

# **Annual Report 2022-23**



**The Centre for  
Volunteering**



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**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.

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HELEN FREELAND

## Message from the Chair



As we reflect on the year's achievements and look for ways the Board can enhance The Centre's work in supporting volunteering in NSW we cannot help but note that as a legacy of the pandemic, our operating environment has changed in several important ways which influenced the Board's priorities. The Annual Report provides the detail on The Centre's work. My intention here, on behalf of the directors is to provide a summary of the Board's priorities and achievements in 2022-23.

### **Adapted to meet the challenges of a changing environment**

Three years of living with COVID and waves of climate-driven disasters underpinned the major shifts in our context, driving rapid adaptation that is now embedded in the structures and processes of work, particularly enabled by technology. This has and will continue to impact on volunteering as well, indicating that we need to understand what has changed and how best to support a vibrant volunteering sector that will need to do some things differently.

Changes of government have occurred at both Commonwealth and State level and inevitably bring a slightly different policy focus although we are encouraged that support for volunteering is bipartisan in recognition of the significant contributions that volunteers and volunteering make to Australian life. We also recognise the extent to which these relationships are becoming collaborative partnerships for co-production of shared outcomes. The Board strongly supports our CEO's leadership in this area. The Centre's work with stakeholders occurs through its partnerships and other activities through the year including roundtable consultations around NSW. The Board is seeking to complement this work by forging strategic relationships with key stakeholders. This will be developed through a structured approach to stakeholder engagement and a strategy to be implemented from Calendar Year 2024.

### **Collaboratively partnered with others to deliver outcomes**

It is hard to think of an activity that yields as many benefits as volunteering does for individuals, groups, communities and our society as a whole. This is what makes the work of The Centre for Volunteering so important. We are grateful to the NSW Government and Commonwealth Governments for their investment of public money in achieving these outcomes. Building capacity, focusing on diversity, inclusion and equity; partnering with stakeholders, developing and enhancing their access to resources and contributing to strategy, informed by evidence are all vital components of maintaining the volunteering ecosystem.

### **Celebrated volunteers and their contribution to communities across NSW**

The annual celebration of volunteering through the Volunteer of the Year Awards and the regional events leading up to the State Gala continue to be the major promotion of volunteering in NSW showcasing the contributions of volunteers of all ages, and teams around the State. In often quiet and unassuming ways these remarkable people make a huge difference to their communities. Young volunteers are achieving impressive things and give us huge encouragement for the future of volunteering. We have also been thrilled that local members, Mayors and community leaders have attended regional events so consistently.

### **Strengthened governance**

In the Annual Report for 2021-22 the Board identified particular areas of governance as continuing commitments. In 2022-23 we intensified our focus on them. We

- **revised the Constitution** and will ask you, the members, to approve it at the AGM in October
- **met our fiduciary duties** for the management and investment of public monies for best value.

Together with all directors I am appreciative of the work of Audit Committee members and their knowledgeable advice and guidance; Alan Max who is a wonderful chair and supporter of John Ryan's skilful management of financial systems; Ian Bullus and Valerie Hoogstad have provided consistently wise advice.

- ***scrutinised and improved our systems for managing risk***

- upgraded technology will reduce our exposure to cyber threats and will better support flexible working arrangements for staff as well as enabling volunteer organisations and volunteers themselves to access digital resources from anywhere in NSW. This complements The Centre's ongoing engagement with regional and remote areas through the roundtable consultations
- succession planning is another important area of governance and one in which the Board has invested considerable time, prompted by the retirement of two long standing Board Members. In addition to seeking new ideas through director recruitment, these changes create opportunity for current directors to take on different roles on the board and contribute their knowledge in difference areas.

### **Examined compliance and explored opportunities in professional development**

- Through Di Robinson's leadership and with input from an external expert, Jeanette Sticker the professional development committee provided assurance to the Board on compliance, the robustness of systems and opened up discussion on potential opportunities to broaden our thinking about ways to support volunteering.

### **Invested in Board development**

- Self-assessment and discussion that helped us process our areas of skill and our gaps as a board
- A workshop with Daniel Murray helped us understand how we operate as a team based on our values, behaviours, and interactions with each other. This gave us a shared language for continuing to talk about how we work effectively as a team.

### **Thanks, gratitude and appreciation**

Valerie Hoogstad has been a director, Chair and Deputy Chair chalking up a remarkable 20-year tenure. Her wisdom, frankness, kindness, and amazing networking capacity are deeply appreciated by her Board colleagues and by Gemma and myself. All of us have benefited from her contributions to the Centre and we will miss her.

As an accomplished lawyer Terry Brigden has kept an informed eye on the legal aspects of the board's work and while not acting as the Board's legal counsel, he has provided assurance and guidance on principles and also guidance on when to seek independent advice. Terry's contributions over the last 11 years have been invaluable. We will miss him as well.

Of course, the work of the Centre is delivered by its staff under Gemma's leadership backed up by Tamsin as Deputy CEO. It is a small and highly skilled team whose outputs are consistently impressive. Their values are firmly aligned to those of The Centre and we are lucky to have them.

As the Ambassador for the Awards and a well-known public figure Paula Duncan not only brings a special something to the Awards Gala but her work behind the scenes is invaluable. We have benefitted from Paula's involvement for a number of years, and we deeply appreciate her.

The Gala event and regional ceremonies could not happen without the support of our sponsors: NSW Department of Communities and Justice, Clubs NSW, SIXT Car Hire, Mint Awards, Australian Seniors, Dee Why RSL Club, Nova Employment, Seiko, Hako Australia, Norths Leagues Club, Lindt, Sutherland District Trade Union Club (Tradies), Oatley Wine Merchants, and Mr Roses.

