



Annual Report 2018 - 2019



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Cover photo: Northern Beaches Clean up - Shelly Beach 2019

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1.0 Message from the Chair

MESSAGE FROM THE CHAIR, VALERIE HOOGSTAD



Recently I have noticed and indeed become concerned by the amount of news being reported that acts to highlight the polarization within our community both nationally and internationally.

Whilst it is very important to be aware of these issues and discuss them proactively, I believe it needs to be balanced at least to some extent with the positive aspects of our society. There are thousands, indeed millions of good stories that play out every day around the world, some of which we are fortunate enough to experience in the world of volunteering, which acts as a gateway to these fulfilling interactions. In NSW alone, we have at least 2 million people volunteering and they can each tell you of their positive stories about how they connected with a stranger, who in many cases had a very different point of view and yet resulted in benefits to the volunteer and to the receiver of assistance. I think we should show enthusiasm for the positives.

There is the story of volunteers mentoring women who have been in correctional centers. As a result of this many mothers and their children have been given support in a critical time. In one case the mother went on to undertake a degree in social work and is currently working with the Indigenous community.

There is the story of the volunteers in rural Australia who give their time to help new refugees gain key skills to integrating into our society. Many help with learning the new language and some with other new skills. One particular man helped 6 Syrian Refugees gain their drivers' licenses.

There is the story of the trained flautist who gives her time to helping at a shelter for women in crisis. She has established a playgroup for children and mothers who are in need of extra support and runs music classes for young struggling families.

These are just some of the many, many positive stories which surround volunteering and of course the positives work both for the volunteer (that is the giver) and the receiver.

These are true stories and they deserve to be told in a loud voice and we do express that in The Centre in many forms including our Award Ceremonies.

In the real world many of us are biased and show contempt towards the views of others that do not align with our own or challenge our perception of the world but I believe we should look at the other side. In my own life I do try, at least, to listen to radio broadcasters or newspaper reporters with whom I don't normally agree but to get another point of view and speak to people from different background with interest and openness. I have found this a valuable experience.

I believe volunteering exposes us to people who need our help and to whom we give our help no matter their view point. More of that would lead to a less aggressive and more open world and give hope for our future. Let's express enthusiasm about the positives, so as not to polarise our society, because the best way to move forward is together.

Valerie Hoogstad, Chair

2.0 Message from the CEO

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER, GEMMA RYGATE



Earlier this year I was particularly struck by the words of Australia's leading social commentator, Hugh Mackay AM who gave this year's Australia Day address. He spoke of the critical need for more compassion in our society.

In his Australia Day address Hugh Mackay said:

"We have become a more socially fragmented society – more individualistic, more materialistic, more competitive – and that takes us to the heart of what I think might be the biggest social challenge facing contemporary Australia: the challenge of preserving our social cohesion."

.....Social interaction builds social cohesion; social cohesion builds social capital; social capital builds strong societies. And compassion is like the high-octane fuel that drives the machinery of social cohesion."

To my mind, volunteering is compassion in action. 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 building strong, cohesive and inclusive communities.

2018/19 has been a particularly successful year for The Centre for Volunteering (The Centre). To champion best practice volunteering, The Centre's key programs focus on advocacy, referral, training, resource development, recognition and promotion.

Skilful advocacy is a core responsibility for any peak organisation and over the last year we have exercised our advocacy through the NSW Pre-Election Volunteering Platform, the Australian Charter of Aged Care Rights, #HandsOffOurCharities campaign, as well as contributed to the development of the proposed NSW 2020-2030 Volunteering strategy.

Over the past year The Centre for Volunteering has focused on upgrading our internal processes and strengthening our external relationships. The Centre is thrilled to have partnered with law Firm Hall & Wilcox who will provide Pro Bono legal support to all our members as well as extending that offer to the members of all the other State and Territory peak volunteering bodies.

This year the Centre for Volunteering implemented the VIKTOR database system bringing us in line with volunteering bodies across the Nation. Leading an organization through change can be difficult; however, it is made less so when surrounded by a supportive team of staff and volunteers, who remained unwavering in their commitment to the process. The new system has enhanced both the experience and capability of our Volunteer referral Service.

The Volunteer of the Year Awards are an annual highlight, giving us the opportunity to celebrate the contribution of volunteers to the NSW community. 2018 saw more than 110,000 volunteers being acknowledged through the program, making the NSW Volunteer of the Year Awards arguably the largest volunteer recognition program in Australia. The role of the awards in raising the profile of volunteering, and the creation of volunteering 'ambassadors' within the awards alumni, is a great means of improving the status and dignity of volunteering as a social contract.

On a broader level, the ceremonies bring together volunteers, volunteer involving organisations, local community members as well as representatives of all levels of government providing the ideal space for these stakeholders to connect with one another, building trust and mutually beneficial relationships across the sector. Once the formalities conclude, a celebratory afternoon tea follows every ceremony and it is the conversations and networking that occur during these informal and inclusive celebrations that further enhance the recognition program.

The Volunteering NSW 2019 State Conference was a great success exploring the themes 'Inclusion, Innovation, Inspiration' and the three sub-themes: Leadership and Stewardship of Volunteering, Innovation and Collaboration and Valuing and Repositioning Volunteering. The keynote address by David Crosbie, CEO of the Community Council of Australia (CCA) set the tone for what was an extremely informative and inspiring day for all delegates.

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 Family and Community Services who are our core funders, and our Award sponsors: ClubsNSW, our Principal Corporate Partners, Department of Family and Community Services, 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 allow The Centre for Volunteering to achieve so much for our members and volunteering in NSW.

Gemma Rygate, Chief Executive Officer

3.0 About The Centre for Volunteering



The Centre for Volunteering is the peak body for volunteering in NSW. 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.

Mission and values

Mission

To be the strong and influential voice for volunteering in NSW

What we do

Advocate and Promote, Train and Educate, Facilitate and Influence, Recognise and Acknowledge

Who we serve

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

Values

- Excellence
- Integrity
- Collaboration
- Respect

How we live 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.

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.

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.

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.



Some of team from The Centre for Volunteering:
Heesun Chung, Gemma Rygate, Tamsin Quinn, Rachel Rainbird, Avril Samuels, Yvette Caroly

Core Business Activities

Recognition 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, online fora and e-newsletters. The Centre proactively uses these channels to engage, inform and respond to and on behalf of our audience.

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

This newsletter 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 2 million plus volunteers in NSW, and to promote the importance of volunteering to the community. All nominated volunteers are recognised at 20 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 The Centre for Volunteering. 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.

Sector Collaboration, Member and Client Services

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 face to face 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 industry developments, 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:

- Advocacy - we represent members' views across sectors and to all levels of Government
- Volunteer management support and advice
- Volunteer Recruitment (VRS, Event and Skilled Volunteer Recruitment)
- Networking opportunities and professional development events
- Industry and sector updates
- Discounts on training, PD and our annual State Conference
- Special offers and pro bono services - negotiated especially for members
- Recognition and Awards programs – advice, support and opportunities for volunteer recognition
- Access to research, tools and resources.

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 an increasing number of corporations 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 corporations with a suitable not-for-profit partner/s and facilitates their employees to volunteer their time in a structured way, with measurable outcomes.

Professional Development and Policy Leadership

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. These events are free to 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 allow delegates 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.

Nationally Recognised Qualifications

The Centre for Volunteering offers nationally recognised qualifications from Cert. 1 to Cert. 4, 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 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. The workshop is free for volunteers.

Resources and materials

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



The Centre's annual NSW Volunteer of the Year Awards: the State's premier volunteer recognition program.

