

# **Annual Report 2021-22**



**The Centre for  
Volunteering**



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The Centre for Volunteering acknowledges and pays respect to the Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.

# Contents

<b>Message from the Chair</b>	<b>2</b>	Skilled Volunteer Recruitment	22
<b>Message from the CEO</b>	<b>4</b>	Social media	23
<b>About the Centre for Volunteering</b>	<b>6</b>	Website and marketing	23
<b>Our mission</b>	<b>6</b>	<b>Sector Capability Building</b>	<b>26</b>
<b>Our values</b>	<b>6</b>	Volunteer management	
<b>Our strategic focus</b>	<b>7</b>	networking events	26
<b>Strategic Leadership and Research</b>	<b>8</b>	NSW Volunteering Conference	26
<b>State of Volunteering Report</b>	<b>8</b>	Forum events	26
Key Findings	9	Nationally recognised qualifications	26
<b>Leadership</b>	<b>12</b>	Customised training	26
Seminar series – Re-engaging and	12	Professional Development Programs	26
re-booting volunteering		Bridge to Volunteering	26
Volunteer Support Services (VSS)	12	Resources and materials	26
and Special Interest Group		Professional development	
NSW Multicultural Volunteering Report	13	networking events and workshops	27
Collaboration	13	Volunteer Management Handbook	27
Awards Launch	14	Volunteer management webinars	27
The new volunteer management		Continuing Professional	
activity program	14	Development Program	27
<b>Systemic policy, engagement,</b>		Certificate IV in Co-ordination	
<b>advice, and advocacy</b>	<b>15</b>	of Volunteer Programs	27
<b>Advocacy</b>	<b>15</b>	Certificate I and II in Active	
Volunteering expos	16	Volunteering	28
Media	16	Training the trainer	28
The Voice of Volunteering	16	Education and training out west	28
2022 National Volunteering Week	16	Skills for Volunteering –	
Annual National Volunteer Week Forum	16	Partial Qualifications Program	28
Volunteer Management Fora	17	Inclusive Volunteering Pathways	
<b>Recognition</b>	<b>17</b>	to Employment	28
NSW Volunteer of the Year Awards	17	Volunteering in Residential Aged Care	
Regional ceremonies	17	Facilities Program	29
<b>2021 Award Nominations</b>	<b>18</b>	NSW State Volunteering Conference	29
Corporate and Volunteer Management		<b>Governance</b>	<b>34</b>
Award ceremony	19	<b>Non-executive Directors</b>	<b>34</b>
NSW Volunteer of the Year State		<b>Staff</b>	<b>34</b>
Gala Ceremony	19	<b>2021-2022 Volunteers</b>	<b>34</b>
<b>2021 Award Winners</b>	<b>19</b>	<b>Sponsors and supporters</b>	<b>35</b>
<b>Engagement</b>	<b>20</b>	<b>Partners, sponsors, and supporters</b>	<b>36</b>
Membership	20	<b>Message from Prime Minister</b>	
Volunteer Referral Service –		<b>of Australia the Hon. Scott Morrison</b>	<b>38</b>
Volunteering NSW	21	<b>FINANCIAL STATEMENT</b>	<b>39</b>

HELEN FREELAND

## Message from the Chair



Reflecting on our operating environment at the end of the third year of the COVID-19 pandemic and continuing natural disasters our capacity to adapt to change is evident. So too is the absolutely critical role played by volunteer involving organisations (VIO) and those thousands of individuals who volunteer in a myriad of capacities to help their communities. We have been captivated by stories of volunteers stepping up this year particularly in the face of devastating flood events and often in circumstances of real danger.

Less visible but still vital has been the contribution of many thousands of individuals who regularly give their time and skills to help create opportunities for others or alleviate disadvantage or distress. The Report on the State of Volunteering in New South Wales, commissioned by The Centre in conjunction with the Institute of Project Management and The NSW Department of Communities and Justice revealed the staggering numbers of people involved in the volunteering effort and its extraordinary value in financial terms. The Report is an important contribution to our knowledge about volunteering and will underpin public policy formulation and operational activity into the future.

While COVID-19 continued to disrupt aspects of work and life, looking back over the year it is remarkable that The Centre's outputs remain high. Its connections with stakeholders migrated to virtual platforms and have remained strong.

### Impact

As the Peak body for volunteering in NSW, The Centre has a largely indirect impact on volunteers through its sector-wide work on advocacy and capacity building. The annual regional and state awards bring us into direct contact with volunteers

across NSW and are an opportunity to profile and celebrate the range of volunteer activities and many ways in which communities benefit. This year we celebrated the achievements of volunteers across NSW in even great numbers, a trend we hope will continue year by year.

Outputs linked to The Centre's impacts this year included:

- Research to understand the scale and scope of volunteering and its monetised value
- Strong partnership with all levels of government in particular with the NSW Department of Communities and Justice as we work together to implement the NSW Volunteering Strategy; and the Commonwealth Department of Social Services to reshape and revitalise the Volunteer Management Activity program, improving access and equity for communities in NSW that have not previously been well supported under this program
- Advocacy in relation to policy and funding
- Building capacity through professional development and accredited courses offered by the NSW School for Volunteer Management and through the program of the State Conference, held annually
- Stakeholder engagement to understand opportunities, needs and expectations and their alignment with The Centre's purpose
- Promotion of safe and flexible work practices for The Centre's employed staff and volunteers.

The Board's priorities this year have been to:

- Continue responsible management of funds
- Strengthen governance particularly in our approach to risk management

- Refresh Board membership to broaden the skills and diversity of directors' backgrounds
- Examine the systems supporting compliance with the Australian Skills Quality Authority requirements for Registered Training Organisations
- Initiate a review of The Centre's Constitution.

### Looking forward

We will finalise a new Constitution based on the model developed by the Australian Charities and Not-for-Profits Commission to make sure our operating rules and processes are contemporary and reflect good practice.

We will also seek to deploy the findings of The State of Volunteering Report to support the Centre's work and enhance delivery of its charitable purpose.

We will continue our focus on engaging with our stakeholders to deepen our understanding of the sector and its needs to inform our strategic directions.

### Appreciation

Our CEO Gemma Rygate has continued to provide strong and consistent leadership to a dedicated and talented staff team. Gemma's leadership in working with our stakeholders continues to build The Centre's reputation and enhance recognition of the value of its work with VIOs. Thanks also to John Ryan who has managed The Centre's finances and always provides the Board with sound advice.

We are fortunate to have a very active and committed Board. All directors generously volunteer their time and expertise to The Centre, and I am very grateful for their support and active participation in governance. This year we have welcomed Nada Nasser, Robert Fitzgerald and Oscar Mussons as new directors.

Since her election in 2003 Deputy Chair Valerie Hoogstad has been involved with The Centre as a director, Chair and currently Deputy Chair which is an extraordinary commitment. The Board is indebted to Valerie for her contribution over such a long period and for the wisdom she brings to the Board's deliberations. I am personally very grateful that

Valerie willingly resumed the chair from early June to allow me to take some personal leave.

Terry Brigden has been a valued member of the Board for nearly 10 years as a director and current chair of the Nominations and Succession Planning Committee. Terry's considered advice is greatly valued by the Board.

Under the current rules, both Valerie and Terry are required to step down at the next Annual General Meeting but both are eligible for re-election as directors.

We are fortunate to have Alan Max continue very ably to Chair the Audit and Risk Committee and to provide sound advice and guidance to the Board.

Thanks to Di Robinson who has brought her interest and expertise to chair the time-limited Professional Development Committee that is looking at our systems for compliance as a Registered Training Organisation and also opportunities to enhance other aspects of the School for Volunteer Management.

Finally our thanks go to Paula Duncan our Ambassador whose efforts throughout the year secure sponsorships for the State Awards event and whose enthusiastic support for The Centre, and for volunteering generally, contributes much to the celebratory atmosphere of the event.



**Helen Freeland**  
Board Chair

GEMMA RYGATE

## Message from the CEO



Throughout the year we have welcomed the opportunity to contribute to the State Government's Volunteering Strategy, collaborating with the Department of Communities and Justice to facilitate discussions with sector leaders on the importance of quality volunteer management. The Department commissioned The Centre for Volunteering to produce the first State of Volunteering Report for NSW. The Institute of Project Management completed the research, and the Report was released on 9 August 2021. Skillful advocacy is a core responsibility for any peak organisation and over the last year we have exercised our advocacy through contributing to submissions and position papers, at State and Commonwealth levels.

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

A highlight of the year was the publication of the inaugural report on the State of Volunteering in NSW. This is a landmark piece of research for the volunteering sector, the NSW community and for all who believe in the value and power of volunteering. The report provides a comprehensive and enlightening evidence base upon which we can build a better understanding of the value of volunteering, its status in the community, the benefits of volunteering to NSW, the needs, motivations and challenges for volunteers, and the true cost of volunteering for our state. The findings of the report are significant and reinforce the fact that volunteering is irreplaceable, that it delivers substantial return on investment, and

that volunteering is a vital ingredient for strong, connected, resilient communities. The benefits of volunteering are reciprocal and multilayered – for individuals and groups receiving services from volunteers, for communities, for government, for volunteer-involving organisations and for volunteers themselves. Volunteering is time willingly given, for the common good and without financial gain and, in NSW, is undertaken for a variety of reasons: wanting to make a difference; addressing a need; passion for a cause; for social connection and fun; for career and employment pathways; for improving health and wellbeing. Volunteering is a powerful human movement that brings myriad direct and indirect positive social and economic benefits. This research is a powerful reminder of how critical the volunteer workforce is and how important it is for government, business, and the broader community to value, engage with and invest in our sector.

Many factors have contributed to the changing landscape of volunteering:

1. Rapid Technical innovation in this digital age has seen the rise of the virtual volunteer, online volunteer matching databases, training via webinars and moodles, and Zoom just to name a few. To ensure we can sustain and even increase the volunteer workforce, we need to identify innovative means of volunteer engagement.
2. The way we view volunteers, and the structure of volunteer roles has changed. There has been a move away from structured traditional volunteering roles to more flexible and inclusive roles.
3. Motivations to volunteer have shifted: Today more than ever, volunteering is key to social inclusion, and we need to consider untapped talent pools and look at all possible ways to engage this

market by providing opportunities for all people who wish to volunteer to help others and engage in their local communities.

4. This diverse volunteer pool demands new ways of thinking and planning for volunteer engagement that fosters social, economic, and digital inclusion for volunteers and communities alike. All these factors are challenging the way the sector operates, requiring us to look at alternative means to achieve the same ends and support our volunteers, client bases and achieve our respective organisations' missions.

Today, in such a challenging climate we can only be agile, accept our circumstances, learn from our experiences, and lead change. The State of Volunteering Report provides the evidence we need to support volunteering into the future. We thank the many individuals and organisations who contributed to this report as members of the reference group, as researchers and advisors, and who have provided valuable survey information. Thank you especially to the NSW Government and the Department of Communities and Justice for enabling The Centre for Volunteering to undertake this research. Being equipped with data and empirical evidence from which the value and impact of volunteering can be evaluated and celebrated, ensures we can work together effectively to shape a strong future for volunteering in NSW.

The Volunteer of the Year Awards are an annual highlight, giving us the opportunity to celebrate the contribution of volunteers to the NSW community. 2021 saw more than 117,000 volunteers being acknowledged through the program, making the NSW Volunteer of the Year Awards one of the largest volunteer recognition programs in Australia. The role of the awards is to raise the profile of volunteering in the social conscience, and the creation of volunteering 'ambassadors' within the awards alumni, is a great means of raising the profile of individual volunteers and increasing recognition of the value of volunteering within the community. The Volunteering NSW 2022 State Conference was held as an in-person event in June 2022 and it was a very informative and inspiring day.

Throughout the year we have been fortunate to have our Ambassador Paula Duncan, AM, representing The Centre and highlighting the

value and importance of volunteering. Paula works tirelessly in raising awareness of The Centre and the importance of volunteering in our community, and we are extremely grateful to Paula for her efforts. The ongoing support of our partners sustains and supports our every endeavour. In particular, I acknowledge the Department of Social Services and the NSW Department of Communities and Justice, who are our core funders, and our Awards sponsors: ClubsNSW, our Principal Corporate Partner, Department of Communities and Justice, our Principal Government Partner, Mint Awards and SIXT Car and Truck Rentals for their generous contributions.

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



**Gemma Rygate**  
Chief Executive Officer



# About The Centre for Volunteering

The Centre for Volunteering (The Centre) is the peak body in NSW promoting and supporting volunteering and community participation through leadership and experience in delivering services in NSW and throughout Australia, thus connecting people and organisations in order to enrich the community.

