for subscribers, including instructions on finding COVID-19 resource updates on our website. The Voice also showcases Latest Grants/ Funding Opportunities, Latest Submissions/Surveys, Latest news, resources, reports and events, and Professional Development Opportunities that are coming up at The Centre.

We have continued to see a rise in the audience across all social media platforms:



Number of followers:  
June 2020 = 4830  
June 2021 = 4956  
2.6% increase



Number of followers:  
June 2020 = 2828  
June 2021 = 2859  
1.1% increase



Number of followers:  
June 2020 = 4909  
June 2021 = 5458  
11.2% increase



# 2020-2021 Volunteers

Robin Arbib  
Marian Attfield  
Wendy Baker  
Amrita (Amy) Banerjee  
Lauren Bevilacqua  
Joanne Codling  
Nadheera Dharmawardhana  
Anne Duffy  
Pauline Egan  
Brian Elliott  
Mary Fogarty  
Bick Fulton  
Gina Grant  
Norman Hams  
Peter Hoadley  
Lyn Hopgood  
Judy Houlton

Bill Jarvis  
Sally Jordan  
Arna Karbowski  
Barbara Keffel  
Jann Kingston  
Carol Lawler  
Steve Lawson  
Kelera Levu  
Kaye Llewhellyn  
Sue Marsden  
Diana McConachy  
Derek Minett  
Patricia Moody  
Bess Morrison  
Ramya Narasimhan  
Lorna Paviour  
Michael Peschardt

Ramya Narasimhan  
Lorna Paviour  
Michael Peschardt  
Jenny Pinson  
Denis Porter  
Susan Reid  
Rosemary Richman  
Judy Schneider  
Pholy Tan  
Pamela Trahanas  
Denise Tierney  
Andrea Turner  
Lynne Wayling  
Kathy Whitehead  
Vivien Wolff

## The Centre for Volunteering

### Directors:

Helen Freeland – Chairperson, Terry Brigden, Ian Bulluss, Valerie Hoogstad, Alan Max, Di Robinson, Joy Woodhouse

### Staff:

Alice Anderson – Inclusive Volunteering Program Coordinator  
Clint Bertenshaw – Manager: Commonwealth Projects  
Yvette Caroly – Member and Client Services Manager  
Bridget Gunn – Digital Marketing and Communications Manager  
Zac Harold – Programs Manager  
Millie Martin – Manager: Events and Capacity Building  
Anthony O'Brien – Director: Communications and Strategy  
Gaye Oliver – Senior Manager: Office & People  
Tamsin Quinn – Director: Special Projects  
Rachel Rainbird – Director: Sector Engagement  
Lyndon Reed – Network Administrator  
John Ryan – Chief Financial Officer  
Gemma Rygate – Chief Executive Officer  
Avril Samuels – Senior Manager: Member Relations and Volunteer Referral  
Colleen Williams – Sector Development Manager  
Report Design: Jamie Burgess Designs