Pictured: Valerie Hoogstad, Chair The Centre for Volunteering, The Hon. Ray Williams, NSW Minister for Multiculturalism and Disability Services, Wendy Dalton, 2018 Volunteer of the Year, Gemma Rygate, CEO The Centre for Volunteering, Beverley Kerr, 2017 Volunteer of the Year, and David Digges, 2016 Volunteer of the Year



Kay Locke volunteering at Murray Art Museum, Albury

4.0 Highlights 2018-2019

Some of The Centre for Volunteering's highlights over the year include:

89%

Volunteers referred to roles following interview

3,388

Volunteers interviewed by our Volunteer Referral Service

1,853

People attended professional development, events and training

7,350

Facebook Likes - our fastest growing channel (49% growth)

112,000

Volunteers recognised during the 2018 Volunteer of the Year Awards

250

People placed in Corporate Volunteering roles

359

Members and supporters attended our monthly networking events

985

Collective hours for corporate volunteering placements

50%

Increase in television media coverage for the Volunteer of the Year Awards

50

The number of dedicated volunteers who helped The Centre

5.0 Volunteer Referral Service

The Volunteer Referral Service (VRS) continues to assist member organisations to recruit suitable volunteers for their programs and continually strives to provide excellent customer service to meet their specific needs. The feedback received from members is that they value this service which saves them time and provides them with volunteers of high quality. This is particularly true for referrals of highly skilled volunteers, achieved by advertising these roles in the Sydney Morning Herald HelpDesk and through the Skilled Volunteer Weekly Alert.

Volunteers referred to member organisations are provided with a follow-up service to ensure that they experience “best practice” service by member organisations.



The Volunteer Referral Service

During the past six months The Centre for Volunteering has been preparing to upgrade the current database to an online system. Considerable time and effort has been expended to ensure that all VRS volunteers are familiar with the new system and they have been provided with regular training. Once this database is in operation, The Centre for Volunteering will be better able to service its members and volunteers.

The VRS, together with the membership team, has focussed on increasing engagement with member organisations particularly with a view to raising their awareness regarding the National Standards for Volunteer Involvement and assisting them to implement these within their organisations. This increased contact has provided The Centre with a better understanding of member needs and has assisted the building of stronger relationships.

3,388

Volunteers interviewed
during 2018/19 year

Some feedback received over the past 12 months:

Member feedback:

"I am writing to express our appreciation for the wonderful job that you do in referring volunteers to our organisation. This financial year we have trained 35 new volunteers over three separate training intakes and 15 of those volunteers were referred by The Centre for Volunteering, which makes our relationship and collaboration really important."

"We are most grateful for the excellent volunteer you referred to us. She has helped us with written articles and press releases and we are pleased with the results. Thank you to all of you at The Centre for Volunteering who have been so helpful. "

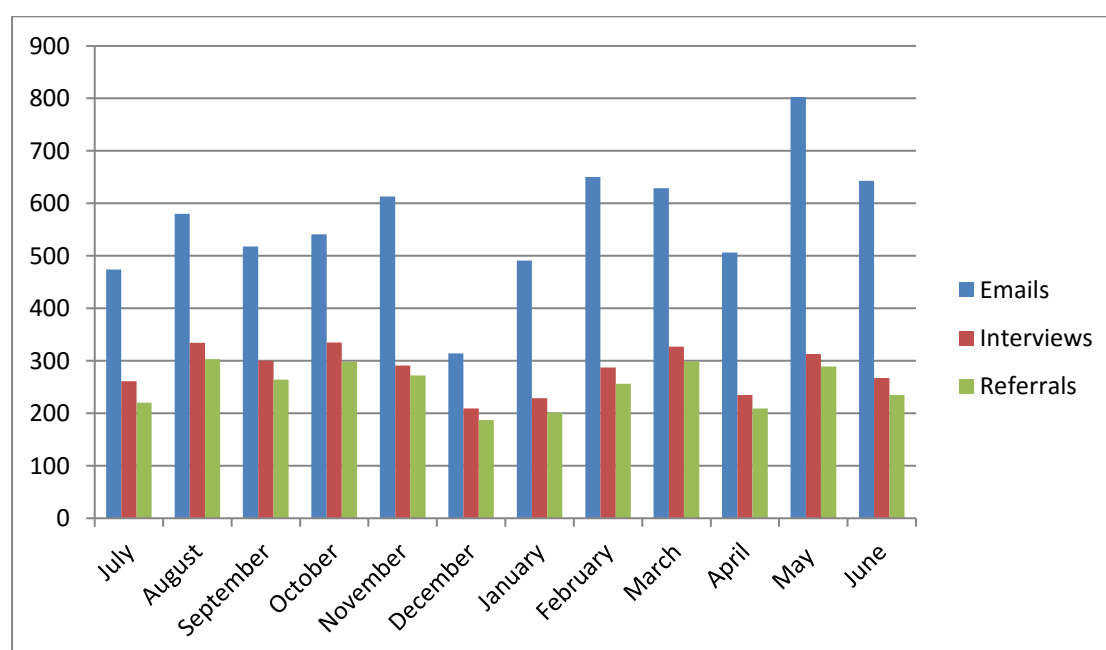
Volunteer Feedback:

"First off, I'd like to thank you guys at The Centre of Volunteering for all your help. It was much appreciated as it helped find one of the best volunteer experiences suited for me. Currently, I volunteer at an Aquatic Centre playing basketball. I started about a month ago and the whole application process was simple and extremely professional, thanks to you guys!"

"I have just started in my volunteer role and I am enjoying it. The training I received was excellent in understanding the program. I also came to your office last Friday to do the Bridge to Volunteering session. It was very informative. Thank you for your assistance."

The Figures:

The graph below shows the details of volume of contacts, interviews and referrals for each month processed by the Volunteer Referral Service over the 18/19 financial year period.



Note: December figures are for half the month only, due to the shutdown for the Christmas break.

6.0 Member and Client Services

2018 saw the launch of our partnership with Hall & Wilcox Lawyers who are offering pro-bono legal services to our members.

Member and Client Services team

The Member and Client Services team had 4 core volunteers helping with our program throughout the year. We have also utilised the services of a skilled volunteer to help with the Sustainable Development Goals and other membership resources. Our volunteer teams have collectively volunteered for 1200 hours over the last financial year. They have been integral to maintaining our services and providing instruction on our offerings. We also attended various expos including at Seniors Week, the Careersearch Expo, Turrumurra High School Health & Wellness, and the University of Western Sydney, to share information on volunteering.



Brian and Joanne, two of our volunteers, at the 2018 NSW Seniors Festival Expo

Corporate Volunteering

The Centre worked with corporate clients to place volunteers with NFPs to deliver services throughout the year.

Corporate Volunteer Placements in 2018-2019	
Financial Year	2018-2019
Corporate organisations assisted	10
Volunteers placed	250
Collective Hours	985



Bryony Binns, Partner, PwC, delivering a Volunteer Management Forum

Corporate Volunteering Teams 2018-2019	
AON	Fairfax
Australian Energy Market Commission	Nine
BT Financial Services	SPS Commerce
Alliance Bernstein	Stockland Development
Challenger Limited	Todaye

The Centre for Volunteering, through our Corporate Volunteer program, works to support corporate social responsibility, and promote the not-for-profit sector to the wider for-profit community, to help promote a culture of community participation.



Our Big Kitchen (OBK) is a community kitchen in Bondi - it inspires individuals to come together to help people in need.

7.0 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 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. 40 Bridge sessions, with 750 registrants, were delivered by our wonderful team of volunteer presenters: Kathy Whitehead, Lorna Paviour, Jeanette Bradley, Diana McConachy and Michael Peschardt. Our program was also delivered externally.

- **Professional Development Networking Events and Workshops**

This year we revised our professional development calendar and held 19 workshops, some of which were new for The Centre. We are pleased to report that we had 359 registrants.

Networking Events

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

- Impact Measurement
- Leadership
- NDIS
- Digital volunteering
- Royal Commission
- Legal issues
- General volunteer retainment
- Risk.

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

Centre for Social Impact UNSW	Serendis Leadership Consultants	Cerebral Palsy Alliance
Communitier	Hall & Wilcox	PwC



Gemma Rygate, CEO The Centre for Volunteering, at the Hall & Wilcox Partnership Launch

- **Certificate I and II in Active Volunteering**
Max Potential

Through the *Max Potential* program, an initiative of ClubsNSW and Future Leaders Group, a total of 86 students completed the *Certificate I in Active Volunteering*. This 22-week program matches young adults to a community service project and they are coached in developing leadership skills.