High performing teams always have high performing leaders and Gemma Rygate's leadership of The Centre for Volunteering is exceptional. Her 10-year tenure has seen The Centre mature and adapt to the changing environment for volunteering and continue to be an effective peak body. Gemma's advice to and support of the Board, her knowledge and connection with stakeholders is highly valued by the Board.

**Helen Freeland**  
Board Chair



GEMMA RYGATE

## Message from the CEO



2022-23 has been a year for regrouping and repositioning. Throughout the year we have welcomed the opportunity to continue our contribution to the State Government's Volunteering Strategy, the Volunteering Taskforce and the Volunteering Charter, collaborating with the Department of Communities and Justice to facilitate discussions with sector leaders on the importance of quality volunteer management. The Department and Multicultural NSW commissioned The Centre for Volunteering to produce the first Multicultural Volunteering Report for NSW. The Institute of Project Management completed the research, and the Report was released on 21 February 2023. 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.

A highlight of the year was the publication of the inaugural report on Multicultural 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 in multicultural communities, the benefits of volunteering to all communities in NSW, the needs, motivations and challenges for volunteers from multicultural backgrounds, and the reality 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 within all Australian communities, even when the action is not labelled 'volunteering'.

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 Voluntas and Justice Connect.

Many factors have contributed to the changing landscape of volunteering in our Post-Covid times:

- 1. Rapid Technical innovation in this digital age has seen the rise of the virtual volunteer, online volunteer matching databases, training via webinars, online platforms such as Teams, 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. Many volunteers have not returned to their former roles since the height of the pandemic.



- 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.

In the past year, in such a challenging climate, The Centre for Volunteering has endeavoured to be agile, to accept our circumstances, learn from our experiences, and to lead change. A number of our volunteers retired during the year and we thank them for their many years of service to The Centre and to the sector. We thank the many individuals and organisations who have contributed to our work as members of reference groups, as researchers and advisors, and who have provided valuable sector information throughout the year. Thank you especially to the Department of Social Services, the NSW Government, the NSW Department of Communities and Justice and Multicultural NSW for enabling The Centre for Volunteering to undertake formal research throughout the year. 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. 2022 saw more than 128,000 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 2023 State Conference was held as an in-person event in June 2023 and it was a very informative and inspiring day. Keynote speaker, Leigh Sales AM, was a personal highlight and her words set the tone for the whole 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, the Awards' Principal Corporate Partner, Department of Communities and Justice, our Principal Government Partner, Mint Awards and SIXT Car and Truck Rentals for their generous contributions. Thanks also to Hall & Wilcox and Voluntas for the wonderful support.

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 (NSVM), a registered training organisation providing professional development and nationally accredited volunteering qualifications

The Centre for Volunteering is a not-for-profit organisation with over 50 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 VIO 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 Purpose

The Company's object is to pursue the following general charitable purpose(s), but not exclusively:

- a. to operate as a non-profit corporation for the development of public interest in the volunteer sector, including raising awareness of issues directly impacting the sector;
- b. to sustain and grow a strong volunteer base and community service for the relief of distress, illness, poverty, delinquency and helplessness by providing volunteers and advice;
- c. to assist:
  - youth;
  - disadvantaged persons;
  - health and welfare agencies;
  - hospitals and public institutions;
  - educational and recreational agencies;
  - justice and rehabilitation; and
  - other areas of volunteer service;
- d. to encourage voluntary citizen participation in health, welfare, recreation, educational, cultural and civic programs by promoting volunteering opportunities and making volunteers aware of their rights and responsibilities;
- e. to provide a central resource centre and units for recruitment, registration, training and management, networking, referral and placement of volunteers in such programs;
- f. to encourage community services to use volunteers; and
- g. to encourage community services to maintain high standards in the use of volunteers solely for the purpose of carrying out the aforesaid purposes and not otherwise.



## Our Values

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### Excellence

We provide thought leadership and model best practice in volunteer management for VIO in the sector and the wider community.

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### Collaboration

We value teamwork and seek opportunities to partner with stakeholders and external organisations to achieve positive outcomes in volunteering which benefits the sector and wider community.

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### Integrity

We act in the best interest of our valuable stakeholders and honour our commitments. We are accountable for our actions to maintain our reputation as a trustworthy and sustainable organisation.

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### Respect

We acknowledge different ideas and perspectives and embrace diversity. We recognise and value the contribution of others and treat everybody with dignity.

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### Inclusivity

We value diversity, equality, equity, cooperativeness, participation, community, and sustainability as fundamental for successful and 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 Vision