# Partners, Sponsors & Supporters

## Major Funders:



## Volunteer of the Year Awards Principal Partners:



## Volunteer of the Year Awards Supporters:





# Pro-Bono & other In-kind Support

Louise Geoghegan

Jordan Jones

Mark Rushton

Bess Morrison

Hugh Mackay

Chelsea Deeley

Julia Keady

Geraldine Menere

NSW SES

Louise Cooke

Kiran Thwaites

Lynette Edwards

Rebecca Barber

Carrie Wallis

Gina Grant

Heidi Prowse

Kathy Whitehead

Fiona Morrison

Denis Porter

Andrea Turner

Justice Connect

Castle Hill RSL

Katoomba RSL

Dee Why RSL

Bathurst RSL Club

Catalina Country Club

Randwick Club

Northern Beaches Council

Enlighten U Solutions

Gaston Fourcade

Newcastle Exhibition &  
Convention Centre

Fay Calderone

Dr Jayne Meyer Tucker

Jane Davies

Connie Henson

Gavin Deadman

Rebecca McIntosh

Martin Cowling

Mark Pearce

Chris Hovey

Vivien Former

Claire Turner

Arlene Roache

Alecia Hancock

Tulsi van de Graaff

Andrew Valentine

Michelle Fisher

Anne Fitzgerald

Lainie Edwards

Peter Hoadley

Aileen Grattan-Smith

Hall & Wilcox

Kirribilli Club

Penrith Golf Club

Armidale Bowling Club

Dubbo Golf Club

Lismore Workers Club

Norths

Engaged Leaders

Foodbank NSW

Voluntas

Queanbeyan Kangaroo  
Rugby League Football Club

Max Knobel

Rebekah Grace

Alice Anderson

Fiona Morrison

Liz Yeo

Daniel Murray

Daniel Komesaroff

NSW Police

Kerrie Pearce

Silas Taylor

Steve Lanken

Mae Tanner

Kylie Elliott

Dale Rees-Bevan

Natalie Watson

Christina Pechey

Brian Elliott

Jane Davies

Jenny Pinson

Kim Hill

Broken Hill Musicians Club

Coffs Harbour Golf Club

Wollongong Golf Club

Campelltown Catholic Club

Gosford Golf Club

Gymea Tradies Club

Wagga Wagga RSL

The Westport Club

IAG Foundation

Sydney Children's Hospitals  
Foundation





THE CENTRE FOR VOLUNTEERING  
ABN 28 002 416 024

# Financial Report

For the Year Ended 30 June 2021

## Directors' Report for the year ended 30 June 2021

Your Directors present their report  
on the Centre for the year ended 30 June 2021.

The names of the Directors in office during the financial year and at the date of the report were:

### Helen Freeland (Appointed Chair, December 2020)

Helen brings to the Centre for Volunteering Board, significant experience as a public sector executive and company director. Her particular interests include organisational strategy and culture, governance and risk management and community engagement. She is a member of the Australian Institute of Company Directors and holds Masters qualifications in Social Work and Public Administration. She is a keen gardener and reader and is keen to resume travelling when current restrictions are lifted.

### Valerie Hoogstad (Retired as Chair, December 2020)

Valerie has a background in Psychology, Education and Communications and International Relations. She has written 16 textbooks in the field of adolescent literature and corporate communication. Valerie retired as Director of International Education at the Australian Catholic University and has served on numerous Boards. She is currently lecturing at Sydney University and is currently on the Board of Odyssey House and Together for Humanity.

### Geoff Rickard, (Retired, August 2020)

Following a 20 year career in financial services, Geoff transitioned to the not-for-profit sector in 2008, working across senior leadership and executive roles with Mission Australia and CoAct. He joined The Salvation Army in 2016 as Program Director for Australia One, an initiative that will see The Salvation Army's existing Eastern and Southern Territories brought together under a single Australia Territory. Geoff has led a range of disciplines during his career, including finance, risk, legal, HR, marketing and IT. To complement his business qualifications, Geoff also holds a Masters in Community Management. Geoff is passionate about ensuring the effectiveness and sustainability of the community sector, and believes that volunteering is a key contributor to that objective.

### Joy Woodhouse OAM

Joy has run her own consultancy business since 1997 specialising in human resource management and training including corporate investigations, facilitation of strategic and business planning, and service management, reviews and evaluations. She has extensive experience in the government sector including Senior Executive Director positions in Ageing & Disability Services within the NSW Department of Community Services (DoCS). In 1993 Joy was appointed Assistant Director General of DoCS responsible for approximately 4,000 staff and a budget of approximately \$320m and undertook this role until 1997. Her academic qualifications include an Honours degree in Psychology from the University of Sydney and a Master of Health Joy was awarded an Order of Australia Medal (OAM) in 2016 for service to the community through volunteering organisations.



### Terry Brigden

Terry has practiced extensively in financial services and regulatory law for over 30 years and has had the benefit of both practical and professional experience, most recently before joining Lander and Rogers and previously being a partner in a major (now international) legal firm for over 13 years. Terry has previously held legal or commercial positions in a major bank, major life insurance company, superannuation and actuarial consulting firm. Terry is on the Australian subsidiary board of a large Canadian bank and is on the International Monetary Fund's external expert panel for banking and insurance regulation and the Asian Development Bank for its project to develop the financial regulatory framework for the Pacific Island nations. Terry has been named as one of Australia's best superannuation, investment, financial institutions and insurance lawyers in the Best Lawyers Australia peer review survey published in the AFR for the years 2010 to 2018.

### Ian Bulluss JP

Ian has extensive experience in the government sector including Senior Executive positions in NSW Businesslink and NSW Ageing Disability & Home Care. His information technology, economic and management expertise is supported by formal academic qualifications include Master of Computing (UWS) and Master of Business Administration (CSU). He is an active member of the NSW Justice Association and is the current Quality Assurance Director of City West Community Financial Services (Darling Harbour Community Bank).

