

Annual Report 2012 - 2013

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1.0 Message from the Chair



At the last Annual General Meeting, I felt privileged and pleased to have been appointed Chair for the Centre for Volunteering. Firstly, I want to thank Joy Woodhouse for her wonderful leadership as the previous Chair, and am pleased that she has agreed to remain on the Board for a while.

I am happy to report that the Centre has had a good year. By this I mean not just financially, but by our social impact and the increasing numbers we have assisted either into volunteering or into work via their volunteering experience. Volunteering plays an important part in the Australian community with about 40% of the population being involved one way or another. Many people think of volunteers as well-meaning older people, but in fact most volunteers are still in paid employment. The scene is changing and the challenge is to start selling volunteering as a way of changing people's lives for the better whilst advantaging ourselves personally by developing leadership, mentoring, self-confidence and adaptability skills.

Corporate volunteering has experienced huge growth, and the Centre has received many requests from the sector to help give their staff the opportunity to lend their expertise to not-for-profit groups. These organisations consider volunteering a part of their corporate social responsibility, and understand that staff gain satisfaction from being involved (which in turn results in improved staff retention rates and generally a more contented workforce). The Centre continues to value several relationships within the sector including the network of volunteer centres across the State, the NSW Office for Volunteering, the Office of the Minister for Citizenship, the Hon. Victor Dominello, and the CEO Network of State peak volunteering bodies (CEON). These relationships ensure that the focus on volunteering is always at the forefront of our business and our purpose.

The Centre has also strengthened its relationship with youth. You may recall that government funding for the Schools and Community Involvement Program (SCIP) was withdrawn after 30 years, but the Centre made a decision to continue its work in this area. Promoting the benefits of volunteering to youth is important and many educational facilities such as schools and universities are becoming increasingly involved, and are offering formal recognition to young people who participate in volunteering. Such involvement can help young people to develop the "soft skills", and job seekers in particular, can clearly benefit. Research indicates that employers are positively influenced by a young person's involvement in a volunteering program. The Centre, through its Research, Development and Policy unit, has developed a range of initiatives with University of Technology (UTS) and the University of Western Sydney (UWS) for programs encouraging youth involvement in volunteering.

In June 2013, the Centre hosted another very successful one day *Ignite Volunteering Conference* which was well attended, and provided a full day of training for volunteer managers across NSW. The broad range of expert speakers has made the conference a "must go" for people involved in the voluntary sector.

The training arm of The Centre, The School of Volunteer Management (as an RTO), through its manager Mark Tippet, has developed a reputation for solid training and education in management with its certificate and diploma courses. The results are clear and have led to partnerships with various levels of Government, universities and secondary schools that encourage community interaction and leadership development through volunteer training and practice.

The Volunteer Referral Service continues to be a critical part of the Centre's work, and I often hear compliments about the effectiveness of this service. There are still challenges ahead. Amongst them is finding jobs for the many volunteers from the corporate, youth and university sectors who want to get involved. One of our goals is to persuade the not-for-profit sector, that many tasks which they feel they cannot perform (due to lack of resources) can be undertaken by a variety of experts in the volunteer cohort.

Lynne Dalton has reported to the Board that she will resign early 2014. We will miss her. Lynne became CEO in very difficult times and she steered The Centre in the right directions, financially and strategically. We wish her all the very best and hope that she will remain involved in some way in the future.

Photo: Valerie Hogstad with Micheala Collins, 2012 NSW Youth Volunteer of the Year following announcement of award recipients during the state ceremony in December 2012.



Many thanks to the Board which has supported me in my first year. A special welcome to Terry Brigden, Loki Ball and Brendan Lynch who joined the Board during the year, and thanks to Lynne and her fabulous team of staff and volunteers for their ongoing involvement in the Centre.

Valerie Hoogstad
Chairperson

“Volunteering plays an important part in the Australian community with about 40% of the population being involved one way or another”

2.0 Message from the CEO

The past financial year has been one of increased expansion of our partnerships around volunteering within the community, within the corporate sector and within Government. We have developed ongoing and innovative relationships with Macquarie University, UWS, UTS, Community CPS (now Beyond Bank), the NSW Government, Commonwealth Bank of Australia, National Australia Bank, The Sydney Morning Herald and an ever growing number of corporations. These partnerships will all work towards enhancing the volunteering sector through the creation of many volunteer opportunities.

ClubsNSW has come on board as a dedicated sponsor of the NSW Volunteer of the Year Award, and continues to offer its expert advice and staff resources to ensure that the Award program focuses on acknowledging the invaluable contribution the volunteers make – including the 50,000 volunteers in the club industry alone. I am extremely grateful to Anne Fitzgerald, Executive Manager, Member Services & Marketing at ClubsNSW for her commitment to the volunteering cause. Thanks are also due to Maria Peña, Community Partnerships Executive at ClubsNSW.

We were also very lucky to have introduced to us a person who has become a major asset to The Centre through her amazing zest for the voluntary sector. I speak of none other than Paula Duncan AM, who has become a staunch ally and friend of The Centre and who last year accepted the role of NSW Volunteer of the Year Award Ambassador. This year the Board of The Centre offered Paula the position of Ambassador on an ongoing basis because of her commitment and dedication to the role. Paula brings a wealth of understanding about community engagement and promotion from which we have benefitted greatly in the short time she has been with us.

“I continue to be amazed at the dedication of The Centre’s volunteers. Many have been coming to The Centre for decades, through three relocations, a few CEO changes and many staff changes...”



yet they turn up day after day, week after week, year after year fulfilling our need for reliability and professionalism in their volunteer roles. Some even go away and come back!

As mentioned in my report last year, I was pleased that the Minister for Citizenship, Hon Victor Dominello, committed the Government to consulting with the community on the issue of volunteer rights which resulted in a robust program of meetings, and forums with an expert group and the broader community regarding the concerns raised by many volunteers. The outcome was the adoption of a charter of principles which was endorsed by the Government with an invitation to organisations to sign up to the principles built on the three objectives of respect, dignity and fairness for volunteers. I encourage organisations including government agencies to sign up to, and apply, these principles in their everyday volunteer management practices.

Yet while these principles have been developed and promoted, I am still taking weekly calls from volunteers all over the state who have experienced frustration, anger and even grief as a result of inappropriate behaviour of managers and/or supervisors. While I acknowledge that volunteers themselves can sometimes cause disruption, the organisation has the appropriate management rights and power to deal with such behaviour in an appropriate way. Volunteers, however, have no structure, system or protection when it comes to their rights and wellbeing.

Of course I could not complete an annual report without mentioning the Board, volunteers and staff, who are all vital for the organisation to function effectively. The people I have around me are one of the reasons I have journeyed for over seven years from Bowral to the City every day - a journey of almost six hours daily. There is never a day when I don't want to come to work and meet with my staff and volunteers.

The Board also offers me the support and friendship that makes my daily journey worthwhile. Our long time chairperson, Joy Woodhouse, retired from the Chair at the last AGM due to her relocation to South Australia, but has agreed to continue on the Board for the foreseeable future. Her efforts have been a huge help towards the seamless transition to our new Chair, Valerie Hoogstad.



Photo (left to right): Paula Duncan, Bruce Venables, Judy Nunn and Lynne Dalton appearing on Weekend Sunrise on Channel 7, on 2 March 2013.

This is my last report as CEO of The Centre for Volunteering as I have advised the Board that I am intending to finish in my role on 31 March 2014. While some may think it a long way off, I believe that a substantial lead time will enable the Board to implement a succession program in a considered and methodical way.

It is difficult to let go of a job which enables me to work with a uniquely professional, dedicated and supportive board, *and* a group of people I consider my friends and who also happen to be the staff and volunteers in the organisation. However it is time to inject new vitality into the organisation through the energy of someone with a different background, different experiences and new ideas. I do hope after a brief period, in which to overcome the inevitable withdrawal symptoms, that I will still be involved with The Centre in some way.

Kindest regards to all and many thanks to everyone for supporting and valuing the work of The Centre over the years.

Lynne Dalton
CEO

3.0 Volunteer Referral Service

The Volunteer Referral Service (VRS) continues to be a busy department in The Centre for Volunteering. Each week, some 35 volunteers devote their time to ensure the smooth running of this service. These volunteers answer enquiries and make appointments for volunteers to be interviewed; process expressions of interest received and respond to them; interview volunteers and provide them with advice and guidance to help secure volunteer roles. Volunteers also liaise with our members, entering new roles onto our database and listing these opportunities on the various websites we use to promote them.

Figures show that we assist 700+ members of the public each month, often through responding to emails and providing information regarding our service, and of those we refer 200-300 volunteers to suitable opportunities within the community.

The VRS has a wide range of roles from the highly skilled through FIDO, to those that require no previous experience. Roles vary from one-off special event volunteering to an on-going 16 hours per week. The FIDO website, e-newsletter and newspaper column (in The Sydney Morning Herald) continues to promote skilled volunteering roles and acts as a conduit between skilled volunteers and NFP organisations. Many thanks to Denis Porter, who volunteers each week as a Liaison Officer to process and post our FIDO roles. We are also very grateful to The Sydney Morning Herald for donating space for the weekly FIDO columns.

Achievements

As their supervisor, I am responsible for the on-going training and support of these volunteers, many of whom have been with us for over 10 years, and a few for close to 20 years. During the year we have said goodbye to five of our volunteers and recruited new volunteers to take their place and embarked on cross training volunteers to help the teams better manage when volunteers are absent. I also promote the VRS to potential members and provide new members with information on how to make the best use of the service.

As a part-time employee, I am extremely grateful to Wendy Chin, our Membership Services Coordinator, who supports the volunteers in the VRS on the days I don't work. I know the teams are extremely appreciative of her support.



Pictured (left to right):
Judy, Bess and Vivien from our
Volunteer Referral Service at the
launch of the 2013 NSW Volunteer of
the Year Awards in May

We have also made a concerted effort to identify roles suitable for youth volunteering in order to promote them on our youth website and through social media. The VRS works closely with our Youth and Community Development staff to ensure that young people coming through the VRS are well taken care of. To this end, Jacinthe Brosseau and her team are able to schedule interviews two days per week between 3 – 5pm to accommodate school students.