**Building strong, diverse and inclusive communities through volunteering.**

## Our Strategic Focus

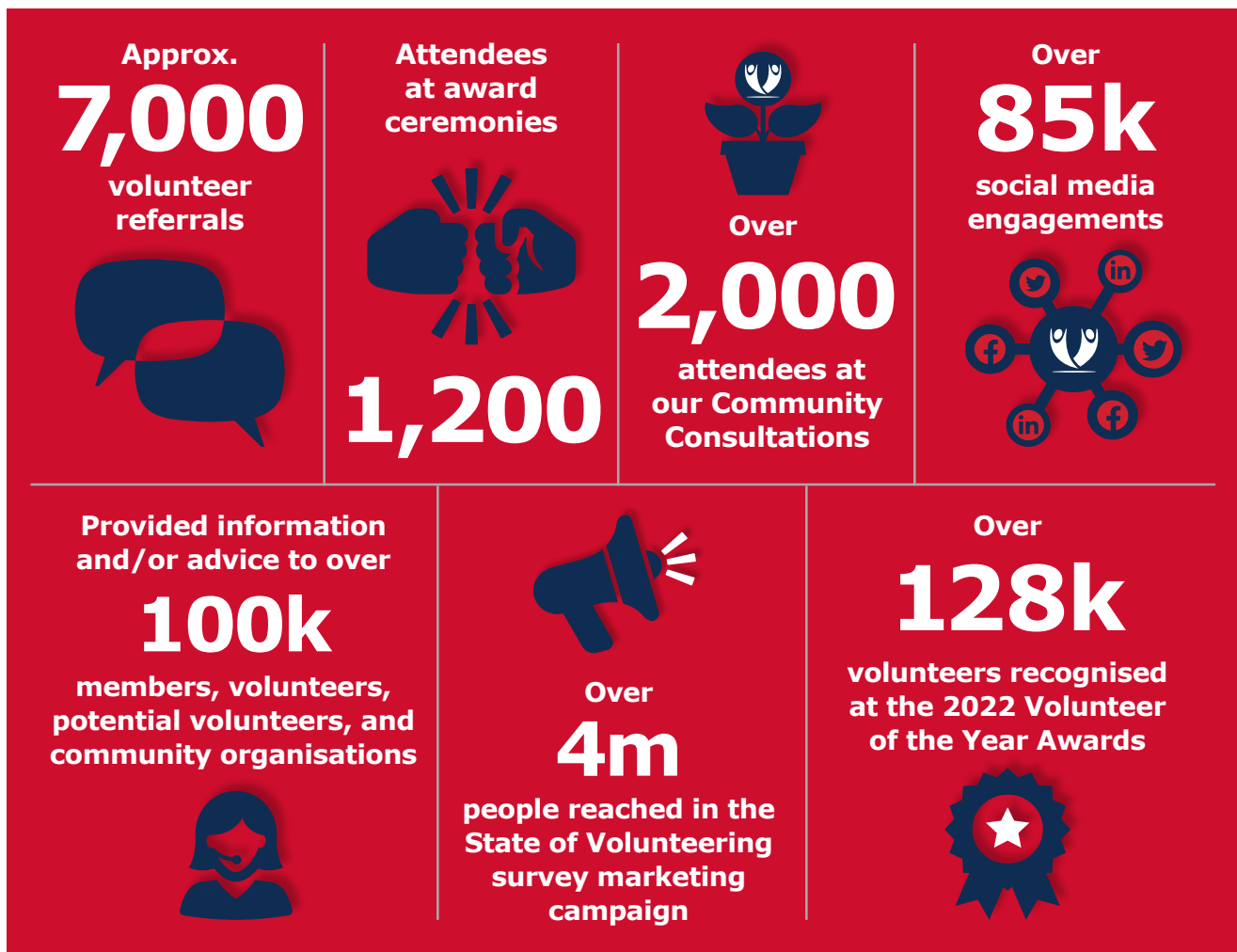
The strategic focus for The Centre for Volunteering for 2023-2025 is to grow volunteering in NSW and to move towards more centralised and broader offerings, to ensure we continue to play a role in promoting and supporting volunteering in the NSW community. A key driver for The Centre is to remain relevant and connected with the community. We will focus on volunteer engagement and support and use research for evidence-based activity to promote excellent volunteer management. Our effort to build strong, diverse and inclusive communities through volunteering will 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 encompasses respect and trust for each other.

There are four Key Focus Areas identified for The Centre for 2023-2025:

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

## 2022/23 Highlights



# Strategic Leadership and Research

The Centre approved a new research program for the period from 2023-2026 to address knowledge gaps that we have in The Centre's understanding of key issues across the volunteering sector.

In addition to major projects, such as the State of Volunteering Report, The Centre will produce additional research, case studies, and/or discussion papers to assist us in advocating for and supporting the sector as effectively as possible. Executive summaries of major and minor research projects will be provided in the annual report, in addition to their formal publication and release.



Amar Singh, Turbans for Australia, 2022 NSW Volunteer Leader of the Year, 2023 Australian Local Hero.



Uncle Michael West, Paul Muller – Report Author, IPM, Gemma Rygate – CEO, The Centre for Volunteering, and Amar Singh.

© Michael Mannington Community Photography

## Multicultural Volunteering Report

The NSW Multicultural Volunteering Report was released on 5 December 2022. In partnership with the Department of Communities and Justice and Multicultural NSW, this independent report was commissioned by The Centre for Volunteering and prepared by the Institute of Project Management. The report provides valuable insights and enlightening evidence which builds a better understanding of the value of volunteering within multicultural communities, including the motivations, challenges and impacts as well as the benefits within the broader community in NSW.

The report observes that for volunteers from multicultural backgrounds acts of giving are culturally embedded and develop deep community connections and support systems. For multicultural volunteers, these support systems create a sense of belonging and social engagement which extends far beyond the immediate multicultural community. Beyond their desire to help others, the findings emphasize the cultural importance of giving back, of helping not only multicultural groups but being a participatory and useful citizen in the larger Australian community. The importance of giving for a common good, irrespective of faith and heritage, was evident.