### Alan Max

With over 25 years of experience advising private and listed companies on their corporate transactions and growth strategies, Alan is a Corporate Finance Partner at Pitcher Partners and Fellow of Chartered Accountants Australia and New Zealand. He has an established track record in providing valuation, transaction and strategic advice, as well as preparing expert opinions for regulatory, litigation and dispute resolution purposes. Alan has served as a board and advisory board member of commercial organisations and is proud to have contributed meaningfully to a range community organisations and industry bodies.

### Di Robinson

Di has extensive experience in private, government and social enterprise sectors and has worked in Australia and South East Asia. Di brings significant experience in the Vocational and Higher Education sectors, working across private and public education. She is recognised for maximising business opportunities, leading diverse teams, driving culture and change, and navigating paths through digital disruption. Di has a Masters of Management from Macquarie Graduate School of Management and a Bachelor of Arts and Graduate Diploma in Education from the University of Sydney.

## Principal Activities

The Centre for Volunteering ("The Centre") is the peak body for volunteering in NSW. It is a public company limited by guarantee that is incorporated and domiciled in New South Wales, Australia, and has no authorised or paid up capital. The registered office is at Level 3, 40 Gloucester Street, The Rocks, NSW 2000.

The principal activities of the Centre during the financial year were to represent members and to advance the interests of members. There has been no substantial change in activity during the financial year.

## Matters subsequent to the end of the financial year

The impact of the Coronavirus pandemic is ongoing. It is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is continually developing and is contingent on measures imposed by the Australian government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided. In response to the uncertainty caused by this pandemic, the Directors have strategically strengthened the overall balance sheet as well as focused on improving the Centre's liquidity position. Notwithstanding macro-economic factors, the Centre is maintaining a profitable forecast for the financial year ahead.

No other matter or circumstance has arisen since 30 June 2021 that has significantly affected, or may significantly affect the Centre's operations, the results of those operations, or the Centre's state of affairs in future financial years.

## Members' Guarantee

Each member of the Centre, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of the Centre in the event of it being wound up. If the Centre is wound up the Constitution states that each member is required to contribute a maximum of fifty dollars (\$50) towards meeting any outstanding obligations of the Centre. At balance date, there were 234 eligible members.

## Short and Long-Term Objectives

The Centre's core business and objectives are to:

- Operate as a non-profit organisation to develop public interest in the volunteering sector, including raising awareness of issues directly affecting the sector.
- Promote, support and recognise volunteers and volunteering at individual, community and national levels through advocacy and communication.
- Be the authoritative voice on volunteering in NSW and continue to be an influential advocate for the issues relating to volunteer support and management.
- Facilitate excellence and best practice in volunteering and volunteer management through education and capacity building.
- Encourage collaboration in the volunteering sector and offer services for the benefit of members.
- Lead by example and be transparent and accountable in how The Centre operates, and apply a high standard to service provision through good governance.
- Ensure a strong and sustainable financial base.

## Strategy for Achieving the Objectives

In order to achieve the above objectives, The Centre sought to:

- Manage its finances in accordance with Board approved annual budgets.
- Continue good governance practice.
- Attract, develop and retain good staff.
- Develop and communicate what it is and what it does, to relevant stakeholders and the wider community.
- Pro-actively engage with key stakeholders to help understand and address their issues.
- Be an influential advocate for the issues relating to volunteer support and management.
- Enhance the capacity of members and others to mobilise and manage volunteers more effectively, with a focus on widening the participation of people volunteering.

## Activities that Contributed to the Objectives being met

During the year to 30 June 2021, The Centre:

- Delivered training throughout NSW and interstate through The School of Volunteer Management (RTO) to meet the goals of Federal and State funding grants.
- Continued its participation in the national peak volunteering network (CEON) to assist, inform and support the national body, Volunteering Australia.
- Worked with equivalent interstate bodies to develop a national approach to volunteering issues.
- Continued to develop and strengthen the NSW Volunteer Centre Network.
- Worked closely with the Department of Communities and Justice, on the NSW Government's Volunteering Strategy.
- Achieved ongoing funding from NSW Government to continue to deliver Sector Development Services.
- Achieved ongoing support from NSW Government and ClubsNSW for the NSW Volunteer of the Year Awards.
- Conducted an effective strategic planning process to deliver The Centre's core business and objectives.
- Successfully delivered the 2020 NSW Volunteer of the Year Awards which recognised over 118,000 volunteers throughout NSW.
- Achieved an increase in media coverage, highlighting The Centre's work to advocate for and recognise volunteers and volunteering.
- Delivered a suite of Professional Development programs including both accredited and non-accredited training and networking events, to develop volunteers and volunteer managers and best practice in the sector.
- Continued to work with Voluntas, a service which aims to help volunteers and volunteer involving organisations with conflict resolution.
- Advocated strongly for volunteering on behalf of the sector, including joining with our national colleagues and the volunteering support services across Australia to advocate for federal government support for these services.



