



# Annual Report 2016 - 2017



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The Volunteer Team of the Year 2016

The Women in Prisons Advocacy Network Volunteer Mentors (now known as Women's Justice Network)

## Table of Contents

Table of Contents .....	3
1.0 Message from the Chair .....	4
2.0 Message from the CEO .....	6
3.0 About The Centre for Volunteering .....	8
4.0 Highlights 2016-2017 .....	9
5.0 Volunteer Referral Service.....	10
6.0 Member and Client Services .....	12
7.0 Professional Development Programs.....	16
8.0 Events and Capacity Building .....	18
9.0 Advocacy, Communications and Marketing .....	21
10.0 Volunteers.....	27
11.0 Partners, Sponsors and Supporters .....	28
12.0 Financial Report.....	32

## 1.0 Message from the Chair



### MESSAGE FROM THE CHAIR, VALERIE HOOGSTAD

Some people say we have become a more divided community, however the latest Census revealed there has been a slight rise in the volunteering rate in NSW – 18.1%, up from 16.9% four years ago.

This increase in the number of people who volunteer shows there is widespread generosity – across genders, migrant groups and across the generations – indicative of a society with a strong sense of community.

The Census also revealed that NSW has one of the lowest volunteering rates in the country, behind the national rate of 19% and a considerable way behind the “best” volunteering State, the ACT, where 23.3% of the population volunteer.

There are some key reasons for NSW’s relatively low rate of volunteering compared to the rest of the country: our high rate of urbanisation, high intake of recent migrants from a non-English speaking background and our high cost of living. All these factors are barriers to volunteering and they are not going to change in our State, so our challenge as an organisation and a people is to overcome them so that our community can thrive.

That is the dual enrichment offered by a strong volunteering culture: happier individuals and stronger communities. Numerous studies have demonstrated that volunteers live happier and healthier lives – and those benefits flow to entire communities.

If anyone is looking for inspiration and proof of the personal and community benefits of volunteering, one need only consult the winners of the 2016 Volunteer of the Year Awards, the State’s premier volunteering recognition program run by The Centre for Volunteering (The Centre). Now in their 10th year, the awards are stronger than ever, with more nominations and more remarkable and inspiring stories across the State.

I would especially like to congratulate the 2016 Volunteer of the Year, Dr David Digges, the co-founder of the National Dental Foundation. Dr Digges, dubbed the “Fred Hollows of Dentistry” by The Sydney Morning Herald, helped establish a national network of more than 100 dentists offering pro bono treatments to those in need.

I welcome the new Minister responsible for volunteering, the Hon. Ray Williams, and thank him and the NSW Government for their continued funding and support.

On behalf of The Centre for Volunteering, I acknowledge the ongoing support of ClubsNSW, The Centre's major corporate supporter. We are grateful for the continued support, both financial and in kind. We also recognise the support of Bupa Aged Care, Etchcraft and recently Thrifty Car & Truck Rentals.

I am pleased to record The Centre made a small surplus this year. However, we are still very dependent on government grants and the future security of the organisation will depend on securing more diverse sources of funding.

The staff and volunteers at The Centre remain the organisation's strongest asset. Their dedication to their work and their enthusiasm for the wider purpose of the organisation is apparent in their professionalism and the care they take in their responsibilities.

I thank our CEO, Gemma Rygate and her staff for all they do.

Finally, thank you to the Board, who are dedicated to the purpose and success of The Centre. I especially thank retiring board members Bronwen Dalton (Deputy Chair) and Kaye McCulloch (Director) and welcome new members Tamara Leizer and Gavin McCairns. Geoff Rickard has been appointed Deputy Chair.

In 2017, The Centre will continue to bring all our experience together to advocate and promote best practice in volunteering to the broader community.

**Valerie Hoogstad, Chair**

## 2.0 Message from the CEO



### MESSAGE FROM THE CHIEF EXECUTIVE OFFICER, GEMMA RYGATE

Volunteering is a personal and community benefit, the value of which I never tire of sharing when presented with the opportunity to raise the profile of the volunteering cause. According to research undertaken at Flinders University, volunteering contributes \$290 billion to Australia's economic and social good. It is the role of The Centre for Volunteering to support the systems and frameworks that help individuals engage in volunteering and to ensure their experiences are positive, both for them and for the organisations and communities they support.

Hence one of our key functions at The Centre is to promote and uphold the National Standards for Volunteer Involvement. This year we sought to reinforce these standards in all of the training we offer at The Centre: in the updated accredited Certificate courses (Certificates I – IV), the professional development programs we offer to volunteer managers every month and in the weekly Bridge to Volunteering for those making the first steps to becoming a volunteer.

These programs are part of our essential role as a volunteering support service – and this year the role of volunteering support services across the country was under challenge financially and also conceptually. The Centre joined the national campaign lobbying the Federal Government to reverse its decision to cease direct funding for volunteer management under the Community Grants program. A national strategy coalesced under the #towerofstrength campaign where a petition was circulated across Australia (featuring on our website) and ultimately presented to Federal Parliament by Volunteering Australia on behalf of all the State bodies. The Centre also made an individual submission to the Department of Social Services setting out our concerns if this funding was lost. Ultimately the campaign was successful and the Minister for Social Services announced that the Federal Government would continue to directly fund volunteer support services under the program until 2021. We set out to prove that volunteer management is essential to a strong volunteering community – that organisations such as The Centre are the foundation upon which volunteer-involving organisations are able to thrive, providing resources, training and setting community standards. I am pleased to note that our efforts were rewarded and funding restored for the next three and a half years.

The Volunteer of the Year Awards celebrated their 10th Anniversary and it was a landmark year for these distinguished awards with a record number of nominations: more than 7500 nominations were received, acknowledging more than 100,000 volunteers. This also meant that the 20 regional ceremonies were bigger than ever and it was a privilege to represent The Centre for Volunteering and to meet some of the inspiring volunteers who contribute so much to our communities.

The NSW Volunteer of the Year was Dr David Digges, acknowledged for his role in establishing the National Dental Foundation. The Senior award winner was Sandra McDonald who started Beautiful Minds, to improve conditions for patients and staff within acute mental health units.

The younger winners were recognised both for their individual community efforts and for their inspiring leadership in overcoming personal challenges. Holly Johnson from Albury was the Student Volunteer of the Year whose story of using volunteering as a means of overcoming anxiety received sensitive media attention, and Ben Matthews, the Youth winner was acknowledged for his extraordinary contribution to his Surf Life Saving Club and for mentoring young people with Cerebral Palsy – a condition with which Ben also lives.

The Team award went to the terrific Women in Prison Advocacy Network Volunteer Mentors and Excellence in Volunteer Management was awarded to the Royal Rehab Volunteer Services. Our individual corporate winner was Chris Bond from Macquarie Bank who was nominated by the Raise Foundation for his extensive mentoring and fundraising efforts on its behalf and the Salesforce Team were the team winners in the Corporate Awards.

The Awards continue to grow in reputation and participation – this year saw a 100% increase in the media coverage for the Awards and shows there is a huge appetite for ‘good news’ within the community and it is a pleasure to be part of the process that helps bring these inspiring stories to the public’s attention.

The ongoing support of our partners sustains and supports our every endeavour. In particular I thank the NSW Government, the NSW Department of Family and Community Services, ClubsNSW, Bupa Aged Care and Etchcraft for their generous contributions, as well as Norths, Colgate Palmolive (Ajax Spray & Wipe), H & T Realty, NOVA Employment, Campbelltown Catholic Club, The Schwartz Foundation, Coopers, Lindt, Robert Oatley Wines, Seiko and Sweet Art.