Challenges

The challenge we face continues to be a mismatch between supply and demand for volunteer roles. Administrative roles are popular especially with international students, however, we have a predominance of welfare/aged care roles. The VRS has seen an increasing number of people who have disabilities referred by caseworkers as a pathway to employment. For us to be able to find suitable volunteer work for these volunteers, we will depend largely on the organisation's ability and willingness to engage with disabled people, and it will become more important in coming months to seek out organisations who are progressive in this regard so we can refer with confidence.

The role of the VRS is to bring volunteers, not-for-profit organisations and Government agencies together for a mutually beneficial association, and to enrich the community and the lives of the individual volunteers.

Avril Samuels

Volunteer Referral Service Coordinator



Photo (left to right): Laura, Joan, Lynne, Paul, Carol, Avril, Molly, Jenny, Peter, Lynne, Valerie, Else, and Nikki at a ***thank you to our volunteers*** afternoon tea held at The Centre in May 2013.



4.0 Member Services

Member Services renewed its focus in the 2012-2013 financial year after the appointment of a new Membership Services Coordinator at the end of September 2012.

The main objective was to coordinate effective and efficient engagement with members, with the main responsibilities including:

- Coordination of ongoing support and service to members ensuring best practice engagement and support for members
- Review and refinement of referral membership processes ensuring reports, policies and procedures are up-to-date and in practice
- Secure integration of member services, including consistent messages, shared promotion, planning and timely response to requests for advice or support.

Based on this, Member Services has been able to develop a better articulation and communication of their purpose and direction to current members, internal and external stakeholders and potential members. A new membership engagement plan has been created that focused initially on contacting all our existing members to either build a new relationship or to build a better relationship.

By the end of the 2012-2013 financial year, all not-for-profit members had been contacted either by phone or email. The aim was to share a consistent message with all our members about the benefits and services they were entitled to as members of The Centre, and develop closer relationships with our member base.

The completion of this initial stage of the Membership engagement plan has helped to ensure a smoother, more efficient, 2013-2014 membership renewal process. Additional improvements will be made to the renewal process in the coming year. Member Services this financial year created a Member Services sub-committee on the board which has developed a strategic plan. This is the basis on which Member Services is building its future plans, and will look at future member benefits and services.

I would like to acknowledge the support of wonderful volunteers, Brendan Lynch (Board Member), Christine Bassiri and international student intern, Sihan Gao, for their dedication and commitment in supporting Member Services.

Wendy Chin

Membership Services Coordinator



5.0 Corporate Volunteering

Rachel Rainbird was employed as Corporate Engagement Manager from July 2012 to March 2013. Her role has now been taken over by Wendy Chin, Corporate Volunteering Manager and Yvette Caroly, Corporate Volunteering Administrator. This team has been rejuvenating the Corporate Volunteering Program and its internal processes to match the increasing demand from various organisations that want to fulfill their Corporate Social Responsibility (CSR) programs and/or to initiate a CSR program. We have also assisted American University students to fulfill their compulsory voluntary program requirements for their studies.

In March 2013, the Commonwealth Bank of Australia (CBA) became a corporate partner with a new Corporate Volunteering program to offer more opportunities to its staff. This has created a great opportunity for CBA's CSR program, our not-for-profit members and volunteering in NSW. We welcome CBA's input on CSR developments and for having the vision to partner with The Centre to find the right opportunities for its staff and assist the community through our network of not-for-profit connections. We have organised Corporate Volunteering Days for their staff, such as the makeover of an adolescent accommodation facility, and participation in a Special Olympics sports day.

We kicked off our new CBA partnership with a Corporate Volunteering Breakfast in May to celebrate National Volunteer Week. CBA presented its existing volunteering program to a network of CSR managers. The aim was for the corporations to discuss their ideas and views on their Corporate Volunteering programs in a relaxed atmosphere. More corporate breakfasts will be held quarterly throughout the year at corporate host venues.

During November and December 2012 there was the traditional strong growth with several companies organising events, including Experian and Westpac.

In 2013, there was a significant increase in the number of corporations wanting to book an annual or six monthly volunteering programs to increase the CSR activities within their company. In particular, we have forged relationships with Real Insurance, Wise Education and Coca Cola Amatil. We are also helping to plan various days for companies that hold one day, one week or one month a year Volunteering Days as part of their CSR programs. These included Siemens, Colgate Palmolive and PIMCO. The programs range from aged care, sporting events, makeovers, social welfare gardening and environmental activities.

The team is working hard to assist our not-for-profit members to promote their corporate volunteering programs, assist with program ideas and create more opportunities to engage with corporate volunteers and CSR programs. Of note, we have been working with Ted Noffs to find skilled corporate volunteer day opportunities, and with Wesley Mission to create promotional material.

The Centre would like to thank all the organisations that have utilised our services this year and for their contribution to the community through these programs. We would also like to say a big thank you to our many not-for-profit members who liaise with us to provide these corporate volunteering opportunities.



"It was such a rewarding day. We did things like taking the dogs for a walk, cleaning their kennels, feeding them treats and best of all had play time with them. It was great to go to this shelter as I only knew about the RSPCA before and council shelters like these aren't as recognised and struggle with funding. We had a great time and I instantly fell in love with some of the dogs. It was sad to see how some of the animals have been treated before going there but the shelter takes great care of them and they should be commended highly for that." – Jennifer Hodges on behalf of the Real Insurance Team

The Centre for Volunteering, through these corporate volunteer programs, acts as a conduit between the business world and the not-for-profit sector. The highly productive corporate volunteering days provide great benefits to the community, and give corporate employees a first-hand experience of the rewarding nature of volunteering.

Yvette Caroly, Corporate Volunteering Administrator

Wendy Chin, Corporate Volunteering Program Manager



6.0 Research and Policy

To expand its membership benefits and assist the NFP sector The Centre has formed and developed a number of significant partnerships this year. Memorandums of Understanding (MOU) have been signed and enacted with Western Sydney Community Forum, Chinese Australian Services Society and University of Western Sydney.

The Centre and University of Western Sydney (UWS) partnership means The Centre and UWS are developing a program which enables and encourages community participation in volunteering. The project is aimed at UWS students and alumni as well as secondary students and the broader community. Participation will be encouraged through a number of strategies including but not limited to offering a pathway to university through a formal volunteer undertaking by high school students who seek entry into courses conducted by UWS and to existing UWS undergraduates. Chinese Australian Services Society (CASS) is a well-established community organisation, providing a comprehensive range of services in the areas of health, ageing and disability, migrant settlement, vocation and training, childcare, and much more. In particular, CASS has extensive experience in developing volunteers to assist in the running of all the different services. CASS aims to further develop its volunteering expertise and facilitate Culturally and Linguistically Diverse (CALD) volunteers to become volunteers for mainstream community organisations. CASS and The Centre entered into an agreement to work in close cooperation to pursue opportunities within their combined capacity of expertise and ability, to the benefit of each other. In particular, both parties aim to facilitate the recruitment, placement and training of CALD volunteers to become volunteers for mainstream community organisations.

The collaborative participation between The Centre and Western Sydney Community Forum (WSCF) opens up opportunities for corporate engagement in the Greater Western Sydney Region. This partnership will create valuable corporate volunteering projects among WSCF member organisations. It also provides research opportunities and data as a result of this collaboration which will be used for the benefit of both parties and the sector in general.

The MOU with the Project Management Institute of Australasia (PMI) creates a partnership that will engage with the PMI's Community Coaching Program. This is run by experienced project managers who volunteer their time to coach not-for-profit organisations in improved project management practices. Ongoing interaction occurred throughout the year with the Australian Compliance Institute (ACI) and its corporate volunteering subcommittee. Together, ACI and The Centre can now assist organisations throughout NSW with their compliance requirements.

The Centre accepted membership of Macquarie Graduate School of Management's (MGSM) exciting initiative of a CSR Partnership Network. Participation in the workshops and events will enhance the understanding of corporate and NFP requirements around corporate social responsibility. Other members of the network included corporations, charities and federal and state government agencies.

The Centre also has direct access to the Australian Insurance industry through its membership of the Insurance Council of Australia's National Consumer Reference Group. This is an insurance industry forum that engages with 90% of Australian general insurance companies that provides input into insurance products and policies. Dialogue similar to UWS was initiated and is ongoing with the University of Technology Sydney's (UTS) Brennan Program to assist UTS' Law Facility Brennan Program students engage with the NFP sector and potentially provide formal recognition for their activities.



The Centre was the lead organisation in this year's City of Sydney Living in Harmony Festival and ran the ***Volunteer Diversity and Inclusion Forum*** in April which explored the benefits of engaging diverse volunteers in community organisations and the wider community. The forum comprised a panel of leaders in Government, community organisations, academics in volunteer policy and engagement. Forum members (pictured

above) represented: University of Technology Sydney; NSW Rural Fire Service; The Salvation Army; Ethnic Communities' Council of NSW; Wesley Mission; University of Sydney; State Emergency Services; and The Smith Family

The panel shared their strategies, experiences, and learning regarding multicultural and diverse volunteer recruitment, retention and development. The panel also participated in discussion on volunteering as an effective strategy on building an inclusive society and enhancing social and economic participation.

There were 118 audience participants from 68 organisations. Around 94% rated the event either excellent or good. For most attendees (80%), this was the first time they had attended a Living in Harmony event and 93% said they would recommend the event to others.

The Centre's **Research and Policy** department undertook the following activities in 2012 - 2013:

ACNC and Social Impact Reporting Research Project

A national investigation was initiated by The Centre into the impact of national Work, Health & Safety legislation as well as potential impact from the introduction of an Australian Charities & Not-for-Profits Commission was commenced in May 2012. This project will provide policy statements on the impact to Australian NFP's in relation to these two important changes and also investigate the issues around reporting and the R&P department will endeavour to develop a reporting model that accurately identifies NFP's social impact as a measure of its resource allocation. This investigation will be done as a collaborative effort with the other national peak volunteering bodies' researchers and will include a roundtable of academics and corporate representatives.