- Collaborated with the National and State/Territory Volunteering Peaks to advocate for and provide responses to key sector issues.
- Collaborated with Government agencies including the Department of Communities and Justice, Department of Social Services, Office of Sport, Study NSW, Office of the Children's Guardian and NSW Health on various projects.

## Performance Measurement

The Board monitors the performance of The Centre through:

- Regular reviews of the objectives and strategies to achieve those objectives.
- A CEO performance and appraisal process, where individual goals are aligned to The Centre's objectives.
- Regular reporting of financial performance against Board approved budgets.

## Directors' Meetings

The number of meetings of directors held during the year and the number of meetings attended by each director were as follows:

	Number of meetings attended	Meetings held while in office
Helen Freeland	6	6
Valerie Hoogstad	6	6
Geoff Rickard	1	1
Joy Woodhouse	6	6
Terry Brigden	6	6
Ian Bulluss	6	6
Di Robinson	6	6
Alan Max	6	6
Company Secretary		
Gemma Rygate	6	6

Signed in accordance with a resolution of Directors.



Alan Max  
Director

Signed this 24 September 2021, in Sydney

# Statement of Profit or Loss and other Comprehensive Income

For the Year Ended 30 June 2021

	Notes	2021 \$	2020 \$
Revenue	4	1,767,250	1,312,149
Depreciation	5	(148,439)	(3,397)
Finance costs		(6,727)	-
Staff Employment Related Expenses		(903,192)	(668,516)
Occupancy Costs		-	(184,002)
Programs Costs		(242,617)	(197,245)
Training Costs		(11,812)	(21,738)
Other Expenses		(95,050)	(143,234)
Surplus/(Deficit)		<b>359,413</b>	<b>94,017</b>

The accompanying Notes form part of this Financial Report.

# Statement of Financial Position

As at 30 June 2021

	Notes	2021 \$	2020 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	1,414,606	757,594
Trade and other receivables	7	17,831	180,229
Prepayments		16,522	39,140
<b>TOTAL CURRENT ASSETS</b>		<u>1,448,959</u>	<u>976,963</u>
<b>NON CURRENT ASSETS</b>			
Plant & equipment	8	11,946	9,578
AASB 16 – Right of use asset	16	431,608	-
<b>TOTAL NON CURRENT ASSETS</b>		<u>443,554</u>	<u>9,578</u>
<b>TOTAL ASSETS</b>		<u>1,892,513</u>	<u>986,541</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	78,840	61,846
Provisions	10	103,752	72,057
Income received in advance	11	246,065	194,159
AASB 16 – Lease liability	16	195,761	-
		<u>624,418</u>	<u>328,062</u>
<b>NON CURRENT LIABILITIES</b>			
Provisions	10	24,350	12,380
AASB 16 – Lease liability	16	238,446	-
<b>TOTAL NON CURRENT LIABILITIES</b>		<u>262,796</u>	<u>12,380</u>
<b>TOTAL LIABILITIES</b>		<u>887,214</u>	<u>340,442</u>
<b>NET ASSETS</b>		<u>1,005,299</u>	<u>646,099</u>
<b>ACCUMULATED SURPLUS</b>		<u>1,005,299</u>	<u>646,099</u>



# Statement of Cash Flows

## For the Year Ended 30 June 2021

	Notes	2021 \$	2020 \$
<b>Cash flows from operating activities:</b>			
Receipts from funders, donors and customers		1,977,673	1,291,056
Payments to suppliers		(316,300)	(540,734)
Payments to employees		(859,527)	(679,418)
Interest received (net)		3,169	7,165
<b>Net cash (used in)/provided by operating activities</b>	13	805,015	78,069
<b>Cash flows from investing activities:</b>			
Payments for furniture & fittings and plant & equipment acquired	8	-	(7,520)
		-	70,549
<b>Cash flows from financing activities:</b>			
Repayment of lease liability		(148,003)	-
<b>Net (decrease)/increase in cash and cash equivalents</b>		657,012	70,549
<b>Cash and cash equivalents at the beginning of the year</b>		757,594	687,045
<b>Cash and cash equivalents at the end of the year</b>	6	1,414,606	757,594

The accompanying Notes form part of this Financial Report.