I also thank our wonderful team of volunteers and staff. Their dedication, enthusiasm and talent allows The Centre for Volunteering to achieve so much for our members and volunteering in NSW.

**Gemma Rygate, CEO**



### 3.0 About The Centre for Volunteering

The Centre for Volunteering (The Centre) is the peak body in NSW promoting and supporting volunteering and community participation.

We are a not-for-profit member organisation with a proud 40 year history. The Centre for Volunteering represents the two million plus volunteers in NSW and more than 2000 community, industry and not-for-profit organisations including almost 300 member and client organisations.

We connect people and organisations to enrich our community.

We achieve this through volunteer recruitment and matching, resource development, advice, advocacy, recognition and training. We help people and organisations get involved in their communities.

The Centre for Volunteering includes:

- Volunteering NSW: our volunteer referral service
- The National School of Volunteer Management, a Registered Training Organisation (RTO)

The Centre relies on funding from a range of sources including the Australian Government, the NSW Government, corporate partners, members and donors. We are grateful for their ongoing support.



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

Pictured: Award Patron, The Hon. John Ajaka, The Centre for Volunteering CEO, Gemma Rygate and Paula Duncan AM, Ambassador, NSW Volunteer of the Year Awards.



## 4.0 Highlights 2016-2017

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

**88%**

Volunteers referred to roles following interview

**3752**

Volunteers interviewed by our Volunteer Referral Service

**1747**

People attended professional development, events and training

**3129**

Facebook Likes - our fastest growing channel (15% growth)

**100,000**

Volunteers recognised during the 2016 Volunteer of the Year Awards

**501**

People were placed in Corporate Volunteering roles

**240**

Members & supporters attended our monthly networking events

**2012**

Collective hours for corporate volunteering placements

**110%**

Increase in media coverage for the Volunteer of the Year Awards

**72**

The number of dedicated volunteers who helped The Centre

## 5.0 Volunteer Referral Service

In these extremely challenging times when change is the norm, the Volunteer Referral Service (VRS) offered by The Centre for Volunteering to its member organisations remains relevant and valued. It continues to provide a professional service matching volunteers to appropriate positions within our member organisations. For over 30 years the service has evolved to meet the changing needs of organisations and volunteers.

The service provides volunteers with the confidence that they are protected by the insurances our members are required to have in place. Our member organisations rely on the Volunteer Referral Service to screen candidates so only suitable volunteers are referred to them, saving them valuable time.

The VRS is staffed by 30 experienced volunteers who attend The Centre on a nominated day each week and work very effectively in teams to ensure that volunteer roles are advertised on a variety of platforms and that expressions of interest are responded to in a timely manner. Volunteers are contacted and interviews are scheduled for them by phone or in person and they are then referred to our member organisations. Volunteers are given referrals and are followed up for feedback within four weeks. The dedication and professionalism of these volunteers ensures the continued success of this service.

### Achievements:

Volunteer Referral Service 2016-2017	
Email and phone inquiries per month	<b>400+</b>
Number of Interviews per month	<b>315</b>
Referrals per month	<b>244</b>

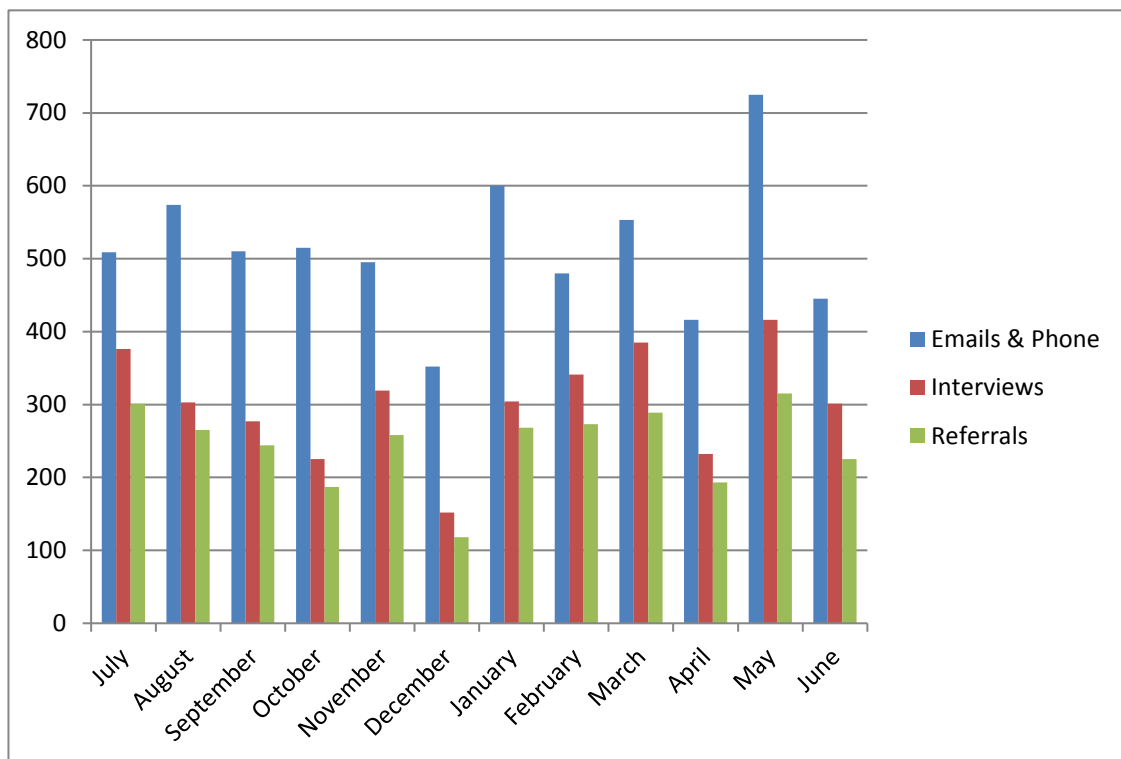
# 315

In an average month, the VRS will interview 315 potential volunteers

### Sourced volunteers for many special events such as:

VIVID	150+
TropFest	130

The Centre has promoted its services to over 2000 participants including retirees, students and the general public, at Expos and Presentations over the course of the financial year.



Once again the VRS has maintained its high standards and professional referral process to ensure that both volunteers and our Volunteer Involving Member Organisations benefit from the matching process which ultimately benefits volunteering activities in our community.

## 6.0 Member and Client Services

In the 2016-2017 year, the focus was on enhancing our program offerings.

In summary we:

- Contacted existing members to ensure they understood the benefits and services available to them as members of The Centre for Volunteering
- Consolidated a Member and Client Services Volunteer Program for renewal, updating, presentation and creation of documentation
- Created a new online resources area for volunteer members and corporate clients
- Created a new reference log for volunteering research
- Directed our website with new membership information and online payment updates
- Developed new strategies for engaging members and clients with our networking events including a webinar with Google and off-site events at Taronga Zoo and the Australian Red Cross
- Merged together Members and Client Services roles to create a more streamlined approach to actioning work
- Created new networks to recruit volunteers for our members with universities and large NFP event based organisations
- Revamped our website revamp and changed the access to our program information while the member portal will be improved in the new financial year.

Given the continued funding pressures, new competition in the market and job losses felt throughout the sector, we were pleased to be able to improve our service, while maintaining our core membership which actively uses our services on a regular basis.