The research also found that 85.6% of multicultural volunteers agreed that diversity is valued by VIOs in NSW. However, multicultural volunteers sometimes feel shut out from 'mainstream' volunteering. Evidence suggests that, while not endemic, racism exists within the volunteering sector. While findings in the report note that people may experience less racism from within volunteering, and Volunteer Managers are seen as the least racist actors within the volunteer eco system, the fact that people still have a significant perceived exposure to racism from the general community while volunteering suggests that there is much more that can (and should) be done to protect them.

# Key Findings

## Survey of multicultural volunteers



A sample of 835 residents of NSW were surveyed in **12 languages** on the attitudes to and experiences of multicultural volunteering. Respondents self-identified with **92 different ethnic or cultural groups**.

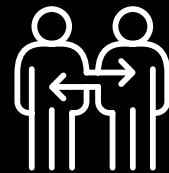


Predominantly volunteer in **NOT-FOR-PROFIT ORGANISATIONS**

For those **fluent in English**

volunteer most frequently by:

- \* **teaching** \* **coaching** \*
- \* **providing administrative or resource support** \*



Beyond the desire to **HELP OTHERS**, the main motivation for volunteering is for **COMMUNITY CONNECTION**



A main motivation to volunteer is to use their **SKILLS AND EXPERIENCE**

There tends to be less diversity in how Multicultural volunteers **WITHOUT ENGLISH LANGUAGE FLUENCY**

volunteer, giving (in relative terms) much more **HOME AND EMOTIONAL SUPPORT** than those who are fluent in English.



The main things **preventing** volunteering more:

- \* **A lack of time** \*
- \* **burnout** \*



Most volunteering occurs **WITHIN LOCAL COMMUNITY**



A main motivation to volunteer is to **SUPPORT A CAUSE**



Many of them are **just not sure how to volunteer more or have never been asked**



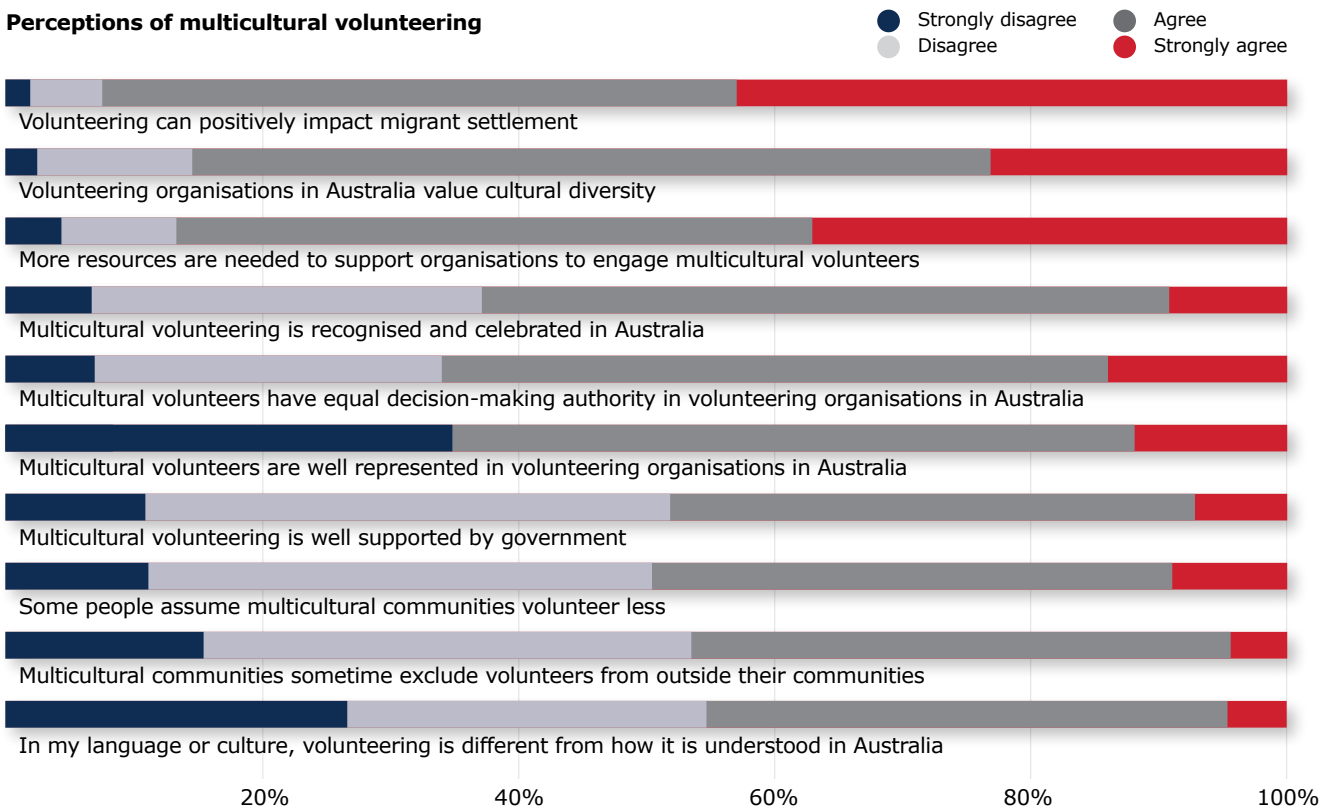
They are generally **OPTIMISTIC ABOUT THEIR FUTURE INTENTIONS TO VOLUNTEER**

