



# Annual Report 2017 - 2018



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**Awards Alumni Cocktail Party   Government House   National Volunteer Week   May 21 2018**

Governor of New South Wales, His Excellency General the Hon. David Hurley AC DSC (Ret'd),  
Mrs Linda Hurley, NSW Volunteer of the Year Award Alumni (2007-17), and Award Sponsors,  
Volunteers and staff

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## 1.0 Message from the Chair

### MESSAGE FROM THE CHAIR, VALERIE HOOGSTAD



As usual this has been an interesting year for The Centre for Volunteering. The Sydney Volunteering Leaders' Forum was certainly one of the highlights held at the International Convention Centre in February, where there were several excellent speakers. I was particularly interested in the points made by Professor Roberto Ryan from UTS discussing "What makes a good volunteer manager". Volunteer management is obviously critical to the success of any volunteer program. Professor Ryan stressed the importance of: recruiting the right people, preferably intergenerational and from diverse communities; ensuring adequate training, induction and debriefing processes; flexibility; and above all respect for the volunteer.

Another highlight was our visit to Government House. This was an opportunity to honour NSW Volunteer of the Year recipients from the past 10 years. The Governor and Mrs Hurley were wonderful hosts and we all felt fortunate to be present at Government House.

The end of the year is always a busy time and as usual we will be involved in our awards ceremonies around the state. The 2017 Volunteer of the Year was Beverley Kerr, who was honoured for her extraordinary commitment to social justice.

The Chair of each State Peak Volunteer organisation is currently also on the VA board and therefore I have been privileged to be included in that role. The constitution of the VA is being revised and I have worked hard with the team at The Centre to ensure that the new constitution works well for New South Wales.

On behalf of The Centre for Volunteering, I acknowledge the ongoing support of the New South Wales Government and the Hon. Ray Williams, Minister for Multiculturalism and Minister for Disability Services. I would also like to acknowledge ClubsNSW, The Centre's major corporate supporter. We are grateful for their support, both financial and in kind. I would also like to thank all of our other sponsors and supporters.

The CEO Gemma Rygate and her 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 are apparent in their professionalism and the care they take in their responsibilities.

Finally, thank you to the Board, who are dedicated to the purpose and success of The Centre. In 2018-19, 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



Over the past year The Centre for Volunteering has focussed on upgrading our internal processes and strengthening our external relationships. The philosophical underpinning for this 'inward/outward' approach has been our commitment to fulfil The Centre's role as the peak body for volunteering in NSW.

With this focus in mind we welcomed the opportunity to contribute to the State Government's Volunteering Strategy, collaborating with the Department of Family and Community Services to facilitate state wide discussions with sector leaders on the importance of quality volunteer management.

Skilful advocacy is a core responsibility for any peak organisation and over the last year we successfully exercised our advocacy in response to the UN Sustainable Development Goals, the review of the ACNC and the Social Services Legislation Amendment.

The Volunteer of the Year Awards are an annual highlight, giving us the opportunity to celebrate the contribution of volunteers to the NSW community. 2017 saw more than 100,000 volunteers being acknowledged through the program, making the NSW Volunteer of the Year Awards the largest volunteer recognition program in Australia. The role of the awards in raising the profile of volunteering, and in the creation of volunteering 'ambassadors' within the awards alumni, provides a great means of improving the status and dignity of volunteering as a social contract.

As a peak body The Centre for Volunteering strives to set the standard for best practice. Our RTO has completed a revision of all our training materials and has implemented online delivery through our MOODLE. The Certificate IV in Volunteer Management has been well received, incorporating appropriate curricula for today's professional VM.

The Centre has also continued to revitalise its digital presence – enhancing online membership registration, as well as digitising the entire Awards nominations process. As well as revamping the website we have increased our social media engagement - with immediate impact such as the inclusion of our Grants Updates.

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

While every year has its rewards and challenges the ongoing support of our partners sustains and supports our every endeavour. In particular I thank the NSW Government, the NSW Department of Family and Community Services, ClubsNSW and Bupa Aged Care for their generous contributions.

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

**Gemma Rygate, Chief Executive Officer**

### 3.0 About The Centre for Volunteering

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

We are a not-for-profit organisation with over 40-years' 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 professional development. We help people engage with 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 Commonwealth 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: The Hon. Ray Williams, NSW Minister for Multiculturalism and NSW Minister for Disability Services, Beverley Kerr, NSW 2017 Volunteer of the Year, Gemma Rygate, CEO The Centre for Volunteering and Dr David Digges, NSW 2016 Volunteer of the Year.



## 4.0 Highlights 2017-2018

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

**76%**

Volunteers referred to roles following interview

**3,650**

Volunteers interviewed by our Volunteer Referral Service

**1,548**

People attended professional development, events and training

**3,590**

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

**109,000**

Volunteers recognised during the 2017 Volunteer of the Year Awards

**278**

People placed in Corporate Volunteering roles

**172**

Members & supporters attended our monthly networking events

**1,228**

Collective hours for corporate volunteering placements

**58%**

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

**61**

The number of dedicated volunteers who helped The Centre



## 5.0 Volunteer Referral Service

The Volunteer Referral Service (VRS) is a vital service for our member organisations and for those wishing to volunteer.

The VRS is unique in that, as the peak body, we provide more than just a recruitment service for our member organisations. We provide advice and guidance with regard to their volunteer roles and the optimum ways we can promote them.

The number and variety of volunteering roles (300+) combined with the expertise of the staff of The Centre provide volunteers with the best possible opportunities to find roles that suit their skills and requirements. The VRS post referral program ensures positive outcomes for both the client and the volunteer and ultimately promotes volunteering within our communities.

The VRS has become a trusted brand within our sector and remains a constant in our ever changing environment. As in previous years, this is largely due to our dedicated team of some 30 volunteers who liaise with member organisations and process their volunteer roles, respond to Expressions of Interest, schedule interviews and conduct volunteer interviews by telephone or face to face.

It is clear that this service remains relevant in 2018 and continues to strive to reach higher standards for both Volunteer Involving Organisations and volunteers.