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. 44 young adults have completed *Certificate I in Active Volunteering* this year and 8 students continued to complete *Certificate II in Active Volunteering*. We were pleased to be able to offer scholarships for training of this small group of young people in the Certificate II.

An additional 6 students completed the *Certificate I in Active Volunteering* with the Northern Rivers Community Gateway.

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

The first 2 students who enrolled in the *Certificate IV in Co-ordination of Volunteer Programs* for the first time on our new online learning Management System have completed their qualification in full. We have received positive feedback on the new system and are working to continue to utilise it to create additional engaging materials and resources for professional development of the sector.

We currently have 17 students actively enrolled in our *Certificate IV in Co-ordination of Volunteer Programs* online.

8.0 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 Centre held key events and programs including:

- 2018 NSW Volunteer of the Year Awards
- 2019 National Volunteer Week Reception
- Volunteering NSW 2019 State Conference
- Monthly Networking Events
- Training programs
- Professional Development events.



2019 Liverpool Students' Career Expo

2018 NSW Volunteer of the Year Awards

The 2018 NSW Volunteer of the Year Awards program, which celebrated 12 years of recognising volunteering in NSW, was undeniably the most successful to date.

The 2018 program saw:

- Over 112,000 volunteers acknowledged for their efforts
- Special messages of support from:
 - His Excellency General The Honourable David Hurley AC DSC (Ret'd) Governor of New South Wales (patron of The Centre for Volunteering)
 - Prime Minister of Australia The Hon. Scott Morrison MP
 - Premier of New South Wales The Hon. Gladys Berejiklian MP
- The engagement of new sponsors, both financial and in kind

- An increase in media interest resulting in coverage in print, on radio and regional television
- Excellent Social Media engagement
- A generous increase in financial support from our Principal Corporate Partner, ClubsNSW.

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 for the community to thank its volunteers. In its twelfth year, the 2018 NSW Volunteer of the Year Awards program was supported by our Awards Patron, the Hon. Ray Williams, NSW Minister for Multiculturalism and Minister for Disability Services, Ambassador Paula Duncan AM, the Department of Family and Community Services, ClubsNSW, Mint Awards (formerly Etchcraft) and Thrifty Car & Truck Rentals, as well as sponsors who specifically supported the State Gala Ceremony.

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

1. Young Volunteer of the Year
2. Adult Volunteer of the Year
3. Senior Volunteer of the Year
4. Volunteer Team of the Year
5. Corporate Volunteer of the Year (Individual)
6. Corporate Volunteer Team of the Year
7. Excellence in Volunteer Management.

Regional Ceremonies

The state of NSW is segmented into twenty regions for the purpose of the Awards:

1. Southern Sydney
2. New England-Northern Inland
3. Outer Western Sydney
4. Blue Mountains
5. South Coast-Southern Inland
6. Northern Beaches
7. Central Sydney
8. Sydney City-Eastern Suburbs
9. Riverina
10. Mid north Coast
11. Far West
12. Orana
13. Central Coast
14. Hunter
15. Northern Rivers
16. Central West
17. North Shore
18. South Western Sydney-Macarthur
19. Illawarra
20. Hornsby-North Western Sydney.

Commencing in August 2018, each region had an award ceremony held at a local ClubsNSW venue. We had close to 2000 volunteers, nominators and guests attending across NSW, which was a significant increase on 2017 attendances.

At each regional ceremony all finalists were acknowledged and category winners announced, as well as an overall regional winner. The winners from each award category then progressed to represent their region at the 2018 NSW Volunteer of the Year State Ceremony on Friday 30 November, 2018. This year the regional ceremonies were attended by over 200 VIPs (across the state), including Federal and State Members of Parliament, Mayors, Council members and sponsors.

The 2018 Awards program saw an increase in nominations across all categories, with The Centre for Volunteering acknowledging over 112,000 volunteers across NSW.



NSW Volunteer of the Year Orana Regional Ceremony:
Gordon Hill from Cobar, is named Orana Senior Volunteer of the Year

The Corporate & Volunteer Management Award Ceremony

This ceremony was held at Parliament House on Friday 2 November 2018. It recognised volunteers and volunteer managers in the award categories of

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

The Hon. Ray Williams MP, Minister for Multiculturalism and Minister for Disability Services addressed more than 100 guests who attended the ceremony.

The Corporate & Volunteer Management Award Ceremony is an important way to celebrate the contribution of corporate volunteers to our community and this event is a great

opportunity for us all to say thanks to the wonderful people and companies who give so generously and play such an important role in our community.

Three finalists in each category were announced to progress through to the 2018 NSW Volunteer of the Year Awards State Ceremony.



Anne Fitzgerald, Executive Manager Member Services, ClubsNSW
with 2018 Corporate Volunteer Team of the Year, Pfizer CARES Australia

State Ceremony

The 2018 Volunteer of the Year Awards State Ceremony was held on Friday 30 November, at Norths Club in Cammeray. There were over 260 guests in attendance including volunteers and 45 VIPs (State Members of Parliament, Principal Partners FACS and ClubsNSW, other major supporters and government officials). Feedback from attendees was extremely positive, with highlights being the entertainment provided by Paulini, Alix Hill, Ross Maio and the Special Olympics Dancers.



Paulini performing at the NSW Volunteer of the Year State Ceremony



The Special Olympic dancers performing at the NSW Volunteer of the Year State Ceremony

The various category winners of the 2018 Volunteer of the Year Awards were as follows:

Award	Recipient
2018 NSW Volunteer of the Year	Wendy Dalton
2018 Young Volunteer of the Year	Aimee Caulfield
2018 Adult Volunteer of the Year	Wendy Dalton
2018 Senior Volunteer of the Year	George Tillett
2018 Volunteer Team of the Year	Beyond Barbed Wire Volunteer Mentors
2018 Corporate Volunteer of the Year	Gemma Marshall (Macquarie Bank)
2018 Corporate Volunteer Team of the Year	Pfizer CARES Australia
Excellence in Volunteer Management 2018	Colin Lott



Aimee Caulfield, 2018 NSW Young Volunteer of the Year
with Martin Wren, the Chief Executive Officer of NOVA Employment



2018 Volunteer Team of the Year: *Beyond Barbed Wire Volunteer Mentors Team* from the Orana Region



Heaven on Earth Team from Central Sydney - providing cooked meals and clothing for the homeless in Parramatta, Blacktown and Liverpool

The 2019 NSW Volunteer of the Year Awards program was launched by The Centre for Volunteering with the Hon. Gareth Ward, Minister for Families, Communities and Disability Services, at the 2019 National Volunteer Week Reception held at Parliament House on Monday 20 May 2019.

2019 National Volunteer Week Reception

The theme of National Volunteer Week 2019 was *“Making a World of Difference”*.

National Volunteer Week is an annual celebration to acknowledge the generous contribution of our nation’s volunteers. Thousands of volunteer-involving organisations said thank you to their volunteers during the week of May 20-25 2019 with breakfasts, morning teas, sausage sizzles, garden parties and awards ceremonies held across the country.

The Centre for Volunteering hosted the National Volunteer Week Reception at Parliament House on Monday 20 May 2019.

Guests at this year’s Reception included volunteer managers, CEOs and Board Members of volunteer-involving organisations, corporates who are involved in running employee volunteering programs, public servants, academics, sponsors and volunteers, and those with a general interest in volunteering.

The Hon. Gareth Ward, Minister for Families, Communities and Disability Services gave a personal reflection on the importance of volunteering and acknowledged the contribution of volunteering to NSW. Additional guest speakers were The Centre for Volunteering’s Awards Ambassador, Paula Duncan AM and The Centre’s CEO Gemma Rygate.

At this event The Centre for Volunteering also launched its **2019 NSW Volunteer of the Year Awards**. The NSW Volunteer of the Year Awards are now in their 13th year. Established by The Centre for Volunteering, they are the State’s premier awards for recognising the work of volunteers in NSW.



