



Annual Report 2019 - 2020



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Cover photo: A wave for volunteers, May 2020

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1.0 Message from the Chair

MESSAGE FROM THE CHAIR, VALERIE HOOGSTAD



This year has been very confronting for everybody. Broadly, first, the devastating drought, then the fires, and now COVID.

The drought was another testing aspect of early 2020. It saw many communities severely affected. Volunteers came together from afar to offer support in many ways.

The fires had an enormous effect on our communities, particularly in rural parts of Australia. The firefighters worked hard and very long hours to manage this shocking event. There was much discussion about the role of volunteers in the firefighting because they worked in conditions that many believed to be far beyond the call of that of a volunteer.

COVID-19 is still very much a part of our lives and the volunteering sector has been working tirelessly on all fronts to support our community. Mental health has deteriorated significantly due to uncertainty, lockdowns and restrictions. In addition, domestic violence has also risen significantly. Many Australians have also lost their jobs and housing because of COVID-19's impact on our economy. For all of these issues, and many more, that face Australians today, volunteers have been invaluable in their support. This support comes in many forms including counselling services, refuge services, and delivery of essentials to people in need. These are some examples of the impact that volunteers have had on keeping this country's head above water.

In all of this, The Centre for Volunteering and its staff have worked tirelessly. They have played a critical role in supporting volunteer organisations with advice on safe practice, legal issues around volunteering, volunteering during a pandemic and assistance with moving volunteering programs online.

The 2019 Volunteer of the Year Awards were very well attended. We were able to acknowledge 123,000 volunteers. It is important for these to go forward to show that we value each person's, and organisation's contribution. The NSW Volunteer of the Year Awards program was supported by the Hon. Gareth Ward MP, NSW Minister for Families, Communities and Disability Services, Paula Duncan AM, The Centre for Volunteering Awards Ambassador, the Department of Communities and Justice, ClubsNSW, Mint Awards and Thrifty Car & Truck Rentals, as well as sponsors who specifically supported the State Gala Ceremony.

I wish to express a special thanks to the NSW government for its support of The Centre for Volunteering and its work. The Minister has shown a very real interest in the sector which is greatly appreciated.

Finally, I would like to thank the CEO, Gemma Rygate and her team for their work during these difficult times. I would also like to thank the Board for their advice and support.

Valerie Hoogstad, Chair

2.0 Message from the CEO

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER, GEMMA RYGATE



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.

As we all know, 2019-2020 has been particularly challenging for all of us. With the state of NSW already ravaged by the effects of years of drought, we have also faced catastrophic bushfires, devastating floods and now, a worldwide pandemic. Through all of this, we have seen volunteers come together to help us through.

With the onset of Covid-19 we saw a shift in the nature of volunteering with many programs moving from in-person to virtual activities. Thousands of volunteers came forward to help the more vulnerable members of the community, many offering to do shopping or make welfare checks on a daily basis. The importance of social interaction and connection has been made very clear.

With the help of the NSW Government, The Centre for Volunteering launched the Emergency Volunteering Platform, which allowed volunteers to register to help during the pandemic. More than 3,000 individuals were referred to a volunteering role through the platform.

To champion best practice volunteering, The Centre's key programs focus on advocacy, referral, training, resource development, recognition and promotion. With this focus in mind we welcomed the opportunity to contribute to the State Government's Volunteering Strategy, collaborating with the Department of Communities and Justice to facilitate discussions with sector leaders on the importance of quality volunteer management.

Skilful advocacy is a core responsibility for any peak organisation and over the last year we have exercised our advocacy through contributing to submissions to: Bushfire Inquiry; Impact of COVID-19 on small business; Select Committee on COVID-19; Senate Inquiry- Lessons to be learned in relation to the Australian bushfire season 2019-20; Royal Commission into National Natural Disaster Arrangements. We also contributed to the position papers: Safeguarding Volunteers and Volunteer Involving Organisations; Volunteering and National Policy Settings; Considerations for the future of the Volunteer Management Activity- Submission to DSS consultation; Volunteering Australia & State and Territory Peak Volunteering Bodies Response to Australian Government Compensation Scheme; 2020-21 Pre-Budget Submission; Data Exchange (DEX) Briefing Paper.

Hall & Wilcox has continued to provide Pro Bono legal support to all our members, as well as extending that support to the members of all the other State and Territory peak volunteering bodies. Hall & Wilcox also provides professional development support for The Centre through workshops, legal updates and fact sheets. We have also had wonderful support from PwC, Voluntas and Justice Connect.

The Volunteer of the Year Awards are an annual highlight, giving us the opportunity to celebrate the contribution of volunteers to the NSW community. 2019 saw more than 123,000 volunteers being acknowledged through the program, making the NSW Volunteer of the Year Awards one of the largest volunteer recognition programs in Australia. The role of the awards is to raise the profile of volunteering in the social conscience, and the creation of volunteering 'ambassadors' within the awards alumni, is a great means of raising the profile of individual volunteers and increasing recognition of value of volunteering within the community. The NSW Volunteer of the Year for 2019 was Robert Fitzgerald, an outstanding example of an individual who selflessly gives of himself for the community.

On a broader level, the award 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 networks 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 occurs during these informal and inclusive celebrations that further enhances the recognition program.

Sadly, the Volunteering NSW 2020 State Conference was cancelled due to COVID 19; however, The Centre held a series of virtual workshops to provide the sector with ongoing professional development.

Throughout the year we have been fortunate to have our Ambassador Paula Duncan, AM, representing The Centre and highlighting the value and importance of volunteering. Paula works tirelessly in raising awareness of The Centre and the importance of volunteering in our community, and we are extremely grateful to Paula for her efforts.

While every year has its rewards and challenges the ongoing support of our partners sustains and supports our every endeavour. In particular I acknowledge the Department of Social Services and the NSW Department of Communities and Justice who are our core funders, and our Award sponsors: ClubsNSW, our Principal Corporate Partners, Department of Communities and Justice, our Principal Government Partner, Mint Awards and Thrifty Car and Truck Rental for their generous contributions.

Finally, I also thank the Board of The Centre for Volunteering and our incredible team of volunteers and staff. Their dedication, enthusiasm and talent 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 the 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 Certificate 1 to Certificate 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.

4.0 Highlights 2019-2020

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

9,826,456

Number of web hits

4,521

Volunteers receiving individualised assistance

1,297

People attended professional development, events and training

14,863

Facebook Likes - our fastest growing channel (51% growth)

123,357

Volunteers recognised during the 2019 Volunteer of the Year Awards

4,835

Instances of individualised support provided to VIOs

148

Members and supporters attended our monthly networking events

1,901

Interviews conducted by our Volunteer Referral Service

250,000+

Reach of coverage for the Volunteer of the Year Awards

47

The number of dedicated volunteers who help The Centre annually

5.0 Volunteer Referral Service

The Volunteer Referral Service (VRS) is a member benefit, which seeks to assist member organisations with their volunteer recruitment. Organisations often use significant time and resources to effectively recruit suitable volunteers for their requirements. The VRS is able to reduce much of the effort organisations need to expend, by having their roles advertised and updated and potential volunteers pre-screened prior to being referred on to them which, in many cases, saves valuable time.