A Research Round Table was held during the Ignite Conference June 2013. The focus of round table was on establishing research collaboration between the not for profit (NFP) sector, government, corporate enterprises and academia. The ACNC also attended and highlighted the need to build a research network, to foster and support good research in the third sector. Other participating organisations were: Office of Communities; ACNC; Macquarie University; University of South Australia; University of Sydney; University of Technology Sydney; University of Western Sydney; Commonwealth Bank; and Westpac.

In addition, research volunteers attended numerous external events to promote volunteering. For example:

- May "lunch event" at the Angliss Institute, Surry Hills. Interaction with a number of people, particularly TAFE lecturers, who were unaware that volunteering was a meaningful step on the pathway to paid employment. They planned to advise their students of this option.
- *Developing YOU - The Volunteer Leader* workshop presented by Sue Jones (UK). This Ignite Workshop was held at The Portside Centre, Kent Street. Interacted with a great number of individuals regarding volunteering issues.
- Volunteer Connection Expo 2013 Blacktown attracted more than 220 people to The Centre stand. The expo was opened by The Centre's Acting General Manager, and the Youth and Development Manager also delivered a session on youth volunteering.

- ACAP Volunteer Expo for students at the Australian College of Applied Psychology, who were very interested in getting involved with volunteering opportunities (Photo, left to right: Student with volunteers, Else and Sidonie at ACAP Volunteer Expo).
- Community Careers and Recruitment Fair Emu Plains with about 200 attending.
- Presentation on volunteering for *ANYBODY* Prince of Wales Hospital, Randwick. Audience included aged individuals, carers and volunteer co-ordinators from local charities. Discussed training for volunteers from "different" cultures.
- The Friends of Multiculturalism event which aims to celebrate and acknowledge multiculturalism and the benefits it has brought to this nation. It encourages the Government to re-focus on future directions.
- Various AMES seminars – explaining the ins and outs of volunteering especially as a pathway to employment for migrants.
- Ignite Volunteering Conference in June 2013 – assisted in facilitating workshops at the conference, and interacted with delegates on the day.



External Engagement

The research department collaborates with other national peak volunteering bodies and Volunteering Australia (VA) via a monthly online forum to enhance research capability and advocacy for volunteer issues on a national level. Presentations and discussions regarding various aspects of volunteering were held with government, not-for-profit and corporate organisations including: Asylum Seekers Centre; Bridges Incorporated; City of Sydney; Chinese Australia Services Society (CASS); COTA; Commonwealth Bank; Community Sector Banking; Federal Department of Immigration & Citizenship; Insurance Council of Australia; Lane Cove Council; NSW AMES; NSW ACE; National Australia Trustees Ltd; NCOSS; NSW Community Relations Commission; NSW Department of Premier and Cabinet; NSW Health; Newcastle University; Randwick Council; University of NSW; University of Western Sydney; University of Sydney; University of Wollongong; Vodafone; Western Sydney Community Forum; and Westpac.

In addition, team members networked at conferences, seminars and meetings with government, universities and other organisations such as: Sydney University SPRN seminars; NGO Research Forum meetings; and Time Banking update



Photo: CASS MOU signing December 2012

Tony Frew

Research, Development and Policy Manager
Acting General Manager

7.0 Youth Volunteering

As the Peak Body for Volunteering in NSW, promoting and supporting volunteering and community participation, The Centre for Volunteering aims to create rich, vibrant and cohesive communities through the development and support of youth and student volunteer engagement initiatives.



In 2013 The Centre received daily enquiries and requests for support from various stakeholders about youth and student volunteering.

These included:

- Youth and students seeking volunteering opportunities or placements in the not-for-Profit (NFP) sector
- Parents wishing to support their children's engagement in the community
- Schools wanting support to develop or run student volunteering programs
- Organisations wanting advice on how to engage youth and students in volunteering, Regional education providers and volunteer centres looking for resources to provide their local youth, schools and students
- Youth support services wanting to connect disengaged youth with volunteering opportunities, and many more.

In 2013 The Centre has provided the following in regard to youth volunteering:

- Ongoing support and advancement of student volunteering initiatives and programs in NSW
- Ongoing development, management and delivery of The Centre's Intro to Volunteering Program in schools.
- Ongoing advocacy, education, networking and training of not-for-profit (NFP) organisations to support and enhance their capacity, willingness and ability to engage young people and students as volunteers.
- Ongoing identification and advancement of meaningful youth and student volunteering opportunities in the NFP sector in NSW.
- Ongoing dissemination of research and best practice in youth and student volunteering.

Collaborations

The Centre believes in the powers of collaborative efforts to properly support and promote youth and student volunteering. In particular The Centre has further developed a relationship with the Commission for Children and Young People to ensure NFP organisations are provided with quality training in the area of risk assessment and management pertaining to involving young people as volunteers.

The Centre has also worked closely with many NFP organisations over the years to ensure 'youth-friendliness' in volunteering, including:

- The Cancer Council NSW
- The Cerebral Palsy Alliance
- St John Ambulance First Aid
- The Wilderness Society
- Hurstville Council
- Special Olympics Australia
- Amnesty International
- Australian Red Cross

- Wesley Mission
- ARV (previously known as Anglican Retirement Villages)
- St Vincent de Paul
- EasyCare Gardening
- Norbeach Connectand more.

The Centre also supports programs such as the Duke of Edinburgh Awards and International Baccalaureate Program with students often calling The Centre's VRS to find volunteer work, an important component of these programs.

Student Volunteering

The Centre's ability to link students with volunteer information and opportunities enables them access to the many benefits that successful volunteering can provide, including: meeting new people and developing both their professional and personal networks of contacts, developing and utilising existing skills and interests to their benefit and to the benefit of the community, exploring potentially rewarding career opportunities in the NFP sector, gaining useful workplace experience, learning responsibility, increased community awareness and development of a sense of social belonging, increased commitment to helping others and the community, increased engagement with formal learning, increased self-confidence as they transition out of educational facilities to what people often refer to as the 'real world', and many more.



In 2013 The Centre supported schools' student volunteering initiatives through the provision of information sessions about volunteering (including volunteering ethos, definition, general opportunities, benefits, rights and responsibilities). These sessions are key in developing students' awareness and understanding of what volunteering is all about, as well as providing context for the student community involvement activity, be it volunteering, a community service placement, an internship, etc.

Team members gave talks to university students about volunteering and attended various university expos, workshops and conferences. Our **staff and volunteers** (some of whom pictured above right) also supported student volunteering in schools, TAFE and universities through phone calls and meeting with various representatives of these educational institutions to offer tools, guidance and encouragement in the area of student volunteering.

Sector Networking and Training

As part of its program of monthly networking events for NFP organisations and other stakeholders, The Centre ran five different events where the topics of youth and student volunteering were presented and discussed. An invaluable opportunity, especially for those who work in isolation on these important issues, these events allowed education providers and representatives of organisations from diverse sectors to network, obtain information and resources, share knowledge and learn from the experiences of others in the area of youth and student volunteering. One of the topics was risk assessment and management when working with young volunteers, where The Centre partnered with the Commission for Children and Young people to trial a Child Safe Organisations workshop with a focus on youth volunteering.

Signalling the need in the sector as well as the momentum created by The Centre towards supporting the engagement of youth and students in volunteering, the 2012 and 2013 Ignite Volunteering Conferences included seven separate workshops offering training in the area of youth and student volunteering. Feedback from all of these workshops was extremely positive.

Youth Volunteer Referral Service (Youth VRS)

In 2013 The Centre examined the capacity of its VRS to ensure young people, especially those under 18 years old, can access its volunteer matching services. The Centre began trialling what it refers to as its Youth VRS, offering after-school interview timeslots when students are invited to call in and have a chat about volunteering and opportunities. The feedback has been incredibly positive, young people and their parents appreciate the friendly and attentive service. In order for the Youth VRS to remain relevant to young people, 'youth-friendly' volunteer opportunities needed to be available. The Centre therefore continued to map out 'youth-friendly' volunteering opportunities, especially in the Sydney Metropolitan area. This involved calling The Centre's



members to ensure (and encourage) their advertised volunteer opportunities were indeed available to school students and youth under 18. It also involved discussions about other possible volunteer opportunities for students/young people in these and other NFP organisations in nominated areas, including Western Sydney where many of the calls to The Centre originated this past year.

Youth Website and Facebook Page

The Centre's www.youthvolunteering.com.au website continued to be popular and useful to young people, parents, teachers and organisations seeking information and advice regarding youth and student volunteering. In 2013 various resources were added to the Toolbox section providing advice, tips and an evidence base for successful youth and student engagement in volunteering.

In 2013 The Centre's Youth Volunteering Facebook page <https://www.facebook.com/YouthVolunteeringNSW> was established to create an online space where The Centre can communicate with young people about volunteering, provide useful information, highlight interesting volunteer roles, post fun facts and images relating to volunteering, thereby creating interest and motivation to get involved. The page has proven to be very popular both with young people and with organisations seeking to engage with young people in a volunteer capacity. Content from the page has been shared widely across various Facebook networks.

The Centre continues to use the Youth Volunteering website and now the Youth Volunteering Facebook page to profile young people's stories of volunteering and case studies of organisations that have been successful in engaging young people and students as volunteers. These stories and case studies are informative and inspiring, and are a great form of recognition for both the volunteers and the organisations. The Youth Volunteer Quiz continues to be popular with young people taking (and being encouraged to take) the online quiz to reflect on how, where and why they would like to volunteer. With the help of some wonderful youth volunteers, The Centre produced some fun, creative and youth-focused print materials promoting volunteering. These were used at events and offered to members of our network to promote and support youth volunteering. A big thank you to **Hoganprint** who offered pro bono services for the printing of these resources.

In 2012-2013 The Centre actively engaged 15 young volunteers and student interns to assist with various aspects of its operations, including marketing and communications, social media, research, events, and office administration. Most importantly, these young people provided a youth perspective on volunteering and contributed their skills, talents, passion and energy to furthering the mission of The Centre for Volunteering.

Jacinthe Brosseau, Youth Volunteering & Community Development

8.0 School of Volunteer Management

The School of Volunteer Management (SVM) continues to build its relationship with valued clients and establish new clients in 2012-13 in its registered training, non-registered training, partnering and collaboration. We formed partnerships with the Australian Air League (Cert I in Active Volunteering), Local Government Association of NSW, Odyssey House, Max Potential and UWS.