2019 National Volunteer Week Reception: Gemma Rygate, CEO The Centre for Volunteering, the Hon. Gareth Ward, Minister for Families, Communities and Disability Services and Paula Duncan AM, The Centre for Volunteering’s Awards Ambassador



Guests at the 2019 National Volunteer Week Reception at Parliament House

Volunteering NSW 2019 State Conference

On Tuesday 4 June the Volunteering NSW 2019 State Conference was held at Doltone House, Darling Island Wharf, opened by Melanie Gibbons, MP, Parliamentary Secretary for Families, Disability and Emergency Services, who was welcomed by Gemma Rygate, CEO for The Centre for Volunteering.

The theme was “***Inclusion, Innovation, Inspiration***”.

The Conference explored volunteering with a focus on:

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

The keynote address was given by David Crosbie, CEO of the Community Council for Australia on *Enacting Values to Create Value: A Way Forward for Volunteering*.

Plenary sessions were conducted by:

- Dr Rebekah Grace, Grainne O’Loughlin, Dr Jane Meyer Tucker from Volunteer Family Connect – *Structured Social Support for Vulnerable Families with Young Children*
- Janet Schorer, NSW Children’s Guardian – *Embedding Child Safe Cultures in Organisations*
- Daniel Murray, Principal, Empathic Consulting – *It’s Not Them It’s You: Why We Need a New Approach to Engaging Volunteers.*

The **Panel Session** was facilitated by Les Hems on *The REAL VALUE of Volunteering*.

A wide range of **workshops** was on offer for participants. These were conducted by:

- Amy Williams from Justice Connect
- Tulsi van de Graaff from Brave People Solutions
- Amanda Nixon from Volunteering Queensland
- Craig New from Story Factory
- Rev. Andrew Nixon from HammondCare
- Fay Calderone from Hall & Wilcox
- Jen Vo-Phuoc and Jeremy Thorpe from PwC
- Louise Geoghehan from FOLD7
- Richard Duncan from The Partnership.

The day provided participants with some new insights, inspiration and some excellent strategies to take back to their respective organisations. The Centre for Volunteering recognises that it is vital that we work to constantly nurture and support managers of volunteers, providing them with valuable opportunities to hear from experts and to network.



The panel: Les Hems, Dr Jayne Mayer Tucker, Daniel Murray, Tulsi Van der Graaff, Richard Duncan



Volunteering NSW 2019 State Conference

9.0 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 including FACS, The Children's Guardian and DSS to promote volunteering, the work of The Centre and to encourage greater engagement with volunteering as a concept.

As part of our efforts to encourage greater acknowledgement of the importance of good volunteer management we held the Annual Volunteering NSW State Conference. The Conference gathered leaders from across the sector for a challenging and informative day, and was successful in raising consciousness regarding the importance and value of volunteering, and in particular, valuing good volunteer management.

The Centre for Volunteering made a submission to The Office of the Children's Guardian on Regulating Child Safe Organisations and disseminated a Pre-Election platform.

The Centre for Volunteering, along with the other State/Territory Peaks, contributed to Volunteering Australia's:

- Data Exchange Briefing
- Federal Election Platform
- Productivity Inquiry into Mental Health
- Pre-budget submission
- Response to the Charter of Aged Care Rights
- Response to the Future of Employment Services.

Volunteering Expos

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

- Turramurra High School Wellbeing Expo 2019
- City of Sydney 2019 Lord Mayor's Welcome to International Students
- NSW Seniors Festival Expo 2019
- CareerSearch Expo 2019 – Liverpool
- Post School Options 2019 Pilot Program - Western Sydney – Volunteering
- Jobs Expo - Bass High School
- Presentation with Transport Heritage NSW – Recruiting and retaining volunteers
- Presentation with Australian Multiple Birth Association – Recruiting and retaining volunteers.

Representation

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:

Adult Migrant Employment Program (AMEP)
CEON (CEO Network of State/Territory Volunteering Peaks)
Department of Family and Community Services
Community Radio Awards
COTA (NSW Ageing Alliance)
Department of Finance, Services and Innovation
Ethnic Communities' Council of NSW
Education and Training Out West
Hall & Wilcox Lawyers
FACS Peaks' Working Group
FONGA (Forum of Non-government Agencies)
Health Awards
Justice Connect
ITAB Board
NCOSS
NSW Health
NSW International Student Awards
NSW/ACT Young Achiever Awards
Office of the Children's Guardian
RDA Awards
Sydney University Job Smart Program
The Future Leader Group- Max Potential
University of Sydney Business School
UTS
NSW Volunteer Centre Network
Voluntas, Alternative Dispute Resolution
Youth Action

Communications

External Media

Contact with the mainstream media improved across all areas of The Centre's operations with a strong rise in coverage for volunteering issues in all three traditional media platforms – in

print, on radio and on TV. Moreover story genres also ranged across the narrative spectrum from news stories to longer magazine formats in print (news stories, features and magazine articles), radio (news grabs, to on-air interviews with both the CEO and individual volunteers) and on TV. The Centre again featured in news stories, as well as 'magazine' or current affairs programs.



The 2018 Volunteer of the Year Awards

Media Coverage and Stakeholder Communication

Our media and stakeholder communication positioned this year's awards as the high point of volunteer recognition in NSW and Australia.

There were more than 112,000 nominations received for awards in 2018, and presentations in 20 regional and suburban centres covering every corner of the state.

Communication to media and stakeholders emphasized the awards as the largest event celebrating the efforts of our volunteers in the country.

This was also an excellent platform to promote the contribution of volunteers to the state economy and local communities, as well as the need for continued support for volunteer management.

This messaging also helped to highlight the valuable support of our award partners and sponsors, ClubsNSW and the Department of Family and Community Services.

There was a greater focus this year to highlight this contribution in our media communication and marketing material.

Our aim was to build the reputation of the awards in regional and local communities and provide an increasingly valuable opportunity to promote the brands of award partners and sponsors.

Media and stakeholder communication focused on the three phases of the awards:

- the nomination period
- the regional ceremonies
- the State Ceremony.

The awards were promoted via direct stakeholder communication, digital and social channels and traditional media.

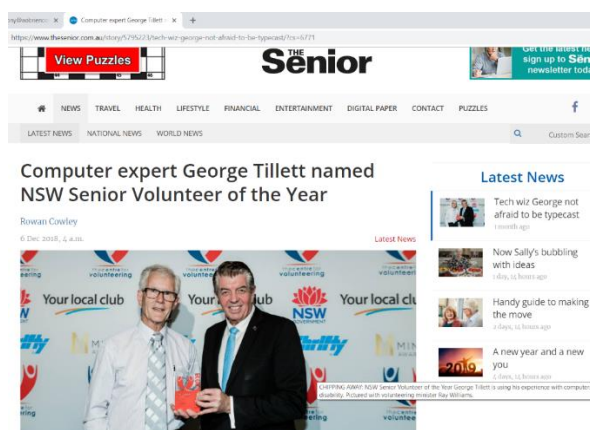
More than 280 media stories across radio, TV, print and online media were generated, including stories and interviews on *The Today Show*, CH10 National News, ABC Radio Breakfast, ABC Radio National and The Sunday Telegraph.

Three videos from Government House and State Final events were also produced and shared online.

Media

A record of media stories was produced from online searches. However it is likely that mentions of the awards well exceeded the final tally of 280 stories. The stories were made up of:

- 114 radio stories and interviews
- 13 TV stories on news and programs
- 155 stories in newspapers and online news sites.