The VRS is able to provide this service to our members through the work of our experienced VRS volunteer teams who conduct interviews with prospective volunteers. Through these interviews they are able to determine if the volunteer is, in fact, suitable for the volunteer role in which they have expressed interest. This service continues to be greatly valued by our members.

The VRS is also able to provide members with a unique opportunity to have their skilled roles advertised in the Sydney Morning Herald HelpDesk column in order to gain highly sought-after exposure to a professional audience.

Volunteers referred through the VRS can also be confident that they are being referred to bona fide organisations who have the requisite insurances in place for their protection and that they meet the initial criteria for the role, thus eliminating guesswork and saving time.

The past year has been an unusual and difficult one. During the first half of the financial year a new database system, primarily used for volunteer referral, was implemented. As with any new system, there was a steep learning curve and a significant amount of support and training was provided to the VRS teams. This had an impact on the VRS's output.

Managing COVID-19

During the second half of the financial year, particularly from mid-March, the VRS, as was the case for the whole world, was dealing with impact of COVID-19, particularly its effect on the member organisations. Volunteer recruitment was significantly restricted between that time and the end of the financial year which, in turn, impacted on the VRS referral output. However, this provided The Centre with an opportunity to maintain very close contact with the member cohort to ensure that it was kept informed, with regular updates on COVID-19 resources, The Centre for Volunteering news and importantly how The Centre and the VRS were able to continue to offer support during COVID-19.

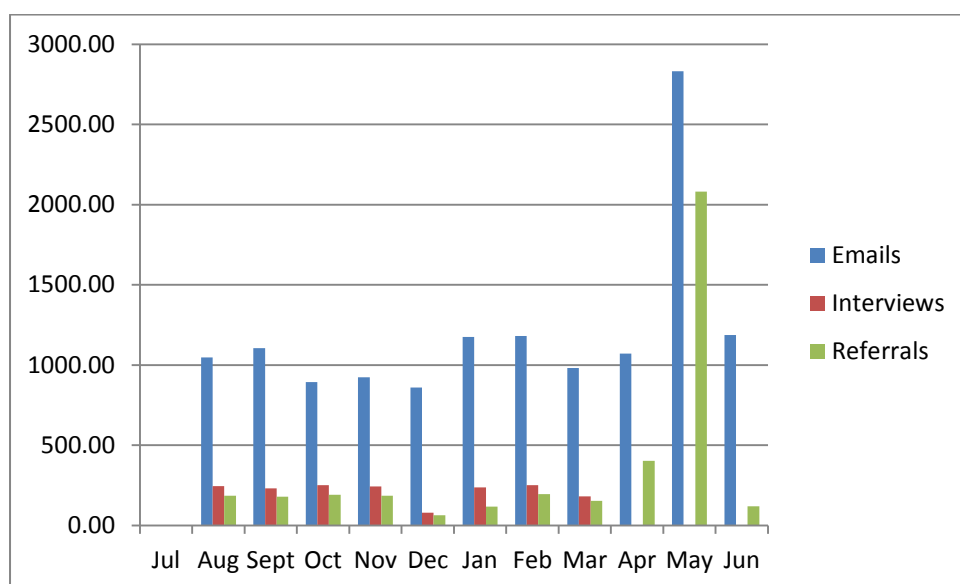
Due to the office closure, and staff working from home, our volunteers were unable to attend The Centre. It was important to ensure that The Centre maintained close contact with all its volunteers throughout the office closure period in order to keep them connected. This was achieved through Zoom meetings, weekly emails with news of The Centre, virtual National Volunteer Week daily celebrations and regular catch-ups..

Emergency Volunteering Platform

During April, the *Emergency Volunteering Platform* was set up to assist the many hundreds of keen members of the public in NSW who wanted to help in their community.

Over **2,500 volunteer registrations** were received through this platform prior to 30 June.

All these registrants were then provided with information and most were referred to one or more of the 40+ organisations who registered on this platform, as well as to local Volunteer Resource Centres. The graph below includes the individual referrals provided through this platform which peaked in May.



NB. The disparity between Expressions of Interest received and interviews conducted for the period April to June, is due to emails received through the *Emergency Volunteering Platform* where no interviews were conducted for the referrals made. The Expressions of Interest received for the roles that the VRS advertised on behalf of members during this time, were being directed to the organisations for them to respond and therefore no interviews were conducted by the VRS during COVID lockdown.



Minister Ward speaking at Virtual National Volunteer Week Forum on Zoom 18 May 2020

6.0 Member and Client Services

The Member and Client Services team had 3 core volunteers helping with our program throughout the year. We have also utilised the services of a skilled volunteer to help with our membership resources. Our volunteer team has collectively volunteered for 836.04 hours and called 1023 members and clients over the last financial year. Volunteer team service assistance, integral to maintaining our services and providing instruction on our offerings, has been halted since COVID-19 restrictions were enforced. We attended various expos to share information on volunteering and our services.

These included:

- Graduate Careers Fair at Macquarie University
- Notre Dame University Volunteering Expo
- Australian Super Member Briefing Exhibition
- International Education Forum 2019
- Turrumurra High School's Annual Wellbeing Expo 2019
- What's Up West Youth Action
- ARC University of NSW Volunteer Expo.



Our volunteers Norm and Marian assisting at Australian Super Member Briefing Exhibition stall



Our volunteer helping students at Turrumurra High School's Annual Wellbeing Expo 2019

Membership resources were created on the following topics during the financial year:

Exiting Volunteers, COVID-19 volunteering processes, National Standards for Volunteer Involvement, Virtual/Micro Volunteering, Intern/Work/Volunteer definitions, Statement of Principles for Recognition of Volunteers' promotion, Code of Practice, Privacy & Copyright, Engaging volunteers and several resources related to COVID-19.

The Centre for Volunteering - Volunteer Management Mentoring Support Service was established as a special offering from Gastón Fourcade, Volunteer Management Consultant and Leadership & Executive Coach to help members during COVID-19 restrictions.

Matthew Smallwood from Junction Neighbourhood Centre commented:

The session was a really good addition to The Centre for Volunteering's usual course offerings. One-on-one coaching/discussion can be really important, but the opportunity to do this rarely comes up unless you seek it yourself.

The National Standards for Volunteer Involvement Free Health Check for members has continued to assist a variety of members including Holdsworth Community, RSL Lifecare, Hearing Matters, Waverley Council and Home Among the Gum Trees.

Significant time was spent training and setting up new processes with the VIKTOR database system including training of all volunteers.

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

Engagement continued with IMPACT 2030 group in regards to UN Sustainable Development Goals 2030, Centre for Social Impact, Good Company and Communitier.

Member Feedback:

Responds to requests efficiently and in good time and advises me of opportunities for participating in talks and professional development.

Kiran Twaites, UNSW Medicine

The commitment, knowledge and proactive nature of The Centre to support volunteer managers and volunteer involving organisations has always been a wonderful experience.

Joanne, NSW Cancer Council

Corporate Volunteering

The Centre worked with corporate clients to place volunteers with NFPs to deliver services throughout the year but had a significant drop due to COVID-19 restrictions. Time was spent meeting with Infinity Sponsorship and Charity Partnership Group and other state peak bodies to try and find better ways to improve our program.