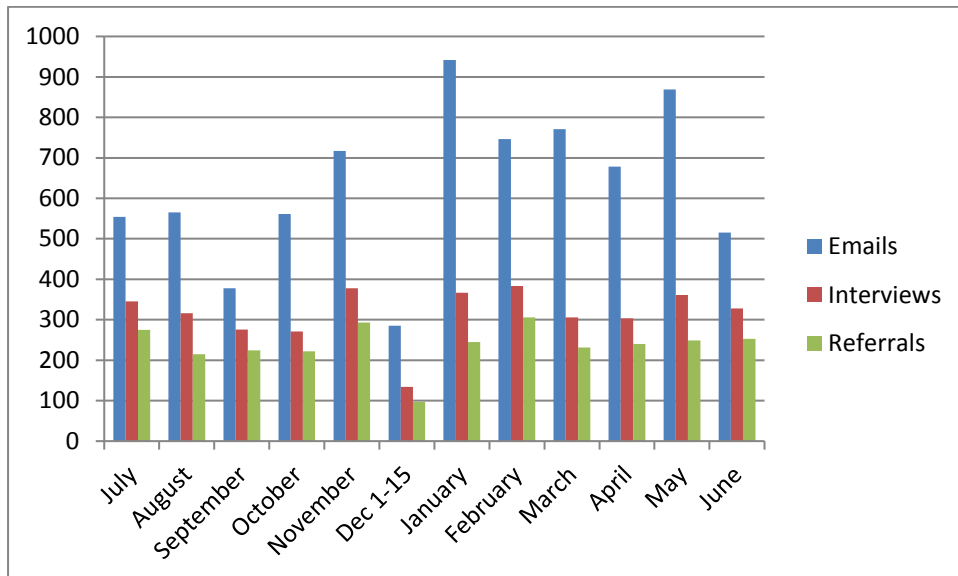
### Achievements:

Volunteer Referral Service 2017-2018	
Number of people interviewed for the year	3,650
Estimated Email <u>and</u> phone inquiries for the year	8,000+
Number of referrals given for the year	2,790
Volunteers assisted through Fairs and Expos	800+

3,650

Volunteers interviewed during 2017/18 year

The Centre has promoted its services to over 2500 participants including retirees, students and the general public, at Expos and Presentations over the course of the financial year and actively assisted over 8,000 volunteers.



**Note:** December figures are for half the month only and the high level of emails for January is due to the fact that emails were being received over the 3 week shutdown period. The disproportionately low interview figure for January is due to only a 3 week interview period and fewer volunteer interviewers working in January.

## 6.0 Member and Client Services

In the 2017-2018 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
- Gathered Resources for the Sustainable Development Goals implementation policy
- Created and reviewed new resources for volunteers and members, for our internal processes and for corporate clients
- Updated the reference log for volunteering research
- Created an internal manual for Member and Client Services
- Restructured our website with new membership information and online payment updates
- Participated in a variety of expos to promote our services
- Became affiliated with a variety of NFP networking groups for the promotion of our services.

In the 2017 -2018 year we have improved our service offering, while maintaining our core membership which actively uses our services on a regular basis.

Membership		
Financial Year	2016-2017	2017-2018
Total Membership	243	240

### Networking Events

Our Member and Client networking events have covered a variety of topics from Innovation, Risk, Retention, Health, Measurement, to special onsite tours of volunteer programs.

A special thank you to our speakers from the following organisations.

State Library of NSW	UNSW Medicine	Empathic Consulting
Marist180	Arc@UNSW	Royal Botanic Garden and Centennial Parkland
University of Technology Sydney (UTS) – Shopfront Community Program	Conversational Intelligence® Consulting	Greening Australia
IAG Risk Partners	Taronga Zoo	

### Networking Events

Events	9
No. of Attendees	184



March 2018 Networking Event: Exclusive Onsite Tour and Presentation for Volunteer Managers at the Royal Botanic Garden Sydney.

*"It was great to see so many people from different industries and hear from Donna on her Volunteer Management journey." - Jessica Dickson*

### Member and Client Services Volunteer Statistics

The Member and Client Services team has had the services of 4 core volunteers throughout the year and 3 short term skilled volunteers to help with the Sustainable Development Goals and end of financial year process. These volunteers gave over 1,300 hours of their time to The Centre this financial year. They have been integral to maintaining our services and providing instruction on our offerings.



Our Volunteer Team meeting “Elvis” at the 2018 NSW Seniors Festival Expo at The Centre for Volunteering stall with approximately 21,000 people attending the event this year.

## Corporate Volunteering – Client Services

We have created corporate volunteering resources for not-for-profit organisations in regards to setting up and maintaining a volunteering program.

Our team worked hard to assist our not-for-profit members to promote their Corporate Volunteering programs, to assist with program ideas and to create more opportunities to engage with Corporate Volunteers and CSR programs.

Online forms for corporate volunteering enquiries were set up and we received 106 enquiries by this method, 10 by email and 34 phone enquiries. 9 found us by Google, 2 found us by social media, 90 found our website, 5 were word-of-mouth.

Corporate Volunteer Placements in 2017-2018	
Corporate organisations assisted	14
Volunteers placed	278
Collective Hours	1227.95

Corporate Volunteering Teams assisted in 2017-2018		
Australian Catholic University	Broadcast Australia	Nomura
Allianz	BBC	NorthHaven
AMEX	EY	University of Sydney Business School
Amobee	Guidewire Software	Stocklands
Bankwest	Nice Systems	

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

*“That was by far the most rewarding experience I have had with Bankwest Volunteering. It was so amazing to see those women walk in being nervous and unsure, watch their reaction as they were styled and then see them leave confident and with a smile on their faces.” – Felicity Moreau, Bankwest*



Yvette Caroly, Member and Client Services Manager

## 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 761 participants. Our program was also delivered externally at Christian Brethren.

- **Professional Development Networking Events and Workshops**

This year we revised our professional development calendar and held 21 workshops, some of which were new for The Centre. We are pleased to report that we had 299 registrants.

- **Certificate IV in Co-ordination of Volunteer Programs**
- **Certificate I in Active Volunteering**

We digitally launched the *Certificate I in Active Volunteering* and the *Certificate IV in Co-ordination of Volunteer Programs* for the first time on our new online learning Management System to allow learners to engage with course materials and complete assessments entirely online. We have received positive feedback on the new system and are working to continue to utilise it to create additional engaging materials and resources for professional development of the sector.

In November we launched our revised *Certificate IV in Co-ordination of Volunteer Programs*. To date 25 people have enrolled including a small group in Albury.

Through the *Max Potential* program, an initiative of ClubsNSW and Future Achievement Australia, 62 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-two young adults have completed Certificate I this year and 12 are completing the Certificate II. We were 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.



2017 Do Something Day. Cleaning the Steps - *Happy in the service.*

## 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:

- 2017 NSW Volunteer of the Year Awards
- 2018 National Volunteer Week Events
- Leaders' Fora
- Monthly Networking Events.

### 2017 NSW Volunteer of the Year Awards

The 2017 NSW Volunteer of the Year Awards program, which celebrated 11 years of recognising volunteering in NSW, was undeniably the most successful to date.