Membership		
Financial Year	2015-2016	2016-2017
Total Membership	280	243
Income	\$74,573	\$72,602

Networking Speaker Organisations		
Atlassian	Australian Red Cross	Exodus Foundation
Google	Global Leadership Program, Macquarie University	Lane Cove and Northside Community Services
Museum of Applied Arts and Science	Peopleplan	Realized Worth
Spark Strategy	Taronga Zoo	

Networking Events	
Events	10
No. of Attendees	240
Income	\$727.68

*“Very informative presentation. Speakers are very knowledgeable in their field. Interesting to see the systems that they use and reassuring that we are on the right track. We will take on board some of their ideas as well.”*  
 – Carmen Hedges, Exodus Foundation.



Taronga Zoo networking event

*“This iconic venue was excellent, eye opener, the running of the Zoo was highly complex, with lots of highly valued projects. The compassion and care of the staff was certainly noted. It is gratifying to see how wonderfully our animals are cared for, and how much effort the zoo puts in for their optimum health and welfare.”* – Participant.

## Member and Client Services Volunteer Program

The Member and Client Services team has four core volunteers helping with our program throughout the year. We have also used the services of three short-term skilled volunteers to help with resources and renewals. They have been integral to maintaining our services and providing instruction on our offerings. They also added new enthusiasm and enhanced the atmosphere of our volunteer pool. We also attended various expos including Seniors Week Expo, NSW Volunteering Expos and the University of Western Sydney Expo.

## Corporate Volunteering – Client Services

Our members were extremely challenged with funding changes during this year and some have cut back even more of their intake of corporate volunteers and corporate volunteering programs due to capacity issues. There is also increased competition from organisations with better technology and funding. There have been fewer member opportunities to offer corporate clients without a fee or donation involved.

The trend of our corporate clients was for one-off events or numerous events on one day, necessarily resulting in a decrease in volunteers placed.

We created corporate volunteering resources for not-for-profit organisations to set up and maintain a volunteering program.

Our team worked hard to assist our not-for-profit members to promote their Corporate Volunteering programs, assist with program ideas and create more opportunities to engage with Corporate Volunteers and Corporate Social Responsibility programs. The Centre would like to thank all the organisations who used our services and for their contribution to the community through these programs. We would also like to give a big thank you to our many not-for-profit members who liaise with us to make these programs happen.

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Corporate Volunteer Placements		
Financial Year	2015-2016	2016-2017
Corporate organisations assisted	17	17
Members assisted	15	9
Volunteers placed	964	501
Collective Hours	3716.5	2012
Revenue	\$ 32,447	\$18,307

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### Corporate Volunteering Teams assisted in 2016-2017

Actelian	Allianz	AMEX	Amgen
Australian Catholic University	Bankwest	BBC	Challenger
Dexus	Fidante	Financial Partners (part of ANZ)	HSBC
Isagenix	Lend Lease	Ntt Data	Rustic Pathways
Westpac			

The Centre for Volunteering, through our Corporate Volunteer programs, works to educate and promote the not-for-profit sector to the wider for-profit community to help promote a culture of community participation.



The Australian Catholic University volunteers in action.

*"The Australian Catholic University Finance Team helped remove hazards from Sydney Water and tributaries (Parramatta and Lane Cove Rivers). This included removing litter and debris of all kinds that gather around the water mark. Above this level is the responsibility of the local authority to remove litter. This is a huge problem with some 3000 cubic metre of waste being collected weekly. It is challenging and dirty work in an environment that is difficult to access. The work was very rewarding and a great team effort. The team was provided with a full induction: pick up tools, protective gloves, bags for waste and a safety briefing. Overall, everyone had a fantastic day and exhilarating experience."* – Anuschka Mazza – Australian Catholic University.



## 7.0 Professional Development Programs

The School of Volunteer Management (SVM) is a 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. A total of 44 Bridge sessions were delivered by our wonderful team of volunteer presenters: Kathy Whitehead, Carol Dance, Lorna Paviour, Jeanette Bradley, Diana McConachy and Michael Peschardt to 719 participants. Our program was also delivered externally to over 600 people at:

- Australia Awards
- Positive Life
- Ausgrid
- Yass Council
- The University of Sydney
- Volunteering Expos at Parramatta and Newcastle.

- **Professional Development Networking Events and Workshops**

This year we revised our professional development calendar and held 14 workshops, some of which were new for The Centre. One hundred and eighty people attended. In addition we worked with The National Association of Legal Centres to develop a series of webinars on recruiting and training volunteers.

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

In November we launched our revised Certificate IV in *Co-ordination of Volunteer* programs. To date 21 people have enrolled including a small group in Albury. The course was re-structured and new materials developed including *Use Social Media for Engagement and Collaboration*. We are currently working on updating our *Recruit and Retain* and *Manage Volunteer* units.

- **Certificate I in Active Volunteering**

Through the *Max Potential* program, an initiative of ClubsNSW and Future Achievement Australia, 200 students completed the Certificate I in *Active Volunteering*. This 22-week program matches young adults to a community service project and they are coached in developing leadership skills.

- **Education and Training Out West**

We have continued our relationship with Education and Training Out West (ETOW) this year. This 20-week program is for young students in Years 9 and 10 who have been identified as being disengaged at school. The program gives them intensive support and coaching in literacy and places them as volunteers at Buninyong Primary School. Twenty seven young adults have completed Certificate I this year and 12 have enrolled to complete the Certificate II. We are pleased to be able to offer scholarships for training of this small group of young people in the Certificate II.

Thank you to Independent Assessment Validation Services for donating consultancy services to the School of Volunteer Management.

## 8.0 Events and Capacity Building

As the peak body for volunteering in NSW, The Centre for Volunteering promotes and supports all aspects of volunteering and volunteer engagement. To achieve this The Centre held key events and programs including:

- 2016 NSW Volunteer of the Year Awards
- 2017 National Volunteer Week Forum
- 2017 Volunteering NSW State Conference
- Monthly Networking Events

### 2016 NSW Volunteer of the Year Awards

The 2016 NSW Volunteer of the Year Awards program was undeniably the most successful to date. This year the program celebrated ten years of recognising volunteering in NSW.

The NSW Volunteer of the Year Awards is an annual program launched in 2007, to recognise the outstanding efforts of the two million plus volunteers in NSW, to promote the importance of volunteering to the community and for the community to thank its volunteers. In this tenth year, the NSW Volunteer of the Year Awards was supported by the Awards Patron, The Hon. John Ajaka, NSW Minister for Disability Services, Minister for Ageing and Minister for Multiculturalism, Ambassador Paula Duncan AM, the Department of Family and Community Services, ClubsNSW, Bupa Aged Care and Etchcraft.



The Awards recognised volunteers and volunteer teams in eight categories:

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

The 2016 Volunteer of the Year Awards State Ceremony was held on Friday 2 December, 2016 at Norths in Cammeray. There were 245 guests, including 71 VIPs (State Members of Parliament, major supporters and Government officials). Feedback was extremely positive, with highlights being the surprise and appreciation shown by the volunteers on receiving their awards. Entertainment was provided by Lexie Duncan, Alix Hill, Lorenzo Rositano, Anja Nissen and Lane Sinclair.