## Statement of Changes in Equity

### For the Year Ended 30 June 2021

	2021 \$	2020 \$
Accumulated surplus at the beginning of the year	646,099	552,082
Surplus/(deficit)for the year	359,413	94,017
Adjustment to retained earnings	(212)	-
<b>Accumulated surplus at the end of the year</b>	<b>1,005,300</b>	<b>646,099</b>

The accompanying Notes form part of this Financial Report.

## Notes to the Financial Statements for the Year Ended 30 June 2021

### 1. General Information

The financial statements cover The Centre for Volunteering as an individual entity. The financial statements are presented in Australian dollars, which is The Centre's functional and presentation currency.

The Centre is a not-for-profit unlisted public company limited by guarantee.

The financial statements were authorised for issue, in accordance with a resolution of the Directors, on 24 September 2021

### 2. Significant Accounting Policies

The principal accounting policies adopted in the presentation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

#### a. New, revised or amending Accounting Standards and Interpretations adopted

##### *AASB 16 Leases*

The Centre has adopted AASB 16 from 1 July 2020. The standard replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right-of-use assets and corresponding lease liabilities are recognised in the statement of financial position. Straight-line operating lease expense recognition is replaced with a depreciation charge for the right-of-use assets (included in operating costs) and an interest expense on the recognised lease liabilities (included in finance costs). In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117.

However, EBITDA (Earnings Before Interest, Tax, Depreciation and Amortisation) results improve as the operating expense is now replaced by interest expense and depreciation in profit or loss. For classification within the statement of cash flows, the interest portion is disclosed in operating activities and the principal portion of the lease payments are separately disclosed in financing activities. For lessor accounting, the standard does not substantially change how a lessor accounts for leases.

#### b. Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the Australian Charities and Not-forprofits Commission (ACNC) Act 2012, as appropriate for not-for profit oriented entities.

##### *Historical cost convention*

These financial statements have been prepared under the historical cost convention, except for, where applicable, financial assets and liabilities at fair value through profit or loss, investment properties, certain classes of property, plant and equipment and derivative financial instruments. entities.



*Critical accounting estimates*

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Centre's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in note 3.

c. Comparative Amounts

Comparatives are consistent with prior years, unless otherwise stated.

d. AASB 16 Leases

*Right of use assets*

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the Centre expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The Centre has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

*Lease liabilities*

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Centre's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

e. Revenue recognition

Revenue is recognised when it is probable that the economic benefit will flow to the Centre and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable. All revenue is stated net of the amount of goods and services tax (GST).

*Grant Revenue*

Grant revenue is recognised in profit or loss when the Centre satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before the Centre is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

*Donations*

Donations and bequests are recognised as revenue when received.

*Interest*

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

*Other Revenue*

Other revenue is recognised when it is received or when the right to receive payment is established

f. Income Tax

As the Centre is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

g. Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of six months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

h. Trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for credit loss. Trade receivables are generally due for settlement within 30 days.

Other receivables are recognised at amortised cost, less any provision for impairment.

i. Investments and other financial assets

Other than cash equivalents specified in Note 2 (g), the Centre holds no investments and other financial assets.

j. Plant & equipment

Classes of plant and equipment are measured using the cost or revaluation model as specified below. Where the cost model is used, the asset is carried at cost less any accumulated depreciation and any impairment losses. Costs include purchase price, other directly attributable costs, and the initial estimate of the costs of dismantling and restoring the asset, where applicable.

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Plant and equipment that have been contributed at no cost, or for nominal cost, are revalued and recognised at the fair value of the asset at the date it is acquired.

Leasehold improvements and plant and equipment under lease are depreciated over the unexpired period of the lease or the estimated useful life of the assets, whichever is shorter.