Vivien Forner, Organisational Psychologist, Wollongong University School of Management, Faculty of Business discussing with our stakeholder registrants "How to Improve Leadership and Retain Volunteers" at the August 2019 Volunteer Management Forum Event

Corporate Volunteer Placements in 2019-2020	
Financial Year	2019-2020
Volunteers placed	95
Collective Hours	325

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.



Abacus Funds Management Limited assisting with a special day out with our member, Roads & Maritime Authority. They spent time cleaning up the Kissing Point Area and collecting approximately 6 cubic metres of rubbish mainly leaf litter both east and west of the ramp at Kissing Point.

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. Due to COVID-19 *Bridge to Volunteering* sessions transitioned to online workshops. The transition to online has had lower attendee numbers. Over the year 39 sessions were held with 583 registrants. Bridge sessions were delivered by our wonderful team of volunteer presenters: Kathy Whitehead, Lorna Paviour, Lynn Hopgood, Brian Elliot, Michael Peschardt and Ramya Narasimhan who stepped in to assist with online delivery. Our program was also delivered externally.

- **Professional Development Networking Events and Workshops**

This year we held 10 internal and 3 external professional development workshops. We are pleased to report that we had 148 registrants.

Core Topics covered in Professional Development workshops:

- Volunteer Management - Recruiting, supporting and exiting volunteers
- Corporate Volunteering
- Cultural Diversity
- Leadership
- Communication and engagement.

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

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

We have developed the Certificate I and II qualifications to enable an online blended delivery model with students due to commence shortly.

Max Potential

Through the *Max Potential* program, an initiative of ClubsNSW and Future Leaders Group, a total of 69 students successfully 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. Due to challenges presented by COVID-19, the *Max Potential* program did not include the Certificate I accredited training the 2020 school year.

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. 27 young adults have completed *Certificate I in Active Volunteering* this year and 1 student completed the *Certificate II in Active Volunteering*.

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

2 students successfully completed the *Certificate IV in Co-ordination of Volunteer Programs* in online only program and through RPL. Students demonstrated talent and dedication and were nominated for Training NSW awards. We have developed the program as a blended model of online learning with live workshops delivered over Zoom, and were well positioned for challenges presented by COVID-19 to traditional learning models. We have upgraded the Learning Management System to include student online hangout areas to enable students to network and engage with one another. We continue to create additional engaging materials and resources for professional development of the sector.

Working with Volunteering Victoria, we have recently commenced a group of 10 Scholarship participants from Victoria.

We currently have 22 students actively enrolled in our *Certificate IV in Co-ordination of Volunteer Programs* and are expecting this number to grow.

- **Smart & Skilled Partial Qualifications Program**

Active Volunteering

We ran a partial qualification program in select units from the *Certificate III in Active Volunteering*, which had excellent feedback from students and supported the development of resources.

Primary Ethics Volunteer Management

Together with Primary Ethics we selected units from the Certificate IV which we worked together to customise; we had 10 successful completions in this program with one student continuing to enrol in the full certificate.

Benojo Acquiring Strategic Partnerships

Partnering with social enterprise Benojo, we delivered training in select clustered units from the Certificate IV to assist Not-for-Profits in acquiring strategic partnerships to diversify funding streams, with a wide reach including regional areas.

The program had 140 students who commenced training, with 95 successfully completing the full program.



Gemma Rygate, CEO, The Centre for Volunteering, speaking at a Member Forum

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 following key programs were run by the Centre for Volunteering:

1. 2019 NSW Volunteer of the Year Awards
2. 2020 National Volunteer Week Celebrations
3. Monthly Volunteer Management Forums
4. NSW State Volunteering Conference replaced by workshops.

1. 2019 NSW Volunteer of the Year Awards



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

In its thirteenth year in 2019, the NSW Volunteer of the Year Awards program was supported by the Hon. Gareth Ward MP, NSW Minister for Families, Communities and Disability Services, Paula Duncan AM, The Centre for Volunteering Awards Ambassador, the Department of Communities and Justice, ClubsNSW, Mint Awards and Thrifty Car & Truck Rentals, as well as sponsors who specifically supported the State Gala Ceremony.

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

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
6. Corporate Volunteer Team of the Year
7. Excellence in Volunteer Management.

(a) Awards Launch

The 2019 NSW Volunteer of the Year Awards program was officially launched by The Hon. Gareth Ward MP, the Awards Patron and NSW Minister responsible for Volunteering at a reception held at NSW Parliament House, on Monday 20 May 2019. The event was attended by approximately 70 guests including VIPs, sponsors, volunteer managers and volunteers.



Gemma Rygate, CEO, The Centre for Volunteering, Hon Gareth Ward, NSW Minister for Families, Communities and Disability Services and Paula Duncan AM, The Centre for Volunteering Awards Ambassador

(b) Regional Ceremonies

NSW is segmented into twenty regions, for the purpose of the Awards to allow for maximum coverage. Commencing in August, in each region, an award ceremony was held at a local ClubsNSW venue. In 2019, close to 2800 volunteers, nominators and guests attended Award ceremonies across NSW.

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 2019 NSW Volunteer of the Year State Gala Ceremony on Thursday 5 December, 2019. In 2019, the regional ceremonies were attended by over 178 VIPs (across the state), including Federal and State Members of Parliament, Mayors, Council members and sponsors.



Julian Lesser MP, Federal Member for Berowra, Dr Michelle Byrne, Mayor of the Hills Shire Council, 2019 Hornsby / North Western Sydney, Anju Mathur, Adult Volunteer of the Year and Ray Williams MP, State Member for Castle Hill



Riverina Senior Volunteer of the Year, Philip Coop
Riverina Volunteer of the Year, Dr Saba Nabi,
Riverina Young Volunteer of the Year, Kai Watts

The 2019 NSW Volunteer of the Year Awards program again saw an increase in nominations across all categories, with The Centre for Volunteering acknowledging over 123,000 volunteers across NSW.

REGION	Volunteers Recognised
Central Coast	2526
Central Sydney	1905
Central West	18012
Far West	404
Hornsby / North Western Sydney	5835
Hunter	10748
Illawarra	8810
Mid North Coast	4504
Mid-Western Sydney	3009
New England / Northern Inland	9601
Northern Beaches	2541
Northern Rivers	5543
North Shore	1302
Orana	6975
Outer Western Sydney / Blue Mountains	6166
Riverina	15740
South Coast / Southern Inland	10331
Southern Sydney	1948
South Western Sydney / Macarthur	1710
Sydney City / Eastern Suburbs	1352
TOTALS	118962
CORPORATE	
Individual	193
Team	804
Excellence in Volunteer Management	3398
GRAND TOTAL	123,357

(c) Corporate & Volunteer Management Award Ceremony

The Corporate & Volunteer Management Award Ceremony was held at NSW Parliament House on Friday 1 November 2019 with some 100 guests in attendance. It recognised volunteers and volunteer managers in the award categories of:

1. Corporate Volunteer of the Year
2. Corporate Volunteer Team of the Year
3. Excellence in Volunteer Management.

Finalists in each category were announced to then progress through to the 2019 NSW Volunteer of the Year Awards State Ceremony.