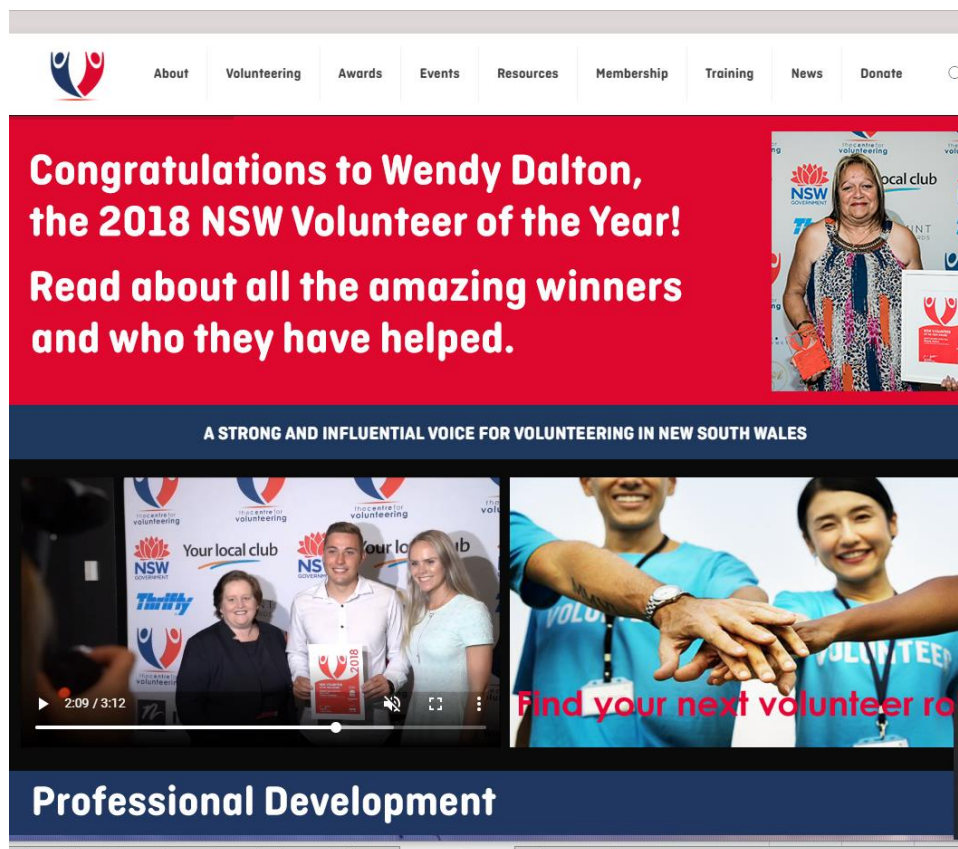


The vast majority of stories included reference to key messages such as:

- the Awards as the largest event celebrating volunteering across the country
- the contribution of volunteering to communities and local and state economies.

A large number of stories also mentioned or displayed the logos of award partners.

Targeted stakeholders included State and Federal MPs, local Councils, members of The Centre for Volunteering, volunteering organisations, past regional and state award winners.



Targeted communication included:

- tailored communication for the NSW Minister responsible for Volunteering, the Hon. Ray Williams for use in social media and his electorate newsletter
- electorate newsletter copy sent to all NSW Government MPs by the NSW Minister
- electronic Direct Mail sent to all state and federal MPs, Mayors and councils, encouraging nominations for awards and newsletter copy encouraging nominations from constituents
- message included in Local Government NSW circular to all councils and other stakeholders – total of 3,500 recipients
- six stories published in The Centre's e-newsletter, each sent to more than 3,000 subscribers over six months.

There will be an increased focus on the development of stakeholder lists and targeted communication for the 2019 awards, with greater opportunity for recognition and promotion of award partners.

Social Media

The 2018 NSW Volunteer of the Year Awards soft launch saw the NSW Volunteer of the Year Awards hub on www.volunteering.com.au revamped with new content and nomination forms on March 28. This unofficial launch was supported by a series of EDM campaigns plus social media posts across The Centre's Facebook, Twitter, and LinkedIn accounts. Mentions were also made from March to December in The Centre's monthly e-newsletter – *The Voice of Volunteering*.

Officially, the Awards were launched on Friday, May 25 at the conclusion of National Volunteer Week, supported with a digital content strategy that leveraged the 12 year history of the Awards to help maintain interest and awareness up to the close of nominations on July 13 across all available digital platforms – The Centre's website, email and social media platforms – Facebook, Twitter, and LinkedIn.

Sponsors were mentioned within the promotional content which included using the appropriate sponsor handles on Facebook & Twitter e.g. @familyandcommunityservicesNSW, @yourlocalclub, @EtchcraftAustralia, @ThriftyCarRental, or utilising sponsor's specific hashtags alongside The Awards hashtag #2018VolawardNSW.

Regional ceremonies were all supported with regional media releases sent to media lists and made available on www.volunteering.com.au and social media content posted within a 24 hour period on Facebook, Twitter and LinkedIn.



In 2018, the State Ceremony was covered in real time across Facebook, Twitter and LinkedIn and with mentions of partners and supporters, to help bring the excitement of the Awards to our audience.

During the State Ceremony (30 November, 2018):

Facebook

With 8 posts, 4559 FB users were reached and 1117 people engaged with the stories created on 30 November, 2018.

Twitter

The Centre for Volunteering was live on Twitter during the State Ceremony, with 8 posts delivering 4612 impressions, with 52 engagements.

LinkedIn

LinkedIn was leveraged to promote the State Ceremony resulting in 480 impressions and 30 likes.

There was strong social media follow up from the winners' volunteer organisations and the social media platforms belonging to major print media. This featured Facebook, followed by Twitter, mostly from the winners themselves.

Overall in 2018/19

- The Awards were promoted in 6 x *The Voice of Volunteering* e-newsletters (Mar., Apr., May, Jun., Dec.) that is sent out to more than 3000 subscribers per month.
- 47 Awards specific emails were sent out to The Voice list, Members' List as well as a range of media lists.
- Website housed a total of 35 pieces of content including media releases, photos and articles related to the Awards.
- With a total of almost 12,000 page views to the 2018 Awards page alone, Awards content on the website was very popular. On the day of the State Ceremony alone 1160 visitors viewed the website and more than 100 website visits occurred over the weekend following.
- A total of 60 Facebook posts of our own and the sharing of other Awards related materials reached 54,119 people during the nomination and regional ceremony period resulting in 1075 engagements.
- A total of 50 tweets from The Centre and sharing of tweets from other stakeholders resulted in 38,592 impressions and 513 engagements.
- A total of 31 LinkedIn posts during the nomination and ceremony period resulted in 18,469 impressions and 534 engagements. This is a marked increase on the numbers from 2017, increasing from 5,482 impressions and 71 engagements.

Marketing

The work in 2018 has continued to build on the improvements made in 2017 on The Centre's website and monthly newsletter *The Voice of Volunteering*.

The website is focused on providing timely relevant updates to our charity and not-for-profit members. This included more than 450 updates on programs, sector news and events, submissions, policy and legislative change updates, grants and funding opportunities and advocacy being widely shared.

The new-look Voice has been expanded into a hub for the most important information in the volunteering and community sector. A greater number of news items are being included in *The Voice* to enhance this. A new development in *The Voice* is the introduction of a Grants and Funding section, which collates funding offerings from across the sector to assist readers and members source new financial opportunities.