The depreciable amount of all fixed assets is calculated on a straight-line basis over the effective life of the entity, commencing from the time the asset is held ready or available for use. The rates used for each class of depreciable assets are:

Class of Fixed Assets	Depreciation Rate
Furniture & Fittings	10%
Computers	20%
Leasehold Improvements	10-20%

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date. An item of plant and equipment is derecognised upon disposal or when there is no future economic benefit to The Centre. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

k. Trade and other payables

These amounts represent liabilities for goods and services provided to The Centre prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

l. Employee benefits

*Short-term employee benefits*

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

*Other long-term employee benefits*

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of six months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.



*Other long-term employee benefits*

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

m. Fair value measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

n. Goods and Services Tax ('GST')

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

o. Going Concern

The Centre incurred a surplus of \$359,413 (2020: \$94,017) for the year ended 30 June 2021 and has an accumulated surplus as of that date of \$1,005,300 (2020: \$646,099). The ability of the Centre to continue as a going concern is dependent on the ongoing support of the government and private grants, its members and success with fundraising. Should grant funding or financing be withdrawn there is uncertainty as to the Centre's ability to continue as a going concern in the long-term and, therefore, its ability to realise its assets and extinguish its liabilities as and when they become due and payable and at the amounts stated in the financial report. The Directors believe that the Centre will be successful in achieving on-going support and accordingly have prepared the accounts on a going concern basis.

p. New Accounting Standards and Interpretations not yet mandatory or early adopted

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the Centre for the annual reporting period ended 30 June 2021. The Centre's assessment of the impact of these new or amended Accounting Standards and Interpretations, most relevant to the Centre are set out below.

*Conceptual Framework for Financial Reporting (Conceptual Framework)*

The revised Conceptual Framework is applicable to annual reporting periods beginning on or after 1 July 2021 and early adoption is permitted. The Conceptual Framework contains new definition and recognition criteria as well as new guidance on measurement that affects several Accounting Standards. Where the Centre has relied on the existing framework in determining its accounting policies for transactions, events or conditions that are not otherwise dealt with under the Australian Accounting Standards, the Centre may need to review such policies under the revised framework. At this time, the application of the Conceptual Framework is not expected to have a material impact on the Centre's financial statements.

*AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities*

A new stand-alone disclosure standard, AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities, is to replace the current reduced disclosure requirements ("RDR") framework from 1 July 2021, with early application permitted.

This applies to all Tier 2 for-profit and NFP entities. The new standard is based on IFRS for SME's. It supports the removal of Special Purpose Financial Statement's (SPFS) and also addresses concerns raised by stakeholders in relation to the current Tier 2 RDR framework.

Key consequences of this new standard:

- Reductions in the disclosure compared to the current RDR;
- Increase in disclosures compared to SPFS particularly related parties, financial instruments and tax;
- An option not to present a statement of changes in equity under certain circumstances;
- Some additional disclosures not currently required.

If the Centre adopts the standards prior to the mandatory application date it will be able to take advantage of certain special transitional disclosure relief relating to comparative information in the first year of adoption. At this time, preparing General Purpose – Simplified Disclosures for Not-for-Profit Tier 2 is not expected to have a material impact on the Centre's financial statements.

### 3. Critical Accounting Judgements, Estimates and Assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events that management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed on the following page.

*Estimation of useful lives of assets*

The Centre determines the estimated useful lives and related depreciation and amortisation charges for its plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

*Impairment of plant and equipment*

The Centre assesses impairment of plant and equipment at each reporting date by evaluating conditions specific to the Centre and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporate a number of key estimates and assumptions.

*Allowance for expected credit loss*

The allowance for expected credit loss for receivables assessment requires a degree of estimation and judgement. Outstanding debtors' balances were reviewed as at 30 June 2021 and amounts that were deemed to be unlikely to be collected were written back. Accordingly, there is no further allowance for expected credit loss in the financial statements.

*Employee benefits provision*

As discussed in note 2(l), the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

*Coronavirus (COVID-19) pandemic*

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the Centre based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the Centre operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the Centre unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

*Lease term*

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the importance of the asset to the Centre's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The Centre reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.