Oscar Mussons with the Awards Patron, the Hon. Gareth Ward, NSW Minister for Families, Communities and Disability Services



Pfizer CARES Team with Pfizer Australia

(d) State Gala Ceremony





Lana-May Dennis and Hannah Chadwick, Young Volunteer of the Year State Finalists

The 2019 NSW Volunteer of the Year Awards State Gala Ceremony was held on Thursday 5 December, coinciding with International Volunteers Day held annually on 5 December. The Gala ceremony was held at Norths Club in Cammeray, with almost 300 guests in attendance including volunteers and 48 VIPs (State Members of Parliament, Principal Partners the Department of Communities and Justice and ClubsNSW, other major supporters and government officials). As in previous years, the Prime Minister of Australia, the Hon. Scott Morrison and the Premier of NSW, Gladys Berejiklian provided messages of support for the State Gala Ceremony expressing their deep appreciation for the role the Awards play in strengthening communities across NSW and Australia.

The category winners for the 2019 Volunteer of the Year Awards were as follows:

Award	Recipient
2019 NSW Volunteer of the Year	Robert Fitzgerald
2019 Young Volunteer of the Year	Sonia Sharma
2019 Adult Volunteer of the Year	Robert Fitzgerald
2019 Senior Volunteer of the Year	Abla Tohamy Kadous
2019 Volunteer Team of the Year	Dignity Dishes
2019 Corporate Volunteer of the Year	Vicki Thompson
2019 Corporate Volunteer Team of the Year	Qantas Cabin Crew Team
Excellence in Volunteer Management 2019	Oscar Mussons



Sherin Fishwick, *Dignity Dishes*, 2019 NSW Volunteer Team of the Year Team, Sonia Sharma, 2019 NSW Young Volunteer of the Year, Robert Fitzgerald, 2019 NSW Volunteer of the Year, Abia Tohamy Kadous, 2019 NSW Senior Volunteer of the Year and Oscar Mussons, 2019 Excellence in Volunteer Management Award Winner



2019 Corporate Volunteer Team of the Year - *Qantas Cabin Crew Team* with Frontier Services



NSW Government

6 December 2019 · 🌐



Congrats to Blacktown Police Chief Inspector Bob Fitzgerald who has won NSW's Volunteer of the Year Award!! 🏆

Bob generously dedicates countless hours to causes close to his heart. He is a community leader, mentor and advocate, with a volunteering resume spanning over 40 years!

It is the impact that Bob's volunteering has had on so many people in his Western Sydney community that sets him apart. 💙



👍❤️😮 3.2K

143 comments 131 shares

NSW Government pays tribute to Robert Fitzgerald, 2020 NSW Volunteer of the Year on its official Facebook page



Joanna Quilty, Chief Executive Officer, NCOSS, Paula Duncan AM, The Centre for Volunteering Awards Ambassador, Councillor Vincent DeLuca, Anne Fitzgerald, Executive Manager Member Services, ClubsNSW at the State Gala 2019



Mark Vincent performing at the State Gala 2019



PRIME MINISTER

MESSAGE FROM THE PRIME MINISTER

2019 NSW VOLUNTEER OF THE YEAR AWARDS

Volunteers are the heart and soul of every Australian community. My own community would be unimaginable without its volunteers.

Our sports clubs, meals on wheels groups, book clubs, school canteens, veterans groups, political parties, environmental groups, and so many more groups, bring people together and help build a stronger, safer and more caring Australia.

Our volunteers are the optimists who make our country better. Through millions of selfless human interactions our volunteers strengthen our shared social fabric and strengthen the bonds between us all.

This year's nominees for the NSW Volunteer of the Year Awards embody this vibrant and optimistic citizenry and they deserve our highest commendation.

They are the everyday Australians who quietly go about their lives and give back through their selfless service to others – the mums and dads, teachers and tradies, coaches and mentors.

Our volunteers are there in times of disaster, and in moments of everyday need. The bushfires of recent weeks are a reminder of how much we rely on our volunteer emergency services personnel.

Our country depends on individuals like you who are willing to help make our communities safer, better, and more welcoming places to live and work.

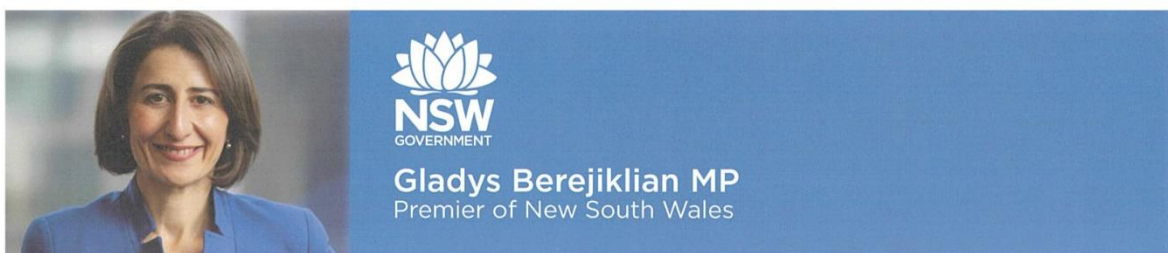
I thank each of you for everything you have done, and continue to do, to strengthen and uplift our communities.

Congratulations to all the nominees, and I send my best wishes to everyone for an enjoyable evening.

A handwritten signature in blue ink, appearing to read 'Scott Morrison'.

The Hon Scott Morrison MP
Prime Minister of Australia

5 December 2019



NSW 2019 Volunteer of the Year Awards

Around one quarter of the NSW population - more than two million people - volunteer their time and skills to their community.

The dedication, kindness and selflessness shown by these individuals should be an example to all.

I would like to congratulate all who have been nominated in the NSW 2019 Volunteer of the Year Awards. These awards are an opportunity to celebrate the wonderful contribution you are making to your community.

On behalf of the people of NSW, I thank you for committing your time and expertise. Whatever way you choose to volunteer, these awards recognise you for making a real and positive difference to the world around you.

A handwritten signature in blue ink, appearing to read 'Gladys Berejiklian'.

Gladys Berejiklian MP
Premier

GPO Box 5341 Sydney NSW 2001 ■ P: (02) 8574 5000 ■ F: (02) 9339 5500 ■ W: premier.nsw.gov.au

2. 2020 National Volunteer Week Celebrations



National Volunteer Week (NVW) is the annual celebration to acknowledge the generous contribution of our nation's volunteers. This year it was held from Monday 18 May to Sunday 24 May, with the theme, "Changing Communities, Changing Lives".

There could not have been a more appropriate time to celebrate the efforts of Volunteers across Australia. In a land already ravaged by years of drought, 2020 commenced with catastrophic bushfires, then flooding and now the world wide pandemic – COVID-19. Volunteers have played a crucial role in supporting their communities during these extraordinary times.

Due to the COVID-19 restrictions imposed at the time, the annual 2020 National Volunteer Week Forum was converted to an online forum via Zoom. Held on Monday 18 May 2020, the forum was well attended by over 50 participants from across the sector. The event included an address by the Minister responsible for Volunteering, the Hon. Gareth Ward, Minister for Families, Communities and Disability Services, who also officially launched the 2020 NSW Volunteer of the Year Awards program.

Following the Minister's address, participants were divided into "virtual rooms" to network and discuss how their respective volunteer organisations were dealing with the challenges posed by COVID-19.