The 2016 program saw:

- Approximately 7500 nominations highlighting the volunteering efforts of over 100,000 across NSW
- Special messages of support from The Hon. Malcolm Turnbull, MP Prime Minister of Australia and The Hon. Mike Baird, Premier of NSW.
- The engagement of new sponsors, both financial and in kind, most notably new sponsors for the State Ceremony which contributed \$23,000 in cash donations alone.
- The introduction of the Outstanding Contribution Award which recognised the NSW Rural Fire Service, the NSW State Emergency Service and the Country Women's Association of NSW.
- An increase in media interest resulting in coverage in print, on radio and regional television
- Excellent social media engagement.



2016 Volunteer of the Year Dr David Digges receives his award from The Hon. John Ajaka, Minister for Disability Services, Minister for Ageing and Minister for Multiculturalism.

## 2017 National Volunteer Week Forum

The National Volunteer Week Forum was held at Parliament House on Monday 8 May, 2017 with over 70 guests in attendance. The theme for the forum was “Volunteering in the Age of Disruption”. Speakers included The Hon. Ray Williams MP, Dr David Digges, 2016 NSW Volunteer of the Year and Co-Founder of the National Dental Foundation, Isabella Wallington, Head of FutureGov Australia and Dr Alex Gyani, Principal Advisor, Behavioural Insights Team.

Lunches were also held for all The Centre for Volunteering’s volunteers on each day of National Volunteer Week.

## 2017 Volunteering NSW State Conference



The 2017 Volunteering NSW State Conference was held on Wednesday 7 June, 2017 at Doltone House, Darling Island Wharf in Pyrmont. The conference program explored the theme “Future Proofing Volunteering in NSW” and the three sub-themes:

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

The Conference attracted over 180 people. Both Federal and State MPs were approached in the lead-up to the conference requesting a sponsorship which would cover the costs of two delegates in their local area for the Conference. We received sponsorship for eight delegates this year from MPs.

The Centre also attracted three paid Exhibition Spaces: Better Impact, Communitier and Northside Community Forum Limited which had tables alongside The Centre for Volunteering / School of Volunteer Management and VIKTOR and VIRA for the duration of the Conference.

With a line-up of more than 20 speakers covering a keynote session, three plenary sessions, nine workshops, two VIP addresses and a panel session, the feedback from delegates was extremely positive.

## 9.0 Advocacy, Communications and Marketing

### Advocacy

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

Achievements included:

#### **National Advocacy Campaign to retain funding for Volunteering Support Services**

The Centre lobbied the Federal Government as part of a national campaign to retain direct funding for volunteer management under the Community Grants program. Under the #towerofstrength campaign a petition was circulated across Australia and presented to Federal Parliament by Volunteering Australia. The Centre also made an individual submission to the Department of Social Services setting out our concerns if this funding was lost. Ultimately the campaign was successful and the Minister for Social Services announced that the Federal Government would continue to directly fund volunteer support services under the program until 2021.

#### **Australian Bureau of Statistics – The Census and Our Say for the Future Volunteer Count**

The 2016 Census released in June showed an increase in the number of people volunteering in NSW. Census 2016 shows that 18% of NSW residents aged 15 and over volunteered in a formal capacity, up from 16.9% in the previous Census (2011). The national volunteering rate is 19%. NSW has one of the lowest in Australia. This can be attributed to our State being the most urbanised, (more people volunteer in regional areas than metropolitan), we have one of the highest intake of recent migrants who typically have low volunteering rates and the overall high cost of living which is a deterrent to community service.

It is important to note that the Census underestimates the real volunteering rate – capturing as it does only formal volunteering with ‘organisations and groups’, and missing informal and casual volunteering. The Census also only counts volunteering in people over the age of 15.

Aware of the limitations of the volunteering information in its current data collection, The ABS called for submissions on volunteering questions in both the National Census and the General Social Survey. The Centre took the opportunity to provide input in a detailed submission where we sought to improve the quality and detail of the volunteering information collected.

In the lead up to the Census, The Centre also campaigned on the importance of accurately completing the Census question on volunteering.

#### **Volunteering Expos**

The Centre attended Volunteering Expos organised by the Department of Family and Community Services at Wollongong, Newcastle, Parramatta and Liverpool. At each Expo we presented an Introduction to Volunteering session. We also maintained an active presence at the two-day Seniors Expo in Darling Harbour.

## Representation

The Centre was represented on key committees and at various sector events to promote volunteering and support organisations that engage volunteers including:

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NCOSS

FONGA

Youth Insearch graduation at Government House

The Future Leader Group- Max Potential

Sydney Volunteer Network

CEON (CEO Network of State/Territory Volunteering Peaks)

PASC (Planning and Strategy Committee of State/Territory Volunteering Peaks)

The NSW Ageing Alliance

ITAB Board

Environmental Trust Advisory

VCN (Volunteer Centre Network)

Icare – Voluntary Workers Insurance Meeting

Office of Environment – Youth and Environment

Collaborated with FACS at regional consultations on the revised Statement of Principles for the Recognition of Volunteers

Prime Minister’s Community Business Partnership on Volunteering

COTA

Pfizer’s CSR annual conference

NESST volunteer managers training conference

Green Gown Awards

Community Radio Awards

Health Awards

Peaks Working Group

Red Cross Reference Group

Murrumbidgee Local Area Health Advisory Conference

National Conference of University managers of volunteers and alumni

Voluntas, Alternative Dispute Resolution

NSW/ACT Youth Achiever Awards

NSW International Student Awards

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## Communications

### External Media

Contact with the mainstream media improved across all areas of The Centre’s operations, with a strong rise in coverage for volunteering issues in all three traditional media platforms – in print, on radio and on TV. Moreover story genres also ranged across the narrative spectrum from news stories to longer magazine formats in print (news stories, features and magazine articles) radio (news grabs, to on-air interviews with both the CEO and individual



volunteers) and on TV. The Centre again featured in news stories, as well as ‘magazine’ or current affairs programs.

### The 2016 Volunteer of the Year Awards

In this, the 10th anniversary of the Awards, there was a 110% increase in overall media coverage on the previous year. In total the Volunteer of the Year Awards drew 328 media ‘mentions’, up from 156 in 2015.

	Print/Online media		Radio		TV		Total stories	
	2015	2016	2015	2016	2015	2016	2015	2016
<b>Regional Ceremonies</b>	48	<b>115</b>	14	<b>63</b>	4	<b>8</b>	66	<b>186</b>
<b>Gala Ceremony</b>	79	<b>126</b>	9	<b>12</b>	2	<b>4</b>	90	<b>142</b>
<b>Total</b>	127	<b>241</b>	23	<b>75</b>	6	<b>12</b>	156	<b>328</b>

The coverage of the Awards improved dramatically across all media platforms mainly due to more detailed ‘prepping’ of information to facilitate easier take-up by reporters and editors. This included more attention to individual story lines and more interesting presentation of picture opportunities.

Radio was the stand out performer where we were able to grow the appetite for stories on volunteering in this most personal of mediums. Newspapers are still the largest site for our stories with digital and online outlets offering a broader and deeper audience reach than ever before. The doubling in the number of TV stories was due to improved information being provided to reporters and more detailed scoping out of the entire story brief, including filming opportunities.