In this time, the SVM successfully continued to market and improve its registered training courses to ensure it offers the latest training courses in line with industry developments, namely:

- Certificate IV in Volunteer Program Coordination CHC42712
- Certificate I in Active Volunteering CHC10112
- Certificate II in Active Volunteering CHC20212
- Certificate II in Active Volunteering CHC30612
- Diplomas of Business BSB50207 and Management BSB51107
- Certificate II in Business BSB20112



These courses offer a suite of community sector courses and a valid pathway for students. The secure trainer and student section of the school's website is up and running and is growing with an increased range of resources.

The Certificate IV in Volunteer Program Coordination remains relevant to a majority of The Centre's target market. Enrolments in this course have increased over the past year with funded offerings in New England and the Western Region of NSW. Recognition of Prior Learning (RPL) are being offered as part of the school's flexible course offerings. RPL allows individuals to have their existing skills and knowledge recognised towards a qualification, leading to greater access to nationally recognised qualifications. The SVM continues to champion RPL.

AS 2013 is an audit year for the SVM, we have been attending professional development courses related to changes to the Australian Quality Training Framework (AQTF). The school submitted its quality indicators report in June as part of its compliance and continuous improvement measures, and the overall satisfaction rate was above 82%.

The SVM was also on the *Subject Matter Expert Group* and *Industry Reference Group*, along with several other key members of the sector, to review and streamline volunteer qualifications. This was in cooperation with the Community Services and Health Industry Skills Council. The SVM also established a Peer Review Network Group which it hopes to get underway with scheduled activities later in 2013.

School Staff

The SVM continues to be ably represented and supported by its talented pool of contract trainers, namely: Penny York, Jenny Kapp, Ray and Elizda Bredenkamp, Kathryn Leaney, Tulsi Levin van de Graaff and Narayan van de Graaff and **Dale Rees-Bevan** (pictured right) from SpeakersBank Australia. Paul Davis continues to contribute his research skills to the School's capacity-building in a volunteer role. Thank you to all.





And thank you to the School's administrator, **Jessica Gibbons** (pictured left), who continues to learn more about an RTO as well as doing a sound job in keeping records and scheduling short courses.

Several of the contract trainers have developed and revised some of the School's high-level workshops, such as *Legally Speaking*.

The School would also like to thank its dedicated volunteer *Bridge to Volunteering* presenters, namely: Helen McInnes, Lorna Paviour, Karen Taylor, and Kathryn Leaney. Also, welcome to the new presenters for *Bridge to Volunteering*: Benu Mishra, Mary O'Donoghue and Kathy Whitehead who are already adding special touches to their presentations. Whether it is the once-weekly presentations or speaking to organisations, each presenter demonstrates an entertaining and knowledgeable introduction to volunteering.

DET NSW Funded Training

Late in 2011, the SVM was granted an overall 20 places in the Strategic Skills Program for the *Certificate IV in Volunteer Program Coordination*. These programs were completed in mid-2012. Earlier last year the school was funded for 10 full places in the Diploma of Management for participants in the New England region. This course was completed in June 2013. A small group was established for Odyssey House, having attained funding for the *Certificate II in Active Volunteering*.

In June 2013, the School, in consultation with the Office of Communities and State-wide Volunteer Resource Centres, was offered 45 places under the Strategic Skills Program for the Certificate IV in Volunteer Program Coordination. This program is due to complete in December 2013 meeting an industry-led need across the sector.

Training Partnership with RSL NSW

Another training workshop for the inaugural Corps of Guardians for the ANZAC Memorial will be held in mid-September 2013. This training offers a Statement of Attainment from the nationally-registered Certificate II in Active Volunteering. State wide training on *Building Better Relationships*, undertaken in November 2011 will be rolled out again early in 2014.

Certificate I in Active Volunteering Model

The *Certificate I in Active Volunteering* (CAVI) model was once again successfully used for a culturally and linguistically diverse group with Environment Victoria. The group's English level required a change to the structure of the model to an interview process. For the third year, 36 participants volunteered with Environment Victoria's Home Planet Program and completed the CAVI with the school. Environment Victoria is in the first of three years partnership with AMES and the SVM. The program was also delivered to a group at RAIN (Resourceful Australian and Indian Network) in Southern Sydney.

DEVELOPMENTS IN THE CAVI, CAVII

In June 2012, the SVM applied to have the Certificate I and II in Active Volunteering added to the Board of Studies as an option for NSW high school students, and it has been added for this calendar year. It allows students to enter qualifications from organisations such as the SVM, which has been rigorously promoting to Careers Advisors and individual high schools.

Home Planet Graduation Celebration, Footscray, Victoria



Above: Mark Tippet with graduates from Home Planet, June 2013

On June 25, Mark Tippet, the Manager of the SVM attended the term 1 graduation for the Home Planet program in Footscray, Melbourne. There were 37 graduates out of 45 who not only undertook HP's leadership program, but also collected a Statement of Attainment in Active Volunteering for their volunteering focus within the program over the past five months. I was honoured to be there as the students led us through the ceremony with stories of their achievements during the program, sponsored by Environment Victoria and Australian Migrant English Services (AMES). Present at the celebration were organisers and facilitators Eva and Katerina Gaita and teachers from the service. Many of these young people are newly arrived in the country, from places such as Tanzania and United Arab Emirates. In the leadership program, students learn how to create a more sustainable environment for our future generations and there was a presentation on how to reduce, reuse and recycle.

In summary, training activities have continued to diversify and increase from the previous year, as shown in the following:

- *Professional Development Workshops*: 26 workshops delivered
- *Customised Training*: 11 activities/workshops delivered
- *Registered Training Courses*: 139 students enrolled in the Diplomas of Business and Management, CAVI, CAVII and Certificate IV in Volunteer Program Coordination, an increase of 55% on the previous year. Completions during that time totalled 115.
- *Bridge to Volunteering (Scheduled)*: weekly Friday sessions were resumed with 327 participants attending.
- *Bridge to Volunteering (Requested by Organisations)*: 4 sessions were delivered.

Mark Tippet

Manager, School of Volunteer Management

9.0 Marketing Communications

2012 NSW Volunteer of the Year Award

The NSW Volunteer of the Year Award is now in its sixth year, with the 2012 program being run from its May to December 2012. The Centre for Volunteering developed the annual award to recognise the valuable contribution made by more than 2 million volunteers to communities throughout NSW every year.

The 2012 NSW Volunteer of the Year Award has built on the success of promotion and community support of this annual program since the Award's inception in 2007.

In 2012 more than 5,000 volunteers were recognised through the 350 nominations, being nominated individually, as part of a volunteer team or not-for-profit organisation! Every one of the nominees can be extremely proud of their achievements. The judging process proved very difficult, with over 30 judges forming panels to assess nominations.

ClubsNSW have agreed to come on board as sponsors for the NSW Volunteer of the Year Award program over a three year period, and their support and commitment is much appreciated. Thanks are also due to the NSW Government for their ongoing financial support of the award program.

The Centre's 2012 NSW Volunteer of the Year Award marketing included:

- Social Media: *Facebook, Twitter, YouTube, Flickr, Wikipedia*
- Media release announcing Award launch
- Letter to all MPs and Mayors from Minister for Volunteering requesting letters to local community groups and media releases
- Letter, emails, posters and postcards to groups and individuals
- Postings on celebrity blogs
- Community Service Announcements delivered to over 120 radio and TV stations
- NSW Government Question Time question/answer
- Print media mentions, articles, radio interviews
- NFP e-newsletters and websites
- Volunteer Centres Network (VCN)
- And much more...



Photo: Many of the regional and state recipients of the 2012 NSW Volunteer of the Year Award at the state ceremony on 5 December.

2012 NSW Volunteer of the Year Award Ceremony

5 December 2012, NSW Parliament House, Sydney

Over 160 Ministers, Mayors, volunteers, volunteer managers and guests attended the Award Ceremony at NSW Leagues Club, Sydney CBD. Special thanks to **Adam Spencer** (pictured) from ABC's 702 radio station, who kindly acted as Master of Ceremonies for the State Ceremony, and for his ongoing support of the NSW Volunteer of the Year Awards.



Forty eight regional individual, youth and senior volunteer winners and 21 regional volunteer team winners, gathered from across New South Wales for the announcement of the **2012 NSW Volunteer of the Year** winners by The Hon. Victor Dominello, Minister for Citizenship and Communities, Aboriginal Affairs, Member for Ryde is Patron of the NSW Volunteer of the Year Award.

The following 2012 NSW Volunteer of the Year Award winners were announced at the State Award Ceremony, namely:

- **Andrew Heslop**, 2012 NSW Volunteer of the Year (Neighbour Day founder)
- **Micheala Collins**, 2012 NSW Youth Volunteer of the Year
- **Megan Etheridge**, 2012 NSW Senior Volunteer of the Year
- **Carevan Volunteer Team of Albury**, 2012 NSW Volunteer Team of the Year
- **Manning Support Services of Taree**, 2012 NSW Excellence in NFP Volunteer Management
- **Michael Cluff**, 2012 NSW Corporate Volunteer of the Year



Photo: (from left to right) Minister Dominello with Andrew Heslop, 2012 NSW Volunteer of the Year

Entertainment at the 2012 NSW Volunteer of the Year Award state ceremony included **CPA KIDZ band** (Chinese Parents Association Children with Disabilities) and **La Voz** drumming group.

2013 NSW Volunteer of the Year Award

The 2013 NSW Volunteer of the Year Award program is progressing well, with nominations received so far from many regions across NSW. Promotion began with the launch of nominations during National Volunteer Week in May 2013.

Paula Duncan AM (pictured) is the 2013 NSW Volunteer of the Year Award Ambassador. Paula generously agreed to act as Ambassador for the NSW Volunteer of the Year Awards on an ongoing basis. We thank Paula for her considerable time and effort in promoting the Awards, and being part of our programme.