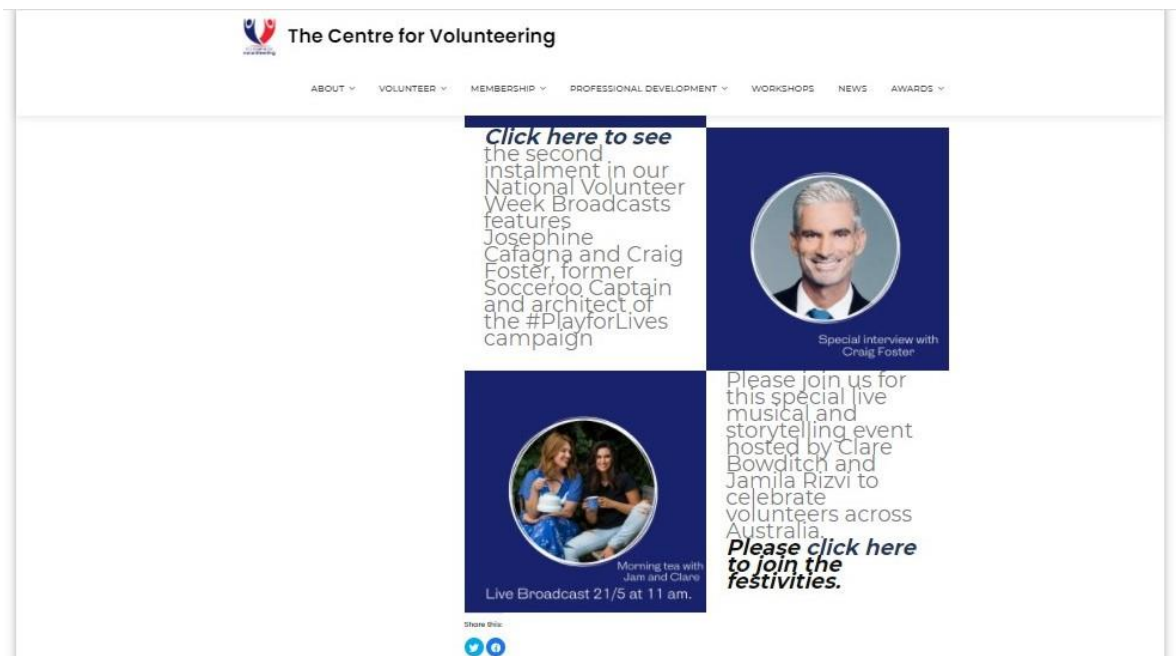
These issues were then shared with all participants, which was extremely beneficial. The forum received great feedback and despite the challenges of a virtual setting, it demonstrated the deep commitment of The Centre for Volunteering to its key stakeholders, in such challenging and unprecedented times.



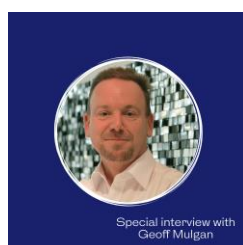
Hat Day, May 2020

National Volunteer Week Volunteer Events

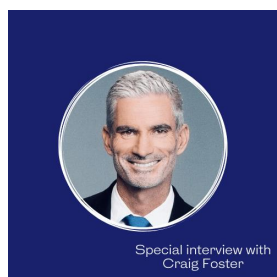
During this week of celebrations, in addition to the online Forum, the Centre for Volunteering also hosted the following events:



1. A special interview by ABC's renowned journalist Josephine Cafagna speaks to civil society rock star Geoff Mulgan



2. A special interview by ABC's renowned journalist Josephine Cafagna who speaks to Craig Foster, former Socceroo captain and architect of the #PlayforLives campaign. This rapidly growing campaign is aimed at getting our professional athletes off the bench and into the thousands of essential volunteer positions left vacant in the wake of the coronavirus.



3. A special live musical and story-telling event hosted by Clare Bowditch and Jamila Rizvi to celebrate volunteers across Australia for National Volunteer Week.



Additionally, In keeping with tradition, The Centre hosted daily themed lunches with The Centre's volunteers during National Volunteer Week.

3. Volunteer Management Forums

In line with The Centre's peak body role to provide education and training for the sector, and in addition to The Centre's Professional Development Program, The Centre held monthly Volunteer Management Forums on issues specific to volunteer engagement, retention and management.

Over the past year, a sample of the topics explored in these forums have been:

- How to Improve Leadership and Retain Volunteers
- Key Concepts of United Nations Sustainable Development Goals in relation to Volunteering Involving Organisations
- Stress Management
- Latest Findings on Corporate Volunteering in Australia – trends and insights from London Benchmarking Group (LBG)
- Opportunities, Challenges and Strategies in Engaging International Students as Volunteers
- Emerging Leaders
- Workplace Law considerations: managing volunteers and returning to work post COVID-19.

4. NSW State Volunteering Conference

The NSW State Volunteering Conference, held annually by The Centre for Volunteering, which was scheduled to be held at Doltone House, Darling Harbour, on 11 June 2020, was unable to proceed due to COVID-19. However The Centre continued to host a series of online Volunteer Management Workshops and Professional Development sessions at this time.

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 sector issues.

The Centre for Volunteering participated in meetings with Government agencies including the NSW Department of Communities and Justice, The Children's Guardian and Department of Social Services to promote volunteering, the work of The Centre and to encourage greater engagement with volunteering as a concept.

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

As part of our efforts to encourage greater acknowledgement of the importance of good volunteer management, The Centre regularly holds Volunteer Management Forums which bring together leaders and decision makers from the sector for facilitated discussion and networking to raise awareness of the importance and value of volunteering, and in particular, valuing best practice volunteer management.

The Centre for Volunteering contributed to the following:

- Bushfire Inquiry
- Property Industry Reforms
- Impact of COVID-19 on small business.

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

- June 2020 – Submission to the Select Committee on COVID-19
- May 2020 – Submission to the Senate Inquiry: Lessons to be learned in relation to the Australian bushfire season 2019-20
- May 2020 – Submission to the Royal Commission into National Natural Disaster Arrangements
- April 2020 – COVID-19 Position paper No.2: Safeguarding Volunteers and Volunteer Involving Organisations – Version 3
- April 2020 – COVID-19 Position paper No. 1: Volunteering and National Policy Settings – Version 2
- April 2020 – Considerations for the future of the Volunteer Management Activity: Submission to DSS consultation
- January 2020 – Volunteering Australia & State and Territory Peak Volunteering Bodies Response to Australian Government Compensation Scheme
- December 2019 – 2020-21 Pre-Budget Submission
- August 2019 – Data Exchange (DEX) Briefing Paper.

Volunteering Expos

The Centre for Volunteering attended and presented at a number of Volunteering Expos throughout the year.

- Graduate Careers Fair at Macquarie University
- Notre Dame University Volunteering Expo
- Australian Super Member Briefing Exhibition
- International Education Forum 2019
- Turrumurra High School's Annual Wellbeing Expo 2019
- What's Up West Youth Action
- ARC University of NSW Volunteer Expo.