The Centre for Volunteering includes Volunteering NSW, a state-wide volunteer referral service, and the National School of Volunteer Management (SVM), a registered training organisation providing professional development and nationally accredited volunteering qualifications.

The Centre for Volunteering is a not-for-profit organisation with over 45 years' history. The Centre has a lead role in advocacy, volunteering support services and sector development. The Centre works for volunteers and volunteer-involving organisations, to enhance volunteering, to benefit individual volunteers, and to build strong resilient connected communities through volunteering.

The Centre advocates for volunteering organisations and the more than 4.9 million volunteers in NSW and provides services for its members, Volunteer Managers and Volunteer Involving Organisations across the state. Members are mainly not-for-profit organisations, large and small, across all sectors. The Centre also works with government and corporate organisations on Corporate Social Responsibility and employee volunteering programs. The Centre reaches thousands of individuals and organisations involved in the volunteering sector through our recognition program and traditional communication channels.

## Our values

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### Excellence

The Centre for Volunteering provides through leadership and models best practice in volunteer management for volunteer-involving organisations in the sector and the wider community.

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### Collaboration

The Centre for Volunteering values teamwork and seeks opportunities to partner with stakeholders and external organisations for beneficial outcomes in volunteering which benefit the sector and wider community.

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### Integrity

The Centre for Volunteering acts in the best interest of its stakeholders, honours its commitments and is accountable for its actions to maintain its reputation as a trustworthy and sustainable organisation.

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### Respect

The Centre for Volunteering acknowledges different ideas and perspectives and embraces diversity; it recognises and values the contribution of others and treats everybody with dignity.

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### Inclusivity

The Centre for Volunteering values diversity, equality and equity, cooperativeness, participation, community, and sustainability as fundamental for successful inclusive communities.



## Our mission

**To promote and support volunteering in the NSW Community. We do this through advocacy, policy development, leadership, engagement, sector training and development, recognition, and promotion.**



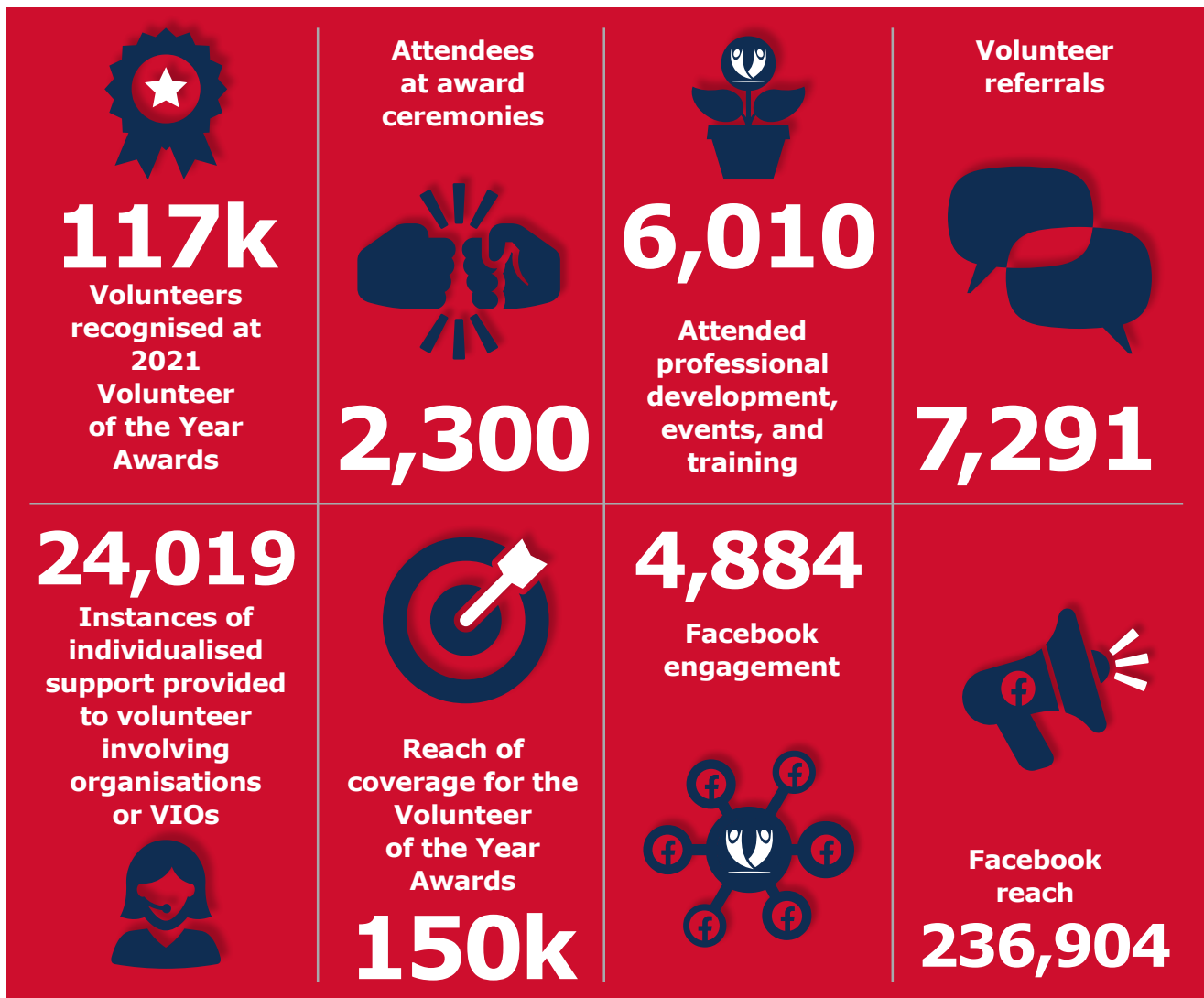
## Our strategic focus

The strategic focus for The Centre for Volunteering for 2022 and beyond has seen a move towards more centralised and broader offerings to ensure we continue to play a role in promoting and supporting volunteering in the NSW community. A key driver for The Centre is to remain relevant and connected with the community. This should be reflected in the diversity of the Board and The Centre's staff, its inclusive and sustainable culture, and a robust and effective social system of operating that is reflected in respect and trust for each other.

There are four Key Focus Areas identified for The Centre for 2021-2023, in line with Government objectives for the sector. They are:

- **Strategic leadership and research**
- **Systemic policy, engagement, advice, and advocacy**
- **Sector capability building**
- **Good governance at Board and Management level.**

## HIGHLIGHTS – 2021-2022



# Strategic Leadership and Research

## State of Volunteering Report

With the support of the NSW Government and the Department of Communities and Justice, The Centre for Volunteering commissioned the Project Management Institute to undertake research into the State of Volunteering in NSW. The research was undertaken in 2020-21 and published in August 2021.

### Key Findings

In 2020, nearly 4.9 million residents of New South Wales over 18 years of age, gave time as a volunteer. This included people who volunteered formally with organisations and those who did not have an affiliation with an organisation but contributed informally to their communities.

Volunteers contributed over 1.5 billion hours in 2020, with individuals volunteering for an average of 5.6 hours every week. It was shown in this study that volunteers are a frontline workforce, delivering services to communities in a wide variety of contexts in not-for-profit organisations (2.6 million volunteers in 2020), in private sector organisations (0.7 million volunteers in 2020), and for governments (0.6 million volunteers in 2020), as well as undertaking informal volunteering.

Approximately 4.4 million NSW residents also gave of their time 'informally' to other, non-household or non-family members in 2020, through acts such as domestic work, transport, and child-care.

As phenomenal as this contribution is, it is costing New South Wales volunteers on average over \$1,900 a year to volunteer. On average, only 20.2% of volunteers are reimbursed approximately 38.7% of their out-of-pocket expenses. This means on top of their valuable time and skills, volunteers themselves are donating approximately \$5.56 per hour to volunteer. To demonstrate the scale of the volunteering sector, we compared the cost to replace voluntary work in New South Wales with the total compensation of employees in the government and private sectors.

The volunteering sector is nearly four-times larger than the New South Wales Government (public) sector workforce and almost exactly the same size as the private sector. Ultimately, across the 12 months of 2020, the value of volunteering to New South Wales was approximately \$127 billion. This is the sum of commercial benefits worth \$53.1 billion and civic benefits valued at \$74.1 billion. This figure includes the \$64.8 billion it would cost to replace the labour that volunteers contribute to New South Wales and represents a net return of approximately \$3.30 on every dollar invested by all stakeholders. Therefore, because the external benefits of volunteering exceed the social costs, the outcome is not inefficient, and there is a substantial social, cultural, and economic 'profit' in volunteering. Indeed, the net (or social) return on investment – the difference between benefits and costs – is estimated here to be \$89.0 billion.

# Key Findings

Compared with 2019, more people volunteered for more hours in 2020.



**4.9** MILLION PEOPLE  
VOLUNTEERED

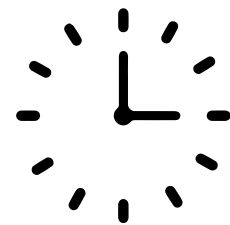
## THE VALUE OF VOLUNTEERING TO NSW

The cost benefit ratio for volunteering in NSW in 2020 was 3.3:1 For every dollar invested, approximately \$3.30 is returned.

**\$127**  
BILLION

## NSW volunteers donated

**1.5BN**  
Hours  
in 2020



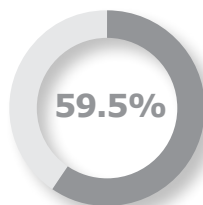
AN AVERAGE OF  
**25 HOURS/MONTH**  
**5.8 HOURS/WEEK**

## FORMAL



Volunteered exclusively  
in formal settings\*  
\*volunteer-involving organisations  
(not-for-profit, government and private  
organisations)

## INFORMAL



Volunteered both  
formally and  
informally



Volunteered  
exclusively in  
informal contexts



**47.5%**

Almost half of volunteering  
occurs on the ground  
in local communities

Volunteers indicated that they are **twice as likely**  
to volunteer more over the next three years than less likely;  
one-in-three (36.8%) are uncertain as to their future  
volunteering intentions.

Over **four in every five** volunteer-  
involving organisations (82.4%) relied on volunteers  
aged over 65 years old, and nearly half included skilled  
professionals among the ranks of their volunteers



**33.4%**

One-third of volunteering  
is undertaken from  
home or online

# 49.6%

of VIOs counted  
**skilled  
professionals**  
among their ranks  
of volunteers



The main issues for volunteer-involving organisations relating to volunteers were **health and safety**, and **volunteer retention**.



## Priority

### AREAS OF SUPPORT VIO'S IDENTIFIED

35.2  
%

Volunteer  
Management

13.9  
%

Access to  
funding,  
grants or  
sponsorship

10.7  
%

Volunteer  
Recruitment  
Volunteer

9.6  
%

Volunteer  
appreciation &  
recognition inside  
our organisation



# 35.9%

**1 IN 3 ORGANISATIONS  
REIMBURSE  
VOLUNTEERS' EXPENSES**

**Financial viability/  
sustainability and  
governance** were the main  
organisational-related issues reported;  
and access to funding, grants and  
sponsorship, as well as risk, insurance  
and legal issues were the  
top reported external threats.

## Recruiting Volunteers

90.3  
%

Personally approaching participants, members  
and their networks via word of mouth

57.9  
%

Social Media

49.1  
%

Website

35  
%

Open days and events



## Recruiting Volunteers

69.3  
%

Personal connections and relationship building

46  
%

Out-of-hours gatherings, events  
and celebrations

42.9  
%

Awards (for example, certificates  
and letters of appreciation)

41.3  
%

Induction and orientation programs



# 69.1%

**OF ORGANISATIONS  
PREDICT THEY WILL HAVE THE  
SAME OR MORE VOLUNTEERS  
IN THREE YEARS' TIME**

# YOUTH



Nearly three times as many youth expected to be volunteering more in three years' time, but nearly one-in-five could not state with certainty what their volunteering would look like.



YOUTH MADE UP A SIGNIFICANT PROPORTION OF THE VOLUNTEER POPULATION, WITH **41.8%** OF VOLUNTEER-INVOLVING ORGANISATIONS UTILISING PERSONS AGED 18-24 AND **24.3%** ENGAGING VOLUNTEERS UNDER THE AGE OF 18.

Youth aged 18-24 spent

**40.7**  
**hours**  
**PER MONTH**  
**VOLUNTEERING**

Youth fulfilled a diverse range of roles in these organisations, including (but not limited to):

- \* Fundraising and Events
- \* Food Preparation and Service
- \* Sport and Physical Activity
- \* Marketing, Media and Communications
- \* Administration and Office Management
- \* Education and Training
- \* Companionship
- \* Social Support

**87.6%**

Youth aged 18-24 reported the highest rates of volunteering participation and volume. Excluding volunteering for an individual as a category of service, youth reported volunteering in an average of 3.1 different categories of service, versus 2.0 categories for adults 25 and older.