## Perceptions of multicultural volunteering

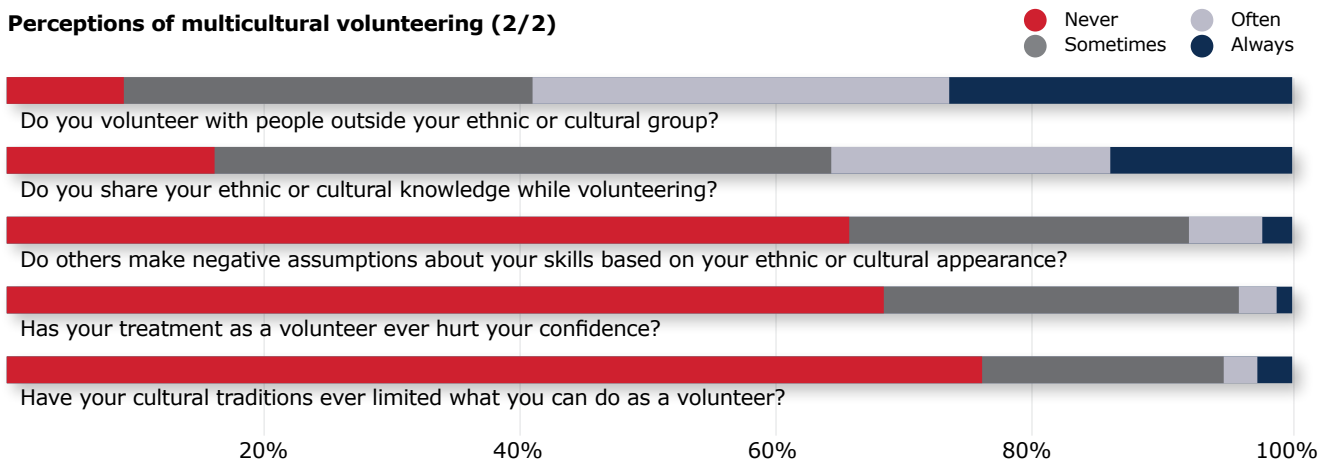
The following charts show how NSW residents (both multicultural and Anglo-Australian) volunteer. There are significant differences in how people responded to these questions by age, gender, place of residence, ethnic identity, English language fluency and the number of hours they volunteer. These differences are detailed in the body of the report.



### Perceptions of multicultural volunteering



### Perceptions of multicultural volunteering (2/2)



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## Other research

### 2023 State of Volunteering Report

Work on the second NSW State of Volunteering report began in March of 2023 with The Centre again commissioning The Institute of Project Management (IPM) to write the report with the support of the NSW Government and the Department of Communities and Justice. This is a vital piece of research for the sector which updates our 2020 report data and contributes to a national data set, with almost all other State volunteering peak bodies conducting a State of Volunteering Report in parallel with The Centre.

The survey for this report was launched in June of 2023 and was translated into 10 languages other than English to ensure that volunteering in multicultural communities was also represented. We received an outstanding response to this survey, with 1385 overall responses from Volunteer Managers in addition to the interviews conducted by IPM with volunteers in NSW. This is approximately 30% more than the previous State of Volunteering Report. This will enable us to have a stronger, more robust data set for this report and we are very grateful to everyone who participated in and promoted our survey.

The report is currently in the analysis and drafting stage with the launch expected in December 2023.

### Volunteering with women at risk of family violence

This research explores the roles that volunteers and VIO play in working with women at risk of family violence. Ten interviews will be conducted to establish the roles and experiences of volunteers in this area to form a basis for further research from The Centre and the development of resources to support volunteers in this area.

We are seeking to understand the experiences and needs of volunteers working in this area so that we, as the peak body, are better able to support and resource volunteers and VIOs working in this area. This research will also contribute to our advocacy work in assisting us to respond to Government submissions relating to VIOs and family violence.

The Centre has consulted with Domestic Violence New South Wales (DVNSW) and the Department of Communities and Justice (DCJ) around the scope and focus of this project. The research methods for this project are presently being finalised with interviews to be conducted in the latter half of 2023.

### ARC Linkage Project

The Centre continues to collaborate with researchers at the University of New South Wales on a project exploring the social isolation of older Chinese immigrants. Representatives of The Centre attended a presentation on the research delivered by UNSW and Chinese Australian Services Society (CASS) in the latter half of 2022. Interviews for this research project began in 2023.



## Leadership

### Collaboration

The Centre regularly collaborates with other peak bodies and relevant parties in the sector. This includes:

- A collaboration with the New South Wales Council of Social Service (NCOSS) into effects of COVID-19.
- A collaboration with Weave into a best practice case study on implementation of the National Standards for Volunteer Involvement.
- A collaboration with Department of Health regarding the Volunteering Residential Aged Care project.
- A collaboration with Community Council of Australia around priority workforce issues affecting Charities & NFPs.
- A collaboration with Dr Sojen Pradhan (UTS) on a grant, looking at emergency services volunteering in natural disasters.
- A collaboration with Community Broadcasting Association Australia to promote volunteering and share resources across the Community Broadcasting sector.

The Centre also regularly attends meetings with various stakeholders in the sector including:

- Fortnightly policy group attended by the Deputy CEO and Director: Policy, Advocacy, and Research with the volunteering peak bodies of other states.
- Regular meetings attended by the CEO with the NSW Department of Communities and Justice, NSW Human Services Peaks, and the Federal Department of Social Services.
- Monthly attendance at Volunteer Management Activity National Coordination Group meetings by the Deputy CEO and Director: Sector Development and Engagement.
- Fortnightly attendance at Volunteer Management Activity Learning and Development Project Group meetings by the Director: Sector Development and Engagement.