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 Communities and Justice
- Community Radio Awards
- COTA (NSW Ageing Alliance)
- Department of Customer Service
- Duke of Edinburgh's Award
- Education and Training Out West
- DCJ Peaks' Working Group
- FONGA (Forum of Non-government Agencies)
- Health Awards
- ITAB Board
- NCOSS
- NSW Health
- NSW International Student Awards
- NSW/ACT Young Achiever Awards
- Office of the Children's Guardian
- RDA Awards
- The Future Leader Group- Max Potential
- University of Sydney Business School
- NSW Volunteer Centre Network
- Voluntas, Alternative Dispute Resolution Pilot.

Communication

Social Media

The 2019 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 form in March. 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 and articles were also included in The Centre's monthly e-newsletter – *The Voice of Volunteering*, in eight months across the 12 month period.

Officially, the Awards were launched on Monday, May 20 at the beginning of National Volunteer Week. The launch and nomination period was supported by a digital content strategy that leveraged the 13 year history of the Awards to help maintain interest and awareness up to the close of nominations on Friday, July 12 across all 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, LinkedIn and Twitter alongside the Awards hashtag #NSWVolunteerAwards.

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

In 2019, 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 (5 December, 2019):

Facebook

With 9 posts, 13,669 FB users were reached and 3,543 people engaged with the posts.

Twitter

The Centre for Volunteering was live on Twitter during the State Ceremony, with 9 posts delivering 8,778 impressions, with 132 engagements.

LinkedIn

LinkedIn was leveraged to promote the State Ceremony resulting in 3,823 impressions and 108 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 2019:

- The Awards were promoted in 10 x *The Voice of Volunteering* e-newsletters (Mar- Dec.) that are sent out to more than 3000 subscribers per month. These included reminders to nominate and summaries of the ceremonies held during the month.
- 45 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 45 pieces of content including media releases, photos and articles related to the Awards.
- A total of 55 Facebook posts of our own and the sharing of other Awards related materials reached 57,089 people during the nomination and regional ceremony period resulting in 9,121 engagements, which is a huge improvement on last year!
- A total of 53 tweets from The Centre and sharing of tweets from other stakeholders resulted in 42,986 impressions and 478 engagements.
- A total of 39 LinkedIn posts during the nomination and ceremony period resulted in 15,176 impressions and 354 engagements.



Brodie Cowling, St John Ambulance, Coffs Harbour

Marketing

The work in 2019 has continued to build on the improvements made last year on The Centre's website and monthly newsletter *The Voice of Volunteering*. The format for The Voice was restructured in June and then again in August, with continuous improvements being made throughout the year.

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 is being included in *The Voice* to enhance this. The Voice continues to showcase a few Latest Grants/Funding Opportunities, Latest Submissions/Surveys, Latest news, resources, reports and events, and Professional Development Opportunities that are coming up at The Centre.

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

Facebook



- 30.8% increase
- Number of followers:
- June 2019 = 3754
- June 2020 = 4909

LinkedIn



- 4.8% increase
- Number of followers:
- June 2019 = 4609
- June 2020 = 4830

Twitter



- 2.5% increase
- Number of followers:
- June 2019 = 2760
- June 2020 = 2828

10.0 Volunteers

2019-2020 Volunteers

Robin Arbib	Peter Hoadley	<i>Molly Neal</i>
Marian Attfield	Lyn Hopgood	Lorna Paviour
Wendy Baker	Bill Jarvis	Jan Pickering
Amrita (Amy) Banerjic	Sally Jordan	Jenny Pinson
Joanne Codling	Arna Karbowski	Denis Porter
Nadheera Dharmawardhana	Barbara Keffel	Michael Preschardt
Anne Duffy	Jann Kingston	Susan Reid
Pauline Egan	<i>Carol Lawler</i>	Rosemary Richman
Brian Elliott	<i>Steve Lawson</i>	Carol Russell
Mary Fogarty	<i>Kelera Levu</i>	Judy Schneider
Bick Fulton	<i>Kaye Llewhellyn</i>	Pholy Tan
Elizabeth Gibson	<i>Sue Marsden</i>	Denise Tierney
Annie Gordon	<i>Diana McConacy</i>	Andrea Turner
Wilma Gusi	<i>Derek Minett</i>	Lynne Wayling
Norman Hams	<i>Patricia Moody</i>	Kathy Whitehead
Judy Houlton	<i>Bess Morrison</i>	Vivien Wolff

Acknowledgements

Retirements:

Jan Pickering – Interviewer

Following a period of ill health, Jan Pickering who had volunteered with The Centre for Volunteering since 2000 retired during the year. Jan was an invaluable member of the Thursday VRS team and had a very conscientious common-sense approach to her work. She made the volunteers on the end of the phone or across her desk feel important and was always diligent when referring them to organisations. Jan is greatly missed by her team and The Centre.

Molly Neal – Interviewer

Molly had been a volunteer at The Centre since 2003. She always showed an interest and great curiosity in speaking with volunteers and often learnt much about them during the course of her interviews. She was always kind and considerate in her dealings with others and still has a great appetite for life and learning. Well into her 80s Molly was still studying both Mandarin and German. All at The Centre and especially the Wednesday team miss her presence.

The VRS and all at The Centre for Volunteering appreciate and value their work and commitment, and wish them both well for the future.

A handwritten message in blue ink that reads "thank you!". The script is cursive and fluid, with a large, stylized 'y' and an exclamation mark at the end.

11.0 Partners, Sponsors and Supporters

Sponsors and Supporters – 2019 NSW Volunteer of the Year Awards

The 2019 Awards program had forty-four (44) sponsors who generously provided donations or in-kind support. The major sponsors for the Awards Program are the Department of Communities and Justice 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, Greenstone Financial Service (Australian Senior), Nova Employment, Castle Hill RSL, Ben Tarwin – Cascade Property Group, Dee Why RSL, Club York, Hako Australia, Mazars, VDG Services, Winten Property Group, Mark Vincent, Alix Hill, Special Olympic Dancers, Ross Maio, Lindt Chocolate, Seiko Watches, Oatley Wines, Lion, Pearsons Florist who offered both financial and in-kind support for the State Gala Ceremony.

Exposure for Sponsors

To recognise the enormous contribution of our Principal Corporate Partner ClubsNSW, our Principal Government Partner Department of Communities and Justice, 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



Australian Government
Department of Social Services



Volunteer of the Year Awards Principal Partners



Volunteer of the Year Awards Supporters



Pro-Bono and other In-kind Support

Marion Attfield	Les Hems	Queanbeyan Kangaroo Rugby League Football Club
Hannah Pia Baral	Peter Hoadley	Dale Rees-Bevan
Barrier Social Democratic Club, Broken Hill	Valerie Hoogstad	Simon Robinson
Bathurst RSL Club	Nathan Kennedy	Geoff Rickard
Jude Beeny	Margaret Khursigara	Tony Ross
Bryony Binns	Steve Lancken	Jon Ryan
Joanne Borg	Carol Lawler	Tamworth Golf Club
Terry Brigden	Lismore Workers Club	The Commercial Club, Wagga Wagga
Lexie Busby	Elizabeth MacDonald	The Randwick Club
Campbelltown Catholic Club	Dr Jayne Meyer Tucker	The Westport Club, Port Macquarie
Castle Hill RSL Club	Derek Minett	Tradies Club, Gympie
Luke Chesworth	Patricia Moody	Claire Turner
Club Burwood RSL	Bess Morrison	Kate Valente
Jane Davies	Fiona Morrison	Tulsi van de Graaff
Dee Why RSL Club	Daniel Murray	Volunteering SA/NT
Demo Club, Broken Hill	Susana Ng	Volunteering WA
Dubbo RSL Club	Nepean Rowing Club, Penrith	Carrie Wallis
Richard Duncan	Richard Newell	West City/Newcastle Exhibition & Convention Centre
Anne Fitzgerald	Northbridge Golf Club	Kathy Whitehead
Vivien Forner	Norths Cammeray	Rebecca Wilson
Bick Fulton	Parramatta RSL	Wollongong Golf Club
Louise Geoghegan	Christina Pechey	Joy Woodhouse
Gosford Golf Club	Vesna Perisic	Kylie Yates
Robin Hall	Elisabeth Pickthall	
Hall & Wilcox	Diana Piper	

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2020

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Directors' Report for the year ended 30 June 2020

Your Directors present their report on the company for the year ended 30 June 2020.