<b>Medium</b>	<b>% increase over 2015</b>
Print	89
Radio	226
TV	100
All Media	110

## Media coverage by type and region

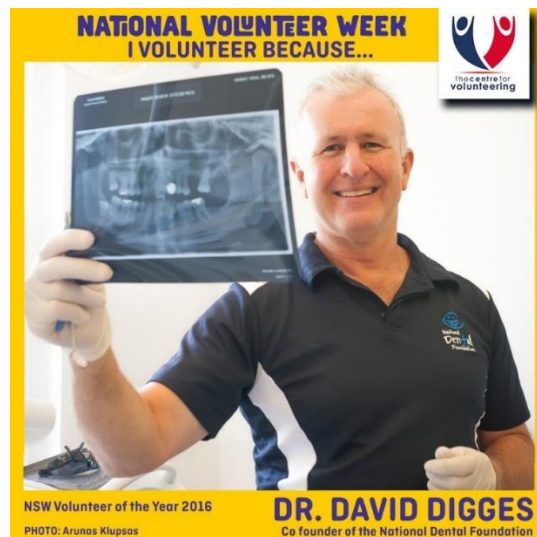
Region	Print	Radio	TV	Total
Sydney Mid-West	4			4
Sydney Inner West	8	1		9
Sydney Outer West/Blue Mountains	11			11
Sydney North	6			6
Sydney City East	4	2		6
Sydney Hornsby/North West	9			9
Mid North coast	2	3		5
Northern Rivers	9	7		16
New England/North Inland	3	2	3	8
Murray	2	2		4
Riverina	1	4	1	6
South Coast/South Inland	5	2		7
Illawarra	4	1	1	6
Sydney South West/Macarthur	14			14
Hunter	9	4	1	14
Central Coast	7	9	1	17
Sydney South	3			3
Far West	2	15		17
Orana	6	5		11
Central West	6	6	1	13
<b>TOTAL</b>	<b>115</b>	<b>63</b>	<b>8</b>	<b>186</b>

The coverage of the State Gala in December, including the overall 2016 Volunteer of the Year winners, was especially pleasing: The Awards' Principal Corporate Sponsor, ClubsNSW, helped facilitate an outside broadcast at Norths on the Ben Fordham Program on Radio 2GB. The coverage included extensive interviews with four of the winners (Adult/2016 Volunteer of the Year Dr David Digges, Senior Volunteer Sandra McDonald, Youth Ben Matthews and Student Holly Johnson). Ben also interviewed the Awards' Ambassador, Paula Duncan, and ClubsNSW Executive Anne FitzGerald, who spoke about the Awards program.

The Awards were also covered by The Sydney Morning Herald, which carried an exclusive interview with the 2016 Volunteer of the Year, Dr David Digges, both online and in the Saturday paper. The Weekend Sunrise Program covered the State Gala as a magazine news item and followed this with an in-studio interview with both Dr Digges and another regional finalist Geoffrey Milton (Finalist in the Senior category of the Sydney Hornsby Volunteer of the Year).

## National Volunteer Week, May 2017

This year The Centre marked National Volunteer Week (NVW) held from May 8-12, with our own marketing campaign, striking out from the generic *Give Happy Live Happy* slogan adopted nationally over the previous few years.



The *I Volunteer Because* social media campaign featured 23 'case studies' of individuals who told their own specific and inspiring stories of why they volunteer. The volunteer ambassadors included some 2016 overall Volunteer of the Year Award winners, broadcaster Ben Fordham, the President of the NSW Law Society Gary Ulman, Wests footballers, people nominated by our members and other individuals.

The campaign was very active across Facebook and Twitter and helped raise engagement with our freshly revived Instagram page. The campaign's purpose was both to provide engaging content for the entire week and to put The Centre at the heart of National Volunteer Week in a dynamic way. As NVW also marks the launch of the Volunteer of the Year Awards the campaign provided an opportunity throughout the week to build our brand awareness as the 'go to' place for all matters volunteering in the State.

## Marketing

### Digital

On the digital front two major initiatives have been undertaken: the significant improvement of The Centre's website and our monthly newsletter 'The Voice of Volunteering'.

The website has been transformed from a basic text based site into a much cleaner and more dynamic medium with improved visual elements. The site is now also being updated

on a much more frequent basis with content on programs, policies and advocacy being widely shared.

Overall sessions increased by 106% with a total of 294,030 visits to the website between July 2016 and June 2017.

The new-look Voice of Volunteering is not only more visually engaging, it has expanded into a hub for the most important information in the volunteering and community sector. The vastly improved digital friendly design also presents a more professional look to support the services provided by The Centre.

## Website

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

### Facebook



- 15% increase
- Number of likes:
- June 2016 = 2717
- June 2017 = 3129

### LinkedIn



- 4% increase
- Number of followers:
- June 2016 = 4174
- June 2017 = 4334

### Twitter



- 6% increase
- Number of followers:
- June 2016 = 2451
- June 2017 = 2615

### Instagram

- 103 posts
- 887 followers

## 10.0 Volunteers

### 2016-2017 Volunteers with the Centre for Volunteering

Robin Arbib	Bill Jarvis	Susan Reid
Marian Attfield	Sally Jordan	Ariana Restua
Wendy Baker	Arna Karbowski	Editha Reyes
Sudha Balachandran	Barbara Keffel	Rosemary Richman
Amrita (Amy) Banerjic	Margaret Labruyere	Carol Russell
Mina Benjamin	Carol Lawler	Judy Schneider
Novita Benjamin	Kelera Levu	Caroline Shen
Azita Bokan	Kaye Llewhellyn	Sneha Shukla
Jeanette Bradley	Anne Lopez	Elijah Sloat
Tara Castro	Connie Lovell	Bogna Sobczyk
Joanne Codling	Karen Man	JR Sullivan
Joan Curtis	Sue Marsden	Pholy Tan
Carol Dance	Diana McConachy	Joyce Taylor
Anne Duffy	Patricia Moody	Denise Tierney
Pauline Egan	Bess Morrison	Andrea Turner
Brian Elliott	Oriane Mousset	Yihua Wang
Melissa Fairbairn	Molly Neal	Lynne Wayling
John Forrest	Judith Nicklin	Kathy Whitehead
Denise Francis	Lorna Paviour	Betsy Williams
Jenny Gray	Michael Peschardt	Ainsley Wilson
Norman Hams	Jan Pickering	Vivien Wolff
Peter Hoadley	Denis Porter	David Yeomans
Judy Houlton	Tamsin Quinn	Emilia Zwolak

thank you!

## 11.0 Partners, Sponsors and Supporters

### Major Funders



### Volunteer of the Year Awards Principal Partners



### Volunteer of the Year Awards Supporters



## Volunteer of the Year Awards Sponsors



### Pro-Bono and other In-Kind Support

Albury Club	Bronwen Dalton, Deputy Chairperson
Armidale City Bowling Club	Jane Davies
Marian Attfield	Ian Day
Loki Ball	Dr David Digges, Volunteer of the Year
Alan Bates	Melanie Dolan
Terry Brigden	Dubbo RSL Memorial Club
Barrier Social Democratic Club	Brian Elliott
Bathurst RSL Club	Fatma Emir
Chris Bond, Corporate Volunteer of the Year	Melissa Fairbairn
Campbelltown Catholic Club	Ann Fitzgerald
Monique Cardon	John Forrest
Yvette Caroly	Carolyn Frischling, Lane Cove and North Side Community Services
Castle Hill RSL Club	Andy Fryar, Better Impact
Sarah Cerreta, Google	Amanda Grannall
Heesun Chung	Laura Goddard, Leep
Cooma Ex-Services Club	Dr Rebekah Grace, Macquarie University
Jennifer Crossman, Kids Giving Back	Dr Alex Gyani, Behavioural Insights Team, Department of Premier and Cabinet
Carmen Haley, Exodus Foundation	Andrew Pepar, The Reason & the Road