The NSW Volunteer of the Year Awards is an annual program launched in 2007, to recognise the outstanding efforts of the 2 million plus volunteers in NSW, to promote the importance of volunteering to the community and to provide a platform for the community to thank its volunteers. In its eleventh year, the NSW Volunteer of the Year Awards were supported by our Award Patron, the Hon. Ray Williams, State Member for Castle Hill, Minister for Multiculturalism and Minister for Disability Services, Ambassador Paula Duncan AM, the Department of Family and Community Services, Principal Government partner, ClubsNSW, Principal Corporate Partner, Bupa Aged Care, Etchcraft and Thrifty Car Rentals, as well as sponsors who came on board for the State Gala Ceremony.

The Awards recognise volunteers and volunteer teams in seven categories:

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

The 2017 NSW Volunteer of the Year Awards program was launched by The Centre for Volunteering with the Awards Patron, The Hon. Ray Williams, State Member for Castle Hill, Minister for Multiculturalism and Minister for Disability Services, at a forum held at NSW Parliament House, on Monday 8 May 2017.

The state of NSW is segmented into twenty regions. Commencing in August, each region had an award ceremony held at a local ClubsNSW venue. We had in excess of 1300 volunteers, nominators and guests attending across NSW.

At each regional ceremony all finalists were acknowledged and category winners announced, as well as an overall regional winner. The winners from each award category then progressed to represent their region at the 2017 NSW Volunteer of the Year State Ceremony on Friday 8 December, 2017. This year the regional ceremonies were attended by over 170 VIPs (across the state), including Federal and State Members of Parliament, Mayors, Council members and sponsors.



Pictured at the 2017 SYDNEY CITY / EAST Volunteer of the Year Ceremony:  
The Hon. Matt Thistlethwaite, Federal Member for Kingsford Smith, Shadow Assistant Minister for Treasury, Gemma Rygate CEO, The Centre for Volunteering, Mr Ron Hoenig, State Member for Heffron, Ken Murray, President, The Randwick Club and the Hon. Tanya Plibersek, Federal Member for Sydney, Deputy Leader of the Opposition.

**The Corporate & Volunteer Management Award Ceremony** was held at Parliament House on Friday 3 November. It recognised volunteers and volunteer managers in the award categories of Corporate Volunteer of the Year; Corporate Volunteer Team of the Year and Excellence in Volunteer Management. Three finalists in each category were announced to progress through to the 2017 NSW Volunteer of the Year Awards State Ceremony.



Pictured: Finalists for the Corporate Volunteer of the Year, the Corporate Volunteer Team of the Year and the Excellence in Volunteer Management Award with the Hon. Ray Williams MP, Minister for Multiculturalism and Minister for Disability Services, Paul O'Reilly, Executive Director, Inclusion and Early Intervention, the Department of Family and Community Services and Anne Fitzgerald, Executive Manager Member Services, ClubsNSW.

**The 2017 Volunteer of the Year Awards State Ceremony** was held on Friday 8 December, 2017 at Norths in Cammeray. There were 244 guests in attendance including Members of Parliament, Principal Partners FACS and ClubsNSW, other major supporters and government officials. Feedback from attendees was extremely positive, with highlights being the entertainment provided by Lexie Duncan, Alix Hill and Peter Cousens.



Pictured: The Hon. Ray Williams MP, Minister for Multiculturalism and Minister for Disability Services, Beverley Kerr, 2017 Volunteer of the Year and Gemma Rygate, CEO The Centre for Volunteering.

The 2017 Volunteer of the Year program saw:

- Almost 110,000 volunteers acknowledged
- Special messages of support from the Prime Minister the Hon. Malcolm Turnbull and NSW Premier Gladys Berejiklian
- The engagement of new sponsors, both financial and in kind, most notably new sponsors for the State Ceremony which contributed \$15,000 in cash donations alone.
- An increase in media interest resulting in coverage in print, on radio and regional television
- Excellent Social Media engagement.

## 2018 National Volunteer Week Events

### ***“Give A Little, Change A Lot”***

The Centre for Volunteering hosted 2 key events in National Volunteer Week 2018.

#### **NSW Volunteer of the Year Alumni Reception -- Government House of NSW – Monday 21 May, 2018**

On Monday 21 May, the Patron of The Centre for Volunteering, the Governor of New South Wales, His Excellency General the Hon. David Hurley AC DSC (Ret’d) and his wife Mrs Linda Hurley most generously hosted a reception at Government House, NSW to recognise the achievements of the Alumni of the NSW Volunteer of the Year Award (2007-2017) and their exemplary contribution to the local and wider communities across NSW.

The voluntary efforts of this extraordinary group of Award Winners are outstanding enriching the social, economic, cultural and environmental wellbeing of NSW.

The Centre for Volunteering estimated that this amazing group has contributed collectively:

- more than **one million hours** of tireless unpaid work for local communities
- more than **\$50 million** for charities or community causes in NSW.
- 

The reception was attended by almost 80 guests and was thoroughly enjoyed by all. The Centre for Volunteering would like to extend its gratitude to His Excellency General, the Governor and Mrs Hurley for hosting this most memorable event.





Governor of New South Wales, His Excellency General the Hon. David Hurley AC DSC (Ret'd) and Patron of The Centre for Volunteering, Government House NSW, Monday 21 May, 2018

### **National Volunteer Week Forum – Parliament House of NSW – Friday 25 May, 2018**

On the afternoon of Friday 25 May, the National Volunteer Week forum was held at Parliament House of NSW exploring the contribution of volunteering to the achievement of the United Nations Sustainable Development Goals.

Aligning with this year's National Volunteer Week theme – ***Give A Little, Change A Lot*** – this forum focussed on:

- UN 2030 Sustainable Development Goals\* and the way in which Volunteer Involving Organisations can accelerate their contributions to these goals
- the upcoming 2018 Invictus Games to be held in Sydney between 20-27 October
- the official launch of the 2018 NSW Volunteer of the Year Awards program.

*\*In 2015, 193 countries including Australia, adopted a set of goals to end poverty, protect the planet and ensure prosperity for all as part of achieving a new universal sustainable development agenda by 2030. The Sustainable Development Goals Guide' - measure and record their progress against the Sustainable Development Goals (SDGs).*

Speakers at this event included:

- The Hon. Ray Williams MP, Minister for Multiculturalism, Minister for Disability Services
- Dr Peter Devereux, Adjunct Research Fellow, Curtin University Sustainability Policy Institute
- Adrian Talbot, Executive Manager – Homes for Heroes, Dual Gold Medallist at 2014 Invictus Games London, 2018 ClubsNSW Invictus Games Ambassador.