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

Facebook



- 6.5% increase
- Number of followers:
- June 2017 = 3219
- June 2018 = 3429

LinkedIn



- 2.6% increase
- Number of followers:
- June 2017 = 4334
- June 2018 = 4450

Twitter



- 4% increase
- Number of followers:
- June 2017 = 2615
- June 2018 = 2724

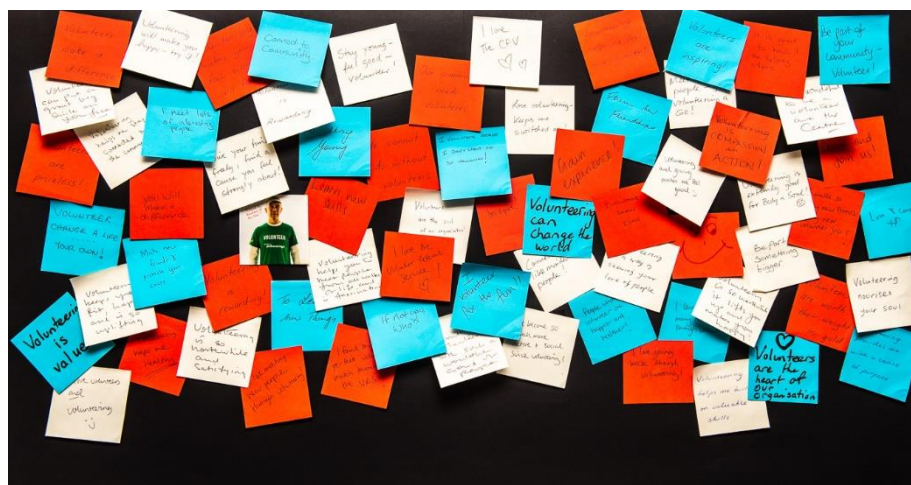


Mark Lyons Not-for-Profit and Social Enterprise Management
Scholarship: Tamsin Quinn and Recipient, Josh Collier

10.0 Volunteers

The Centre for Volunteering Volunteers

Robin Arbib	Peter Hoadley	Lorna Paviour
Marian Attfield	Judy Houlton	Jan Pickering
Wendy Baker	Bill Jarvis	Jenny Pinson
Amrita (Amy) Banerjic	Sally Jordan	Denis Porter
Jeanette Bradley	Arna Karbowski	Michael Preschardt
Joanne Codling	Barbara Keffel	Susan Reid
Carol Dance	<i>Carol Lawler</i>	Rosemary Richman
Anne Duffy	<i>Kelera Levu</i>	Carol Russell
Pauline Egan	<i>Kaye Llewellyn</i>	Judy Schneider
Brian Elliott	<i>Connie Lovell</i>	Pholy Tan
Denise Francis	<i>Sue Marsden</i>	Denise Tierney
Bick Fulton	<i>Diana McConacy</i>	Andrea Turner
Rachel Geraghty	<i>Derek Minett</i>	Lynne Wayling
Elizabeth Gibson	<i>Patricia Moody</i>	Meryl Whatson
Annie Gordon	<i>Bess Morrison</i>	Kathy Whitehead
Norman Hams	<i>Molly Neal</i>	Vivien Wolff
Jeanette Hind	<i>Judy Niklin</i>	



Acknowledgements

Retirements

This financial year we had to say goodbye to 3 long-serving VRS volunteers who have retired.

Connie Lovell commenced volunteering for The Centre in 1997 as VRS Receptionist. Connie is known and loved by all who worked at The Centre over the years. Her zest for life and positive attitude was inspirational and above all she loves to have fun.

Bouncing back from several health issues including a heart attack Connie was determined to continue volunteering on a Tuesday. Reluctantly she finally took the advice of her family and retired. Connie is still a regular visitor at the Centre for social occasions.

Judy Niklin has been volunteering for The Centre for Volunteering since 1998, as Referral Receptionist. Judy's experience as a medical receptionist saw her bring this attention to detail and efficiency to her volunteer work. Judy enjoyed the camaraderie of her team, and took a keen interest in everyone she worked with.

The Thursday team keep in touch with Judy; they meet with her socially from time to time.

Carol Russell unfortunately retired from the Centre officially during this financial year due to ill health. Carol started volunteering in 1998 as a VRS Interviewer. Carol was an active volunteer for her local community as well as for The Centre for Volunteering. She is also very involved with her grandchildren, regularly taking them to their after school activities and attending their school events. Latterly Carol cared for her husband prior his passing from a degenerative disease.

Carol brought a high level of professionalism to her role, was well informed about the sector and provided excellent advice and guidance to the volunteers she interviewed. Carol has always been a very dedicated volunteer and would go the "extra mile" to come into The Centre from her home on the northern beaches.

The Centre for Volunteering thanks these three dedicated volunteers for their service and wishes them well in retirement.

A handwritten-style 'thank you!' in blue ink, with a large exclamation mark.

11.0 Partners, Sponsors and Supporters

Sponsors and Supporters – 2018 NSW Volunteer of the Year Awards

The 2018 Awards program had thirty-seven (37) sponsors who generously provided donations or in-kind support. The major sponsors for the Awards Program are the Department of Family and Community Services and ClubsNSW, with Mint Awards (formerly known as Etchcraft) and Thrifty Car Rentals offering further support. Other sponsors included the regional local club venues, who kindly waived room hire fees or discounted room hire or catering, as well as Norths, Nova Employment, Winten Property Group, Dee Why RSL, Mazars, Sherlock Wealth, VDG Services, Club York, Newcombe & Co Pty Limited Chartered Accountants, Lindt, Lion, Megadeck Staging Systems, Oatley Wines, Ray's Florist and Seiko who offered both financial and in-kind support for the State Gala Ceremony. We also acknowledge the sponsorship of Gary Rothwell.

Exposure for Sponsors

To recognise the enormous contribution of our Principal Corporate Partner ClubsNSW, our Principal Government Partner Department of Family and Community Services as well as our supporters, The Centre for Volunteering acknowledged sponsorship on the following platforms:

- The Centre for Volunteering Website
- All media releases
- In print, radio and television coverage
- All Awards marketing collateral
- Award ceremony Programs – State and Regional ceremonies
- Media Wall – State Ceremony
- In all speeches at Award Ceremonies.

Major Funders



Volunteer of the Year Awards Principal Partners



Volunteer of the Year Awards Supporters



Volunteer of the Year Awards Sponsors





Scenes from the 2019 Volunteer of the Year State Ceremony



Pro-Bono and other In-kind Support

Armidale City Bowling Club	Bianca Havas	Vesna Perisic
Barrier Social Democratic Club, Broken Hill	Les Hems	Diana Piper
Bathurst RSL Club	Valerie Hoogstad	Elisabeth Pickthall
Jude Beeny	Sumedha Jayasinghe	Queanbeyan Kangaroo Rugby League Football Club
Bryony Binns	Margaret Khursigara	The Randwick Club
Terry Brigden	Nathan Kennedy	Geoff Rickard
Lexie Busby	Steve Lancken	Helen Rogers
Fay Calderone – Hall & Wilcox	Victor Lee	Tony Ross
Castle Hill RSL Club	Lismore Workers Club	Janet Schorer – NSW Children’s Guardian
Club Burwood RSL	Elizabeth MacDonald	Dr Lan Snell
The Commercial Club, Wagga Wagga	Jacqueline Martins	Jeremy Thorpe
David Crosbie	Gavin McCairns	Tradies Club, GyMEA
Jane Davies	Fiona Morrison	Dr Jayne Meyer Tucker
Dee Why RSL Club	Mounties, Mount Pritchard	Claire Turner
Dubbo Golf Club	Ian Moyser	Kate Valente
Melanie Dolan	Daniel Murray	Tulsi van de Graaff
Richard Duncan	Nepean Rowing Club	Jen Vo-Phuoc
Lena Eluk	Craig New	Volunteering SA/NT
Fatma Emir	Richard Newell	Volunteering WA
Anne Fitzgerald	Amanda Nixon	Ruby Wawn
Alison Choy Flannigan	Reverend Andrew Nixon	The Westport Club, Port Macquarie
Louise Geoghegan	Northbridge Golf Club	Amy Williams
Dr Rebekah Grace – Brave People Solutions	Norths	Wollongong Golf Club
Gosford Golf Club	Grainne O’Loughlin	Joy Woodhouse
Hall & Wilcox	Parramatta RSL	Kylie Yates
Robin Hall	Christina Pechey	Joanna Zolnierkiewicz

THE CENTRE FOR VOLUNTEERING

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FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2019

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Directors' Report for the year ended 30 June 2019

Your Directors present their report on the company for the year ended 30 June 2019.

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

Valerie Hoogstad, Chairperson

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, Deputy Chair

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 saw 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.

Ian Moyser, Treasurer (Retired January 2019)

Ian is a partner at KPMG specialising in Audit and Assurance services. Ian joined KPMG in the UK in 1993 as a new graduate and worked in the London Office for eight years. In the period from October 2001 to March 2003, Ian worked in finance roles in the UK insurance industry, latterly as the interim CFO of a listed Lloyd's based Insurance Group. In April 2003, Ian joined KPMG Sydney's Audit division and was admitted to KPMG's Australian partnership in 2005 as an Audit partner. Ian was previously the engagement partner responsible for providing pro bono audit services to the Humour Foundation on behalf of KPMG.