Robin Hall	Vesna Perisic
Norm Hams	Melissa Philbrook, 3 Bridges
Dr Debbie Haski-Leventhal, Macquarie Graduate School of Management	Adrienne Picone, Volunteering Australia
Les Hems	Jan Pickering
Jacquelyn Hole	David Price
Dr Kirsten Holmes, Curtin University	Michael Perusco
Valerie Hoogstad, Chairperson	Laura Reed, Spark Strategy
Chris Jarvis, Realized Worth	Dale Rees-Bevan, SpeakersBank
Liz Jewell, Northern Beaches Council	Royal Rehab Volunteer Services, Excellence in Volunteer Management
Holly Johnson, Student Volunteer of the Year	Geoff Rickard
Tobi Johnson, Tobi Johnson and Associates	Alex Rixon-Booth, I need Helpers
Lakemba Senior Citizens Centre	Rosemary Richman
Steve Lancken, Negocio Resolutions	Helen Rogers, Executive Director, Participation and Inclusion, Department of Family and Community Services
Kim Landouw	Tony Ross
Victor Lee, Communitier	Salesforce Team, Corporate Volunteer Team of the Year
Tamara Leizer	Avril Samuels
Karen Lindley	Judy Schneider
Kate Llewhellyn	Shelly Beach Golf Club
Brendan Lynch	South Grafton District Ex-Servicemen's Club
Ben Matthews, Youth Volunteer of the Year	Chloe Spakman, Global Leadership Program, Macquarie University
Gavin McCairns	Jonathan Srikanthan
Kaye McCulloch	Trent Sutton, Marketing and Communications Manager, Clubs NSW
Sandra McDonald, Senior Volunteer of the Year	The Randwick Club
Tracey Middleton, Communitier	Ruth Tofler-Riesel, Kids Giving Back
Lesley Milbourne	Jemma Toohey
Patricia Moody	Tradies Club, GyMEA
Cassie Morris, 3 Bridges	Mark Trevaskis, Newcastle City Council
Bess Morrison	Andrea Turner
Ian Moyser, Treasurer	Jennifer Van Der Baan
Nepean Rowing Club	Wagga RSL Club
Northbridge Golf Club	Tegan Waldren, Taronga Zoo
Megs Osborne, Albury-Wodonga Volunteer Resource Bureau	Isabella Wallington, FutureGov Australia
Margaret O'Brien, Peopleplan	Carrie Wallis, Enlighten U Coaching, Counselling and Training Solutions
Parramatta RSL	Wallsend Diggers Club
Amitha Pathirana	Lynne Wayling

Simon Watts, Director Disability Inclusion and Volunteering, Department of Family and Community Services	Women in Prison Advocacy Network Volunteer Mentors, Volunteer Team of the Year
Westport Club	Joy Woodhouse
Wollongong Golf Club	Kylie Yates

**THE CENTRE FOR VOLUNTEERING**

**ABN 28 002 416 024**

**FINANCIAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2017**

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**Index to the Financial Report**

Directors' Report	3
Statement of Profit or Loss and Other Comprehensive Income	11
Statement of Financial Position	12
Statement of Cash Flows	13
Statement of Changes in Equity	14
Notes to the Financial Statements	15
Directors' Declaration	25
Independent Audit Report	26

## THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

### **Directors' Report for the year ended 30 June 2017**

Your Directors present their report on the company for the year ended 30 June 2017.

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, AIM Overseas and Volunteering Australia.

#### **Bronwen Dalton, Deputy Chair *(Retired December 2016)***

Bronwen is a Senior Lecturer and Coordinator of the Masters of Community Management Program at the University of Technology, Sydney and National Manager, Research at Mission Australia. In 2001 Bronwen completed a PhD at the University of Oxford. Her thesis focuses on the potential of NGOs to fight corruption and serve as agents of democratisation. Bronwen also has a BA from the Australian National University and a MA from Yonsei University, Seoul, South Korea. Bronwen has conducted extensive research in the field of third sector studies and authored book chapters and journal articles on Not-For-Profit (NFP) childcare; NFP business venturing; recruitment; accountability; and advocacy. Bronwen is a chief investigator on an ARC Linkage grant examining the "compact" (also called "partnership agreement") recently finalised by the Federal Government. Bronwen also researches in the field of Korean studies and has recently co-authored a book on Korean women in Australia and journal articles on developments in North Korea. Bronwen was an expert adviser on the evaluation of the Commonwealth Department of Family and Community Services' Stronger Families and Communities Strategy. Bronwen has also worked closely with the NSW community sector as part of her work in social policy at the Independent Commission Against Corruption and the NSW Attorney General's Department. She is on the Board of the Australia Korea Foundation.

#### **Geoff Rickard *(Deputy Chair from December 2016 onwards)***

Following a 20 year career in financial services, Geoff joined 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 has completed a Masters in Community Management to support his interest in the not-for-profit sector.

## THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

Geoff is passionate about contributing his experience to the sustainability of the community sector, and believes that volunteering is a key contributor to that objective.

### **Ian Moyser, Treasurer**

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

### **Kaye McCulloch (Retired December 2016)**

Growing up in rural Australia, Kaye learnt early that volunteering was a way of life ("if we don't do it, no-one else will" was her Dad's constant reminder). Since graduating with a Science degree with a Psychology major, Kaye spent several years working in the public sector in Australia and the UK before finding her true calling in the community sector. Since 1986, she has worked in the community sector, designing volunteer training and management programs, as well as volunteering in many roles. Since 1999 she has been a trainer specialising in training for Boards and Senior Managers of Volunteer-involving organisations, such as policy development, complaints handling, and Governance, Roles and Responsibilities of Board members. She is currently a Service Development Manager for Australian Unity, working principally to help with the transition of clients with disability into the NDIS. She holds a BSc, Grad Dip Community Organisations and a Master of Public Administration.

### **Joy Woodhouse**

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 Planning from UNSW. During her public sector career Joy was appointed as a member and Chair of numerous NSW Government Steering and Advisory Committees, Task Forces, Working Groups and Review Teams.

### **Terry Brigden**

Terry has practiced extensively in financial services and regulatory law for over 20 years and has had the benefit of both practical and professional experience, most recently before joining Lander and Rogers being a partner in a major (now international) legal firm for over 13 years, having previously

## THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

held legal or commercial positions in a major bank, major life insurance company, superannuation and actuarial consulting firm and was the legal counsel at Charge Card Services Limited which operated the domestic Bankcard credit card scheme.

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 2017. Terry has received similar recognition for his insurance work in the PLC Which Lawyer ratings for 2010 and 2011 and the 2013 Best Lawyers (Australia) survey.

### **Loki Ball**

In 2011 Loki was named NSW Youth Volunteer of the Year for his contribution to the community in supporting vulnerable youth, and in August 2012 he joined the board of The Centre for Volunteering. Loki has significant experience in policy and law reform to support vulnerable children and young people, including as a Manager in KPMG Australia's national Health, Ageing and Human Services consulting practice, and as a policy advisor to Australia's first National Children's Commissioner for three years. Loki has developed strong skills in organisational governance, risk management and strategic planning as a non-executive director with a number of not-for-profit organisations, and is passionate about the positive impact community organisations can make.

### **Jonathan Srikanthan (*Retired August 2017*)**

Jono is passionate about the impact corporates can have on philanthropy. His experiences range from running corporate foundations, traditional grant making through to initiatives that has created shared value opportunities for both business and community sectors.