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 will see The Salvation Army's existing Eastern and Southern Territories brought together under a single Australia Territory.

Geoff has led a range of disciplines during his career, including finance, risk, legal, HR, marketing and IT. To complement his business qualifications, Geoff also holds a Masters in Community Management. Geoff is passionate about ensuring the effectiveness and sustainability of the community sector, and believes that volunteering is a key contributor to that objective.

Joy Woodhouse OAM

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

Terry Brigden

Terry has practiced extensively in financial services and regulatory law for over 30 years and has had the benefit of both practical and professional experience, most recently before joining Lander and Rogers and previously being a partner in a major (now international) legal firm for over 13 years.

Terry has previously held legal or commercial positions in a major bank, major life insurance company, superannuation and actuarial consulting firm.

Terry is on the Australian subsidiary board of a large Canadian bank and is on the International Monetary Fund's external expert panel for banking and insurance regulation and the Asian Development Bank for its project to develop the financial regulatory framework for the Pacific Island nations.

Terry has been named as one of Australia's best superannuation, investment, financial institutions and insurance lawyers in the Best Lawyers Australia peer review survey published in the AFR for the years 2010 to 2018.

Dr Lan Snell (Retired November 2019)

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 (Retired May 2020)

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.

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

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.

Helen Freeland (Appointed October 2019)

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

Ian Bulluss JP (Appointed March 2020)

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

Alan Max (Appointed June 2020)

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

Di Robinson (Appointed June 2020)

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

Principal Activities

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

The principal activities of the 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 219 eligible members.

Short and Long-Term Objectives

The Centre's core business and objectives are to:

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

Strategy for Achieving the Objectives

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

- Manage its finances in accordance with Board approved annual budgets.
- Continue good governance practice.
- Attract, develop and retain good staff.
- Develop and communicate what it is and what it does, to relevant stakeholders and the wider community.
- Pro-actively engage with key stakeholders to help understand and address their issues.
- Be an influential advocate for the issues relating to volunteer support and management.

- Enhance the capacity of members and others to mobilise and manage volunteers more effectively, with a focus on widening the participation of people volunteering.

Activities that Contributed to the Objectives being met

During the year to 30 June 2020, The Centre:

- Delivered training throughout NSW and interstate through The School of Volunteer Management (RTO) to meet the goals of Federal and State funding grants.
- Continued its participation in the national peak volunteering network (CEON) to assist, inform and support the national body, Volunteering Australia.
- Worked with equivalent interstate bodies to develop a national approach to volunteering issues.
- Continued to develop and strengthen the NSW Volunteer Centre Network.
- Worked closely with the Department of Communities and Justice, on the NSW Government's Volunteering Strategy.
- Achieved ongoing funding from NSW Government to continue to deliver Sector Development Services.
- Achieved ongoing support from NSW Government and ClubsNSW for the NSW Volunteer of the Year Awards.
- Conducted an effective strategic planning process to deliver The Centre's core business and objectives.
- Successfully delivered the 2019 NSW Volunteer of the Year Awards which recognised a record number of over 123,000 volunteers throughout NSW.
- Achieved an increase in media coverage, highlighting The Centre's work to advocate for and recognise volunteers and volunteering.
- Delivered a suite of Professional Development programs including both accredited and non-accredited training and networking events, to develop volunteers and volunteer managers and best practice in the sector.
- Continued to work with Voluntas, a service which aims to help volunteers and volunteer involving organisations with conflict resolution.
- Advocated strongly for volunteering on behalf of the sector, including joining with our national colleagues and the volunteering support services across Australia to advocate for federal government support for these services.
- Collaborated with the National and State/Territory Volunteering Peaks to advocate for and provide responses to key sector issues.
- Collaborated with the National and State/Territory Volunteering Peaks on the 2020 National Volunteering Conference, which was subsequently cancelled due to COVID-19.
- Collaborated with Government agencies including the Department of Communities and Justice, Department of Finance, Services and Innovation, Office of the Children's Guardian and NSW Health on various projects.

Performance Measurement

The Board monitors the performance of The Centre through:

- Regular reviews of the objectives and strategies to achieve those objectives.

THE CENTRE FOR VOLUNTEERING

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- 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
Geoff Rickard	5	6
Lan Snell	3	3
Joy Woodhouse	6	6
Helen Freeland	4	4
Les Hems	5	5
Terry Brigden	6	6
Ian Bulluss	2	2
Di Robinson	1	1
Alan Max	1	1
<i>Company Secretary</i>		
Gemma Rygate	6	6

Signed in accordance with a resolution of Directors.



Alan Max
Director

Signed this 24 September 2020, in Sydney

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**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2020**

	Notes	2020	2019
		\$	\$
Revenue	4	1,312,149	1,143,072
Depreciation	5	(3,397)	(2,533)
Staff Employment Related Expenses		(668,516)	(619,849)
Occupancy Costs		(184,002)	(180,764)
Programs Costs		(197,245)	(174,683)
Training Costs		(21,738)	(13,995)
Other Expenses		(143,234)	(125,490)
Surplus/(Deficit)		94,017	25,758

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

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**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2020**

	Notes	2020 \$	2019 \$
CURRENT ASSETS			
Cash and cash equivalents	6	757,594	687,045
Trade and other receivables	7	180,229	89,151
Prepayments		39,140	12,530
TOTAL CURRENT ASSETS		<u>976,963</u>	<u>788,726</u>
NON CURRENT ASSETS			
Plant & equipment	8	9,578	5,455
TOTAL NON CURRENT ASSETS		<u>9,578</u>	<u>5,455</u>
TOTAL ASSETS		<u>986,541</u>	<u>794,181</u>
CURRENT LIABILITIES			
Trade and other payables	9	61,846	30,252
Provisions	10	72,057	83,442
Income received in advance	11	194,159	116,509
		<u>328,062</u>	<u>230,203</u>
NON CURRENT LIABILITIES			
Provisions	10	12,380	11,896
TOTAL NON CURRENT LIABILITIES		<u>12,380</u>	<u>11,896</u>
TOTAL LIABILITIES		<u>340,442</u>	<u>242,099</u>
NET ASSETS		646,099	552,082
ACCUMULATED SURPLUS		<u>646,099</u>	<u>552,082</u>

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 2020

	Notes	2020 \$	2019 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		1,291,056	1,119,538
Payments to suppliers		(540,734)	(475,663)
Payments to employees		(679,418)	(612,458)
Interest received (net)		7,165	10,238
Net cash (used in)/provided by operating activities	13	78,069	41,655
Cash flows from investing activities:			
Payments for furniture & fittings and plant & equipment acquired	8	(7,520)	-
		70,549	-
Net (decrease)/increase in cash and cash equivalents		70,549	41,655
Cash and cash equivalents at the beginning of the year		687,045	645,390
Cash and cash equivalents at the end of the year	6	757,594	687,045

The accompanying Notes form part of this Financial Report.