The Forum was a great success and well supported by members, sponsors and past NSW Volunteer of the Year award winners.



National Volunteer Week: Paula Duncan AM, Ambassador, NSW Volunteer of the Year Awards, Adam Goodes, 2014 Australian of the Year, Judy Nunn AM, Gemma Rygate, CEO The Centre for Volunteering, Bruce Venables, Adrienne Picone, CEO Volunteering Australia, Vicky Darling, CEO Volunteering and Contact ACT.

## Volunteer Leaders' Fora

- a. **Sydney Leaders Breakfast Forum – Parkside Ballroom, International Convention Centre, Darling Harbour, Monday 19 February, 2018**
- b. **Northern NSW Leaders' Forum – Opal Cove Resort, Coffs harbour, Thursday 7 June, 2018**
- c. **Central NSW Leaders Forum – Orange Ex-Services Club, Orange, Thursday 28 June 2018**

The Centre for Volunteering and the NSW Department of Family and Community Services (FACS) hosted a series of Fora across NSW for Volunteer Leaders, focussing primarily on the critical importance of good volunteer management practices to build and sustain effective volunteer programs and the need for infrastructure, and human and financial resources to ensure healthy and sustainable volunteer programs to deliver the all-important services not-for-profit organisations provide.

As the peak body for Volunteering in NSW, one of the primary roles of The Centre for Volunteering is to advocate for and support this infrastructure within Volunteer Involving Organisations (VIOs) and to establish best practice volunteer management programs, through volunteer management training, resource development, and information and education services.

The Centre is acutely aware that inadequate volunteer management poses a threat to volunteering in Australia and understands that successful volunteer programs must have the commitment and support from the CEO all the way through the organisation.



All fora were facilitated by Professor Roberta Ryan, Director, Institute of Public Policy and Governance at the University of Technology, Sydney.

One of the key messages imparted at the fora was the need for VIOs to adhere to:

- The statement of Principles put out by NSW Government in 2012
- The National Standards for Volunteer Involvement.

### **Statement of Principles for the Recognition of Volunteers**

These statements provide an opportunity for organisations to demonstrate commitment to best practice volunteer management, treating volunteers with respect, dignity and fairness.

The 7 principles are:

1. This organisation demonstrates a commitment to best practice in volunteer management, and that all our people respect and support this commitment
2. Our volunteers are involved in the life of the organisation and are included in decisions that affect them
3. This organisation provides volunteers with clarity about their roles, and is clear about expectations and policies that impact on their roles
4. Our volunteers respect the roles of everyone in the organisation
5. This organisation recognises and celebrates the contribution of volunteers
6. Our volunteers are provided with training and professional development for their roles
7. This organisation provides all our people with the opportunity to resolve disputes with respect and dignity.

### **National Standards for Volunteer Involvement**

The Standards provide a sound framework for supporting the volunteering sector in Australia and are adaptable to different organisation types and different forms of volunteering which reflect the diversity of the growing sector.

These standards were developed in consultation with the volunteering sector to support the involvement of volunteers in Australia.

The Standards cover the following areas:

1. Leadership and management
2. Commitment to volunteer involvement

3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer recognition
8. Quality management and continuous improvement.

Each standard contains the intent of the standard, a statement that defines the scope of the standard and the criteria against which the level of achievement of that standard can be assessed.

Expert panels were also engaged to impart their valuable knowledge and facilitate discussion on Volunteer Management Practices from their perspectives.

The Panels included:

- Patrick Kidd, Chief Executive Officer, Invictus Games
- Richard Duncan, Volunteering Manager, Wesley Mission
- Savi Manii, Manager, Advice (NSW) Justice Connect.
- Daniel Murray, CEO, Empathic Consulting
- Lisa Purves, Manager, Child Safe Organisations, Office of the Children's Guardian.

All three fora were a great success and The Centre anticipates repeating them in other regional areas across NSW in 2019.



## 9.0 Advocacy, Communications and Marketing

### Advocacy

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

The Centre for Volunteering participated in meetings with Government agencies including FACS, The Children's Guardian and DSS to promote the work of The Centre and to encourage greater engagement with volunteering as a concept.

As part of our efforts to encourage greater acknowledgement of the importance of good volunteer management we held a Volunteering Leaders' Forum at ICC in February and two in regional areas in June (Coffs Harbour and Orange). The fora gathered leaders and decision makers from the sector for a facilitated discussion and all were successful in raising consciousness regarding the importance and value of volunteering, and in particular, valuing good volunteer management.

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

- Response to the UN Sustainable Development Goals
- Response to the Aged Care Workforce Strategy Taskforce
- Review of the ACNC
- Pre-budget submission - including providing the opportunity for face to face consultation with the VCN in NSW
- Response to the Social Services Legislation Amendment.

### Volunteering Expos

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

- Healthy Retirement Expo
- Boral Youth at the Zoo Eco Fair
- University of Sydney- Charity networking
- University of Sydney Job Smart Program
- Adult Migrant Employment Program
- UTS Careers and Internship Fair
- Refugee Employment Information Expo
- Western Sydney University Student Expo
- City of Sydney's International Students Expo
- 2018 Seniors Expo
- Christian Brethren Community Expo
- Australian Volunteer Program Event.

## Representation

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

Adult Migrant Employment Program (AMEP)
CEON (CEO Network of State/Territory Volunteering Peaks)
Department of Family and Community Services
Community Radio Awards
COTA (NSW Ageing Alliance)
Department of Finance, Services and Innovation (Evaluating NGO Benchmarking)
Duke of Edinburgh's Award
Education and Training Out West
Environmental Trust Advisory
FACS Peaks' Working Group
FONGA (Forum of Non-government Agencies)
Health Awards
I Need Helpers: Volunteering for major events
Icare – Voluntary Workers Insurance
ITAB Board
NCOSS
NSW Health
NSW International Student Awards
NSW Tourism Volunteer Pilot
NSW/ACT Young Achiever Awards
Office of the Children's Guardian
Parramatta Council Strategic Breakfast
RDA Awards
Red Cross Reference Group
Sydney University Job Smart Program
The Future Leader Group- Max Potential
University of Sydney Business School
NSW Volunteer Centre Network
Voluntas, Alternative Dispute Resolution Pilot

## 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 2017 Volunteer of the Year Awards

Every 2017 Volunteer of the Year Awards ceremony had media coverage with at least five front page stories in regional newspapers and universal coverage in other regional areas, as well as television and radio coverage by a range of media.