4.	<b>REVENUE</b>	<b>2021</b>	<b>2020</b>
		<b>\$</b>	<b>\$</b>
	Membership	61,046	71,095
	Grants – government	982,106	913,072
	Sponsorship & Donations	65,759	98,815
	Interest	3,169	7,165
	Fees and seminars	167,285	118,704
	Other income	487,885	103,298
		<u>1,767,250</u>	<u>1,312,149</u>
5.	<b>EXPENSES</b>	<b>2021</b>	<b>2020</b>
		<b>\$</b>	<b>\$</b>
	Plant and equipment	4,565	3,397
	Leasehold improvements	-	-
	AASB 16 – depreciation	143,874	-
		<u>148,439</u>	<u>3,397</u>
6.	<b>CASH AND CASH EQUIVALENTS</b>	<b>2021</b>	<b>2020</b>
		<b>\$</b>	<b>\$</b>
	<u>Cash at Bank</u>		
	Bendigo Bank	58,500	51,563
	Commonwealth Bank	856,440	279,271
	Term Deposits	499,166	426,260
		<u>1,414,106</u>	<u>757,094</u>
	<u>Cash on Hand</u>		
	Petty Cash	500	500
		<u>500</u>	<u>500</u>
		<u>1,414,606</u>	<u>757,594</u>

THE CENTRE FOR VOLUNTEERING  
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7.	<b>TRADE AND OTHER RECEIVABLES</b>	<b>2021</b>	<b>2020</b>
		<b>\$</b>	<b>\$</b>
	Trade debtors	17,452	165,892
	Expected credit loss	(5,000)	(9,068)
	Other receivables	5,379	23,405
		<u>17,831</u>	<u>180,229</u>
8.	<b>PLANT &amp; EQUIPMENT</b>	<b>2021</b>	<b>2020</b>
		<b>\$</b>	<b>\$</b>
	Office Furniture, Fittings and Equipment at cost	95,186	88,253
	Accumulated depreciation	(83,240)	(78,675)
		<u>11,946</u>	<u>9,578</u>
	Leasehold Improvements at cost	37,384	37,384
	Accumulated depreciation	(37,384)	(37,384)
		<u>-</u>	<u>-</u>
		<u>11,946</u>	<u>9,578</u>
	<b>Reconciliation</b>		
		<b>\$</b>	<b>\$</b>
	<b>Office Furniture, Fittings and Equipment</b>		
	Carrying amount at the beginning of the year	9,578	5,455
	Additions*	6,933	7,520
	Asset write down	-	-
	Depreciation	(4,565)	(3,397)
	Carrying amount at the end of the year	<u>11,946</u>	<u>9,578</u>
	*During FY21, The Centre for Volunteering acquire new assets, payments were made subsequent to year end.		
	<b>Leasehold Improvements</b>		
	Carrying amount at the beginning of the year	-	-
	Additions	-	-
	Depreciation	-	-
	Carrying amount at the end of the year	<u>-</u>	<u>-</u>
9.	<b>TRADE AND OTHER PAYABLES</b>	<b>2021</b>	<b>2020</b>
		<b>\$</b>	<b>\$</b>
	Trade creditors	-	-
	Other creditors and accruals	78,840	61,846
		<u>78,840</u>	<u>61,846</u>

10.	<b>PROVISIONS</b>	<b>2021</b>	<b>2020</b>
		\$	\$
	Annual leave – current	86,408	56,194
	Long service leave - current	17,344	15,863
		<u>103,752</u>	<u>72,057</u>
	Long service leave – non-current	<u>24,350</u>	<u>12,380</u>
11.	<b>INCOME RECEIVED IN ADVANCE</b>	<b>2021</b>	<b>2020</b>
		\$	\$
	Grants and other income received in advance	236,792	128,386
	Membership received in advance	9,273	65,773
		<u>246,065</u>	<u>194,159</u>
12.	<b>AUDITOR'S REMUNERATION</b>	<b>2021</b>	<b>2020</b>
		\$	\$
	William Buck	8,000	8,000
13.	<b>NOTES TO THE STATEMENT OF CASH FLOW</b>	<b>2021</b>	<b>2020</b>
		\$	\$
	Surplus/(Deficit)	359,413	94,017
	Depreciation - PPE	4,565	3,397
	Depreciation – AASB 16 Leases	143,874	-
	Interest expense – AASB 16 Leases	6,727	-
	Changes in Assets and Liabilities:		
	(Increase)/Decrease in Trade Debtors	184,303	(118,138)
	Increase/(Decrease) in Payables	10,561	31,635
	Increase/(Decrease) in Income in Advance	51,907	78,059
	(Decrease)/Increase in Employee Benefits	43,665	(10,901)
	Net Cash (used in)/provided by Operating Activities	<u>805,015</u>	<u>78,069</u>

14. **FINANCIAL INSTRUMENTS**

**(a) Net Fair Values**

All financial assets and liabilities have been recognised at balance date at their fair values.