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**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2020**

	2020	2019
	\$	\$
Accumulated surplus at the beginning of the year	552,082	526,324
Surplus/(deficit)for the year	94,017	25,758
Accumulated surplus at the end of the year	646,099	552,082

The accompanying Notes form part of this Financial Report.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

1 GENERAL INFORMATION

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

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

The financial statements were authorised for issue, in accordance with a resolution of the Directors, on 24 September 2020.

2 SIGNIFICANT ACCOUNTING POLICIES

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

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

AASB 15 Revenue from Contracts with Customers

The company has adopted AASB 15 from 1 July 2019. The standard provides a single comprehensive model for revenue recognition. The core principle of the standard is that an entity shall recognise revenue to depict the transfer of promised goods or services to customers at an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The standard introduced a new contract-based revenue recognition model with a measurement approach that is based on an allocation of the transaction price. This is described further in the accounting policies below. Credit risk is presented separately as an expense rather than adjusted against revenue. Contracts with customers are presented in an entity's statement of financial position as a contract liability, a contract asset, or a receivable, depending on the relationship between the entity's performance and the customer's payment. Customer acquisition costs and costs to fulfil a contract can, subject to certain criteria, be capitalised as an asset and amortised over the contract 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 profit or loss when the company satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before the company is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Donations

Donations and bequests are recognised as revenue when received.

Interest

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

Other revenue

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

f. Income Tax

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

g. Cash and cash equivalents

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

h. Trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any 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 \$94,017 for the year ended 30 June 2020 and has an accumulated surplus as of that date of \$646,099. 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 success with fundraising. Should grant funding or financing 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 believe that the company will be successful in achieving on-going support and accordingly have prepared the accounts on a going concern basis.

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.

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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 2020 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 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	2020	2019
		\$	\$
	Membership	71,095	65,576
	Grants – government	913,072	820,279
	Sponsorship & Donations	98,815	105,504
	Interest	7,165	10,238
	Fees and seminars	118,704	109,338
	Other income	103,298	32,137
		<u>1,312,149</u>	<u>1,143,072</u>
5	EXPENSES	2020	2019
		\$	\$
	Depreciation of non-current assets		
	Plant and equipment	3,397	2,533
	Leasehold improvements	-	-
		<u>3,396</u>	<u>2,533</u>
6	CASH AND CASH EQUIVALENTS	2020	2019
		\$	\$
	<u>Cash at Bank</u>		
	Bendigo Bank	51,563	10,328
	Commonwealth Bank	279,271	257,250
	Term Deposits	426,260	418,967
		<u>757,094</u>	<u>686,545</u>

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	Cash on Hand		
	Petty Cash	500	500
		757,594	687,045
7	TRADE AND OTHER RECEIVABLES	2020	2019
		\$	\$
	Trade debtors	165,892	80,451
	Provision for Doubtful Debts	(9,068)	-
	Other receivables	23,405	8,700
		180,229	89,151
8	PLANT & EQUIPMENT	2020	2019
		\$	\$
	Office Furniture, Fittings and Equipment at cost	88,253	80,734
	Accumulated depreciation	(78,675)	(75,279)
		9,578	5,455
	Leasehold Improvements at cost	37,384	37,384
	Accumulated depreciation	(37,384)	(37,384)
		-	-
		9,578	5,455
	Reconciliation		
		\$	\$
	Office Furniture, Fittings and Equipment		
	Carrying amount at the beginning of the year	5,455	7,988
	Additions	7,520	-
	Asset write down	-	-
	Depreciation	(3,397)	(2,533)
	Carrying amount at the end of the year	9,578	5,455
	Leasehold Improvements		
	Carrying amount at the beginning of the year	-	-
	Additions	-	-
	Depreciation	-	-
	Carrying amount at the end of the year	-	-
9	TRADE AND OTHER PAYABLES	2020	2019
		\$	\$
	Trade creditors	-	-
	Other creditors and accruals	61,846	30,252
		61,846	30,252

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	2020	2019
10 PROVISIONS	\$	\$
Annual leave – current	56,194	59,644
Long service leave - current	15,863	23,798
	<u>72,057</u>	<u>83,442</u>
Long service leave – non-current	<u>12,380</u>	<u>11,896</u>
11 INCOME RECEIVED IN ADVANCE	2020	2019
	\$	\$
Grants and other income received in advance	128,386	44,614
Membership received in advance	65,773	71,895
	<u>194,159</u>	<u>116,509</u>
12 AUDITOR'S REMUNERATION	2020	2019
	\$	\$
William Buck	8,000	8,000
13 NOTES TO THE STATEMENT OF CASH FLOW	2020	2019
	\$	\$
Surplus/(Deficit)	94,017	25,758
Depreciation	3,397	2,533
Changes in Assets and Liabilities:		
(Increase)/Decrease in Trade Debtors	(118,138)	(55,798)
Increase/(Decrease) in Payables	31,635	13,302
Increase/(Decrease) in Income in Advance	78,059	48,467
(Decrease)/Increase in Employee Benefits	(10,901)	7,393
Net Cash (used in)/provided by Operating Activities	<u>78,069</u>	<u>41,655</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

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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:

	2020 \$	2019 \$
Short-term benefits	136,421	130,152
Post-employment benefits	25,000	25,000
	<u>161,421</u>	<u>155,152</u>

(c) Key management personnel during the year ended 30 June 2020 were Valerie Hoogstad, Geoff Rickard, Les Hems, Terry Brigden, Joy Woodhouse, Lan Snell, Di Robinson, Ian Bulluss, Alan Max, Helen Freeland and Gemma Rygate.

16 COMMITMENTS

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

	2020 \$	2019 \$
Within one year	8,916	8,916
Later than one year but not later than five years	5,201	14,117
	<u>14,117</u>	<u>23,033</u>

A Contingent Liability exists for a secured bank guarantee in the amount of \$37,043 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 219 eligible members.

18 EVENTS SUBSEQUENT TO REPORTING DATE

The impact of the Coronavirus (COVID-19) pandemic is ongoing and it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided. No other matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

DIRECTORS' DECLARATION

In the Directors' opinion:

- the attached financial statements and notes comply with the Australian Charities and Not-for-profit Commission Act 2012, the Australian Accounting Standards - Reduced Disclosure Requirements and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of The Centre for Volunteering's financial position as at 30 June 2020 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.

A handwritten signature in black ink, appearing to read 'Alan Max', with a small flourish at the end.

Alan Max
Director

Dated this 24 September 2020

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 2020, 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 2020 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 2020 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.

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

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.

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, 24 September 2020