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.

Gavin McCairns (Deceased June 2019)

Gavin McCairns retired in July 2018. His last appointment was as Deputy CEO Corporate, AUSTRAC, in this role, Gavin was one of three Deputies to the CEO and had senior executive leadership of the People and Integrity, Innovation and Technology, Finance and Infrastructure and the Legal, Governance and Risk functions of the agency.

Gavin joined AUSTRAC in 2016 from the Department of Immigration and Border Protection (DIBP) where he performed numerous roles over the past 10 years.

In Australia, Gavin has worked in both the State and Federal Governments in policy, operational and corporate roles.

Gavin migrated to Australia in 1991, after a distinguished career in the UK and Europe in the public, private and community sectors.

In most of Gavin's positions he has also sat on voluntary Boards – particularly community based organisations such as Housing Associations and other such bodies.

Tamara Leizer (Retired October 2018)

Tamara Leizer is an accomplished and energetic leader with exceptional stakeholder relationship skills. Tamara's career includes 25 years of leadership, project, policy and financial management experience in the public and private sectors including NSW Treasury, Housing NSW, Transfield and Transfield-Worley, State Street Australia, and PricewaterhouseCoopers and KPMG. Tamara is currently Director, Capability at NSW Treasury leading a program to build sustainable strategic financial capability across the NSW Public Sector.

Tamara was also the inaugural Chair of the NSW Public Sector Community of Finance Professionals and has established key networks for sharing information and building capability. During her time

leading the Community it grew membership to over 800 members, and amongst other service delivery for members conducted 60 CFO Forums and member events from establishment in 2008 with over 4,920 participations. Tamara was also instrumental in the establishment of NSW Communities of Practice for HR, ICT and Change based on the Finance Community with a current combined membership of over 3,200. She has been recognised by the NSW Premier for Leadership and Innovation for her contribution.

Tamara is a Fellow of Chartered Accountants Australia and New Zealand (FCA), a Fellow of CPA Australia (FCPA), a member of the IPAA NSW and member of the IPAA NSW Women's Leadership Network Executive Committee. Tamara is passionate about connecting people and is regularly invited to chair and speak at conferences.

Dr Lan Snell

Lan's industry experience spans over 15 years where she is considered a leader in strategic marketing and change management within the professional services sector. Lan's academic and teaching experience comes from institutions including UTS, Charles Sturt University, and the University of Sydney. She is also a Visiting Professor for RMIT Vietnam.

As Associate Professor Lan is the Academic Program Director for the Global MBA at the Faculty of Business and Economics at Macquarie University. She is the academic lead for curriculum development, quality control, and the delivery of digital, integrative experiences for the Global MBA. Prior to her appointment at Macquarie University, Lan was the Director of Education Services and MBA Director for UTS Business School where she led the implementation of strategic educational projects in the areas of blended learning, curatorship of resources and original production, re-accreditation and development and quality assurance of the MBA.

Lan is committed to research that delivers impact and benefit for individuals, organisations, and society. This is evidenced from her early interest in services marketing including service quality and satisfaction, the economic and social outcomes of service consumption, and co-creation in high involvement services. Understanding the transformative aspects of service continues to be of interest, as reflected in her recent work on how owner managers achieve growth-quality of work life ambidexterity as well as through her research into entrepreneurship.

Les Hems (From October onwards)

Les is a Director in Deloitte Australia's Social Impact Consulting Practice, a dedicated practice supporting social sector organisations, government agencies and businesses to deliver greater social impact. Les has over 30 years' experience advising NGOs, government and business. His specialties include strategy, organisational performance, social innovation, service design, social impact investing, public service reform and social impact measurement. Les supports organisations to jointly achieve social impact, operational excellence and commercial sustainability. He works across disability, ageing, family and children, homelessness, justice, regional/remote and Indigenous communities.

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Les has an MBA from Aston Business School and has held senior research positions at UNSW's Centre for Social Impact, University College London and Johns Hopkins University founding member of the Social Impact Measurement Network of Australia

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 company 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.

Members' Guarantee

Each member of the company, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of the company in the event of it being wound up. If the company 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 company. At balance date, there were 218 eligible members.

Short and Long-Term Objectives

The Centre's core business and objectives are to:

- Operate as a non-profit corporation to develop public interest in the volunteer 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.

THE CENTRE FOR VOLUNTEERING

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- Develop and communicate who 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 2019, 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 FACS: Participation and Inclusion, 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 2018 NSW Volunteer of the Year Awards which recognised a record number of almost 112,000 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 work on 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 the National and State/Territory Volunteering Peaks on the 2018 National Volunteering Conference.
- Collaborated with Government agencies including the Department of Family and Community Services, Department of Finance, Services and Innovation, Office of the Children's Guardian and NSW Health on various projects.
-

THE CENTRE FOR VOLUNTEERING

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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
Valerie Hoogstad	6	6
Tamara Leizer	1	2
Gavin McCairns	4	5
Ian Moyser	4	4
Geoff Rickard	6	6
Lan Snell	3	6
Joy Woodhouse	5	6
Terry Brigden	6	6
Les Hems	4	4
<i>Company Secretary</i>		
Gemma Rygate	6	6

Signed in accordance with a resolution of Directors.



Geoff Rickard
Director

Signed this 18 September 2019, in Sydney

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2019**

	Notes	2019	2018
		\$	\$
Revenue	4	1,143,072	1,163,265
Depreciation/asset write down	5	(2,533)	(2,534)
Salaries Expense		(619,849)	(731,922)
Occupancy Costs		(180,764)	(171,010)
Programs Costs		(174,683)	(85,530)
Training Costs		(13,995)	(44,377)
Other Expenses		(125,490)	(152,600)
Surplus/(Deficit)		25,758	(24,708)

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019**

	Notes	2019 \$	2018 \$
CURRENT ASSETS			
Cash and cash equivalents	6	687,045	645,390
Trade and other receivables	7	89,151	29,207
Prepayments		12,530	16,675
TOTAL CURRENT ASSETS		788,726	691,272
NON CURRENT ASSETS			
Plant & equipment	8	5,455	7,988
TOTAL NON CURRENT ASSETS		5,455	7,988
TOTAL ASSETS		794,181	699,260
CURRENT LIABILITIES			
Trade and other payables	9	30,252	16,948
Provisions	10	83,442	80,463
Income received in advance	11	116,509	68,042
		230,203	165,453
NON CURRENT LIABILITIES			
Provisions	10	11,896	7,483
TOTAL NON CURRENT LIABILITIES		11,896	7,483
TOTAL LIABILITIES		242,099	172,936
NET ASSETS		552,082	526,324
ACCUMULATED SURPLUS		552,082	526,324

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**STATEMENT OF CASHFLOWS
FOR THE YEAR ENDED 30 JUNE 2019**

	Notes	2019 \$	2018 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		1,119,538	1,070,918
Payments to suppliers		(475,663)	(442,439)
Payments to employees		(612,458)	(728,012)
Interest received (net)		10,238	10,322
Net cash (used in)/provided by operating activities	13	<u>41,655</u>	<u>(89,211)</u>
Cash flows from investing activities:			
Payments for furniture & fittings and plant & equipment acquired	8	-	-
		<u>-</u>	<u>-</u>
Net (decrease)/increase in cash and cash equivalents		41,655	(89,211)
Cash and cash equivalents at the beginning of the year		645,390	734,601
Cash and cash equivalents at the end of the year	6	<u>687,045</u>	<u>645,390</u>

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
Accumulated surplus at the beginning of the year	526,324	551,032
Surplus/(Deficit) for the year	25,758	(24,708)
Accumulated surplus at the end of the year	552,082	526,324

The accompanying Notes form part of this Financial Report.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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 18th September 2019.

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

The Centre has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

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-for-profits 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, the revaluation of available-for-sale financial assets, financial assets and liabilities at fair value through profit or loss, investment properties, certain classes of property, plant and equipment and derivative financial instruments.