COMPARED WITH ADULT VOLUNTEERS, YOUTH PREFER ...



Helping out in the community +17.9

Teaching, coaching or practical advice +14.4

Transport or running errands -15

Personal care/assistance -11

**1.4**  
**roles**

Youth volunteers reported that they were typically utilised in only 1.4 roles within volunteer-involving organisations.

## Leadership

### Seminar Series: Re-engaging and re-booting volunteering

As the state of NSW began to emerge from the restrictions of COVID-19 in September 2021, The Centre for Volunteering hosted a series of seminars designed to help equip the sector and volunteer involving organisations, with the tools to navigate this difficult transition period. A total of 220 people attended across the 4 seminars detailed below:

#### SEMINAR 1: Re-engaging volunteers from the perspective of the volunteer manager

Wednesday 20 October

The Centre gathered a panel of expert professional leaders of volunteers from across the sector to speak to an audience of 80 on their experiences over the past 18 months, some of the strategies they used to engage volunteers and those they proposed to utilise for the reintegration of their volunteer workforce.

Panelists included:

**Kylie Elliott** – Volunteer Coordinator/Manager – Sydney Children's Hospitals Foundation – Recipient of 2020 Excellence in Volunteer Management Award

**Oscar Mussons** – Volunteer Manager - Asylum Seekers Centre – Recipient of the 2019 Excellence in Volunteer Management Award

**Diana Piper** – Manager – Volunteers & Corporate Engagement – The Cerebral Palsy Alliance

**Leanne Pitt-Barile** – NSW Volunteer Team Leader – Share the Dignity – 2021 Hunter Adult Volunteer of the Year

#### SEMINAR 2: Toolkit – Resources for re-engagement with Clint Bertenshaw, Manager: Commonwealth Programs, The Centre for Volunteering

Wednesday 3 November

Clint guided 40 participants through The Centre's 6-step guide to returning volunteer programs and volunteers during the pandemic and directed participants to additional resources through our COVID-19 resource portal.

#### SEMINAR 3: Redesign your volunteer programs in line with the National Standards – with Clint Bertenshaw, Manager: Commonwealth Programs, The Centre for Volunteering

Wednesday 17 November

Sixty participants joined Clint's discussion on redesigning volunteer programs in line with The National Standards and gave participants a look at The Centre for Volunteering's new online digital Volunteer Managers' Handbook.

#### SEMINAR 4: Managing challenging conversations with Author, Coach/Counsellor, Educator – Carrie Wallis

Tuesday 23 November

The frequent changes in COVID-19 regulations and shifting working restrictions – particularly around mandated vaccinations and conditions of entry – contributed to challenging conversations as organisations attempted to re-engage their volunteers and staff. Carrie provided 40 participants with strategies to best understand and manage challenging situations.

### Volunteer Support Services (VSS) and Special Interest Group

A Special Interest Group was formed by The Centre for Volunteering to build capacity for those in Volunteer Support Services including organisations and councils supporting volunteer programs and volunteer involving organisations.

The group initially focused primarily on the implications of COVID-19 on volunteering programs. The meeting was an opportunity to come together to discuss emerging issues in the sector across a range of topics, such as legal issues, volunteer insurance, recruitment of volunteers and re-evaluating volunteer programs within the current context of the pandemic.

The Special Interest Group initially met weekly for 7 weeks on the following dates for masterclasses on the following topics:

- Wednesday 16 Feb – Introductory meeting with a presentation on the national volunteering strategy from Mark Pearce – CEO, Volunteering Australia

- Wednesday 23 Feb - Implications of State of Volunteering Report for NSW communities with Paul Muller, Institute of Project Management
- Wednesday 2 March – Managing difficult conversations with Carrie Wallis, Enlighten U Coaching, Counselling and Training Solutions
- Wednesday 9 March - Recruitment of volunteers after COVID-19 with Penny York from Useability
- Wednesday 16 March – The great reconnection in-person event at the Amora Hotel Sydney with Daniel Murray from Empathic Consulting
- Wednesday 23 March - Bringing volunteers back safely with Alice Husband from Justice Connect
- Wednesday 30 March – Volunteer insurance with Derek Turner and Gavin Deadman from AON Insurance.

The Special Interest Group now meets quarterly providing members with a supportive space to share knowledge and experience, as well identify key issues in the sector as they arise.

## NSW Multicultural Volunteering Report

Following on from the State of Volunteering Report, The Centre has continued its efforts of highlighting the diversity of volunteering in NSW with the development of the first NSW Multicultural Volunteering Report. The report, in partnership with The Department of Communities and Justice and Multicultural NSW will celebrate the contribution of volunteers from multicultural backgrounds in both formal and informal settings, shining a light on the extensive efforts of support within NSW communities.

The Report will be released in December 2022.

## Collaboration

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

- Multicultural NSW
- Department of Communities and Justice
- Mosaic Multicultural Centre, Willoughby City Council

- Griffith Community Centre
- Griffith City Council
- Broken Hill City Council
- BreakThru
- AusLeap, University of Technology
- City of Sydney, International Student Leadership and Ambassador Program
- Armidale Council.

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

- 2021 NSW Volunteer of the Year Awards
- 2022 National Volunteer Week celebrations
- Monthly volunteer management forums
- Seminar series– Re-engaging & Re-booting Volunteering amidst Covid-19 Restrictions
- Volunteer support services special interest group
- 2022 NSW State Volunteering Conference
- 2021 NSW Volunteer of the Year Awards.

The NSW Volunteer of the Year Awards is an annual program launched in 2007 to recognise the outstanding efforts of the 4.9 million volunteers in NSW (State of Volunteering Report, 2020). The 2021 NSW Volunteer of the Year Awards program marked 15 years of celebrating volunteering in NSW and is one of Australia's premier volunteer recognition programs.

The Awards are instrumental in highlighting the importance of the work of volunteers and volunteer involving organisations within their local and the broader community.

The Awards program was supported by the Awards Patron, the Hon. Alister Henskens MP, NSW Minister for Families, Communities and Disability Services; Ambassador Paula Duncan AM, the Department of Communities and Justice; ClubsNSW; Mint Awards and Sixt Car Rentals; as well as a range of sponsors who specifically supported the State Gala ceremony.

The Awards recognise volunteers, volunteer teams and professional leaders of volunteers in the following categories:



- Young Volunteer of the Year
- Adult Volunteer of the Year
- Senior Volunteer of the Year
- Volunteer Team of the Year
- Inaugural Club Volunteer of the Year
- Corporate Volunteer of the Year
- Excellence in Volunteer Management

### Awards launch

The 2021 NSW Volunteer of the Year Awards program was officially launched by The Centre with The Hon. Mark Speakman SC MP, at a reception held at Parliament House for National Volunteer Week, on Monday 17 May 2021. In another unprecedented year, the theme of 2021 National Volunteer Week – recognise, reconnect, reimagine – could not have been a more appropriate platform to launch the 2021 Awards program. The National Volunteer Week reception was attended by approximately 60 guests including VIPs, sponsors, volunteer managers and volunteers.

### The new volunteer management activity program

On 1 July 2021, the Australian Government commenced the distribution of up to \$33.5 million (excluding GST) over 5 years under the new Volunteer Management Activity (VMA) to volunteering peak bodies across Australia. The Centre is administering the program in NSW and is partnering with all volunteering peak bodies across the country on national projects, including a review of The National Standards for Volunteer Involvement and the development of a national resource bank of best-practice volunteer management resources.

The new 5-year VMA model focuses on:

- The delivery of online services in volunteer management to build the capacity of volunteer-involving organisations and volunteer managers
- The breaking down of barriers to volunteering faced by three identified priority groups: People with Disabilities, First Nations People, and Newly Arrived Migrants;
- and an increase in service coverage across regional, rural, and remote areas.

In addition to the new 5-year model, The Centre was tasked with partnering with previously funded Volunteer Resource Centres (VRCs) for a one-off transition year of funding. The Centre partnered with 11 VRCs, to inform, develop and support the new VMA program to increase and strengthen volunteer participation.

Over this first-year of this program, The Centre and VRC partners have surveyed volunteer managers, volunteer involving organisations, and members of the identified priority groups to understand the challenges faced to best-practice volunteer management and the barriers to volunteering faced by priority group volunteers. The Centre has also established 4 advisory groups, 3 of which are from priority group volunteers and the other encompassing regional and remote volunteers from NSW to continue to review and inform the program into the future.

In response to this information The Centre has released and has currently under development, a range of training and resources which includes culturally relevant learning to support and build the capacity of professional leaders of volunteers to engage a diverse range of volunteers and move towards best practice volunteer management.

# Systemic policy, engagement, advice, and advocacy

## Advocacy

The Centre's work, including that of its members and their volunteers, is supported by ongoing advocacy efforts, including a range of planned communication activities and tools including campaigns, media, social media, online for a, and e-newsletters. The Centre proactively uses these channels to engage, inform and respond to and on behalf of its audience. The Centre regularly meets with Government Agencies and Peaks regarding volunteers and related policy and sector issues.

The Centre worked with its state peak volunteering body counterparts nationally to advocate on behalf of volunteers and our members on key industry issues. The Centre participated in meetings with Government agencies to promote volunteering, the work of The Centre and to encourage greater engagement with volunteering as a concept including:

- Department of Social Services
- NSW Department of Communities and Justice
- NSW Office of the Children's Guardian
- The Advocate for Children and Young People
- Office of Sport
- Office for Veterans Affairs
- Ministry of Health – NSW Health
- NSW Department of Education
- Careers NSW
- Office of Environment and Heritage.

The NSW Volunteer of the Year Awards program remains a significant means for advocating for the importance of volunteer recognition and the essential role volunteering plays in building cohesive, inclusive, vibrant, and resilient communities across NSW.

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

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### March 2022

Initial Submission to the Productivity Inquiry

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### February 2022

COVID-19 Rapid Antigen Tests, Personal Protective Equipment, and Volunteers: Position Statement

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### January 2022

Pre-Budget Submission 2022-23

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### December 2021

Submission on Aligning Regulation across the Care and Support Sector

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### December 2021

Submission on the Care and Support Sector Code of Conduct

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### November 2021

Submission to the National Indigenous Australians Agency (NIAA): Remote Engagement Program

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### September 2021

Volunteers in Disability Support and COVID-19 Vaccinations Position Statement

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### September 2021

Consultation on the National Mental Health Workforce Strategy 2021-2031

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### September 2021

Submission to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

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### September 2021

Submission to the Joint Standing Committee on the NDIS National Workforce Plan

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### September 2021

Policy Submission: Indigenous Skills and Employment Program

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### July 2021

COVID-19 Vaccinations in Aged Care Position Statement

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

- Adult Migrant Employment Program (AMEP)
- CEON (CEO Network of State/Territory Volunteering Peaks)
- Department of Communities and Justice
- Office of Sport
- The Institute of Project Management
- NSW Police
- PAC (Project Advisory Committee) NSW State of Volunteering Report
- VMA (Volunteer Management Activity) committees
- MarCom's (Marketing and Communications peak body managers)
- Inclusive Volunteering Program
- City of Sydney Council Aging and Disability Interagency Group
- COTA (NSW Ageing Alliance)
- NSW Department of Customer Service
- Duke of Edinburgh's Award
- Education and Training Out West
- DCJ Peaks' Working Group
- FONGA (Forum of Non-government Agencies)
- ITAB Board
- NCOSS
- NSW Health
- Commonwealth Department of Health
- NSW International Student Awards
- NSW/ACT Young Achiever Awards
- Office of the Children's Guardian
- RDA Awards
- University of Sydney Business School
- Voluntas, Alternative Dispute Resolution
- Advocate for children and young people.

### **Volunteering expos**

The Centre for Volunteering participated in the Seniors Expo in March which saw a total of 13,500 in attendance over two days. Up to 354 people visited The Centre for Volunteering stand over the two days with 82% expressing interest in volunteering or becoming a volunteer.

### **Media**

The Centre for Volunteering uses social media and traditional media to communicate with its members and the volunteering sector, as well as with the wider community to promote and support volunteering.

### **The Voice of Volunteering**

This newsletter is distributed to a list of more than four thousand subscribers each month to keep them abreast of The Centre for Volunteering activities and sector issues.