Media highlights:

- Radio 2GB – Outside Broadcast with Ben Fordham
- Excellent Channel 7 coverage including Sunrise segment the day after the State Awards Ceremony
- Sydney Morning Herald coverage of the State winners
- Daily Telegraph online coverage of the State winners
- Strong regional coverage of the finalists post regional award ceremonies and in the week prior to the State Ceremony
- Better than expected coverage of the Corporate Volunteer awards.

Blanket coverage was achieved across the regions, with almost all major media outlets attending the ceremony or interviewing the award winners in the following days.

There was also strong radio and TV coverage with interviews with CEO, Gemma Rygate.

A sample includes:

1. Mid North coast (NBN)
2. Murray (ABC, Prime TV and WIN TV)
3. Riverina (ABC, Triple M Riverina and Prime TV)
4. Northern Rivers (ABC Radio)
5. Macarthur (2GB)
6. Illawarra (ABC, WIN News)
7. Central Coast (ABC)
8. Orana (ABC, WIN TV)
9. Central West (ABC, 2BS, WIN TV, Prime TV).

**The Corporate Volunteer of the Year** awards gathered more media coverage than expected by tailoring stories to specific media based on local interest. This included two bonus stories on the Corporate team nominations featuring a corporate volunteer from Canterbury in the Bankstown Torch and a team member from Pennant Hills in the Northern District Times (both from VMware, volunteering for Raise Foundation).

Additionally, ClubsNSW provided exposure for the Awards through a radio advertising campaign and promotion in print media. This promotion enhanced the program immensely.

### **Gala Ceremony (8 December)**

Key highlights of the 2017 Gala Media Coverage included:

- The Ben Fordham outside Broadcast Program on Radio 2GB, which featured interviews with Paula Duncan AM, Ambassador of the NSW Volunteer of the Year Awards, Beverley Kerr, Volunteer of the Year 2017, Tia Brennan, Young Volunteer of the Year 2017 and Judith Barry, Adult Volunteer of the Year 2017
- Channel 7 – Film Crew’s attendance at the Award Ceremony
- The Weekend Sunrise Program’s story on the Awards with excellent footage from the State Ceremony. The story was followed by an in-studio chat with Beverley Kerr, Volunteer of the Year 2017 and Tia Brennan, Young Volunteer of the Year 2017, ‘on the couch’ in their Martin Place Studios on Saturday December 9.



Pictured: Gladys Berejiklian, Premier NSW with  
Tia Brennan, Young Volunteer of the Year 2017





Pictured: Sunrise Presenters with Beverley Kerr, Volunteer of the Year 2017 and Tia Brennan, Young Volunteer of the Year 2017.

### Three-year coverage comparison

MEDIA SUMMARY	Print/online media			Radio			TV			Total stories		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Regional Ceremonies (incl. corporate)	48	115	154	14	63	25	4	8	16	66	186	195
State Ceremony	79	126	147	9	12	10	2	4	3	90	142	160
<b>Total</b>	<b>127</b>	<b>241</b>	<b>301</b>	<b>23</b>	<b>75</b>	<b>35</b>	<b>6</b>	<b>12</b>	<b>19</b>	<b>156</b>	<b>328</b>	<b>355</b>

### Social Media

The 2017 NSW Volunteer of the Year Awards soft launch saw the NSW Volunteer of the Year Awards hub on [www.volunteering.com.au](http://www.volunteering.com.au) revamped with new content and nomination form on Feb 24, 2017. This unofficial launch was supported by a series of EDM campaigns plus social media posts across The Centre's Facebook, Twitter, LinkedIn and Instagram accounts and in The Centre's monthly e-newsletter – The Voice of Volunteering.

Officially, the Awards were launched on Monday 8<sup>th</sup> May at the commencement of National Volunteer Week, supported with a digital content strategy that leveraged the 11 year history of the Awards across all available digital platforms – The Centre’s website, email and social media platforms – Facebook, Twitter, LinkedIn and Instagram.

Regional ceremonies were all supported with regional media releases sent to media lists and made available on [www.volunteering.com.au](http://www.volunteering.com.au) and social media content posted within a 24 hour period on Facebook and Twitter.

In 2017, the State Ceremony was covered in real time across Facebook (live), Twitter (live), LinkedIn and Instagram with mentions of partners and supporters, to help bring the excitement of the Awards to our audience.

### **National Volunteer Week, May 2018**

National Volunteer Week began with an Alumni Reception at Government House on Monday 21 May with approximately 80 guests in attendance, hosted by His Excellency General the Hon. David Hurley AC DSC (Ret’d) Governor of New South Wales as Vice Regal Patron for The Centre for Volunteering.

Lunches were held at The Centre for Volunteering throughout the week for all of The Centre’s volunteer teams.

There was a focussed effort during the month on generating engaging content that promoted key messages aligned to The Centre’s strategic goals. The content was used across online, social and traditional media channels for stories about volunteering, The Centre, and the launch of the 2018 Volunteer of the Year Awards.

This focus helped reach large audience numbers with key messages as well as our call to action to nominate for the awards.

The Alumni event at Government House was captured by our own photographer and videographer – including a group shot of our Volunteer Hall of Fame with His Excellency General the Hon. David Hurley AC DSC (Ret’d) Governor of New South Wales and Mrs Hurley.

The annual Volunteer Week Forum was held at Parliament House to conclude National Volunteer Week and together, these events were leveraged to promote volunteering stories and the formal launch of the NSW awards.

### **National coverage on Channel 10 News and Channel 9 Today Show**

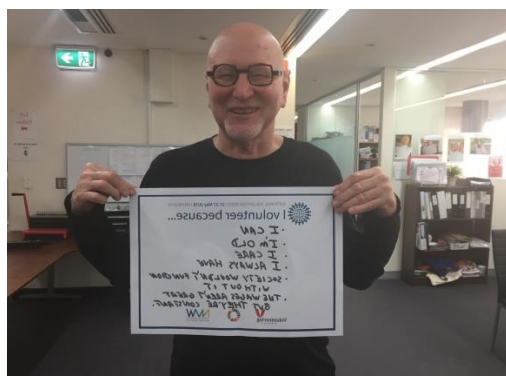
During National Volunteer Week, Channel 10 News ran a story on our 2017 Young Volunteer of the Year Tia Brennan. The story featured grabs from The Centre’s CEO, images of Tia’s volunteer award and facts about the economic contribution of volunteering to the country. It reached an audience of half million viewers nation-wide and was heavily promoted on ads before, and at the start of the news, as well as before each commercial break during the

The Channel 9 Today Show featured a 2018 Volunteer Award nominee for a story about volunteering. It reached a significant audience nation-wide.