A key interest area for Jono is growing the practice of skilled volunteering within Australia's burgeoning tech sector, which he oversees in his role as the Manager of the Atlassian Foundation, the corporate foundation of one of Australia's largest technology company.

In 2015 Atlassian was awarded the Corporate Volunteer of the Year prize by the Centre of Volunteering for its volunteering contribution to the Australian community, especially in the area of technology. Prior to joining the Atlassian Foundation, Jono oversaw the management of the Qantas Foundation, which leveraged the resource of Qantas Airways to create life-changing experiences for disadvantaged young people.



Outside his professional career, Jono is passionate promoter of social enterprises. In 2015, he co-founded Young Change Makers, a start up aimed at equipping the young entrepreneurs with the skills to have positive social impact in their local communities.

**Gavin McCairns (from June 2017 onwards)**

Gavin McCairns is the Deputy CEO Corporate, AUSTRAC, in this role, Gavin is one of three Deputies to the CEO and has senior executive leadership of the People and Integrity, Innovation and Technology, Finance and Infrastructure and the Legal, Governance and Risk functions of the agency.

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

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

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

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

**Tamara Leizer (from June 2017 onwards)**

Tamara Leizer is an accomplished and energetic leader with exceptional stakeholder relationship skills. Tamara's career includes 25 years of leadership, project and financial management experience in the public and private sectors including NSW Treasury, Housing NSW, Transfield and Transfield-Worley, State Street Australia, and PricewaterhouseCoopers. Tamara recently led the implementation of Policy and Program Budgeting and Reporting as part of the whole of sector Financial Management Transformation Program delivered by NSW Treasury. Tamara was also the inaugural Chair of the NSW Public Sector Community of Finance Professionals and has established key networks for sharing information and building capability. During her time leading the Community it grew membership to over 800 members, and amongst other service delivery for members conducted 60 CFO Forums and member events since its establishment in 2008 with over 4,920 participations. Tamara negotiated agreements for sponsorship and high profile speakers and participants as well as leading the Advisory Board, all in a voluntary capacity. Tamara was also instrumental in the establishment of other NSW Communities of Practice for HR, ICT and Change based on the Finance Community with a current combined membership of over 2,800. She has been recognised by the NSW Premier for Leadership and Innovation for her contribution.

Tamara joined KPMG as a Director in CFO Advisory and has since provided consulting assistance following the partial sale of a large government asset, and also on a revenue remediation program.

## THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

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

### **Board Members who joined after 30 June 2017:**

#### **Lan Snell (from July 2017)**

Lan is a marketing academic with over 15 years industry experience. Lan's teaching experience comes from institutions including Macquarie University, the University of Technology Sydney, and the University of Sydney.

Lan has a strong commitment to research that delivers real 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 interest Lan, as reflected in her recent work on entrepreneurship and leadership. Given advances in technology have fundamentally changed the way service is delivered and experienced, Lan is curious about the role of technology-enabled services in improving individual and societal well-being. Lan is also interested in how firms seek service-led growth as well as understanding organisation and employee issues relevant to successful service. Thus issues related to organisational adaptation, the transfer of mind-sets necessary in achieving transformation and identifying the leadership competencies critical for managing services are of interest.

### **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 265 eligible members.

## **Short and Long-Term Objectives**

### **The Centre's core business and objectives are to:**

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

### **Strategy for Achieving the Objectives**

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

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

### **Activities that Contributed to the Objectives being met**

During the year to 30 June 2017, 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 developing and strengthening its relationship with the NSW Volunteer Centre Network.
- Worked closely with FACS: Participation and Inclusion, on the NSW Government's Volunteering Strategy.
- Achieved ongoing funding from NSW Government to continue to deliver Sector Development Services.

## THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

- 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 2016 NSW Volunteer of the Year Awards which recognised a record number of over 100,000 volunteers throughout NSW.
- Achieved an increase of 182% media coverage, highlighting The Centre's work to advocate for and recognise volunteers and volunteering.
- Delivered the 2017 Volunteering NSW State Conference.
- Delivered a suite of Professional Development programs including both accredited and non-accredited training and networking events, to develop volunteers and volunteer managers and best practice in the sector.
- Continued work on Voluntas, a service which aims to help volunteers and volunteer including organisations with conflict resolution.
- Advocated strongly for volunteering on behalf of the sector, including joining with our national colleagues and the volunteer support services across Australia to advocate for federal government support for these services.
- Collaborated with Government agencies including NSW DPI, NSW Education and FACS on professional development projects.

### **Performance Measurement**

The Board monitors the performance of the Centre through:

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

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**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
Loki Ball	3	7
Bronwen Dalton	4	4
Valerie Hoogstad	7	7
Tamara Leizer	1	1
Gavin McCairns	0	1
Kaye McCulloch	1	4
Ian Moyser	7	7
Geoff Rickard	7	7
Lan Snell	0	0
Jonathan Srikanthan	7	7
Joy Woodhouse	7	7
Terry Brigden	7	7
<i>Company Secretary</i>		
Gemma Rygate	7	7

Signed in accordance with a resolution of Directors.

  
\_\_\_\_\_  
Ian Moyser  
Director

Signed this 18th September 2017, in Sydney

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2017**

	Notes	2017 \$	2016 \$
Revenue	4	1,332,272	1,230,224
Depreciation/asset write down	5	(2,314)	(5,313)
Salaries Expense		(762,254)	(717,976)
Occupancy Costs		(167,386)	(167,551)
Programs Costs		(148,777)	(169,352)
Training Costs		(34,413)	(48,961)
Other Expenses		(125,400)	(110,563)
(Deficit)/Surplus		<b>91,728</b>	<b>10,508</b>

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2017**

	Notes	2017 \$	2016 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	734,601	685,463
Trade and other receivables	7	13,355	10,552
Prepayments		50,664	8,775
<b>TOTAL CURRENT ASSETS</b>		<u>798,620</u>	<u>704,790</u>
<b>NON CURRENT ASSETS</b>			
Property plant & equipment	8	<u>10,523</u>	<u>12,837</u>
<b>TOTAL NON CURRENT ASSETS</b>		<u>10,523</u>	<u>12,837</u>
<b>TOTAL ASSETS</b>		<u>809,143</u>	<u>717,627</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	43,376	33,517
Provisions	10	78,060	57,901
Income received in advance	11	<u>130,699</u>	<u>162,878</u>
		<u>252,135</u>	<u>254,296</u>
<b>NON CURRENT LIABILITIES</b>			
Provisions	10	<u>5,976</u>	<u>4,027</u>
<b>TOTAL NON CURRENT LIABILITIES</b>		<u>5,976</u>	<u>4,027</u>
<b>TOTAL LIABILITIES</b>		<u>258,111</u>	<u>258,323</u>
<b>NET ASSETS</b>		<u>551,032</u>	<u>459,304</u>
<b>ACCUMULATED SURPLUS</b>		<u>551,032</u>	<u>459,304</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 2017**

	Notes	2017 \$	2016 \$
<b>Cash flows from operating activities:</b>			
Receipts from funders, donors and customers		1,287,020	1,343,728
Payments to suppliers		(508,007)	(519,783)
Payments to employees		(740,145)	(697,869)
Interest received (net)		10,270	11,712
<b>Net cash (used in)/provided by operating activities</b>	13	<u>49,138</u>	<u>137,788</u>
<b>Cash flows from investing activities:</b>			
Payments for furniture & fittings and plant & equipment acquired	8	-	-
		<u>-</u>	<u>-</u>
<b>Net (decrease)/increase in cash and cash equivalents</b>		49,138	137,788
<b>Cash and cash equivalents at the beginning of the year</b>		685,463	547,675
<b>Cash and cash equivalents at the end of the year</b>	6	<u>734,601</u>	<u>685,463</u>

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
Accumulated surplus at the beginning of the year	459,304	448,796
(Deficit)/surplus for the year	91,728	10,508
<b>Accumulated surplus at the end of the year</b>	<b>551,032</b>	<b>459,304</b>

The accompanying Notes form part of this Financial Report.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

**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 18<sup>th</sup> September 2017.

**2 SIGNIFICANT ACCOUNTING POLICIES**

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

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

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

**b. Basis of preparation**

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

*Historical cost convention*

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

*Critical accounting estimates*

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

**c. Comparative Amounts**

Comparatives are consistent with prior years, unless otherwise stated.