### **2022 National Volunteer Week**

National Volunteer Week (NVW) is the annual celebration to acknowledge the generous contribution of the nation's volunteers. This year marked 33 years of National Volunteer Week in Australia and was held from Monday 16 May to Sunday 22 May, under the very fitting theme, "better together".

There could not have been a more appropriate time to celebrate the efforts of volunteers across Australia. Volunteers have played a crucial role in supporting their communities during these extraordinary times, strengthening their communities during times of need, crisis, or isolation.

### **Annual National Volunteer Week Forum**

The Centre held its annual National Volunteer Week Forum in the Jubilee Room, at NSW Parliament House on Monday 16 May 2022, focusing on promoting the value of volunteering and the importance of recognition.

The 2022 NSW Volunteer of Year Awards were officially launched at the forum by the Hon. Natasha Maclaren-Jones MLC, Minister for Families, Communities, and Disability Services and Minister responsible for Volunteering. A total of 58 guests attended the forum, including past winners, and Paula Duncan AM, Ambassador of the NSW Volunteer of the Year Awards program.

Speaking to the theme "better together" a keynote address was given by guest speaker Jean Kittson who spoke of the value of her volunteering, her experience as a recipient of volunteer services and the impact of volunteering on a personal and societal level.

As part of The Centre's role as a peak body, it promotes the professional development of volunteers and volunteer involving organisations through its range of training programs. Importantly, students completing the Certificate IV (CHC44015) the previous year, were also recognised at the Forum.

### Volunteer Management Fora

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

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

- Thriving through the accelerating change – An action-oriented look at understanding the mental health challenges facing us and an opportunity to develop our own mental health toolkit
- Palliative Care Volunteer Program in a hospital and community setting
- COVID protocol for volunteering sector and NFP staff – Hall & Wilcox
- Managing conflict and disputes involving volunteers
- Top tips for volunteer managers.

## Recognition

The Centre believes recognition for volunteers and volunteering organisations is vital to raising the profile of volunteering in the state and in attracting a new generation of volunteers to participate. The recognition program is a significant vehicle for advocacy on the contribution of volunteers to NSW.

### NSW Volunteer of the Year Awards

The NSW Volunteer of the Year Awards is an annual awards program launched in 2007 by The Centre for Volunteering to recognise the outstanding efforts of over 4.9 million volunteers in NSW, and to promote the importance of volunteering to the community. All nominated volunteers are recognised at 25 regional ceremonies throughout NSW, and the Corporate and Volunteer Management ceremony, and finalists presented at the State Award ceremony in December. Each of these ceremonies provides a

vehicle to promote volunteering, volunteer-involving organisations and The Centre for Volunteering. The NSW Volunteer of the Year Awards program is one of The Centre's key advocacy campaigns to highlight and promote the work of volunteers, its members, and volunteer involving organisations across NSW.

### Regional ceremonies

NSW is segmented into 25 regions for the purpose of the Awards to allow for maximum coverage. Between Tuesday 11 August and Friday 9 October, The Centre hosted an Award ceremony for each region. Due to the restrictions imposed by COVID 19, all regional ceremonies were held virtually via Zoom, with representatives joining from ClubsNSW venues at which the live ceremonies would have been held. Despite the challenges that this medium presented, there were over 2,300 volunteers, nominators and guests attending across NSW throughout this period representing a significant achievement for The Centre.

At each regional ceremony, all finalists were acknowledged, and category winners and the Volunteer of the Year for the region were announced. The winners from each award category then progressed to represent their region at the 2021 NSW Volunteer of the Year State Ceremony held on Thursday 2 December 2021. This year, the regional ceremonies were attended by 195 VIPs across NSW, including Federal and State members of Parliament, mayors, council members and sponsors.

The 2021 NSW Volunteer of the Year Awards program received a substantial number of nominations across all categories, with significant increases in both the young category and individual nominations; with the program acknowledging over 117,000 volunteers in total across the state.

## 2021 Award Nominations

Region	Young	Adult	Senior	Volunteer Team	Total
Blue Mountains	9	71	54	2606	2740
Central Coast	55	76	34	1901	2066
Central Sydney	303	255	78	1828	2464
Central West	51	99	44	11962	12156
Far West	79	40	8	4061	4188
Hunter	169	153	75	3092	3489
Illawarra	38	100	37	4627	4802
Mid North Coast	14	68	42	2926	3050
Mid-Western Sydney	231	216	43	3958	4448
New England / Northern Inland	25	85	19	4681	4810
North Shore	64	122	43	2062	2291
North-western Sydney	110	96	40	2340	2586
Northern Beaches	50	495	61	6719	7325
Northern Rivers	12	89	33	3890	4024
Orana	7	37	14	3476	3534
Outer Western Sydney	165	133	29	3522	3849
Riverina	22	49	22	10972	11065
South Coast	2	67	55	4060	4184
Southwestern Sydney / Macarthur	45	61	13	7794	7913
Southern Inland	38	75	20	3800	3933
Southern Sydney	135	163	66	1416	1780
Sydney City / Eastern Suburb	154	264	81	9721	10220
Upper North Coast	9	64	34	1329	1436
Upper North Shore	190	203	128	2709	3230
Western Sydney	154	75	5	4829	5063
Club Volunteer		9	-	-	9
Corporate Volunteer (Individual and Team)		381	-	-	381
Excellence in Volunteer Management (Individual and Team)		55	-	-	55
<b>TOTALS</b>	<b>2131</b>	<b>3546</b>	<b>1078</b>	<b>110281</b>	<b>117091</b>

## Corporate and Volunteer Management Award ceremony

The Corporate and Volunteer Management Award ceremony was also held virtually on Friday 5 November to coincide with Volunteer Managers Day. This ceremony recognised volunteers and professional leaders of volunteers in the award categories of: Corporate Volunteer of the Year and Excellence in Volunteer Management.

Finalists in each category were announced and, similarly to their regional counterparts, progressed on to the State Gala ceremony.

## NSW Volunteer of the Year State Gala Ceremony

The 2021 Volunteer of the Year Awards State Ceremony was held on Thursday 2 December, at Norths Cammeray. There were 270 attendees in person including volunteers and VIPs (State members of parliament, principal partners, the Department of Communities and Justice and ClubsNSW, other major supporters and government officials). With the tremendous support and expertise of Salty Dingo Productions, the event was livestreamed through The Centre of Volunteering's Facebook page to all those who could not attend in person, giving the ceremony a wider reach and allowing guests to go back and re-watch.

Her excellency, the Governor of NSW, Hon. Margaret Beazley AC, QC and the Australian Prime Minister, the Hon. Scott Morrison sent messages of support that were expressed during the ceremony, whilst the Awards Patron, the Hon. Alister Henskens MP attended presenting the 2021 Volunteer of the Year Award and giving his address.

To add to the COVID safe celebrations being held across NSW on the day, Paula Duncan AM – Ambassador of the NSW Volunteer of the Year Awards, organised for performances from Joey Fimmano, The Vallies and Mahalia Barnes. Feedback from attendees in person and joining virtually has been extremely positive with many saying it was a highlight of the year.

## 2021 Award Winners

**2021 NSW Volunteer of the Year Award**  
**Abbie Kelly**

**2021 NSW Young Volunteer of the Year**  
**Abbie Kelly**

**2021 NSW Adult Volunteer of the Year**  
**Sayed Karimi**

**2021 NSW Senior Volunteer of the Year**  
**Helen Mears**

**2021 NSW Volunteer Team of the Year**  
**Formal/Informal & Spontaneous Volunteer COVID-19 Team**

**2021 NSW Club Volunteer of the Year**  
**John Rodd**

**2021 NSW Corporate Volunteer of the Year**  
**Aristocrat Technologies Corporate Team**

**2021 NSW Excellence in Volunteer Management**  
**Royal Rehab Volunteer Services**

Additionally, considering the extraordinary challenges faced in 2021, The Centre awarded Special Commendation Awards to the following organisations for their outstanding contributions to communities across NSW during this unprecedented year.





## Engagement

The Centre for Volunteering facilitates engagement within and across the sector. The Centre works with other peaks, volunteer centres and volunteer-involving organisations to build strong, connected, resilient communities through volunteering. The NSW Volunteer Centre Network receives information about state and national issues related to volunteering on a regular basis and meets quarterly.

### Membership

The members of The Centre for Volunteering are individuals and organisations involved in the volunteering sector. Membership provides opportunities to meet with like-minded professionals, to network and exchange ideas with organisations and individuals across all aspects of the volunteering sector.

Membership is a valuable way to keep up to date with industry developments, identify collaborative opportunities and to have the member organisation's voice heard at a state and national level.

Member benefits include:

- Assistance with volunteer recruitment through our Volunteer Referral Service
- Listing and updating volunteer roles on the National Volunteering website
- Guidance in writing position descriptions and composing appealing ads
- A unique opportunity to have skilled volunteer roles advertised in Help
- Desk in the Sydney Morning Herald
- Candidate screening for specific volunteer roles
- Promotion of events and skilled volunteer roles to our subscribers
- Increased visibility of members' volunteer roles across our channels (including social media and tailored EDMs).

### Member Hotline

Need advice? Members have access to a member-only telephone helpline 11.00am-3.00pm Tues, Wed, Thurs.

### Volunteer Management fora

Join us at these free monthly events where a range of speakers present topics relevant to the sector. Take this opportunity to meet, network and share with other Volunteer Managers.

### National Standards for Volunteer Involvement gap analysis consultation

Undertake a free 2-hour consultation to discover where your organisation sits within the Standards and begin an action plan to manage necessary change.

### Continuing Professional Development

This member-only program will help you up-skill and acknowledge the professionalism of your staff. Staff participate in professional development to attain certification as a Professional Leader of Volunteers.

### Online Readiness to Volunteer course for your volunteers

Online courses to assist with on-boarding and volunteer readiness are available to member organisations.

### Promotion of your organisation

Members are widely promoted through our social media channels, our monthly e-newsletter *The Voice of Volunteering* and in Case Studies.

### Use of Membership logo

Members will be provided with a Centre for Volunteering Member logo for their use, aligning your organisation with the Peak Body for Volunteering.

### Access to pro bono legal services from Hall & Wilcox

Hall and Wilcox will provide specialist legal advice to members through their Pro Bono legal department.\*

### Advocacy for volunteering and the not-for-profit sector

Access to the state volunteering peak body and through this complimentary Associate Membership of Volunteering Australia.

\*Conditions apply



### Discounts on Professional Development

Discounted fees are offered for members on workshops, masterclasses, and Accredited Training courses through the NSW School of Volunteer Management (RTO code 90031).

### Discount on our Annual Conference

The NSW Volunteering Conference highlights a variety of sector experts handpicked to inform and inspire our sector.

### Access to insurance expertise through AON's Not-for-Profit team

Receive free 'health checks' on your insurances which includes a market comparison and access to Aon's Puzzle Helper to help identify insurance cover you may need, what you may not need, and most importantly, why.

### Access to National Police Checks

Access to heavily discounted National Police Check through NSW Police.

### Volunteer Referral Service – Volunteering NSW

Organisations are often impacted by the amount of time and resources needed to effectively recruit suitable volunteers. The Centre's Referral Service (VRS) is a useful service which helps members find volunteers who are 'the right fit'.

VRS assists member organisations with the following services:

- Writing detailed role descriptions for volunteer vacancies
- Widely advertising positions online across multiple platforms
- Conducting preliminary screening of potential candidates
- Referring candidates for organisations to consider.

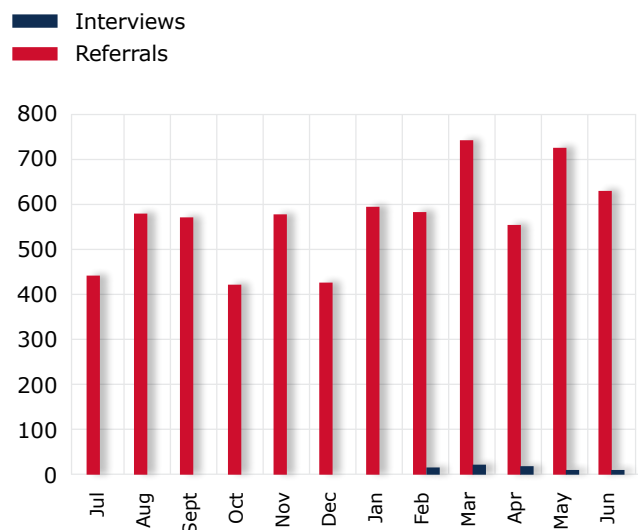
Run by a team of experienced volunteers, the VRS identifies and matches applicants based on their skillset to the specific role requirements of the advertising organisation.