ABC 702 Breakfast hosts Robbie Buck and Wendy Harmer interviewed two volunteers including our 2015 Young Volunteer of the Year Emily Milton Smith in studio for 10 minutes. As part of the segment, the awards nomination period was mentioned. The show has 10 percent share of total audience for its time slot.

## Regional Radio

Regional news stories also ran in Lismore, Grafton and Port Stephens.



## Marketing

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

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

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

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

### Facebook



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

### LinkedIn



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

### Twitter



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

## 10.0 Volunteers

### 2017-2018 Volunteers

Robin Arbib	Jeannette Hind	Molly Neal
Marian Attfield	Peter Hoadley	Judy Nicklin
Olga Azar	Judy Houlton	Lorna Paviour
Wendy Baker	Noelene Irwin	Michael Preschardt
Amrita (Amy) Banerjic	Bill Jarvis	Jan Pickering
Azita Bokan	Sally Jordan	Denis Porter
Jeanette Bradley	Barbara Keffel	Tamsin Quinn
Joanne Codling	Margaret Labruyere (decd)	Susan Reid
Joan Curtis	Carol Lawler	Rosemary Richman
Carol Dance	Kelera Levu	Carol Russell
Anne Duffy	Kaye Llewellyn	Judy Schneider
Pauline Egan	Anne Lopez	Pholy Tan
Brian Elliott	Connie Lovell	Denise Tierney
Melissa Fairbairn	Karen Man	Bogna Sobczyk
John Forrest (deceased)	Sue Marsden	Andrea Turner
Denise Francis	Diana McConachy	Lynne Wayling
Bick Fulton	Romina Miranda	Meryl Whatson
Rachel Geraghty	Patricia Moody	Kathy Whitehead
Elizabeth Gibson	Bess Morrison	Vivien Wolff
Jenny Gray	Oriana Mousset	Emilia Zwolak
Norman Hams		

## Acknowledgements:

### *In Memorium:*

It is with sadness that we report that during the financial year two members of our volunteer team passed away.

**John Forrest** volunteered as an Interviewer with the Friday VRS team. John had volunteered with The Centre for Volunteering since 2004 and was an integral part of the team. His sense of humour and extreme dedication to his role are greatly missed.

**Margaret Labruyere** volunteered as an Interviewer with the Monday team. Margaret battled illness very bravely and was always cheerful and positive about life. Her enthusiasm and upbeat personality are missed by the Monday team and The Centre.

### *Retirements:*

During the current financial year 3 long serving volunteers retired:

**Joan Curtis** has volunteered since 1997 with the Volunteer Referral Service as Referral Receptionist. Joan's professionalism in her role was greatly admired and appreciated. Joan has a new love in her life as she acquired a new puppy which is keeping her busy.

**Betsy Williams** our longest serving volunteer, decided to retire this year. Betsy has volunteered with the Centre for over 25 years as an Interviewer with the VRS. Betsy has seen many changes in the Referral Service and has had to adapt and learn new skills to continue volunteering. Her wisdom and knowledge are missed by The Centre.

**Jenny Gray** was a volunteer with the Centre when it initially started operating around 1975. From 2001 Jenny was regularly the first point of contact on the Front Reception and welcomed all those to visit or call The Centre. The Centre acknowledges and values her contribution over the years.

We wish all our retirees well and thank them for their many years of dedication to The Centre and encourage them to keep in touch.

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

## 11.0 Partners, Sponsors and Supporters

### Major Funders



Australian Government  
Department of Social Services



Family &  
Community Services

### Volunteer of the Year Awards Principal Partners



Family &  
Community Services



### Volunteer of the Year Awards Supporters



etchcraft  
award | recognise | inspire



### Volunteer of the Year Awards Sponsors







**Plus Individual Sponsorship from Gary Rothwell**

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

Naomi Abbott, Conversational Intelligence® Consulting	Robin Hall
Traci Arkinstall	Norm Hams
Armidale City Bowling Club	Peter Hoadley
Marian Attfield	Jacquelyn Hole
Jenne Bain, State Library	Valerie Hoogstad
Loki Ball	Valerie Hoogstad (Chair)
Jay Ball, IAG	Rafiq Huq, Greening Australia
Barrier Social Democratic Club	Sumedha Jayasinghe, IAG Risk Partners
Bathurst RSL Club	David Joseph
Angela Bekesi, Marist180	David Joseph
Jo Boccalatte	Arna Karbowski
Terry Brigden	Guner Kanli
Campbelltown Catholic Club	Margaret Labruyere
Yvette Caroly	Kim Landouw
Club Burwood RSL	Tamara Leizer
Joanne Codling	Karen Lindley
The Commercial Club	Kaye Llewellyn
Commercial Club Albury	Anne Lopez
Cooma Ex-Services Club	Elizabeth MacDonald

Jane Davies	Kinga Macpherson
Dee Why RSL Club	Jacqueline Martins
Melanie Dolan	Gavin McCairns
Dubbo RSL Memorial Club	Lesley Milbourne
Anne Duffy	Patricia Moody
Brian Elliott	Cassie Morris
Fatma Emir	Bess Morrison
Melissa Fairbairn	Fiona Morrison
Anne Fitzgerald	Ian Moyser (Treasurer)
John Forrest	Daniel Murray, Empathy Consulting
Volunteering SA/NT	Nepean Rowing Club
Laura Goddard	Norths
Gosford Golf Club	Shaun O'Brien, IAG Risk Partners
Claudia Guest	Donna Osland, Botanic Gardens and Centennial Parkland
Parramatta RSL	South Newcastle Rugby League Club
Amitha Pathirana	Jonathan Srikanthan
Christina Pechey	Julie Stralow
Vesna Persic	Trent Sutton
Jan Pickering	Kiran Thwaites, UNSW Medicine
Denis Porter	Tradies Club
Tamsin Quinn	Andrea Turner
The Randwick Club	Kate Valente
Amy Raveneau	Simon Watts
Susan Reid	Ruby Wawn, UTS Shopfront Community Program
Rosemary Richman	Lynne Wayling
Geoff Rickard (Deputy Chair)	The Westport Club
Helen Rogers	Vivien Wolff
Tony Ross	Wollongong Golf Club
Paul Sabatier	Joy Woodhouse
Avril Samuels	Kylie Yates
Dr Lan Snell	Joanna Zolnierkiewicz, ARC@UNSW
South Grafton District Ex-Servicemen's Club	

**THE CENTRE FOR VOLUNTEERING**

**ABN 28 002 416 024**

**FINANCIAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2018**

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**Directors' Report for the year ended 30 June 2018**

Your Directors present their report on the company for the year ended 30 June 2018.

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.