Paula began working with The Centre for Volunteering in mid-2012 to help attract sponsors to support the NSW Volunteer of the Year Award as well as to assist in raising the profile of volunteering and The Centre

throughout NSW. Paula Duncan has worked extensively on stage, film and television, and has been a household name throughout Australia for over half of her life, not only as an actress but as one of Australia's most loved personalities.

2013 National Volunteer Week

In May 2013, National Volunteer Week (NVW) was celebrated with events and promotional activities organised by The Centre. The events run during 2013 National Volunteer Week included:

NVW Launch & Morning Tea

Monday 13 May | Parliament House Sydney

The **Hon. Victor Dominello**, Minister for Citizenship and Communities, Aboriginal Affairs, and Youth, Member for Ryde was on hand to launch NVW 2013 and to release the principles around volunteer rights following a state-wide consultation of almost 3,000 volunteers across NSW.



Another speaker at the event was **Dr Debbie Haski-Leventhal**, (pictured on left with Minister Dominello) Senior Lecturer at Macquarie Graduate School of Management, who shared some valuable insights into the links between volunteering and the business world. Attendees also heard from **Helen Crouch** from Max Potential, (a youth leadership and community coach development program), which is sponsored by ClubsNSW, along with two high school students involved in the program.

2013 NSW Volunteer of the Year Award Launch

15 May | Kirribilli Club

2013 NSW Volunteer of the Year Award ambassador, Paula Duncan and 2012 NSW Volunteer of the Year, Andrew Heslop joined The Centre's CEO Lynne Dalton, to launch the **2013 NSW Volunteer of the Year Award** at The Centre's **Volunteer Recognition Celebration** on Wednesday, 15 May, at Kirribilli Club. The elegant cocktail party was attended by more than 120 volunteers and volunteer managers from The Centre's NFP members. Lexie Duncan (pictured right) dazzled with audience with her vocal performance. Volunteers received a mini "V for Volunteering" cupcake from The Cupcake Factory as a parting gift.



Thank You Afternoon Tea for The Centre's in-house volunteers

Monday–Friday, 13–17 May | The Centre for Volunteering

The Centre hosted "thank you" afternoon teas each afternoon during National Volunteer Week for our dedicated office volunteers. Approximately 40 volunteers donate time each week to assist The Centre. Their roles include interviewing, reception, administration, research, and IT.

Corporate Breakfast

16 May | Commonwealth Bank venue, Sussex Street, Sydney CBD



Corporate Volunteering Managers and Representatives from some of the state's biggest companies attended the first of The Centre's **2013 Corporate Volunteering Knowledge Network Breakfasts**. Co-hosted by the Commonwealth Bank, the event featured The Centre's Paula Duncan and Lynne Dalton along with CBA's Nathan Barker, Fiona Davies

and Michael Cluff, who provided their insights into corporate volunteering, from setting up programs to being a volunteer. Positive feedback was received following this event, and more corporate breakfast events are planned in the coming year.

Ignite Volunteering Conferences

2012 Ignite Volunteering Conference

27 July 2012, Pullman Sydney Hyde Park

Over 180 delegates from NSW and throughout Australia joined together for The Centre's annual conference on volunteer management – the 2012 Ignite Volunteering Conference – at Pullman Sydney Hyde Park, Sydney CBD, on Friday, 27 July 2012. This year's conference theme was ***Innovation and Partnerships*** with 18 speakers delivering 19 workshops and plenary sessions on topics within volunteer management and the NFP sector.

The conference was opened by the Hon. Victor Dominello MP, Minister for Citizenship and Communities, followed by Martin J. Cowling and Peter Slattery– all delivering inspiring words to the group. Delegates attended a broad range of workshops with topics including *Be part of an Advisory Support Group*, *Help your Organisation to become a Volunteer Magnet*, *Teamwork in Volunteer Programs* and *Across Your Organisation* and many more. 96 per cent of delegates rated the standard of plenary presenters as very good or excellent and over 97 per cent of delegates rated the standard of workshop presenters as very good or excellent.



A big thank you to our conference sponsor, **Community Sector Banking**.

2013 Ignite Volunteering Conference

20 June 2013, Pullman Sydney Hyde Park



Over 20 speakers met in Sydney's CBD for a day of volunteer management training with 190 volunteer managers from around NSW. The day will comprise of a mixture of plenary sessions, interactive workshops, panels and case studies, all focusing on the theme of ***'Consult and Collaborate'***.

Photo: Event staff at the conference

The conference was opened by The Hon. Victor Dominello, and Dr Judy Esmond and Loki Ball were the two other plenary presenters. Over 77% of delegates rated the conference overall as very good or excellent, and 83% are planning to attend the conference in 2014. Delegates rated their favourite workshops as:

- **Volunteers – How to Get Them, Treat Them and Keep Them** by Dr Judy Esmond

- **Designing Projects and Activities to Engage University Students** by Lindie Clarke, Macquarie Uni
- **Skills Banking: An Asset and Empowerment-Based Approach to Community Engagement and Volunteering** by Loki Ball
- **Are Your Goals Just Dreams? Strategies to Achieve More Realistic Personal and Professional Goals** by Dale Rees-Bevan

A big thank you to our conference sponsors:

- **Commonwealth Bank of Australia**
- **Southern Sydney Volunteer Connection:** Keystone Community Solutions, VAST and Stars
- **Kids Giving Back**

Ignite Workshop: *Developing YOU – the Volunteer Leader*

19 March 2013, Sydney CBD

On Tuesday, 19 March 2013, a group of dedicated volunteer managers came together to participate in The Centre's 2013 Ignite Workshop with the UK's Sue Jones. Sue Jones, a widely respected speaker who has presented at workshops like this all across the world, brought in new ideas and exciting ways to look at volunteer management. Her willingness to interact and strong knowledge of volunteer management made the workshop one everyone could enjoy.



Rear: Kiralee Phillips, Sue Jones, Jacqui Hastings | Front: Avril Samuels, Kyle Leonard, Jacinthe Brosseau
(Photo: Geoff Jaeger, Jaeger Photography)

Volunteer Diversity and Inclusion Forum

17 April 2013, at Customs House, Sydney CBD

The *Volunteer Diversity and Inclusion Forum* explored the benefits of engaging culturally diverse volunteers in community organisations and the wider community. The forum was presented by the The Centre for Volunteering and the Ethnic Communities' Council of NSW and supported by the City of Sydney, and targeted not-for-profit CEOs, Volunteer Managers, and people working with volunteers and decision makers.



Many thanks to **Matthew Salier**, National Manager of The Smith Family who provided valuable assistance in serving as MC for the event. Thanks also to the panel of leaders working in volunteer policy and engagement (**pictured on left**) from Government agencies, community organisations, and academia, who shared their strategies, experiences, and learning regarding multicultural and diverse volunteer recruitment, retention and development.

Entertainment was provided by a **Chinese Dance Troupe** (pictured on right), from Chinese Australian Services Society (CASS) – a performance enjoyed by all attending the forum.



E-newsletters

The Centre for Volunteering has continued to communicate with its members, volunteers and supporters via its e-newsletters: *The Voice of Volunteering*, *SVM e-news* and the weekly *Fido Skilled Volunteering Jobs eBulletin*.

The Voice of Volunteering is emailed regularly through the year to over 2,200 Volunteer Managers, NFP Senior Management, Corporate CSR and Volunteer Managers and The Centre for Volunteering's Members. *The Voice* provides a valuable resource, and allows readers to be updated with news, events, training, projects, staffing and more from The Centre for Volunteering and the volunteering sector, *free* in their inbox, every month.

"Thank you for sending this wonderful information [The Voice]. It gives us an opportunity to look at the progress of volunteers, and the doing of human good will that helps in adding a meaning to one's life...It should make us proud to belong to this community."

Tania, Sydney Multicultural Community Services

SVM e-news is sent approximately every two to three months to the School of Volunteer Management's current and past students, Volunteer Managers, members of The Centre for Volunteering and trainers.

Fido Skilled Volunteering Jobs eBulletin is sent every Monday to 2,100 subscribers and lists all of the jobs featured in that week's Help Desk column in the *Sydney Morning Herald*.



Online Marketing – Websites

The Centre's websites are constantly updated with a wealth of resources for both volunteer and volunteer managers within the community sector.

The Centre for Volunteering promotes volunteering, volunteer management and training, volunteer opportunities and best practice via the above websites. The websites are updated on a weekly and monthly basis by a dedicated team of volunteers. Funding from a FAHCSIA Grant allowed The Centre for Volunteering to update its existing main website and develop a website targeting Youth Volunteering (pictured).

Online Marketing – Social Media

The employment of Reem Abdelaty, Online Writer and Producer (pictured right) has allowed The Centre to establish and expand its presence on social media. The Centre now has accounts on:



Twitter: January 2013 started with 750 followers and July 1041 followers

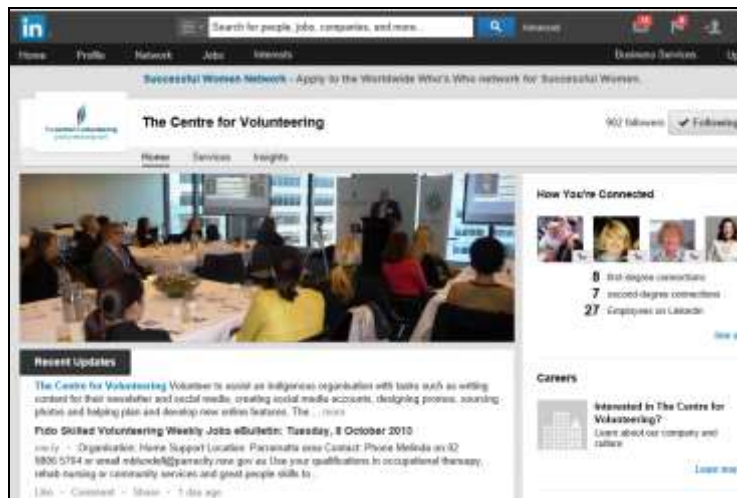
Facebook:

- The Centre for Volunteering: Jan 417 grown to 526
- Youth Volunteering: Launched March 2013 46 followers has grown to 143
- School of Volunteer Management: 51 to 91
- Volunteering NSW (launched March 2013): 35 to 132

- NSW Volunteer of the Year Awards: 64 to 86



LinkedIn: Company Page: The Centre for Volunteering 441 to 747



Pinterest : Launched January 9 to 38

Youtube: Youtube channel views have grown from approximately 25 views per month to 110 views per month

As an organisation we are increasingly using the content we generate from networking events, conferences and those events and issues are staff are involved in to populate these social media channels.