In addition, the VRS offers the unique opportunity to reach a broader and highly sought-after professional audience, through inclusion in the Sydney Morning Herald Helpdesk column.

In turn, volunteers referred through the VRS can take confidence in the fact that they are being connected with bona fide organisations who have the requisite insurances in place for their protection, and that they meet the criteria for the role.

This service is a not-for-profit recruitment agency for volunteers and community organisations seeking volunteers. Our referral service advertises, recruits, interviews, and refers volunteers to not-for-profit organisations based on their skills and suitability, saving our members precious time and resources. In turn, the volunteers benefit from our advice and guidance in helping match them with a role that best meets their expectations, skills, and availability.

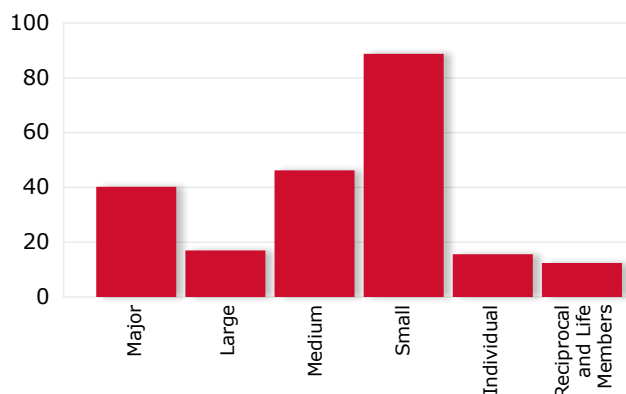
The graph below shows the individual referrals provided through this platform.



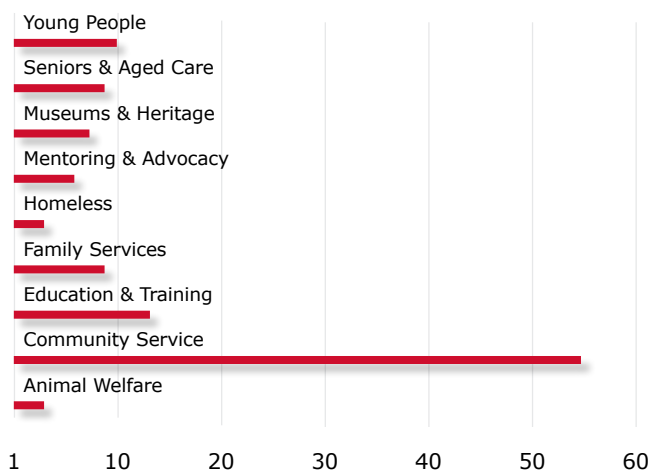
Although the COVID landscape continued to present challenges to The Centre and its stakeholders, many of its members began the transition to restart their programs in 2021-2022. The Centre worked to increase engagement and support to these members in providing targeted workshops, resources, and tools to assist them to successfully reboot these programs. This included proactively contacting member organisations to talk through their ongoing support needs and how The Centre could assist them in achieving their program outcomes. The Centre also began an outreach program in the latter part of 2021-2022 to its regional communities and organisations to re-engage and present opportunities to expand their volunteer footprint.

Below provides information around the membership base sizes we support and the main service focus for them.

### Membership Categories



### Member Service Focus



### Skilled Volunteer Recruitment

The Centre for Volunteering has a Skilled Volunteering Service that connects skilled, experienced volunteers with its not-for-profit member organisations. The Centre has an extensive network of individual volunteers from the public and for-profit sector from which to recruit.

The skilled volunteering opportunities listings:

- *The Sydney Morning Herald's* Help Desk column in the News Review section on Saturdays and in the main news section on Mondays.
- On The Centre's website and through Facebook and LinkedIn pages.
- In the Skilled Volunteering Weekly Alert (The Centre's electronic newsletter, distributed each Monday, highlighting the skilled volunteering roles available at member organisations).



## Social media

Just as in the previous year, the 2021 NSW Volunteer of the Year Awards were held via Zoom due to the ongoing COVID-19 pandemic. The Centre posted photos of winners and accompanying congratulatory messages across 3 social media platforms on the afternoon of the event, with a total reach of 113,847 for all posts across all 3 channels. Sponsors were mentioned within the promotional content, which included using the appropriate sponsor handles on Facebook, LinkedIn, and Twitter alongside the Awards hashtag #NSWVolunteerAwards. Regional ceremonies were all supported with regional media releases sent to media lists. Website posts and social media covering each regional ceremony were made available on [www.volunteering.com.au](http://www.volunteering.com.au) and on Facebook, Twitter, and LinkedIn within hours of each ceremony. In an exciting change from the previous year and after the online regional ceremonies, the State Award Ceremony was held in person, accompanied by 16 updates on all 3 social media channels on the day itself and in the days following the event. The Facebook posts alone had a reach of 20,088 views.

The Awards were promoted in The Voice of Volunteering e-newsletters, sent out to more than 3,500 subscribers every month. These included reminders to nominate and summaries of the ceremonies held throughout the month.

Each Award ceremony was followed up with an EDM and a web page was created for each region. Pages were created for the Corporate Volunteers and the Excellence in Volunteer Management as well as 7 pages for the categories of the State Award Ceremony, making a total of 33 web pages that brought steady traffic to the website during the Awards period.

## Website and marketing

The website is focused on providing timely, relevant updates to charity and not-for-profit organisations. The Centre continued to provide updates on programs, sector news and events, submissions, policy and legislative changes, grants and funding opportunities and advocacy. The Centre is continuing to use The Voice as a hub for valuable information in the volunteering and community sector. The CEO Welcome shares timely updates for subscribers. The Voice also highlights the latest grant and funding opportunities, submissions and surveys, news, resources, reports, events, and professional development opportunities. The Centre has continued to see a significant rise in the audience on LinkedIn and Facebook, with a minor decrease in Twitter audience.

### Number of followers:



June 2021: 2,859  
June 2022: 2,846  
0.5% decrease



June 2021: 4,956  
June 2022: 5,352  
7.4% increase



June 2021: 5,458  
June 2022: 6,018  
10.3% increase





## NSW Volunteer of the Year Awards









# Sector Capability Building

The role of The Centre for Volunteering is to enhance the experience of volunteering in the community by assisting organisations and individuals to maximise their potential through the provision of high-quality volunteer management, education, and training activities.

NSW School of Volunteer Management [RTO code 90031] is The Centre's registered training organisation.

## Volunteer management networking events

Each event features a speaker on a topic relevant to the volunteering sector and provides professional development as well as excellent opportunities for networking and information sharing among members. These events are free to The Centre's members.

## NSW Volunteering Conference

The annual conference is delivered for volunteer coordinators and managers in the not-for-profit and community sectors, bringing together experts, academics, and industry leaders to allow delegates the opportunity to advance their knowledge, develop skills and grow their network.

## Forum events

The Centre for Volunteering runs a series of high-quality fora, where policy around volunteering and volunteer management best practice is promoted and developed.

## Nationally recognised qualifications

The Centre for Volunteering offers nationally recognised qualifications from Certificate I to Certificate IV, relevant to not-for-profit organisations and volunteers. Participants can achieve their qualification through formal coursework, by distance learning or through recognition of prior learning (RPL) or a combination of these.

## Customised training

Customised programs are designed to meet an organisation's specific needs and requirements and can be delivered onsite for the client.

## Professional Development (PD) Program

The Centre for Volunteering is committed to sector development and runs a series of professional development activities throughout the year. NSW School of Volunteer Management [RTO code 90031] (SVM) is The Centre's nationally accredited registered training organisation. Each year The Centre is proud to deliver high quality training, both accredited and non-accredited, to individuals and organisations across Australia.

This includes workshops, masterclasses, and accredited training courses through NSW School of Volunteer Management [RTO code 90031].

## Bridge to Volunteering

This two-hour workshop is an introduction to volunteering run weekly either onsite at The Centre or online. It is free for volunteers and those interested in volunteering. The Centre for Volunteering delivers free introduction of volunteering sessions to the public. These workshops are held most Fridays and cover what volunteering is, how to get involved, the many opportunities available and rights and responsibilities of volunteers. Due to ongoing COVID-19 challenges with face-to-face group training, Bridge to Volunteering sessions continued as interactive, live, online workshops. Over the year, 37 sessions were held with 420 registrants. Notably the program was also delivered externally to schools, universities, and community groups.

## Resources and materials

The Centre for Volunteering provides research findings, resources, policies, and tools for best practice in volunteer management. We continue to create engaging materials and resources for the professional development of the sector.

## Professional development networking events and workshops

This year The Centre held 12 public professional development sessions for volunteer managers with 222 registrants and 6 external client-specific workshops. Core topics covered in professional development workshops:

- Volunteer management – recruiting and retaining volunteers
- The National Standards for Volunteer Involvement
- Leadership
- Communication – advanced communication for volunteer leaders and meeting facilitation
- Conflict management
- Legal issues for volunteer management
- Workplace health, safety, and risk
- Volunteer re-engagement.

## Volunteer Management Handbook

A fully digital handbook that provides professional leaders of volunteers with the knowledge around core functions of volunteer management was released at the end of 2021, as a part of the Volunteer Management Activity, to positive feedback. Further work is underway to incorporate additional topics and customisable templates.

## Volunteer management webinars

Throughout 2022, a series of free webinars focused on topical issues in volunteer management have been developed and delivered as a part of the Volunteer Management Activity. These webinars have been extremely well attended with a total of 296 registrations for the live presentations and 85 views of the recordings. Feedback has been incredibly positive with participants finding the presentations insightful and offering pragmatic ways to improve their volunteer programs.

## Continuing Professional Development Program

The Centre's Continuing Professional Development program, endorsed by Volunteering Australia continued to its full first year following the successful pilot program in 2020-21 financial year.

This program supports the development of volunteer leaders by formally recognising the work they are doing to raise the standards of volunteer leadership by expanding their knowledge and maintaining a high standard of professional practice. There were a high number of role changes in registered participants, and in 2022, 11 professional leaders in volunteers in NSW have been accredited.

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

- Justice Connect
- Empathic Consulting
- Enlighten U Solutions
- Brave People Solutions
- Fold7
- Sydney Children's Hospital Foundation
- Hall & Wilcox
- Engaged Leaders
- Useability.

## Certificate IV in Co-ordination of Volunteer Programs

The Certificate IV in the Coordination of Volunteer Programs CHC44015 is the nationally recognised accredited vocational qualification specifically for professional leaders of volunteers. It is a niche and challenging course covering 11 units of competency where students develop and demonstrate the broad skillset required for successfully managing volunteers. The program continued running as a blended model of online learning with live workshops delivered over Zoom. A total of 23 Certificate IV training and support workshops were held online. Students demonstrated great resilience, dedication, and commitment in these challenging times.

The Centre are pleased to announce that 15 students, the highest total number of students of any year since it commenced training this qualification, were certified over this financial year. The completing students were from Victoria, WA, NSW, and Queensland.

NSW students who completed in the previous year were recognised at Parliament House in May.



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

The Centre continued to offer the Certificate I (CHC14015) and II (CHC24015) in a blended delivery model with students undertaking training online via zoom interactive support workshops.

### **Training the trainer**

The Centre welcomed two teachers from the Association of Independent Schools who successfully completed the Certificate I in Active Volunteering with a custom program including an additional unit, and two teachers from Stanthorpe High School completing Certificate II in Active Volunteering.

### **Education and training out west**

The Centre continued its relationship with Education and Training Out West (ETOW) this year. This 20-week program is for young students in Years 9 and 10 who have been identified as being disengaged at school.

The program gives them intensive support and coaching in literacy and places them as volunteers at local primary schools.

This year, 15 young adults completed Certificate I in Active Volunteering (CHC14015), 4 students completed the Certificate II in Active Volunteering (CHC2405) and 4 students completed the select units that comprise the Statement of Attainment in Skills for Volunteering (SG00007572).

### **Skills for Volunteering – Partial Qualifications Program**

The Centre continued to run a partial qualification program, a Statement of Attainment in Skills for Volunteering (SG00007572) covering units of competency, an Effective Volunteer and Participating in Workplace Health and Safety, which received funding through the NSW Department of Education, Skilling for recovery for youth and redeployment.

In total 23 students successfully completed and were issued the Statement of Attainment in Skills for Volunteering over the year. Working with Breakthru in Penrith and Campbelltown, The Centre delivered this training face-to-face where

students identified additional needs, and supported students achieved an 85% completion rate.

### **Inclusive Volunteering – Pathways to Employment**

The Inclusive Volunteering Pathways to Employment Program is a program run in partnership with Volunteering ACT as lead partner, and Volunteering Tasmania, and was developed to reduce and remove barriers for people living with disability or on a mental health recovery journey. The program supports these communities by matching participants with meaningful volunteering roles that help build the skills, experience and confidence needed to work towards employment goals. Equally, the program works with organisations to address the stigma and misconceptions around disability and mental health, by helping them build more inclusive workplaces.