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. Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight line basis over the life of the lease term.

e. Revenue recognition

Revenue is recognised when it is probable that the economic benefit will flow to the company 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 the Statement of Profit or Loss and Other Comprehensive Income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity, and the amount of the grant can be measured reliably.

If conditions are attached to the grant that must be satisfied before it is eligible to receive the contribution, the recognition of the grant will be deferred until those conditions are met.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor this is considered a reciprocal transaction and the grant revenue is recognised in the Statement of Financial Position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt. In instances where the grant revenue exceeds the cost of the economic value provided, the surplus funds are deferred and guidance is sought from the contributor for the application of surplus funds.

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 provision for impairment. 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

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 company incurred a surplus of \$25,758 for the year ended 30 June 2019 and has an accumulated surplus as of that date of \$552,082. The ability of the company to continue as a going concern is dependent on the ongoing support of the government and private grants, its members and the success of its fundraising program. Should the fundraising program not prove successful or financing or grants be withdrawn there is uncertainty as to the company'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 are satisfied that the going concern basis of preparation is appropriate and therefore the financial information does not include any adjustments relating to the recoverability or classification of recorded asset amounts or the amounts or classification of liabilities that might be necessary.

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 below.

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.

Provision for impairment of receivables

The provision for impairment of receivables assessment requires a degree of estimation and judgement. Outstanding debtors' balances were reviewed as at 30 June 2019 and amounts that were deemed to be unlikely to be collected were written back. Accordingly, there is no further provision for impairment 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

THE CENTRE FOR VOLUNTEERING

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determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

4	REVENUE	2019	2018
		\$	\$
	Membership	65,576	69,953
	Grants – government	820,279	855,355
	Sponsorship & Donations	105,504	99,083
	Interest	10,238	10,322
	Fees and seminars	109,338	119,583
	Other income	32,137	8,969
		<u>1,143,072</u>	<u>1,163,265</u>
5	EXPENSES	2019	2018
		\$	\$
	Depreciation/write down of non-current assets		
	Plant and equipment	2,533	2,534
	Leasehold improvements	-	-
		<u>2,534</u>	<u>2,534</u>
6	CASH AND CASH EQUIVALENTS	2019	2018
		\$	\$
	<u>Cash at Bank</u>		
	Bendigo Bank	10,328	8,024
	Commonwealth Bank	257,250	227,385
	Term Deposits	418,967	489,401
		<u>686,545</u>	<u>644,890</u>
	<u>Cash on Hand</u>		
	Petty Cash	500	500
		<u>687,045</u>	<u>645,390</u>
7	TRADE AND OTHER RECEIVABLES	2019	2018
		\$	\$
	Trade debtors	80,451	27,220
	Other receivables	8,700	1,987
		<u>89,151</u>	<u>29,207</u>

8	PLANT & EQUIPMENT	2019	2018
		\$	\$
	Office Furniture, Fittings and Equipment at cost	80,734	80,734
	Accumulated depreciation	(75,279)	(72,746)
		<u>5,455</u>	<u>7,988</u>
	Leasehold Improvements at cost	37,384	37,384
	Accumulated depreciation	(37,384)	(37,384)
		<u>-</u>	<u>-</u>
		<u>5,455</u>	<u>7,988</u>
	Reconciliation		
		\$	\$
	Office Furniture, Fittings and Equipment		
	Carrying amount at the beginning of the year	7,988	10,523
	Additions	-	-
	Asset write down	-	-
	Depreciation	(2,533)	(2,534)
	Carrying amount at the end of the year	<u>5,455</u>	<u>7,988</u>
	Leasehold Improvements		
	Carrying amount at the beginning of the year	-	-
	Additions	-	-
	Depreciation	-	-
	Carrying amount at the end of the year	<u>-</u>	<u>-</u>
9	TRADE AND OTHER PAYABLES	2019	2018
		\$	\$
	Trade creditors	-	-
	Other creditors and accruals	30,252	16,949
		<u>30,252</u>	<u>16,949</u>
10	PROVISIONS	2019	2018
		\$	\$
	Annual leave – current	59,644	58,669
	Long service leave - current	23,798	21,794
		<u>83,442</u>	<u>80,463</u>
	Long service leave – non-current	<u>11,896</u>	<u>7,483</u>

11	INCOME RECEIVED IN ADVANCE	2019	2018
		\$	\$
	Grants and other income received in advance	44,614	62,364
	Membership received in advance	71,895	5,678
		<u>116,509</u>	<u>68,042</u>
12	AUDITOR'S REMUNERATION	2019	2018
		\$	\$
	William Buck	8,000	7,500
13	NOTES TO THE STATEMENT OF CASH FLOW	2019	2018
		\$	\$
	(Deficit)/Surplus	25,758	(24,708)
	Depreciation/asset write down	2,533	2,534
	Changes in Assets and Liabilities:		
	Decrease/(Increase) in Trade Debtors and Prepayments	(55,798)	18,136
	(Decrease)/Increase in Payables	13,302	(26,426)
	(Decrease)/Increase in Income in Advance	48,467	(62,657)
	(Decrease)/Increase in Employee Benefits	7,393	3,910
	Net Cash (used in)/provided by Operating Activities	<u>41,655</u>	<u>(89,211)</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 company is exposed to risks that arise from its use of financial instruments. This note describes the company'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 company's risk management objectives. The company's risk management policies and objectives are designed to minimise the potential impacts of these risks on the results of the company 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 company.

(b) Key Management Personnel Compensation

The remuneration of Key Management Personnel is as follows:

	2019	2018
	\$	\$
Short-term benefits	130,152	126,326
Post-employment benefits	25,000	25,000
	<u>155,152</u>	<u>151,326</u>

(c) Key management personnel during the year ended 30 June 2019 were Valerie Hoogstad, Geoff Rickard, Ian Moyser, Les Hems, Terry Brigden, Joy Woodhouse, Gavin McCairns, Lan Snell, Tamara Leizer and Gemma Rygate.

16 COMMITMENTS

Commitments in relation to operating leases contracted for at the reporting date, but not recognised as liabilities, payable:

	2019	2018
	\$	\$
Within one year	8,916	8,916
Later than one year but not later than five years	14,117	23,033
	<u>23,033</u>	<u>31,949</u>

A Contingent Liability exists for a secured bank guarantee in the amount of \$37,043 in favour of the Sydney Harbour Foreshore Authority in respect of the company's leased premises.

17 MEMBERS' GUARANTEE

Each member of the company, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of the company in the event of it being wound up. If the company 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 company. At balance date, there were 218 eligible members.

18 EVENTS SUBSEQUENT TO REPORTING DATE

The Directors are not aware of any item, transaction or event of a material and unusual nature not otherwise dealt with in the report or financial statements that has significantly affected, or may affect, the operations of the company, the results of those operations or the state of affairs of the company in subsequent years.

THE CENTRE FOR VOLUNTEERING

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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 2019 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.



Geoff Rickard
Director

Dated this 18 September 2019

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 Company), which comprises the statement of financial position as at 30 June 2019, 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 Company 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 Company's financial position as at 30 June 2019 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 Company 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 Company's annual report for the year ended 30 June 2019 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.

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.

ACCOUNTANTS & ADVISORS

Sydney Office
Level 29, 66 Goulburn Street
Sydney NSW 2000

Parramatta Office
Level 7, 3 Horwood Place
Parramatta NSW 2150

Telephone: +61 2 8263 4000
williambuck.com

Directors' Responsibilities

The directors of the Company 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 Company'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 Company or to cease operations, or has no realistic alternative but to do so.

The Directors are responsible for overseeing the Company'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.

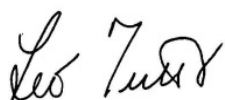
Yours faithfully,

A handwritten signature in black ink that reads 'William Buck'.

William Buck

Accountants & Advisors

ABN 16 021 300 521

A handwritten signature in black ink that reads 'L.E. Tutt'.

L.E. Tutt

Partner

Sydney, 18 September 2019