This is allowing us to increase our engagement not only with the public but also with the not for profit sector. Examples include the popularity of the April Monthly Networking Event video on youtube on the new Working with Children Check which has amassed 164 views since its online release. This can be viewed at www.youtube.com/volunteeringnsw

Many thanks to our volunteers and staff members who have provided much needed event management, administration and IT support over the last 12 months. In particular, thanks to Dennis, Barbara, Sidonie, Avril, Andrea, Kirralee, Lauren, Else, Pholy, David, Jacinthe, Jess, Lyndon, and Rachel.

Reem Abeldaty, Online Writer and Producer

Jacqui Hastings, Communications & Events Management

Kristin Sinclair, Awards Manager & Marketing Manager

Marketing Team

10.0 Volunteers

Kathryn Leaney, Bridge Speaker
 Mary O'Donoghue, Bridge Speaker
 Karen Taylor, Bridge Speaker
 Helen McInnes, Bridge Speaker
 Lorna Paviour, Bridge Speaker
 Kathy Whitehead, Bridge Speaker
 Benu Mishra, Bridge Speaker

David Sinclair, Data Entry
 Darryl Tangra, Data Entry

Bettina Shepherd, Email
 Glen D'Costa, Email
 Tassanee Sangwon, Email
 George Cooper, Email
 Kristen Ward, Email

Denis Porter, FIDO Liaison

Yvette Caroly, Front Reception
 Yan Li Huang, Front Reception
 Jenny Gray, Front Receptionist
 Judy Houlton, Front Receptionist
 Sally Jordan, Front Receptionist
 Sue Miller, Front Receptionist
 Sidone Garland, Front Receptionist

Hyojung Lee, Graphic Designer

Michael Fong, Intern

Po-chun Chang, Internet Producer

Anne Duffy, Interviewer
 Peter Hoadley, Interviewer
 Bess Morrison, Interviewer
 Carol Russell, Interviewer
 Jan Pickering, Interviewer
 Betsy Williams, Interviewer
 Lesley Green, Interviewer
 Sue Marsden, Interviewer
 Molly Neal, Interviewer
 John Forrest, Interviewer
 Lynne Wayling, Interviewer
 Andrea Turner, Interviewer
 Carol Lawler, Interviewer
 Margaret Labruyere, Interviewer
 Vivien Wolff, Interviewer
 Candy Misquitta, Interviewer
 Robin Arbib, Interviewer
 Norman Hams, Interviewer

Patricia Moody, Interviewer
 Susan Reid, Interviewer
 Kaye Llewellyn, Interviewer
 Suzan Cutler, Interviewer
 Philippa Beeston, Interviewer
 Vanessa Mumbler, Interviewer
 Cecily Woollard, Interviewer

Bill Jarvis, IT

Kyle Leonard, Marketing/Youth Intern
 Yaniv Levy, Marketing/Youth Intern
 Sihan Gao, Marketing/Youth Intern

Elaine Budd, Policy Officer
 Noel Leslie, Policy Officer
 Melanie Morningstar, Policy Officer
 Trang Nguyen, Policy Officer
 Shweta Sengupta, Policy Officer
 Else Roland- Lai, Project Officer
 Ganesh Rao, Project Officer
 Niki Whitford, Project Officer
 Jithu Vijayan, Project Officer
 Pholy Tan, Project Officer
 Anu Paul, Project Officer
 Ruby Chandraraj, Project Officer

Joan Curtis, Referral Receptionist
 Connie Lovell, Referral Receptionist
 Judith Nicklin, Referral Receptionist
 Denise Francis, Referral Receptionist
 Mai Douglas, Referral Receptionist

Michelle Cao, Research Officer
 Jane Cioffi, Research Officer
 Moraket Fergusson, Research Officer
 Oleen Rolls, Research Officer

Kirralee Phillips, SCIP Speaker
 Lauren McQueen, SCIP Speaker

Laura Strano, VNSW Administration
 Judy Schneider, VNSW Administration
 Christine Bassiri, VNSW Administration
 Sihan Guo, VNSW Administration
 Dianne Denny, VNSW Administration
 Barbara Keffel, VNSW Administration
 Andrea Turner, VNSW Administration



11.0 Partners and Supporters

Major Funders

The Department of the Prime Minister and Cabinet

Department of Family & Community Services,
NSW Government

Department of Education and Communities,
NSW Government



Australian Government
Department of the Prime Minister and Cabinet



Financial Sponsors/Program Supporters

City of Sydney

ClubsNSW

Commonwealth Bank of Australia

Kids Giving Back

Office of Communities, NSW Government

Southern Sydney Volunteer Connection

Community Sector Banking



Partnerships

Chinese Australian Services Society Ltd (CASS)

City of Sydney

ClubsNSW

Kirribilli Club

Project Management Institute

University of Western Sydney

Western Sydney Community Forum



Pro-Bono and Other In-Kind Support

Loki **Ball**, Sydney Youth Engagement
Kerri **Barber**, State Emergency Services
Nathan **Barker**, Commonwealth Bank
Alan **Bates**
Terry **Brigden**, Lander and Rogers
Dr John **Casey**, City University of New York
Shannon **Carruth**, ING Direct
Lindie **Clark**, PACE Macquarie Uni
CPA KIDZ band (Chinese Parents Association
Children with Disabilities)
Dr Ken **Cruickshank**, University of Sydney
Dr Bronwen **Dalton**, University of Technology
Sydney
Sarah **Davidson**, COTA
Jon **Dee**, Do Something Near You!
Lexi **Duncan**
Paula **Duncan**
Tony **Gatt**, Foodbank
Dr Jenny **Green**, UTS
Dr Debbie **Haski-Leventhal**, MGSM
Les **Hems**, UNSW
Hoganprint, Artarmon
Valerie **Hoogstad**, The Centre for Volunteering
Peter **Horsley**, Cerebral Palsy Alliance
Hua Xing, CASS Dance Group
Joanne **Kim**, Wesley Mission
Captain Nesan **Kistan**, The Salvation Army

Brendan **Lynch**, exSport
Kaye **McCulloch**, Keystone Community
Solutions
Dr Lyndsey **McKee**, United Way
Craig **McKell**, Pitch Partners
Ian **Moyser**, KPMG
North Shore Temple Emmanuel
Maria **O'Brien**, Integrated Living
Professor Jenny **Onyx**, UTS
Nicola **Owens**, Hurstville Council
Peter **Risbey**, Community Connect Gardening
Dr Chris **Roffey**, UWS
Caroline **Romeo**, Ethnic Communities' Council
of NSW
Paul **Sabatier**, Volunteering Unit, Communities
NSW
Matthew **Salier**, The Smith Family.
Christopher **Smith**, COTA
Adam **Spencer**, ABC's 702
Dr Graeme **Stuart**, University of Newcastle
Shelley **Taylor**, Baptist World Australia
Simon **Watts**, Volunteering Unit, Communities
NSW
Caroline **Webber**, Olive Press
Kristine **Wendtman**, Rural Fire Service
Joy **Woodhouse**, Joy Woodhouse Consultancy
Service

Award Sponsors and Supporters

Bunnings Warehouse
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Jenolan Caves
Lonely Planet
Manning River Times
National Trust
Nepean Belle Paddlewheeler
Novatel Darling Harbour
Officeworks
OzVPM
Powerhouse Museum
Seiko
Sydney Symphony
Taronga Zoo
UNSW Press



NSW VOLUNTEER
OF THE YEAR AWARD
2012



12.0 Financial Report for the Year Ending 30 June 2013

The Centre for Volunteering

ABN 28 002 416 024

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2013

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

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Directors' Report for the year-end 30 June 2013

Your directors present their report on the company for the year ended 30 June 2013.

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. Until recently, Valerie was Director of International Education at the Australian Catholic University. She is currently lecturing at Sydney University.

Kaye McCulloch, Deputy Chair

Growing up in rural Australia, Kaye learnt early that volunteering was a way of life ("if we don't do it, no-one else will" was her Dad's constant reminder). Since graduating with a Science degree with a Psychology major, Kaye spent several years working in the public sector in Australia and the UK before finding her true calling in the community sector. Since 1986, she has worked in the community sector, designing volunteer training and management programs, as well as volunteering in many roles. Since 1999, Kaye has been the Manager of Volunteer Link, a Volunteer Resource Agency recruiting and training volunteers for organisations within Keystone Community Solutions Inc. in the St George and Sutherland Shire region of southern Sydney. Since 1999 she has also been an active member of the NSW Volunteer Centre Network. As a trainer for Keystone Community Solutions Inc., Kaye specialises in training for Boards and Senior Managers of Volunteer-involving organisations, such as policy development, complaints handling, and Governance, Roles and Responsibilities of Board members.

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 probono audit services to the Humour Foundation on behalf of KPMG.

Joy Woodhouse

Joy has run her own consultancy business since 1997 specialising in human resource management and training including corporate investigations, facilitation of strategic and business planning, and service management, reviews and evaluations. She has extensive experience in the government sector including Senior Executive Director positions in Ageing & Disability Services within the NSW Department of Community Services (DoCS). In 1993 Joy was appointed Assistant Director General of DoCS responsible for approximately 4,000 staff and a budget of approximately \$320m and undertook this role until 1997. Her academic qualifications include an Honours degree in Psychology from the University of Sydney and a Master of Health Planning from UNSW. During her public sector career Joy was appointed as a member and Chair of numerous NSW Government Steering and Advisory Committees, Task Forces, Working Groups and Review Teams.

Alan Bates

Alan comes from a financial and sales background with over 38 years' experience in leading, training & managing volunteers. For 21 years from 1991 he held the position of Manager, Volunteer Services, Wesley Mission Sydney. Rovers Australia recently honoured Alan for his service to the NSW Rovers Hike for Hunger program for the long association with Wesley Mission.