The program also assists organisations in structuring suitable volunteering roles, and filling roles with skilled volunteers. The Centre for Volunteering has been running this program since August 2020. Since its implementation, the program has registered and provided inclusivity and diversity training, coaching or support to 98 NSW volunteer involving organisations. Outside of these formally registered programs, approximately 237 organisations have attended webinars or met with The Centre's coordinators at events, building awareness of the program and the need to foster inclusive and diverse workplaces. Notably the program has onboarded 50 participants, of which 33 are either currently in volunteering roles or have moved on.

Although the easing COVID restrictions has peaked greater interest in the program, matching participants has remained challenging as organisations focus on re-engaging existing volunteers whilst mitigating risk and managing workload impacted by sick staff. However, the team has used this as an opportunity to provide one-on-one coaching to registered participants to help them prepare for employment, in addition to offering monthly virtual training opportunities encouraging organisations to review and redesign their volunteer programs to be more inclusive.

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## **Volunteering in Residential Aged Care Facilities Program**

Re-engaging Volunteers into Residential Aged Care Facilities Program is a commonwealth initiative, run through the Department of Health, involving the State and Territory Peaks. It offers volunteers the opportunity to enhance the lives and well-being of aged care residents by providing non-clinical support across a 3-to-4-month period. This can take the form of basic companionship or a variety of other supportive tasks, complementing the important work of dedicated staff. Volunteers who registered to the program received a complimentary National Police Check and extensive online training in volunteering in aged care facilities.

Since the program's launch in late April, The Centre for Volunteering has had 165 facilities across NSW register to have volunteers matched with them and 126 volunteers have been welcomed into the program.

## **NSW State Volunteering Conference**

The 2022 NSW State Volunteering Conference, convened annually by The Centre, was held on Thursday 9 June at the Amora Hotel, Jamison Street, Sydney with some 160 delegates, speakers, and exhibitors in attendance. The conference was live streamed to two regional venues, Wagga Wagga and Broken Hill with some 20 delegates at each regional conference. A broad range of delegates attended included volunteer managers, CEOs and board members of volunteer involving organisations, and government departments.

With the goal to challenge, inspire and empower delegates, the Conference theme was "evolving together," focusing on:

- Leadership and stewardship of volunteering
- Innovation and collaboration
- Valuing and repositioning volunteering.

The Conference program encompassed a wide range of topics and speakers who shared their knowledge, experience and highlighted practical solutions to increase the capacity and professionalism of the sector, contributing to the advancement of volunteering in NSW.

The conference MC was Suzanne Waldron, International Behavioural Change facilitator, interviewer, and curator. Some of the many speakers included Eden Winokur, Hall & Wilcox, Louise Geoghegan, Fold7, Kylie Elliott and Olivia Gatt, Sydney Children's Hospitals Foundation, Steven Asnicar, Diversity Australia, and Paul Muller from the Institute Project Management.

The Centre was also fortunate to include a plenary session with the NSW Police Force on the secure line portal for the national police check for the purposes of employment, licencing, volunteering, adoption, and probity, proving an invaluable resource for volunteer managers and volunteer involving organisations.

The Conference closed with a keynote address from esteemed 2022 Australian of the Year and disability advocate Dylan Alcott AO. Dylan focussed on changing the perceptions around people living with disabilities and the power of inclusion in volunteer involving organisations, recipients of volunteers' services and the broader community.



## National Volunteer Week Forum









## State Conference

# Evolving Together

## 2022 VOLUNTEERING NSW STATE CONFERENCE

Thursday 9 June



Volunteering NSW State Conference program Thursday 9 June 2022			
8:30am - 9:00am	Whiteley Ballroom		
9:00am - 9:05am	Registration and arrival tea and coffee		
9:05am - 9:15am	Welcome to Country: Aunty Donna Ingram		
9:15am - 10:00am	Opening and welcome: Gemma Rygate, CEO, The Centre for Volunteering		
10:00am - 10:30am	Keynote: Looking Sideways: Suzanne Waldron		
10:30am - 10:50am	Bringing volunteers back safely – that is the #1 question: Amy Williams, Justice Connect		
10:50am - 11:15am	National Police Check – Secure Online Portal – NSW Police Force		
11:15am - 12:00pm	MORNING TEA - Foyer Exhibition Stalls Open		
11:15am - 12:00pm	Whiteley 1	Whiteley 2	Boyd
	Cyber Security: Eden Winokur, Hall & Wilcox	A Catalyst for Change: Clint Bertenshaw, The Centre for Volunteering	Flipping the narrative to remove hidden barriers to volunteering: Tracey O'Neill, CVA, Brotherhood of St. Laurence
12:05pm - 12:50pm	How creating transformational practice gives volunteers more opportunities to make a difference: Kylie Elliott and Olivia Gatt, Sydney Children's Hospitals Foundation	Model for Evolution: Andrew Green and Veselinka Sekulic, St Vincent de Paul Society NSW	AusLEAP: connecting international students in NSW with volunteer placements: Sojen Pradhan, University of Technology Sydney
12:50pm - 1:40pm	Lunch - Foyer Exhibition Stalls Open		
1:40pm - 2:10pm	Whiteley Ballroom		
2:10pm - 2:40pm	Panel Session – The Importance of Good Leadership of Volunteers		
2:40pm - 3:10pm	Evolving Together – Louise Geoghegan, Fold7		
3:10pm - 3:30pm	Cultural Sensitivity and Awareness - Steven Asnicar, Diversity Australia		
3:30pm - 4:00pm	Afternoon Tea in Foyer Exhibition Stalls Open		
4:00pm - 5:00pm	Whiteley Ballroom		
4:00pm - 5:00pm	The State of Volunteering: Paul Muller, Institute Project Management		
5:00pm - 6:00pm	Keynote: Dylan Alcott AO		





# Governance

## Non-executive Directors

Helen Freeland – Chairperson

Valerie Hoogstad – Deputy Chairperson

Ian Bulluss

Terry Brigden

Alan Max

Di Robinson

Oscar Mussons

Robert Fitzgerald

Nada Nasser

- Avril Samuels  
Senior Manager: Member Relations and Volunteer Referral
- Sarah Smith  
Director: Events and Capacity Building
- Tony Ward  
Inclusive Volunteering Program Coordinator
- Colleen Williams  
Learning and Development Manager

## Staff

- Alice Anderson  
Inclusive Volunteering Program Coordinator
- Clint Bertenshaw  
Manager: Commonwealth Programs
- Ayse Dalkic  
Residential Aged Care Volunteering Project Manager
- Chloe Gunn  
Manager: Marketing and Communications
- Zac Harold  
Manager: Sector Engagement and Development
- Lachlan Jackson  
Project Officer: Commonwealth Projects
- Kerstin Johnson  
Marketing and Communications Coordinator
- Millie Martin  
Manager: Events and Capacity Building
- Gaye Oliver  
Senior Manager: Office and People
- Diana Piper  
Volunteer Manager Lead
- Tamsin Quinn  
Director: Special Projects
- Rachel Rainbird  
Director: Sector Engagement
- Lyndon Reed  
Network Administrator
- John Ryan  
Chief Financial Officer
- Gemma Rygate  
Chief Executive Officer

## 2021-2022 Volunteers

Robin Arbib, Peter Hoadley, Ramya Narashimhan, Marian Attfield, Judy Houlton, Lorna Paviour, Wendy Baker, Bill Jarvis, Jenny Pinson, Lauren Bevilacqua, Sally Jordan, Denis Porter, Joanne Codling, Arna Karbowski, Michael Preschardt, Nadheera Dharmawardhana, Barbara Keffel, Susan Reid, Anne Duffy, Jann Kingston, Rosemary Richman, Pauline Egan, Carol Lawler, Pholy Tan, Brian Elliott, Steve Lawson, Denise Tierney, Mary Fogarty, Kaye Llewellyn, Andrea Turner, Bick Fulton, Sue Marsden, Lynne Wayling, Gina Grant, Patricia Moody, Kathy Whitehead, Norman Hams, Bess Morrison

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**The Centre would like to congratulate Bess Morrison, our longest serving volunteer who has achieved her 25-year milestone.**

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**Vale Bill Jarvis, our long standing volunteer who sadly passed away in August. He will be missed by all at The Centre.**

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# Sponsors and supporters

The 2021 Awards program had 14 sponsors who generously provided donations or in-kind support. The principal partners for the Awards Program were the Department of Communities and Justice and ClubsNSW, with Mint Awards and Sixt Car Rentals offering further support.

Other sponsors included Aon who sponsored the Central West Ceremony, Norths Collective, Australian Seniors (Greenstone Financial Services), Nova Employment, Hako Australia, Winten Property Group, Castle Hill RSL, Lindt, Hampers with Bite and Seiko who offered both financial and in-kind support for the State Gala Ceremony.

## Exposure for sponsors

To recognise the enormous contribution of the principal corporate partner, ClubsNSW, principal government partner, Department of Communities and Justice, as well as its supporters, The Centre for Volunteering acknowledges sponsorship on the following platforms:

- The Centre for Volunteering website
- All media releases
- In print, radio, and television coverage
- All Awards marketing collateral
- Award ceremony programs – state and regional ceremonies
- Welcome slides at regional ceremonies
- Motion graphics throughout the NSW State Ceremony
- In speeches at Award Ceremonies.

## Marketing and external communications

There was a significant increase in both the quality and quantity of coverage of this year's Awards across several channels, providing timely and targeted communications on the value of volunteering in NSW and the importance of volunteer recognition.

Messages from the Awards were pushed out via media outlets, social media, email, and The Centre's website. There was also an increase in the number and diversity of stakeholders mentioning the Awards across their own channels, reaffirming the reputation of the Awards, and building awareness around the importance of volunteering.

Social media coverage included posts and mentions not only on The Centre's own channels, but equally, on channels of other organisations – extending the online reach of the Awards program.

Media coverage for the NSW State Ceremony included multiple images of The Centre and the Awards as well as our supporters.

## 2021-2022 Pro-bono and other in-kind support

Steven Asnicar, Jane Davies, Shelfa Dignan, Alanna Duggan, Lainie Edwards, Kylie Elliot, Brian Elliott, Olivia Gatt, Louise Geoghegan, Gina Grant, Andrew Green, Hall & Wilcox, Norm Hams, Peter Hoadley, Barbara Keffel, Nathan Kennedy (Hall and Wilcox), Steve Lawson, Elizabeth MacDonald, Michael Mannington, Patricia Moody, Bess Morrison, Fiona Morrison, Paul Muller, Daniel Murray, Norths Cammeray, Tracey O'Neill, Chris Pechey, Jenny Pinson, Denis Porter, Sojen Pradham, Veselinka Sekulic, Anthony Shannon, Andrea Turner, Kathy Whitehead, Amy Williams, Eden Winokur, Tina Williams.

## Advisory committee members for the State of Volunteering report

- Jenny Allan, Memberships Manager, Girl Guides NSW, ACT & NT
- Claire Bevis, Membership Manager, Surf Life Saving NSW
- David Brett, Principal Policy Officer, NSW Office of Sport
- Luke Chesworth, Volunteer Coordinator, Foodbank NSW & ACT
- Jane Davies, Coordinator, Armidale Volunteer Referral Service
- Helen Freeland, Board Chair, The Centre for Volunteering
- Kellie May, Manager, Volunteering and Youth, NSW Department of Communities and Justice
- Lauren Miles, Manager – Volunteering, Leep NGO
- Kate Munro, CEO, Youth Action
- Kimme Shaw, Volunteer Manager, Engagement and Change, RSPCA NSW.

# Partners, sponsors, and supporters

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## Major funders



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## Volunteer of the Year Awards principal partners



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## Volunteer of the Year Awards Supporters



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## Volunteer of the Year Awards Sponsors









PRIME MINISTER

**MESSAGE FROM THE PRIME MINISTER**

**NSW VOLUNTEER OF THE YEAR AWARDS 2021**

Every volunteer has a story to tell – and the Centre for Volunteering puts those stories in the spotlight.

Volunteers understand that a smile can give meaning to someone's day. That time and attention can bring about great change. That their actions can inspire hope.

The 2021 NSW Volunteer of the Year Awards celebrate the belief all volunteers share, that what they do makes a difference

The last two years have changed the way many Australians volunteer. But they haven't stopped our reservoir of kindness and compassion from overflowing.