- Regular meetings of staff with our four advisory groups (Aboriginal and Torres Strait Islander Peoples, People Living with Disability, New Migrants, Regional Volunteer Managers).
- Regular meetings with CEOs of Volunteering Peaks.
- Community consultations conducted by staff at The Centre to determine the needs of regional communities.
- Continuous Improvement Committee meeting monthly.
- Collaboration with Volunteering Australia on the National Strategy for Volunteering.

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:

- 2022 NSW Volunteer of the Year Awards.
- 2023 National Volunteer Week Celebrations.
- Establishment of four advisory groups: Regional Capacity Building Group, Aboriginal and Torres Strait Islander Advisory Group, Disability Advisory Group and New Migrant Advisory Group.
- The inaugural Project Partnership Program launched, offering a pool of \$400,000 in funding.
- The Volunteer Manager's Help Desk, launched in September 2022 to offer free one-on-one volunteer management advice to volunteer involving organisations across NSW.
- Volunteer Leader training sessions, addressing the National Standards for Volunteer Involvement, facilitated in conjunction with Sydney Children's Hospitals Foundation.
- Volunteering NSW State Conference
- Launch of Subject Matter Expert led discussions, referred to as Spotlight Sessions.

## 2023 NSW Volunteer of the Year Awards Launch

The 2023 NSW Volunteer of the Year Awards program was officially launched by The Centre at a reception held at Parliament House for National Volunteer Week, on Monday 15 May 2023. The theme of 2023 National Volunteer Week was the 'The Change Makers'. The National Volunteer Week reception was attended by approximately 90 guests including VIPs, sponsors, Volunteer Managers and volunteers, including the NSW Volunteer of the Year Awards Ambassador, Paula Duncan AM.

## The Volunteer Management Activity

The Centre is now in its second year of funding under the Volunteer Management Activity (VMA) program. As part of this, we have delivered two rounds of Project Partnership funding (*see pages 30-31 for more details*). Several of The Centre's projects, which are elaborated on later in the report, are funded under the VMA program including:

- Redevelopment of The Centre's website to meet AA accessibility standards.
- Launch of the online Knowledge Base, a growing library of curated resources for volunteering leaders and the wider sector. This was adopted nationally by all Australian volunteering peak bodies as of July 2023.
- Launch of the Volunteer Manager Helpdesk.
- Delivery of a revitalised professional development calendar including over 40 monthly webinars aligned to the National Standards for Volunteer Involvement, focusing on best practice, cultural awareness, and inclusivity.
- Development of a suite of videos to support and improve digital accessibility.
- Development of a suite of videos to support the National Standards for Volunteer Involvement.
- Delivery of bespoke presentations to over 500 participants in-person and online, including to the P&C Federation, Community Transport Organisation, Community Broadcasting Association Australia, Blacktown Volunteer Network, AgShows NSW, EducatePlus, Orange City Council, and Catholic Social Services Australia.

- Delivery of presentations at the National Volunteering Conference and NSW Volunteering State Conference, to audiences both in person and online.
- Development of the digital Volunteer Handbook and updates to the Volunteer Manager Handbook, based on feedback and requests from the sector.
- Development of a range of resources to support and promote inclusion and diversity in volunteering, in partnership with Tribal Warrior, Settlement Services International, Evolve Communities, SoulGen, and People with Disabilities Australia.
- Launched the Voice of Volunteering podcast, featuring two monthly channels titled Let's Talk Volunteering and Local Legends, to extend our advocacy work in the sector and highlight remarkable stories of volunteering.

The Centre has continued to engage with VIOs and volunteers in regional, rural, and remote NSW, through our Community Outreach Program. Through these consultations and input gathered from the volunteering community, The Centre continues to identify trends, needs and gaps in learning, and to develop accurate and community informed resources to build the capacity of the volunteering sector. We held face-to-face roundtable discussions to cover the following regions:

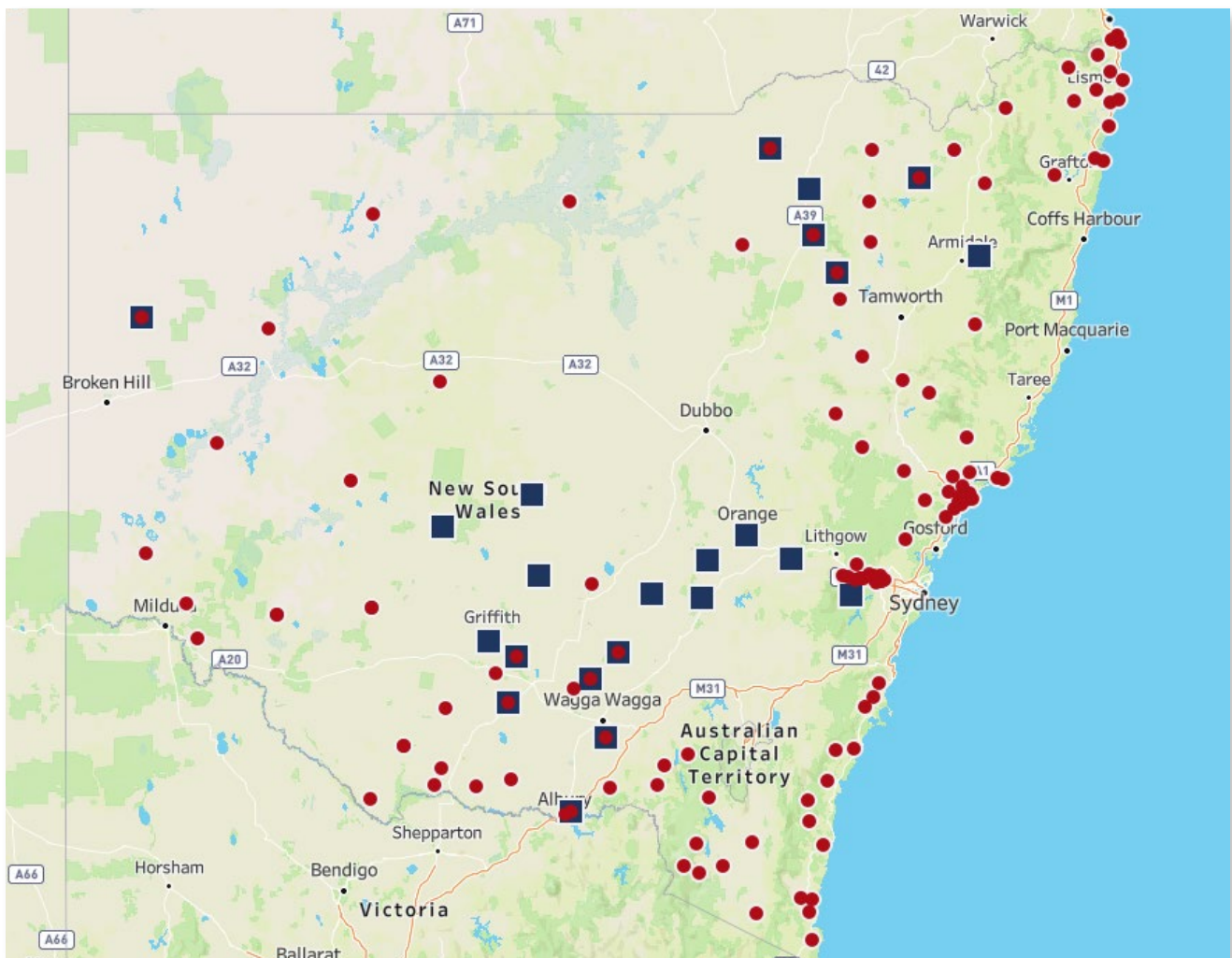
- Greater Sydney
- Griffith, Murray/Riverina
- Moree, Northern Inland/New England
- Orange, Central West
- Wagga Wagga, Riverina
- Broken Hill, Far West

Online consultations were also held as part of this program, covering the following regions:

- Northern Rivers
- The Hunter
- Riverina/Murray
- Northern Inland/New England
- Blue Mountains
- South Coast

In total, this project has seen over 2000 community Volunteer Managers in NSW engaged via phone, digitally, or through an in-person consultation. 100% of responding stakeholders who interacted with The Centre reported that their views were sought on issues affecting the sector and/or community. A visualisation of our coverage for the Community Outreach Program in NSW during this financial year can be seen below:

### Community Consultations



Map based on postcode data collected from consultations. Blue squares indicate face to face consults, red dots indicate online consults.  
© 2023 Mapbox © OpenStreetMap

# 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 fora, 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, Volunteer Managers, and related policy and sector issues.

The Centre worked with its state peak volunteering body counterparts nationally to advocate on behalf of volunteers, Volunteer Managers and our members on key industry issues. The Centre participated in meetings with Government agencies to promote volunteering, best practice in volunteer management, 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
- Multicultural NSW
- Office for Veterans Affairs
- Ministry of Health – NSW Health
- NSW Department of Education
- NSW Department of Health
- Carers 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 participated in key committees and at various sector events and collaborated with relevant organisations to promote volunteering and to support organisations and Volunteer Managers that engage volunteers, including:

- Adult Migrant Employment Program (AMEP)
- CEON (CEO Network of State/Territory Volunteering Peaks)
- Department of Communities and Justice
- NSW 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 Ageing and Disability Interagency Group
- COTA NSW (NSW Ageing Alliance)
- NSW Department of Customer Service
- Duke of Edinburgh's Award
- Education and Training Out West
- Department of Communities and Justice Peaks' Working Group
- FONGA (Forum of Non-government Agencies)
- Industry Training Advisory Board (ITAB)
- NSW Council of Social Service (NCOSS)
- NSW Health
- Commonwealth Department of Health
- NSW International Student Awards
- NSW/ACT Young Achiever Awards
- Office of the Children's Guardian
- Regional Development Australia (RDA) Awards
- University of Sydney, School of Business
- University of Technology Sydney, School of Professional Practice and Leadership
- University of New South Wales, School of Arts, Design, and Architecture

- Voluntas, Alternative Dispute Resolution
- Advocate for Children and Young People.

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### June 2022

- Collaboration on the incoming government brief for the Albanese Government
- Submission on the second National Action Plan to implement the National Disaster Risk Reduction

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### July 2022

- Submission to the Independent Panel Review on COVID-19

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### September 2022

- Submission on the aged care data strategy

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### October 2022

- Submission on a new model for regulating Aged Care
- Final Submission to the Productivity Inquiry

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### November 2022

- Submission on a New Program for In-Home Aged Care: Discussion Paper
- Submission on the Employment White Paper consultation

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### December 2022

- Independent Capability Review of the Aged Care Quality and Safety Commission
- Submission to the Inquiry into Workforce Australia on ParentsNext

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### January 2023

- Submission to the Measuring What Matters Statement
- Submission: Exposure Draft of the Inspector-General of Aged Care Bill

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

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### February 2023

- Submission to the Select Committee on Australia's Disaster Resilience

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### March 2023

- Submission to the Inquiry into Workforce Australia Employment Service
- Submission to the Select Committee on Cost of Living
- Submission(s) to ANZSCO regarding inclusion of 'Volunteer Manager' as a profession/occupation. Both a submission made as The Centre for Volunteering and advice given to Volunteering Australia for their submission.
- Submission to National Strategy to Achieve Gender Equality

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### May 2023

- Submission to the Productivity Commission Review of Philanthropy

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### June 2023

- Submission to Aged Care Reform and the role volunteers play
- Submission to NDIS General Issues Inquiry and NDIS Review
- Submission on the National Strategy for the Care and Support Economy.