Recently retired, Alan has accepted a position on the Board of the Asian Aid Organisation Limited (as a Director) to further the education of under-privileged children throughout Asia. Alan now resides on the mid north coast and has continued his 50 year association with the SDA Church Scout Movement - Pathfinders. After serving as a District Director in the Sydney area for 35 years, upon his retirement, Alan has taken up the same role in the North NSW Conference. For 9 years Alan served on the Adventist Development & Relief Agency Advisory, Greater Sydney area and brings that knowledge to regional NSW. Alan graduated in the first class for the Diploma of Volunteer Management Practices, conducted by the School of Volunteer Management. Alan has presented papers at State, National & International Volunteer Conferences.

Bronwen Dalton

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

Les Hems

Les Hems has been Director of Research at The Centre for Social Impact, NSW since December 2009. Les has recently completed a major report for Prime Minister and Cabinet on establishing a capital market for social investment which follows on from CSI's feasibility study on the implementation of a social impact bond in New South Wales. Les specialises in research that demonstrates and measures social impact. Prior to his arrival in Australia he spent the previous 18 years undertaking a range of major initiatives in the United Kingdom that have served to develop the evidence base for third sector research, policy and practice including the establishment of the biennial National Survey of Third Sector Organisations.

His research career commenced at Aston Business School and in 1994 he established the research team at the National Council for Voluntary Organisations (NCVO). In 1998 he became a principal researcher for the Johns Hopkins University Comparative Non-profit Sector Project, and in 2000 he established a new research centre at University College London which became part of the Institute for Philanthropy.

Les is board member and former chair of Coventry Sports Trust a larger registered charity and social enterprise based in the United Kingdom.

Terry Brigden

Terry has practiced extensively in financial services and regulatory law for over 20 years and has had the benefit of both practical and professional experience, most recently before joining Lander and Rogers being a partner in a major (now international) legal firm for over 13 years, having previously held legal or commercial positions in a major bank, major life insurance company, superannuation and actuarial consulting firm and was the legal counsel at Charge Card Services Limited which operated the domestic Bankcard credit card scheme.

Terry is on the Australian subsidiary board of a large Canadian bank and is on the International Monetary Fund's external expert panel for banking and insurance regulation, most recently consulting to the Central Bank of Bangladesh on amendments to its Banking Companies Act.

Terry has been named as one of Australia's best superannuation lawyers in the Best Lawyers Australia peer review survey published in the AFR 2013, 2012, 2011 and 2010 and was recognised for his broader financial institutions work in the same survey in 2011, 2012 and 2013. Terry has received similar recognition for his insurance work in the PLC Which Lawyer ratings for 2010 and 2011 and the 2013 Best Lawyers (Australia) survey.

Loki Ball

Loki is 24 years old and has completed studies in law and social business. In 2011 Loki was named NSW Youth Volunteer of the Year, and later National Volunteer of the Year for Sydney, in recognition of his outstanding contribution to the community. Loki has travelled to all Australian states and territories to work in areas of community need ranging from homelessness, human rights and youth disadvantage. In 2012 Loki received a National Children's Law Award, in a youth category, for his work to protect the legal rights and interests of children. In 2013 Loki was appointed to the Social Justice Committee of the University of Technology, Sydney (UTS) Council to advise UTS on social justice matters. Loki now works as an adviser to Australia's National Children's Commissioner and runs his own consultancy to advance the position of young people in society. Loki is still an active volunteer and he is always interested in new ways to engage young volunteers with the community.

Brendan Lynch

Brendan Lynch is a consultant in the sport industry specialising in strategic planning, governance reform, organisational development, change management and workforce planning. He has worked with international, national, state and local sporting organisations as well as conducting major projects for the Australian Sports Commission. Brendan has assisted major sports including Swimming Australia, Athletics Australia and Rowing Australia to develop strategic plans and the organisational reform required for their implementation. Brendan also facilitated the development of ACTIVE 2020, the 10-year strategic plan for sport and active recreation in the ACT.

As Program Manager of Volunteer Recruitment for the Sydney Organising Committee for the Olympic Games (SOCOG), he headed the team responsible for the successful recruitment of the 55,000 volunteers for the Sydney 2000 Olympic and Paralympic Games. He has since acted as an advisor to a number of Olympic, Paralympic, Commonwealth and Asian Games organising committees, including more recently Vancouver 2010, London 2012 and Sochi 2014 Olympics as well as the IOC's Olympic Games Knowledge Management.

Brendan is a Fellow with the Institute of Sport Management and holds other Directorships with Australian University Sport and Volunteering ACT.

Principal Activities

The Centre for Volunteering is the peak body for volunteers 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.

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) each towards meeting any outstanding obligations of the company. At balance date, there were 393 eligible members.

The Directors of The Centre for Volunteering are pleased to present a surplus for the 2012-13 financial year.

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.

Short and Long-Term Objectives

The Centre's core business and objectives are to:

- Operate as a non-profit corporation for the development of public interest in the volunteer sector, including raising awareness of issues directly impacting the sector.
- Sustain and grow a strong volunteer base and community service for the relief of distress, illness, poverty, delinquency and helplessness by providing volunteers and advice.
- Encourage voluntary citizen participation in health, welfare, sport and recreation, educational, civic and cultural programs by promoting volunteer opportunities and making volunteers aware of their rights and responsibilities.
- Provide a central resource centre for recruitment, registration, training, management, networking, referral and placement of volunteers in such programs.
- Attract, serve and retain members.
- 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 Accounting Standard and 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 in order to understand their issues and assist with addressing them.

Activities that Contributed to the Objectives being met

During the year to 30 June 2013, The Centre:

- Delivered training throughout NSW and interstate via The School of Volunteer Management to meet the goals of Federal and State funding grants.
- Continued its participation in the national peak volunteering network (CEON) to assist which informs and supports the national body, Volunteering Australia.
- Worked with interstate equivalent bodies to develop a national approach to volunteering issues.
- Continued developing its relationship with the new State Government and its Office for Volunteering.
- Proceeded with the IT subcommittee to review current CRM practices and needs.
- Engaged volunteer support to develop a robust compliance regime.
- Attended and spoke at conferences throughout Australia to promote good management in volunteer practice.
- Completed the consultation program on Volunteer Rights with NSW Government, resulting in the adoption of the 7 Principles on Volunteer Rights.
- Entrenched The Centre's sound financial position with another successful year.
- Attracted increased funding from NSW Government and ClubsNSW for the NSW Volunteer of the Year Award.
- Ran a successful annual conference for workers and volunteers in the sector.
- Appointed an ongoing ambassador for NSW Volunteer of the Year Awards

Performance Measurement

The Board monitors the performance of the Centre through:

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

Directors' Meetings

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


	Directors' Meetings	
	Number of meetings attended	Meetings held while in office
Valerie Hoogstad	8	8
Kaye McCulloch	6	8
Ian Moyser	7	8
Joy Woodhouse	8	8
Alan Bates	7	8
Bronwen Dalton	3	8
Les Hems*	4	8
Terry Brigden	6	8
Loki Ball	5	8
Brendan Lynch	5	7

**Les Hems was on Board approved Leave of Absence (LOA) between 1 November 2012 to 31 March 2013*

Auditor Independence

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page six.

Signed in accordance with a resolution of directors.

Director 

Signed this 3rd day of October 2013, in Sydney.

AUDITOR'S INDEPENDENCE DECLARATION
Under Section 307C of the Corporations Act 2001

I declare that to the best of my knowledge and belief, during the financial year ended 30 June 2013 there have been:

1. no contraventions of the auditor's independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
2. no contravention of any applicable code of professional conduct in relation to the audit.

KS Black & Co
Chartered Accountants



Faizal A Ajmat
Partner

Signed this 3 day of October 2013, in Sydney.

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2013

	Notes	2013 \$	2012 \$
Revenue	2	1,203,274	1,274,933
Depreciation	3	(18,122)	(5,256)
Salaries Expense		(678,839)	(723,325)
Occupancy Costs		(178,952)	(174,786)
Programs Costs		(123,697)	(108,041)
Training Costs		(39,707)	(61,665)
Other Expenses		(158,949)	(140,396)
Surplus		<u>5,007</u>	<u>61,463</u>

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2013

	Notes	2013 \$	2012 \$
CURRENT ASSETS			
Cash and cash equivalents	4	518,556	592,671
Trade and other receivables	5	94,393	67,286
Prepayments		7,793	21,536
TOTAL CURRENT ASSETS		<u>620,743</u>	<u>681,492</u>
NON CURRENT ASSETS			
Property plant & equipment	6	61,643	40,192
TOTAL NON CURRENT ASSETS		<u>61,643</u>	<u>40,192</u>
TOTAL ASSETS		<u>682,386</u>	<u>721,684</u>
CURRENT LIABILITIES			
Trade and other payables	7	41,762	57,491
Provisions	8	56,023	41,236
Income received in advance	9	105,202	153,778
TOTAL CURRENT LIABILITIES		<u>202,986</u>	<u>252,504</u>
NON CURRENT LIABILITIES			
Provisions	8	27,962	22,749
TOTAL NON CURRENT LIABILITIES		<u>27,962</u>	<u>22,749</u>
TOTAL LIABILITIES		<u>230,948</u>	<u>275,252</u>
NET ASSETS		<u>451,438</u>	<u>446,431</u>
ACCUMULATED SURPLUS		<u>451,438</u>	<u>446,431</u>

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

STATEMENT OF CASHFLOWS
FOR THE YEAR ENDED 30 JUNE 2013

	Notes	2013 \$	2012 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		1,105,385	1,331,430
Payments to suppliers		(492,082)	(493,241)
Payments to employees		(662,953)	(705,142)
Interest received (net)		19,653	25,645
Net cash (used in) / provided by operating activities	11	<u>(29,996)</u>	<u>158,692</u>
Cash flows from investing activities:			
Payments for furniture & fittings and plant & equipment acquired		(39,574)	(1,563)
Net cash used in investing activities		<u>(39,574)</u>	<u>(1,563)</u>
Net (decrease) / increase in cash and cash equivalents held		(69,570)	157,129
Cash and cash equivalents at the beginning of the year		592,671	435,542
Cash and cash equivalents at the end of the year	4	<u>523,101</u>	<u>592,671</u>

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
Accumulated surplus/(deficit) at the beginning of the year	446,431	384,968
Surplus for the year	5,007	61,463
Accumulated surplus at the end of the year	451,438	446,431

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of this general purpose financial report are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

The financial report is presented in Australian currency.