No matter how or where you choose to volunteer – helping people, animals or the environment: on your own or as part of a team – you devote resources, emotion and energy to your work

You've adapted in the face of change and been resilient when overcoming a challenge. You've shown the spirit that keeps us together as communities, and as a nation,

Community is the place where we are valued, where we respect one another and share each other's lives. The place where we pledge to do together what we cannot achieve alone.

By seeing the dignity in every one of us, Australia's volunteers preserve and build our communities.

To all of tonight's finalists and winners, thank you for your contribution to our proud national tradition of volunteering. Your work is a gift and an inspiration.

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

The Hon Scott Morrison MP  
Prime Minister of Australia

2 December 2021

# **FINANCIAL REPORT**

For the Year Ended 30 June 2022

## **Index to the Financial Report**

Directors' Report	41
Statement of Profit or Loss and Other Comprehensive Income	46
Statement of Financial Position	47
Statement of Cash Flows	48
Statement of Changes in Equity	49
Notes to the Financial Statements	50
Directors' Declaration	60
Independent Audit Report	61

## **General Information**

The financial statements cover The Centre for Volunteering ('The Centre') as an individual entity for the year ended 30 June 2022. The financial statements are presented in Australian dollars, which is the functional and presentation currency.

The Centre is a not-for-profit unlisted public company limited by guarantee, incorporated, and domiciled in Australia. Its registered office and principal place of business is:

### **Registered office and principal place of business:**

Level 3, 40 Gloucester Street, The Rocks, Sydney NSW 2000



## **Directors' Report for the year ended 30 June 2022**

Your Directors present their report on The Centre for the year ended 30 June 2022.  
The names of the Directors in office during the financial year and at the date of the report were:

### **Helen Freeland (Chair)**

Helen brings to The Centre for Volunteering Board, extensive experience as a public sector executive and company director. Her interests include organisational strategy and culture, governance and risk management and community engagement. She is a member of the Australian Institute of Company Directors and holds master's qualifications in Social Work and Public Administration. She is a keen gardener and reader.

### **Valerie Hoogstad AM (Deputy Chair)**

Valerie has a background in Psychology, Education and Communications and International Relations. She has written sixteen textbooks in the field of adolescent literature and corporate communication. Valerie retired as Director of International Education at the Australian Catholic University and has served on numerous Boards. She is currently lecturing at Sydney University and is currently on the Board of Odyssey House and Together for Humanity. Valerie was awarded an Order of Australia Medal (AM) in 2022 for significant service to the not-for-profit sector, and to tertiary education.

### **Joy Woodhouse OAM (Resigned from Office, October 2021)**

Joy has run her own consultancy business since 1997 specialising in human resource management and training including corporate investigations, facilitation of strategic and business planning, and service management, reviews, and evaluations. She has extensive experience in the government sector including Senior Executive Director positions in Ageing & Disability Services within the NSW Department of Community Services (DoCS). In 1993 Joy was appointed Assistant Director General of DoCS responsible for approximately 4,000 staff and a budget of approximately \$320m and undertook this role until 1997. Her academic qualifications include an Honours degree in Psychology from the University of Sydney and a Master of Health. Joy was awarded an Order of Australia Medal (OAM) in 2016 for service to the community through volunteering organisations. Joy resigned as Director in October 2021, after nineteen years of significant contribution to the Board and The Centre for Volunteering.

### **Terry Brigden**

Terry has practiced extensively in financial services and regulatory law for over 30 years and has had the benefit of both practical and professional experience, most recently before joining Lander and Rogers and previously being a partner in a major (now international) legal firm for over 13 years. Terry has previously held legal or commercial positions in a major bank, major life insurance company, superannuation, and actuarial consulting firm. Terry is on the Australian subsidiary board of a large Canadian bank and is on the International Monetary Fund's external expert panel for banking and insurance regulation and the Asian Development Bank for its project to develop the financial regulatory framework for the Pacific Island nations. Terry has been named as one of Australia's best superannuation, investment, financial institutions, and insurance lawyers in the Best Lawyers Australia peer review survey published in the AFR for the years 2010 to 2018.

### **Ian Bulluss JP**

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



### **Alan Max**

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

### **Di Robinson**

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

### **Oscar Mussons (commenced October 2021)**

An international lawyer, Oscar has over ten years' experience managing projects supporting migrants and foreigners to adapt to a new country, always with passion and a human rights-based approach. Having held varying leadership positions within global organisations, Oscar currently works as the Volunteer Manager for the Asylum Seekers Centre, a not-for-profit organisation based in Newtown, Sydney and is a member of the First Nations Football Advisory Group organised by Football NSW. Joining as a Director for The Centre for Volunteering in October 2021, Oscar holds a Master's in International and Diplomatic Studies from Prague University of Economics and Business and a Juris Doctor degree from the Universidad Pontificia Comillas in Madrid.

### **Robert Fitzgerald (commenced October 2021)**

Joining The Centre for Volunteering as Director in October 2021, Robert is the Chief Inspector of the Blacktown Police Area Command having worked across Sydney's police stations for over thirty years. He is an enthusiastic advocate of multiculturalism, being actively involved in helping the Western Sydney local community both on and off duty. His current portfolios include mental health, Indigenous issues, and multicultural community engagement. He has been the recipient of numerous medals, citations, honors, and awards including the 2019 NSW Adult Volunteer of the Year Award and the Federation Council's 2021 Australia Day Ambassador.

### **Nada Nasser (commenced May 2022)**

Nada has extensive government and not-for-profit sector experience, recognised for delivering and leading strategic reform and community initiatives and social services in the areas of youth, family support, homelessness, employment, justice, and mental health. Passionate about social justice, ending homelessness and building on community strength with a deep commitment to improving outcomes for vulnerable families and communities, especially women, children, and young people, Nada joined as Director for The Centre for Volunteering in May 2022. Nada holds a BA in Social Science from the University of Technology Sydney, an MBA from the University of New England, is a graduate of the Australian Institute of Company Directors and is currently working as State Director (NSW/ACT/Vic) at Mission Australia.

## Principal Activities

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

The principal activities of The Centre 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.

## Review of operations

The Centre sustained a surplus of \$612,459 (2021: \$359,413) as at 30 June 2022.

## Significant changes in the state of affairs

There were significant changes in the state of affairs in The Centre during the financial year.

## Matters subsequent to the end of the financial year

The impact of the Coronavirus pandemic is ongoing. It is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is continually developing and is contingent on measures imposed by the Australian government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided. In response to the uncertainty caused by this pandemic, the Directors have strategically strengthened the overall balance sheet as well as focused on improving The Centre's liquidity position. Notwithstanding macro-economic factors, The Centre is maintaining a favourable outlook for the financial year ahead.

No other matter or circumstance has arisen since 30 June 2022 that has significantly affected, or may significantly affect The Centre's operations, the results of those operations, or The Centre's state of affairs in future financial years.

## Members' Guarantee

Each member of The Centre, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of The Centre in the event of it being wound up. If The Centre is wound up the Constitution states that each member is required to contribute a maximum of fifty dollars (\$50) towards meeting any outstanding obligations of The Centre. At balance date, there were 227 eligible members.

## Short and Long-Term Objectives

The Centre's core business and objectives are to:

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

## Strategy for Achieving the Objectives

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

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

## Activities that Contributed to the Objectives being met

During the year to 30 June 2022, The Centre:

- Delivered training throughout NSW and interstate through The School of Volunteer Management (RTO) to meet the goals of Federal and State funding grants.
- Continued its participation in the national peak volunteering network (CEON) to assist, inform and support the national body, Volunteering Australia.
- Worked with equivalent interstate bodies to develop a national approach to volunteering issues.
- Continued to develop and strengthen the NSW Volunteer Centre Network.
- Worked closely with the Department of Communities and Justice, on the NSW Government's Volunteering Strategy.
- Achieved ongoing funding from NSW Government to deliver State Peaks' Program Services.
- Achieved ongoing support from NSW Government and ClubsNSW for the NSW Volunteer of the Year Awards.
- Conducted an effective strategic planning process to deliver The Centre's core business and objectives.
- Successfully delivered the 2021 NSW Volunteer of the Year Awards which recognised over 117,000 volunteers throughout NSW.
- Achieved an increase in media coverage, highlighting The Centre's work to advocate for and recognise volunteers and volunteering.
- Delivered a suite of Professional Development programs including both accredited and non-accredited training and networking events, to develop volunteers and volunteer managers and best practice in the sector.
- Continued to work with Voluntas, a service which aims to help volunteers and volunteer involving organisations with conflict resolution.
- Advocated strongly for volunteering on behalf of the sector, including joining with our national colleagues to advocate for issues concerning volunteering.
- Collaborated with the National and State/Territory Volunteering Peaks to advocate for and provide responses to key sector issues.
- Collaborated with Government agencies including the Department of Communities and Justice, Department of Social Services, Office of Sport, Study NSW, The Advocate for Children and Young People, NSW Health, and Federal Department of Health on various projects.

## Performance Measurement

The Board monitors the performance of The Centre through:

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

## Environmental Regulations

The Centre is not subject to any significant environmental regulation under Australian Commonwealth or State law.

## Roundings

The Centre is a kind referred to in Corporation Instrument 2016/191, issued by the Australian Securities and Investment Commission, relating to 'rounding-off'. Amounts in this report have been rounded off in accordance with that Corporations Instrument to the nearest dollar.

## Directors' Meetings

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

	Meetings Attended	Meetings held in Office
Helen Freeland (Chair)	5	6
Valerie Hoogstad (Deputy Chair)	6	6
Terry Brigden	6	6
Ian Bulluss	6	6
Di Robinson	4	6
Alan Max	6	6
Robert Fitzgerald	4	4
Oscar Mussons	4	4
Nada Nasser	1	1
Joy Woodhouse	2	2
Gemma Rygate (Company Secretary)	6	6

Signed in accordance with a resolution of Directors.



**Alan Max**

**Director**

Signed this 29 September 2022, in Sydney

**STATEMENT OF PROFIT OR LOSS AND  
 OTHER COMPREHENSIVE INCOME**  
 FOR THE YEAR ENDED 30 JUNE 2022

	<b>Notes</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
Revenue	4	2,857,731	1,767,250
Depreciation	5	(202,493)	(148,439)
Finance costs		(6,896)	(6,727)
Staff Employment Related Expenses		(1,197,309)	(903,192)
Programs Costs		(358,511)	(242,617)
Training Costs		(20,551)	(11,812)
Other Expenses		(189,512)	(95,050)
Surplus/(Deficit)		<b>612,459</b>	<b>359,413</b>

The accompanying Notes form part of this Financial Report.

**STATEMENT OF FINANCIAL POSITION**  
 AS AT 30 JUNE 2022

	Notes	2022 \$	2021 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	3,254,749	1,414,606
Trade and other receivables	7	39,467	17,831
Prepayments		193,489	16,522
<b>TOTAL CURRENT ASSETS</b>		<b>3,487,705</b>	<b>1,448,959</b>
<b>NON-CURRENT ASSETS</b>			
Plant& equipment	8	101,040	11,946
AASB16–Right of use asset	16	239,776	431,608
<b>TOTAL NON-CURRENT ASSETS</b>		<b>340,816</b>	<b>443,554</b>
<b>TOTAL ASSETS</b>		<b>3,828,521</b>	<b>1,892,513</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	89,563	78,840
Provisions	10	148,053	103,752
Income received in advance	11	1,703,891	246,065
AASB16–Lease liability	16	190,157	195,761
		<b>2,131,664</b>	<b>624,418</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	10	30,809	24,350
AASB16–Lease liability	16	48,289	238,446
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>79,098</b>	<b>262,796</b>
<b>TOTAL LIABILITIES</b>		<b>2,210,762</b>	<b>887,214</b>
<b>NET ASSETS</b>		<b>1,617,759</b>	<b>1,005,299</b>
<b>ACCUMULATED SURPLUS</b>		<b>1,617,759</b>	<b>1,005,299</b>

The accompanying Notes form part of this Financial Report.

**STATEMENT OF CASHFLOWS**  
 AS AT 30 JUNE 2022

	<b>Notes</b>	<b>2022</b> \$	<b>2021</b> \$
<b>Cashflows from operating activities:</b>			
Receipts from funders, donors, and customers		4,017,259	1,977,673
Payments to suppliers		(730,410)	(316,300)
Payments to employees		(1,146,529)	(859,527)
Interest received (net)		2,255	3,169
<b>Netcash (used in)/provided by operating activities</b>	<b>13</b>	<b>2,142,555</b>	<b>805,015</b>
<b>Cashflows from investing activities:</b>			
Payments for furniture & fittings and plant & equipment acquired	<b>8</b>	(99,755)	-
		(99,755)	-
<b>Cashflows from financing activities:</b>			
Repayment of lease liability		(202,657)	(148,003)
<b>Net (decrease)/increase in cash and cash equivalents</b>		<b>1,840,143</b>	<b>657,012</b>
<b>Cash and cash equivalents at the beginning of the year</b>		<b>1,414,606</b>	<b>757,594</b>
<b>Cash and cash equivalents at the end of the year</b>	<b>6</b>	<b>3,254,749</b>	<b>1,414,606</b>

The accompanying Notes form part of this Financial Report.