**(b) General objectives, policies and processes**

In common with all other businesses, the Centre is exposed to risks that arise from its use of financial instruments. This note describes the Centre's objectives, policies and processes for managing those risks and the methods used to measure them. Further quantitative information in respect of these risks is presented throughout these financial statements.



The Board has overall responsibility for the determination of the Centre's risk management objectives. The Centre's risk management policies and objectives are designed to minimise the potential impacts of these risks on the results of the Centre where such impacts may be material. The Board receives monthly financial reports, which it reviews the effectiveness of the processes put in place and the appropriateness of policies it sets.

## 15. RELATED PARTY DISCLOSURES

### (a) Directors' Compensation

No income was paid or payable, or otherwise made available, to Directors in connection with the management of affairs of the Centre.

### (b) Key Management Personnel Compensation

The remuneration of Key Management Personnel is as follows:

	2021 \$	2020 \$
Short-term benefits	139,646	136,421
Post-employment benefits	24,994	25,000
	<u>164,640</u>	<u>161,421</u>

(c) Key management personnel during the year ended 30 June 2021 were Valerie Hoogstad, Geoff Rickard, Terry Brigden, Joy Woodhouse, Di Robinson, Ian Bulluss, Alan Max, Helen Freeland and Gemma Rygate.

## 16. AASB 16 Leases and Commitments

	2021 \$	2020 \$
AASB 16 – Right of use asset	575,482	-
AASB 16 – Accumulated depreciation	(143,874)	-
	<u>431,608</u>	<u>-</u>
AASB 16 – Current lease liability	195,761	-
AASB 16 – Non-current lease liability	238,446	-

In the prior year, commitments in relation to operating leases contracted for at the reporting date, but not recognised as liabilities, payable:

	2021 \$	2020 \$
Within one year	-	8,916
Later than one year but not later than five years	-	5,201
	<u>-</u>	<u>14,117</u>

A Contingent Liability exists for a secured bank guarantee in the amount of \$37,043 in respect of the Centre's leased premises.

17. **17 MEMBERS' GUARANTEE**

Each member of the Centre, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of the Centre in the event of it being wound up. If the Centre is wound up the Constitution states that each member is required to contribute a maximum of fifty dollars (\$50) towards meeting any outstanding obligations of the Centre. At balance date, there were 234 eligible members.

18. **18 EVENTS SUBSEQUENT TO REPORTING DATE**

The impact of the Coronavirus (COVID-19) pandemic is ongoing and it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided. No other matter or circumstance has arisen since 30 June 2021 that has significantly affected, or may significantly affect the Centre's operations, the results of those operations, or the Centre's state of affairs in future financial years.

## DIRECTORS' DECLARATION

In the Directors' opinion:

- the attached financial statements and notes comply with the Australian Charities and Not-for-profit Commission Act 2012, the Australian Accounting Standards - Reduced Disclosure Requirements and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of The Centre for Volunteering's financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that The Centre for Volunteering will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of Directors.  
On behalf of the Directors.



Alan Max  
Director

Dated this 24 September 2021



## The Centre for Volunteering

### Independent auditor's report to directors of The Centre for Volunteering

## Report on the Audit of the Financial Statements

### Opinion

We have audited the financial report of The Centre for Volunteering (the Centre), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of the Centre has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- a) Giving a true and fair view of the Centre's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- b) Complying with Australian Accounting Standards – Reduced Disclosure Regime and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Centre in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Other Information

The directors are responsible for the other information. The other information comprises the information included in the Centre's annual report for the year ended 30 June 2021 but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

#### ACCOUNTANTS & ADVISORS

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If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Directors' Responsibilities**

The directors of the Centre are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Regime and the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Centre's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Centre or to cease operations, or has no realistic alternative but to do so.

The Directors are responsible for overseeing the Centre's financial reporting process.

### **Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of these financial statements is located at the Auditing and Assurance Standards Board website at:

<http://www.auasb.gov.au/Pronouncements/Australian-Auditing-Standards/Auditors-Responsibilities.aspx>

This description forms part of our independent auditor's report.

Yours faithfully,



**William Buck**  
Accountants & Advisors  
ABN 16 021 300 521



**L.E. Tutt**  
Partner

Sydney, 24 September 2021



the centre for  
**volunteering**

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