The Centre for Volunteering is a company limited by guarantee, incorporated and domiciled in Australia. Its registered office and principal place of business is at level 3, 40 Gloucester Street, The Rocks, Sydney, NSW 2000.

a. Basis of preparation

This general purpose financial report has been prepared in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations of the Australian Accounting Standards Board) and Corporations Act 2001.

These financial statements have been prepared on accrual basis and are based on the historical cost convention.

The Centre for Volunteering has decided to early adopt the Accounting Standard AASB 1053 - Reduced Disclosure Requirements. It also adopts the relevant standards that specify Tier 2 reporting requirements as outlined in AASB 2010-2.

b. Cash and cash equivalents

Cash on hand and in bank is stated at its nominal value. For the purposes of the statement of cash flows, cash includes cash on hand and in bank.

c. Trade and other receivables

Trade receivables are recognised and carried at original invoice amount less any allowance for impairment. An allowance for impairment of receivables is recognised when collection of the full amount is no longer probable. Significant financial difficulties of the debtor, probability that the debtor will enter into bankruptcy or financial reorganisation, and default or delinquency in payments (more than 90 days overdue) are considered indicators that the trade receivable is impaired.

The amount of the provision is recognised in the statement of comprehensive income. When a trade receivable for which an impairment allowance had been recognised becomes uncollectible in a subsequent period, it is written off against the allowance account. Subsequent recoveries of amounts previously written off are credited against other expenses in the statement of comprehensive income. Bad debts are written off as incurred.

d. Property, Plant & Equipment

Cost and Evaluation

Property, plant and equipment are carried at cost less, where applicable, any accumulated depreciation or impairment losses.

Depreciation

The carrying amount of property, plant and equipment is reviewed annually by the directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

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

Class of Fixed Assets	Depreciation Rate
Furniture & Fittings	6 - 25%
Computers	25 - 33%
Leasehold Improvements	10 - 20%

e. Trade and Other Payables

Liabilities for trade creditors and other amounts are carried at cost, which is the fair value of the consideration to be paid in the future for goods and services received, whether or not billed to the company.

f. Employee Benefits

A liability is recognised for the company's liability for employee benefits arising from services rendered by employees to balance date. Long service leave payable later than one year has been accrued in respect of all employees with more than five years service with the company; it has been measured based on remuneration rates current at the reporting date. In the opinion of the directors this estimate of long service leave is not materially different from the estimate determined by using the present value basis of measurement.

g. Income Tax

The company is exempt from income tax under the current provisions of the Income Tax Assessment Act 1977.

h. Comparative Figures

Where required by accounting standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

i. Revenue Recognition

Grants, membership and donations received for specific purposes are matched against expenditure as incurred. All revenue is stated net of the amount of goods and services tax.

j. Going Concern

The company has generated a surplus for the financial year ended 30 June 2013 and has an accumulated surplus as of that date of \$446,893. 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 and, therefore, its ability to realize 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.

2	REVENUE	2013	2012
		\$	\$
	Membership	61,214	64,282
	Grants - government	874,971	882,059
	Donations	8,949	2,906
	Interest	19,653	25,645
	Projects	57,273	-
	Fees and seminars	162,596	296,537
	Other income	18,618	3,503
		<u>1,203,274</u>	<u>1,274,933</u>
3	EXPENSES	2013	2012
		\$	\$
	Depreciation of non-current assets		
	Plant and equipment	5,661	5,256
	Leasehold improvements	12,461	-
		<u>18,122</u>	<u>5,256</u>
4	CASH AND CASH EQUIVALENTS	2013	2012
		\$	\$
	Cash at Bank		
	Westpac	17,873	31,314
	Bendigo Bank	186,888	260,732
	Undeposited Funds	-	780
	Term Deposit	313,296	299,354
		<u>518,056</u>	<u>592,180</u>
	Cash on Hand		
	Petty Cash	500	490
		<u>518,556</u>	<u>592,671</u>
5	TRADE AND OTHER RECEIVABLES	2013	2012
		\$	\$
	Trade debtors	74,340	65,582
	Other receivables	20,053	1,704
		<u>94,393</u>	<u>67,286</u>

6 PROPERTY, PLANT & EQUIPMENT

	2013 \$	2012 \$
Office furniture, fittings and equipment at cost	108,132	105,942
Accumulated depreciation	(71,411)	(65,750)
	<u>36,721</u>	<u>40,192</u>
Leasehold improvements at cost	37,384	-
Accumulated depreciation	(12,461)	-
	<u>24,923</u>	<u>-</u>
	<u>61,643</u>	<u>40,192</u>

Reconciliation

Office Furniture, Fittings and Equipment

	2013 \$	2012 \$
Carrying amount at the beginning of the year	40,192	43,885
Additions	2,189	1,563
Write off of assets	-	-
Depreciation	(5,661)	(5,256)
Additions	-	-
Carrying amount at the end of the year	<u>36,721</u>	<u>40,192</u>

Leasehold Improvements

	2013 \$	2012 \$
Carrying amount at the beginning of the year	-	-
Additions	37,384	-
Write off of assets	-	-
Depreciation	(12,461)	-
Additions	-	-
Carrying amount at the end of the year	<u>24,923</u>	<u>-</u>

7 TRADE AND OTHER PAYABLES

	2013 \$	2012 \$
Trade creditors	4,380	2,858
Other creditors and accruals	37,382	54,633
	<u>41,762</u>	<u>57,491</u>

8 PROVISIONS

	2013 \$	2012 \$
Annual leave (including loading) - current	56,023	41,236
Long service leave - non-current	27,962	22,749
	<u>83,985</u>	<u>63,983</u>

9 INCOME RECEIVED IN ADVANCE

	2013 \$	2012 \$
Grants received in advance	35,120	90,287
Memberships received in advance	70,082	63,491
	<u>105,202</u>	<u>153,778</u>

THE CENTRE FOR VOLUNTEERING
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10	AUDITOR'S REMUNERATION	2013	2012
		\$	\$
	K.S. Black & Co	15,890	15,890
11	NOTES TO THE STATEMENT OF CASH FLOW	2013	2012
		\$	\$
	Surplus	5,007	61,463
	Depreciation	18,122	5,256
	Changes in Assets and Liabilities:		
	(Increase) in Trade Debtors and Prepayments	(13,366)	(26,748)
	Decrease in Inventory	-	-
	Increase in Payables	(15,729)	4,676
	Increase/(Decrease) in Grants in Advance	(48,577)	88,392
	Increase/(Decrease) in Employee Benefits	20,000	25,652
	Net Cash from Operating Activities	<u>(34,542)</u>	<u>158,692</u>

12 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 and policies and, whilst retaining ultimate responsibility for them, it has delegated the authority for designing and operating processes that ensure the effective implementation of the objectives and policies to the company's finance function. The company's risk management policies and objectives are therefore designed to minimise the potential impacts of these risks on the results of the company where such impacts may be material. The Board receives reports in respect of each month from the company's outsourced financial information provider, with which it reviews the effectiveness of the processes put in place and the appropriateness and policies it sets.

13 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:

	2013	2012
	\$	\$
Short-term benefits	119,100	119,339
Post-employment benefits	10,676	10,678
Total benefits	<u>129,775</u>	<u>130,017</u>

(c) Key management personnel during the year ended 30 June 2013 were Valerie Hoogstad, Ian Moyser, Joy Woodhouse, Alan Bates, Brownen Dalton, Leslie Hems, Kaye McCulloch, Terry Bridgen, Loki Ball, Brendan Lynch and Lynne Dalton.

14 COMMITMENTS

The company leases its head office premises under a non-cancellable operating lease expiring within 5 years. Two items of equipment are also leased, expiring within 5 years.

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

	2013	2012
	\$	\$
Within one year	144,332	160,617
Later than one year but not later than five years	249,733	394,065
	<u>394,065</u>	<u>554,683</u>

15 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 effect the operations of the company, the results of those operations or the state of affairs of the company in subsequent years.

THE CENTRE FOR VOLUNTEERING
ABN: 28 002 416 024

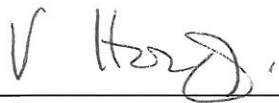
DIRECTORS DECLARATION

In the opinion of the Board the financial report as set out on pages 7 to 15:

- 1** Presents a true and fair view of the financial position of The Centre for Volunteering as at 30 June 2013 and its results and cash flows of the Association for the year ended on that date in accordance with Australian Accounting Standards.
- 2** At the date of this statement, there are reasonable grounds to believe that The Centre for Volunteering will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board by:

Chairperson
Valerie Hoogstad



Dated this 3rd day of October, 2013

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
THE CENTRE FOR VOLUNTEERING**

Scope

I have audited the attached financial report of the Centre for Volunteering for the financial year ended 30 June 2013. The financial report comprises the Statement of Profit or Loss and Other Comprehensive Income, Statement of Financial Position, Statement of Changes of Equity, Statement of Cash Flow, Notes to the Financial Statements and the Directors' Declaration.

The directors of the company are responsible for the preparation and true and fair presentation of the financial report in accordance with the Corporations Act 2001. I have conducted an independent audit of this financial report in order to express an opinion on it the members of the company.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free from material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respect, the financial report is presented fairly in accordance with the Accounting Standards and other mandatory professional reporting requirements in Australia the statutory requirements so as to present a view which is consistent with my understanding of the company's financial position and performance as represented by the results of their operation and their cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

In accordance with ASIC Class Order 05/83, I declare to the best of my knowledge and belief that the auditor's independence declaration included in the financial report on the page following the directors' report, has not changed as at the date of providing my audit opinion.

Audit Opinion

In my opinion, the financial report of the Centre for Volunteering is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Regulations 2001.

Dated at Sydney the 3 Day of *October* 2013



Faizal A Ajmat
K.S. Black & Co
Chartered Accountants