**STATEMENT OF CHANGES IN EQUITY**  
AS AT 30 JUNE 2022

	2022	2021
	\$	\$
Accumulated surplus at the beginning of the year	1,005,300	646,099
Surplus/(deficit) for they year	612,459	359,413
Adjustment to retained earnings		(212)
<b>Accumulated surplus at the end of the year</b>	<b>1,617,759</b>	<b>1,005,300</b>

The accompanying Notes form part of this Financial Report.

## **NOTES TO THE FINANCIAL STATEMENTS**

### **FOR THE YEAR ENDED 30 JUNE 2022**

#### **1 GENERAL INFORMATION**

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

The Centre is a not-for-profit unlisted public company limited by guarantee, incorporated, and domiciled in Australia. Its registered office and principal place of business is:

**Registered office and principal place of business:**

Level 3  
40 Gloucester Street  
The Rocks, Sydney NSW 200

The financial statements were authorised for issue, in accordance with a resolution of the Directors, on 29 September 2022.

#### **2 SIGNIFICANT ACCOUNTING POLICIES**

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

**a. New or amended Accounting Standards and Interpretations adopted**

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

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by The Centre for the reporting year ended 30 June 2022. The Centre's assessment of the impact of these new or amended Accounting Standards and interpretations, most relevant to the company, are set out below:

*Conceptual Framework for Financial Reporting (Conceptual Framework)*

The Centre has adopted the revised Conceptual Framework from 1 July 2021. The Conceptual Framework contains new definition and recognition criteria as well as new guidance on measurement that affects several Accounting Standards, but it has not had a material impact on The Centres financial statements.

*AASB1060 General Purpose Financial Statements-Simplified Disclosures for Not-for-Profit Tier 2 Entities*

The Centre has adopted AASB 1060 from 1 July 2021. The standard provides a new Tier 2 reporting framework with simplified disclosures that are based on the requirements of IFRS for SMEs. As a result, there is increased disclosure in these financial statements for key management personnel and related parties.

**b. Basis of preparation**

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

*Historical cost convention*

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

*Critical accounting estimates*

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

**c. Comparative Amounts**

Comparatives are consistent with prior years, unless otherwise stated.

**d. AASB16 Leases**

*Right of use assets*

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where The Centre expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The Centre has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

*Lease liabilities*

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, The Centre's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

e. **Revenue recognition**

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

*Grant Revenue*

Grant revenue is recognised in profit or loss when The Centre satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before The Centre is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

*Donations*

Donations and bequests are recognised as revenue when received.

*Interest*

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

*Other revenue*

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

f. **Income Tax**

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

g. **Cash and cash equivalents**

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

h. **Trade and other receivables**

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

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

i. **Investments and other financial assets**

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

j. **Plant & equipment**

Classes of plant and equipment are measured using the cost or revaluation model as specified below. Where the cost model is used, the asset is carried at cost less any accumulated depreciation and



any impairment losses. Costs include purchase price, other directly attributable costs, and the initial estimate of the costs of dismantling and restoring the asset, where applicable.

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

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

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

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

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

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

k. **Trade and other payables**

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

l. **Employee benefits**

*Short-term employee benefits*

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

*Other long-term employee benefits*

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

m. **Fair value measurement**

When an asset or liability, financial or non-financial, is measured at fair value for recognition or

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

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

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

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

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

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

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

**o. Economic dependency**

The Centre is dependent on the ongoing support of the Australian Commonwealth Government, NSW Government, National Disability Scheme and private grants, its members and successful fundraising. It is anticipated that adequate funding will be available to enable The Centre to pay its debts as and when they fall due. Funding agreements are entered into until 2026.

**3**

**CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue, and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events that management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

*Estimation of useful lives of assets*

The Centre determines the estimated useful lives and related depreciation and amortisation charges for its plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge

will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

*Impairment of plant and equipment*

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

*Allowance for expected credit loss*

The allowance for expected credit loss for receivables assessment requires a degree of estimation and judgement. Outstanding debtors' balances were reviewed as of 30 June 2022 and amounts that were deemed to be unlikely to be collected were written back. Accordingly, there is no further allowance for expected credit loss in the financial statements.

*Employee benefits provision*

As discussed in note 2(l), the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

*Coronavirus (COVID-19) pandemic*

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on The Centre based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing, and geographic regions in which The Centre operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact The Centre unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

*Lease term*

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the importance of the asset to The Centre's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The Centre reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.

<b>4</b>	<b>REVENUE</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	Membership	66,368	61,046
	Grants – government	1,869,139	982,106
	Sponsorship & Donations	87,709	65,759
	Interest	2,255	3,169
	Fees and seminars	119,889	167,285
	Other income	442,371	487,885
		<hr/> 2,587,731	<hr/> 1,767,250
<b>5</b>	<b>EXPENSES</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	Plant and equipment	10,661	4,565
	Leasehold improvements	-	-
	AASB 16 – depreciation	191,832	143,874
		<hr/> 202,493	<hr/> 148,439
<b>6</b>	<b>CASH AND CASH EQUIVALENTS</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	<u>Cash at Bank</u>		
	Bendigo Bank	-	58,500
	Commonwealth Bank	2,407,786	856,440
	Term Deposits	846,463	499,166
	<u>Cash on Hand</u>		
	Petty Cash	500	500
		<hr/> 500	<hr/> 500
		<hr/> 3,254,749	<hr/> 1,414,606
<b>7</b>	<b>TRADE AND OTHER RECEIVABLES</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	Trade debtors	38,253	17,452
	Expected credit loss	-	(5,000)
	Other receivables	1,214	5,379
	Term Deposits	<hr/> 39,467	<hr/> 17,831



<b>8</b>	<b>PLANT &amp; EQUIPMENT</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	Office Furniture, Fittings and Equipment at cost	194,941	95,186
	Accumulated depreciation	(93,901)	(83,240)
		<u>101,040</u>	<u>11,946</u>
	Leasehold Improvements at cost	37,384	37,384
	Accumulated depreciation	(37,384)	(37,384)
		<u>101,040</u>	<u>11,946</u>
	<b>Reconciliation</b>		
	<b>Office Furniture, Fittings and Equipment</b>		
	Carrying amount at the beginning of the year	11,946	9,578
	Additions	99,755	6,933
	Asset write down	-	-
	Depreciation	(10,661)	(4,565)
	Carrying amount at the end of the year	<u>101,040</u>	<u>11,946</u>
	<b>Leasehold Improvements</b>		
	Carrying amount at the beginning of the year	-	-
	Additions	-	-
	Depreciation	-	-
	Carrying amount at the end of the year	<u>-</u>	<u>-</u>
<b>9</b>	<b>TRADE AND OTHER PAYABLES</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	Trade creditors	-	-
	Other creditors and accruals	89,563	78,840
		<u>89,563</u>	<u>78,840</u>
<b>10</b>	<b>PROVISIONS</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	Annual leave – current	129,422	86,408
	Long service leave - current	18,631	17,344
		<u>148,053</u>	<u>103,752</u>
	Long service leave – non-current	<u>30,809</u>	<u>24,350</u>

<b>11</b>	<b>INCOME RECEIVED IN ADVANCE</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	Grants and other income received in advance	1,699,482	236,792
	Membership received in advance	4,409	9,273
		<u>1,703,891</u>	<u>246,065</u>
<b>12</b>	<b>AUDITOR'S REMUNERATION</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	William Buck	8,000	8,000
<b>13</b>	<b>NOTES TO THE STATEMENT OF CASH FLOW</b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
	Surplus/(Deficit)	612,459	359,413
	Depreciation - PPE	10,661	4,565
	Depreciation – AASB 16 Leases	191,832	143,874
	Interest expense – AASB 16 Leases	6,896	6,727
	Changes in Assets and Liabilities:		
	(Increase)/Decrease in Trade Debtors	(198,602)	184,303
	Increase/(Decrease) in Payables	15,132	10,561
	Increase/(Decrease) in Income in Advance	1,453,417	51,907
	(Decrease)/Increase in Employee Benefits	50,760	43,665
	Net Cash (used in)/provided by Operating Activities	<u>2,142,555</u>	<u>805,015</u>

## **14 FINANCIAL INSTRUMENTS**

### **(a) Net Fair Values**

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

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

In common with all other businesses, The Centre is exposed to risks that arise from its use of financial instruments. This note describes The Centre'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 Centre's risk management objectives. The Centre's risk management policies and objectives are designed to minimise the potential impacts of these risks on the results of The Centre where such impacts may be material. The Board receives regular financial reports, which it reviews the effectiveness of the processes put in place and the appropriateness of policies it sets.

## **15 RELATED PARTY DISCLOSURES**

### **(a) Directors' Compensation**

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

**(b) Key Management Personnel Compensation**

The remuneration of Key Management Personnel is as follows:

	<b>2022</b>	<b>2021</b>
	\$	\$
Short-term benefits	147,706	139,646
Post-employment benefits	26,485	24,994
	174,191	164,640

**(c) Key management personnel during the year ended 30 June 2022 were Helen Freeland, Valerie Hoogstad, Terry Brigden, Joy Woodhouse, Di Robinson, Ian Bulluss, Alan Max, Robert Fitzgerald, Oscar Mussons, Nada Nasser, and Gemma Rygate.**

<b>16</b>	<b>AASB 16 Leases and Commitments</b>	<b>2022</b>	<b>2021</b>
		\$	\$
	AASB 16 – Right of use asset	575,482	575,482
	AASB 16 – Accumulated depreciation	(335,706)	(143,874)
		239,776	431,608
	AASB 16 – Current lease liability	190,157	195,761
	AASB 16 – Non-current lease liability	48,289	238,446
		238,446	434,207
	<b>Future lease payments</b>		
	Within one year	193,151	
	Later than one year but not later than five years	48,450	
		241,601	

A Contingent Liability exists for a secured bank guarantee in the amount of \$69,146 in respect of The Centre's leased premises.

**17 MEMBERS' GUARANTEE**

Each member of The Centre, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of The Centre in the event of it being wound up. If The Centre is wound up the Constitution states that each member is required to contribute a maximum of fifty dollars (\$50) towards meeting any outstanding obligations of The Centre. At balance date, there were 227 eligible members.

**18 EVENTS SUBSEQUENT TO REPORTING DATE**

The impact of the Coronavirus (COVID-19) pandemic is ongoing, and it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided. No other matter or circumstance has arisen since 30 June 2022 that has significantly affected, or may significantly affect The Centre's operations, the result of those operations, or The Centre's state of affairs in future financial years.

## **DIRECTORS' DECLARATION**

In the Directors' opinion:

- the attached financial statements and notes comply with the Australian Charities and Not-for-profit Commission Act 2012, the Australian Accounting Standards – Simplified Disclosure Requirements and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of The Centre for Volunteering's financial position as at 30 June 2022 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that The Centre for Volunteering will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of Directors.  
On behalf of the Directors.



**Alan Max**  
**Director**

Dated this 29 September 2022



## **The Centre for Volunteering**

### **Independent auditor's report to directors of The Centre for Volunteering**

### **Report on the Audit of the Financial Statements**

#### **Opinion**

We have audited the financial report of The Centre for Volunteering (the Centre), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of the Centre has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- a. Giving a true and fair view of the Centre's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- b. Complying with Australian Accounting Standards – Simplified Disclosure and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

#### **Basis for Opinion**

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

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

#### **Other Information**

The directors are responsible for the other information. The other information comprises the information included in the Centre's annual report for the year ended 30 June 2022 but does not include the financial report and our auditor's report thereon.

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

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

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

### **Directors' Responsibilities**

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

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

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

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

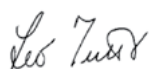
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that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

A further description of our responsibilities for the audit of these financial statements is located at the Auditing and Assurance Standards Board website at:  
<http://www.auasb.gov.au/Pronouncements/Australian-Auditing-Standards/Auditors-Responsibilities.aspx>

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



**WilliamBuck**  
Accountants & Advisors  
ABN16021300521



**L.E. Tutt**  
Partner  
Sydney, 29 September 2022



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The Centre for Volunteering acknowledges and pays respect to the Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.