**Geoff Rickard, Deputy Chair**

Following a 20 year career in financial services, Geoff transitioned to the not-for-profit sector in 2008, working across senior leadership and executive roles with Mission Australia and CoAct. He joined The Salvation Army in 2016 as Program Director for Australia One, an initiative that will see The Salvation Army's existing Eastern and Southern Territories brought together under a single Australia Territory.

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

**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.

**Joy Woodhouse OAM**

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

Psychology from the University of Sydney and a Master of Health Joy was awarded an Order of Australia Medal (OAM) in 2016 for service to the community through volunteering organisations

### **Terry Brigden**

Terry has practiced extensively in financial services and regulatory law for over 30 years and has had the benefit of both practical and professional experience, most recently before joining Lander and Rogers and previously being a partner in a major (now international) legal firm for over 13 years. Terry has previously held legal or commercial positions in a major bank, major life insurance company, superannuation and actuarial consulting firm.

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

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

### **Gavin McCairns**

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

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

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

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

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

### **Tamara Leizer**

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



## THE CENTRE FOR VOLUNTEERING

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

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

### **Dr Lan Snell**

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

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

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

### **Loki Ball (*Retired October 2017*)**

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.

**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 240 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.

## THE CENTRE FOR VOLUNTEERING

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- 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 2018, The Centre:

- Delivered training throughout NSW and interstate through The School of Volunteer Management (RTO) to meet the goals of Federal and State funding grants.
- Continued its participation in the national peak volunteering network (CEON) to assist, inform and support the national body, Volunteering Australia.
- Worked with equivalent interstate bodies to develop a national approach to volunteering issues.
- Continued to develop and strengthen the NSW Volunteer Centre Network.
- Worked closely with FACS: Participation and Inclusion, on the NSW Government's Volunteering Strategy.
- Achieved ongoing funding from NSW Government to continue to deliver Sector Development Services.
- Achieved ongoing support from NSW Government and ClubsNSW for the NSW Volunteer of the Year Awards.
- Conducted an effective strategic planning process to deliver The Centre's core business and objectives.
- Successfully delivered the 2017 NSW Volunteer of the Year Awards which recognised a record number of almost 110,000 volunteers throughout NSW.
- Achieved an increase of 58% television media coverage, highlighting The Centre's work to advocate for and recognise volunteers and volunteering.

## THE CENTRE FOR VOLUNTEERING

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- 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.
- Delivered a series of Volunteer Leaders' Fora across NSW to increase education and capacity building within Volunteer Involving Organisation to build effective volunteer programs and infrastructure.
- Continued work on Voluntas, a service which aims to help volunteers and volunteer involving organisations with conflict resolution.
- Advocated strongly for volunteering on behalf of the sector, including joining with our national colleagues and the volunteering support services across Australia to advocate for federal government support for these services.
- Collaborated with the National and State/Territory Volunteering Peaks to advocate for and provide responses to key sector issues including the UN Sustainable Development Goals, review of the ACNC and the Social Services Legislation Amendment.
- Collaborated with the National and State/Territory Volunteering Peaks on the 2018 National Volunteering Conference.
- Collaborated with Government agencies including the Department of Family and Community Services, Department of Finance, Services and Innovation, Office of the Children's Guardian and NSW Health on various projects.

### **Performance Measurement**

The Board monitors the performance of The Centre through:

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

THE CENTRE FOR VOLUNTEERING

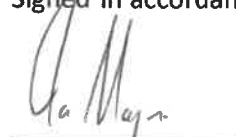
ABN 28 002 416 024

**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	1	3
Valerie Hoogstad	7	7
Tamara Leizer	6	7
Gavin McCairns	7	7
Ian Moyser	5	7
Geoff Rickard	7	7
Lan Snell	6	7
Jonathan Srikanthan	1	1
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 20 September 2018 , in Sydney

THE CENTRE FOR VOLUNTEERING

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**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2018**

	<b>Notes</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
Revenue	4	1,163,265	1,332,272
Depreciation/asset write down	5	(2,534)	(2,314)
Salaries Expense		(731,922)	(762,254)
Occupancy Costs		(171,010)	(167,386)
Programs Costs		(85,530)	(148,777)
Training Costs		(44,377)	(34,413)
Other Expenses		(152,600)	(125,400)
(Deficit)/Surplus		<b>(24,708)</b>	<b>91,728</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 2018**

	Notes	2018 \$	2017 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	645,390	734,601
Trade and other receivables	7	29,207	13,355
Prepayments		16,675	50,664
<b>TOTAL CURRENT ASSETS</b>		<u>691,272</u>	<u>798,620</u>
<b>NON CURRENT ASSETS</b>			
Plant & equipment	8	<u>7,988</u>	<u>10,523</u>
<b>TOTAL NON CURRENT ASSETS</b>		<u>7,988</u>	<u>10,523</u>
<b>TOTAL ASSETS</b>		<u>699,260</u>	<u>809,143</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	16,948	43,376
Provisions	10	80,463	78,060
Income received in advance	11	<u>68,042</u>	<u>130,699</u>
		<u>165,453</u>	<u>252,135</u>
<b>NON CURRENT LIABILITIES</b>			
Provisions	10	<u>7,483</u>	<u>5,976</u>
<b>TOTAL NON CURRENT LIABILITIES</b>		<u>7,483</u>	<u>5,976</u>
<b>TOTAL LIABILITIES</b>		<u>172,936</u>	<u>258,111</u>
<b>NET ASSETS</b>		<u>526,324</u>	<u>551,032</u>
<b>ACCUMULATED SURPLUS</b>		<u>526,324</u>	<u>551,032</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 2018**

	Notes	2018 \$	2017 \$
<b>Cash flows from operating activities:</b>			
Receipts from funders, donors and customers		1,070,918	1,287,020
Payments to suppliers		(442,439)	(508,007)
Payments to employees		(728,012)	(740,145)
Interest received (net)		10,322	10,270
<b>Net cash (used in)/provided by operating activities</b>	13	<u>(89,211)</u>	<u>49,138</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>		(89,211)	49,138
<b>Cash and cash equivalents at the beginning of the year</b>		734,601	685,463
<b>Cash and cash equivalents at the end of the year</b>	6	<u>645,390</u>	<u>734,601</u>

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

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**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2018**

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Accumulated surplus at the beginning of the year	551,032	459,304
(Deficit)/surplus for the year	(24,708)	91,728
<b>Accumulated surplus at the end of the year</b>	<b>526,324</b>	<b>551,032</b>

The accompanying Notes form part of this Financial Report.