**d. Leases**

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

**e. Revenue recognition**

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

*Grant Revenue*

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

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

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

*Donations*

Donations and bequests are recognised as revenue when received.

*Interest*

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

*Other revenue*

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

**f. Income Tax**

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

**g. Cash and cash equivalents**

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

**h. Trade and other receivables**

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

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

**i. Investments and other financial assets**

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

**j. Property, Plant & Equipment**

Classes of property, 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	20%
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 property, 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.

**I. 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 \$91,728 for the year ended 30 June 2017 and has an accumulated surplus as of that date of \$551,032. The ability of the company to continue as a going concern is dependent on the ongoing support of the government and private grants, its members and the success of its fundraising program. Should the fundraising program not prove successful or financing or grants be withdrawn there is uncertainty as to the company's ability to continue as a going concern in the long-term and, therefore, its ability to realise its assets and extinguish its liabilities as and when they become due and payable and at the amounts stated in the financial report. The Directors believe that the company will be successful 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 property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

*Impairment of property, plant and equipment*

The Centre assesses impairment of property, 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 2017 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.



THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

<b>4</b>	<b>REVENUE</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	Membership	72,602	75,664
	Grants – government	978,838	851,599
	Sponsorship & Donations	80,035	146,450
	Interest	10,270	11,712
	Fees and seminars	174,414	128,927
	Other income	16,112	15,872
		<u>1,332,271</u>	<u>1,230,224</u>
<b>5</b>	<b>EXPENSES</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	Depreciation/write down of non-current assets		
	Plant and equipment	2,314	5,313
	Leasehold improvements	-	-
		<u>2,314</u>	<u>5,313</u>
<b>6</b>	<b>CASH AND CASH EQUIVALENTS</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	<u>Cash at Bank</u>		
	Westpac	-	8
	Bendigo Bank	87,731	154,810
	Commonwealth Bank	294,924	186,259
	Term Deposits	351,446	343,886
		<u>734,101</u>	<u>684,963</u>
	<u>Cash on Hand</u>		
	Petty Cash	500	500
		<u>734,601</u>	<u>685,463</u>
<b>7</b>	<b>TRADE AND OTHER RECEIVABLES</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	Trade debtors	7,852	5,577
	Other receivables	5,503	4,975
		<u>13,355</u>	<u>10,552</u>

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

<b>8</b>	<b>PROPERTY, PLANT &amp; EQUIPMENT</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	Office Furniture, Fittings and Equipment at cost	80,734	80,734
	Accumulated depreciation	(70,211)	(67,897)
		<u>10,523</u>	<u>12,837</u>
	Leasehold Improvements at cost	37,384	37,384
	Accumulated depreciation	(37,384)	(37,384)
		<u>-</u>	<u>-</u>
		<u>10,523</u>	<u>12,837</u>
	<b>Reconciliation</b>		
		<b>\$</b>	<b>\$</b>
	<b>Office Furniture, Fittings and Equipment</b>		
	Carrying amount at the beginning of the year	12,837	18,150
	Additions	-	-
	Asset write down	-	-
	Depreciation	(2,314)	(5,313)
	Carrying amount at the end of the year	<u>10,523</u>	<u>12,837</u>
	<b>Leasehold Improvements</b>		
	Carrying amount at the beginning of the year	-	-
	Additions	-	-
	Depreciation	-	-
	Carrying amount at the end of the year	<u>-</u>	<u>-</u>
<b>9</b>	<b>TRADE AND OTHER PAYABLES</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	Trade creditors	-	-
	Other creditors and accruals	43,376	33,517
		<u>43,376</u>	<u>33,517</u>
<b>10</b>	<b>PROVISIONS</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	Annual leave – current	58,494	42,422
	Long service leave - current	19,566	15,479
		<u>78,060</u>	<u>57,901</u>
	Long service leave – non-current	<u>5,976</u>	<u>4,027</u>

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

<b>11</b>	<b>INCOME RECEIVED IN ADVANCE</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	Grants and other income received in advance	124,000	149,833
	Membership received in advance	6,699	13,045
		<u>130,699</u>	<u>162,878</u>
<b>12</b>	<b>AUDITOR'S REMUNERATION</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	William Buck	15,500	15,500
<b>13</b>	<b>NOTES TO THE STATEMENT OF CASH FLOW</b>	<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
	(Deficit)/Surplus	91,728	10,508
	Depreciation/asset write down	2,314	5,313
	Changes in Assets and Liabilities:		
	Decrease/(Increase) in Trade Debtors and Prepayments	(44,692)	29,761
	Increase / (Decrease) in Payables	9,859	(7,620)
	(Decrease/Increase) in Income in Advance	(32,179)	94,640
	(Decrease)/Increase in Employee Benefits	22,108	5,186
	Net Cash (used in)/provided by Operating Activities	<u>49,138</u>	<u>137,788</u>

**14 FINANCIAL INSTRUMENTS**

**(a) Net Fair Values**

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

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

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

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

## THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

### 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:

	2017 \$	2016 \$
Short-term benefits	112,703	118,316
Post-employment benefits	34,974	37,916
	<u>147,677</u>	<u>156,232</u>

(c) Key management personnel during the year ended 30 June 2017 were Valerie Hoogstad, Kaye McCulloch, Ian Moyser, Loki Ball, Terry Brigden, Bronwen Dalton, Joy Woodhouse, Gavin McCairns, Tamara Leizer and Gemma Rygate.

### 16 COMMITMENTS

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

	2017 \$	2016 \$
Within one year	8,916	12,060
Later than one year but not later than five years	31,949	18,090
	<u>40,865</u>	<u>30,150</u>

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

### 17 MEMBERS' GUARANTEE

Each member of the company, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of the company in the event of it being wound up. If the company is wound up the Constitution states that each member is required to contribute a maximum of fifty dollars (\$50) towards meeting any outstanding obligations of the company. At balance date, there were 265 eligible members.

**18 EVENTS SUBSEQUENT TO REPORTING DATE**

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

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

**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 2017 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 dark ink, appearing to read 'Ian Moyser', is written over a horizontal line.

**Ian Moyser**  
**Director**

**Dated this 19<sup>th</sup> September 2017**

## 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 2017, 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 2017 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.

#### CHARTERED ACCOUNTANTS & ADVISORS

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## **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 2017, but does not include the financial report and our auditor's report thereon.

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

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

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

## **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.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material

misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**William Buck**  
Chartered Accountants  
ABN 16 021 300 521



**L.E. Tutt**  
Partner

Sydney, 21 September 2017