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018**

**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 2018.

**2 SIGNIFICANT ACCOUNTING POLICIES**

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

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

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

**b. Basis of preparation**

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

*Historical cost convention*

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

*Critical accounting estimates*

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

**c. Comparative Amounts**

Comparatives are consistent with prior years, unless otherwise stated.

**d. Leases**

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

**e. Revenue recognition**

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

*Grant Revenue*

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

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

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

*Donations*

Donations and bequests are recognised as revenue when received.

*Interest*

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

*Other revenue*

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

**f. Income Tax**

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

**g. Cash and cash equivalents**

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

**h. Trade and other receivables**

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

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

**i. Investments and other financial assets**

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

**j. Plant & equipment**

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

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

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

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

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

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

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

**k. Trade and other payables**

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



**l. Employee benefits**

*Short-term employee benefits*

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

*Other long-term employee benefits*

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

**m. Fair value measurement**

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

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

**n. Goods and Services Tax ('GST')**

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

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

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

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

**o. Going Concern**

The company incurred a deficit of \$24,708 for the year ended 30 June 2018 and has an accumulated surplus as of that date of \$526,324. 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 plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

*Impairment of plant and equipment*

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

*Provision for impairment of receivables*

The provision for impairment of receivables assessment requires a degree of estimation and judgement. Outstanding debtors' balances were reviewed as at 30 June 2018 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.

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<b>4</b>	<b>REVENUE</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	Membership	69,953	72,602
	Grants – government	855,355	978,838
	Sponsorship & Donations	99,083	80,035
	Interest	10,322	10,270
	Fees and seminars	119,583	174,414
	Other income	8,969	16,112
		<u>1,163,265</u>	<u>1,332,271</u>
<b>5</b>	<b>EXPENSES</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	Depreciation/write down of non-current assets		
	Plant and equipment	2,534	2,314
	Leasehold improvements	-	-
		<u>2,534</u>	<u>2,314</u>
<b>6</b>	<b>CASH AND CASH EQUIVALENTS</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	<u>Cash at Bank</u>		
	Bendigo Bank	8,024	87,731
	Commonwealth Bank	227,385	294,924
	Term Deposits	489,401	351,446
		<u>644,890</u>	<u>734,101</u>
	<u>Cash on Hand</u>		
	Petty Cash	500	500
		<u>645,390</u>	<u>734,601</u>
<b>7</b>	<b>TRADE AND OTHER RECEIVABLES</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	Trade debtors	27,220	7,852
	Other receivables	1,987	5,503
		<u>29,207</u>	<u>13,355</u>

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<b>8</b>	<b>PLANT &amp; EQUIPMENT</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	Office Furniture, Fittings and Equipment at cost	80,734	80,734
	Accumulated depreciation	(72,746)	(70,211)
		<u>7,988</u>	<u>10,523</u>
	Leasehold Improvements at cost	37,384	37,384
	Accumulated depreciation	(37,384)	(37,384)
		<u>-</u>	<u>-</u>
		<u>7,988</u>	<u>10,523</u>
	<b>Reconciliation</b>		
		<b>\$</b>	<b>\$</b>
	<b>Office Furniture, Fittings and Equipment</b>		
	Carrying amount at the beginning of the year	10,523	12,837
	Additions	-	-
	Asset write down	-	-
	Depreciation	(2,534)	(2,314)
	Carrying amount at the end of the year	<u>7,988</u>	<u>10,523</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>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	Trade creditors	-	-
	Other creditors and accruals	16,949	43,376
		<u>16,949</u>	<u>43,376</u>
<b>10</b>	<b>PROVISIONS</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	Annual leave – current	58,669	58,494
	Long service leave - current	21,794	19,566
		<u>80,463</u>	<u>78,060</u>
	Long service leave – non-current	<u>7,483</u>	<u>5,976</u>

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<b>11</b>	<b>INCOME RECEIVED IN ADVANCE</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	Grants and other income received in advance	62,364	124,000
	Membership received in advance	5,678	6,699
		<u>68,042</u>	<u>130,699</u>
<b>12</b>	<b>AUDITOR'S REMUNERATION</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	William Buck	7,500	15,500
<b>13</b>	<b>NOTES TO THE STATEMENT OF CASH FLOW</b>	<b>2018</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>
	(Deficit)/Surplus	(24,708)	91,728
	Depreciation/asset write down	2,534	2,314
	Changes in Assets and Liabilities:		
	Decrease/(Increase) in Trade Debtors and Prepayments	18,136	(44,692)
	(Decrease)/Increase in Payables	(26,426)	9,859
	(Decrease)/Increase in Income in Advance	(62,657)	(32,179)
	(Decrease)/Increase in Employee Benefits	3,910	22,108
	Net Cash (used in)/provided by Operating Activities	<u>(89,211)</u>	<u>49,138</u>

**14 FINANCIAL INSTRUMENTS**

**(a) Net Fair Values**

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

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

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

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

**15 RELATED PARTY DISCLOSURES****(a) Directors' Compensation**

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

**(b) Key Management Personnel Compensation**

The remuneration of Key Management Personnel is as follows:

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Short-term benefits	126,326	112,703
Post-employment benefits	25,000	34,974
	<u>151,326</u>	<u>147,677</u>

(c) Key management personnel during the year ended 30 June 2018 were Valerie Hoogstad, Geoff Rickard, Ian Moyser, Loki Ball, Jonathan Srikanthan, Terry Brigden, Joy Woodhouse, Gavin McCairns, Lan Snell, Tamara Leizer and Gemma Rygate.

**16 COMMITMENTS**

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

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Within one year	8,916	8,916
Later than one year but not later than five years	23,033	31,949
	<u>31,949</u>	<u>40,865</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 240 eligible members.

**18 EVENTS SUBSEQUENT TO REPORTING DATE**

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

THE CENTRE FOR VOLUNTEERING

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**DIRECTORS' DECLARATION**

In the Directors' opinion:

- the attached financial statements and notes comply with the Australian Charities and Not-for-profit Commission Act 2012, the Australian Accounting Standards - Reduced Disclosure Requirements and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of The Centre for Volunteering's financial position as at 30 June 2018 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.



**Ian Moyser**  
**Director**

Dated this 20 September 2018



## 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 2018, 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 2018 and of its financial performance for the year then ended; and
- b) complying with Australian Accounting Standards – Reduced Disclosure Regime and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

### Basis for Opinion

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

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

### Other Information

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2018 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.

#### CHARTERED ACCOUNTANTS & ADVISORS

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[williambuck.com](http://williambuck.com)

## **Directors' Responsibilities**

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

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

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

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

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

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


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

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

Yours faithfully,



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



**L.E. Tutt**  
Partner

Sydney, 20 September 2018