## Podcast

The Centre has launched a podcast exploring best practice in volunteering and showcasing remarkable stories of volunteers, Volunteer Managers and VIOs across NSW. The Voices of Volunteering podcast channel includes two series: Let's Talk Volunteering, which showcases stories, insights and learnings of best practice volunteering and volunteer management from and for people within the sector; and the Local Legends, which shares stories of community spirit, highlighting the impact of volunteering on local and broader communities. Six episodes were released in the 2022/2023 Financial Year, with the podcast aggregated on Apple Podcasts, Google Podcasts, iHeart Radio, TuneIn Radio, in addition to its main hosting on Spotify.

## Interview series with Salty Dingo Media

The Centre has partnered with Salty Dingo Media to undertake an interview series across two regional locations in NSW: Griffith and Moree. The interview series spotlights volunteering activities and the strength of community support within regional and remote NSW, while acting within a broader digital marketing strategy to encourage people to get out there and be involved in their communities, through story telling. 25 video interviews were recorded, and countless photos taken, with volunteers and volunteer leaders from over 20 regional organisations. These will be transformed and edited for case studies, general communications content and optimised for social media.

We thank the following volunteers and Volunteer Managers for partnering with us to highlight regional volunteering: Colin Bruce Beaton, Jessica Biddle, Harriet Biddle, Sherene Blumer, Manjit Singh Chugha, Pat Cox, Glen Crump, Allan Forner, Julie Groat, Christine Harrison, Lisa Hyder, Litia Kosi, Deb Longhurst, Chantell McKibbin, Jack McKibbin, Julia Minors, Colleen Moloney, Brendan Munn, Karen Munn, Jenny O'Donnell-Priest, Ros O'Neill, Andrew Pitman, Carmel La Rocca, Jessica Towns, Tennille Valensisi, and Val Woodland.

## 2023 National Volunteer Week Forum

The Centre held its annual National Volunteer Week Forum at NSW Parliament House on Monday 15 May 2023, focusing on the Change Makers in the sector. The 2023 NSW Volunteer of Year Awards were officially launched at the forum by the NSW Volunteer of the Year Awards Ambassador, Paula Duncan AM. Speaking to the theme "Change Makers" a keynote address was given by guest speaker Tracey Spicer AM. As part of The Centre's role as a peak body, we promote the professional development of Volunteer Managers through our range of training programs. Students completing the Certificate IV (CHC44015) the previous year, were also recognised at the Forum.



Gemma Rygate – CEO, The Centre for Volunteering and Tracey Spicer, Keynote Speaker





Attendees at the National Volunteer Week Forum, 15 May 2023



Uncle Michael West, Metropolitan Local Aboriginal Land Council



Paula Duncan AM, NSW Volunteer of the Year Awards Ambassador

© Michael Mannington Community Photography





Commissioner Carlene York, State Emergency Services (SES), Gemma Rygate – CEO, The Centre for Volunteering, Commissioner Rob Rogers, Rural Fire Service (RFS) at the NVW Forum



Colleen Williams – Director Education and Training, The Centre for Volunteering and Certificate IV Graduate Susan Whitby



Kellie May – Manager, Volunteering and Youth, NSW Department of Communities and Justice, Valerie Hoogstad AM – Deputy Chairperson, The Centre for Volunteering, Helen Freeland – Chairperson, The Centre for Volunteering, Tracey Spicer – Keynote Speaker

© Michael Mannington Community Photography

## Recognition

The Centre believes recognition for volunteers, Volunteer Managers and Volunteer Involving Organisations is vital to raising the profile of volunteering in the state, and in attracting new generations of volunteers to participate. The Recognition Program is a significant vehicle for advocacy on the contribution of volunteering 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, including the Volunteer Management ceremony in November, and finalists presented at the State Gala Ceremony in December. Each of these ceremonies provides a vehicle to promote volunteering, VIO and excellent volunteer management. 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 Award Ceremonies

NSW is segmented into 25 regions for the purpose of the Awards to allow for maximum coverage. Between Monday 15 August and Thursday 20 October, 2022 The Centre hosted an Award ceremony for each region. Due to the reduced restrictions imposed by COVID 19, all regional ceremonies were held in person. There were over 1,200 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 2022 NSW Volunteer of the Year State Gala Ceremony held on Thursday 8 December 2022.

This year, the regional ceremonies were attended by 150 VIPs across NSW, including Federal and State members of Parliament, mayors, council members and sponsors. The 2022 NSW Volunteer of the Year Awards program received a substantial number of nominations across all categories, with significant increases in team and individual nominations, with the program acknowledging over 128,000 volunteers in total across the state.



## 2022 Nominations and Award Winners

2022 Nomination Breakdown	Young	Adult	Senior	Volunteer Team	Total
Blue Mountains	7	15	7	3,203	3,232
Central Coast	32	47	21	3,190	3,290
Central Sydney	251	173	59	3,333	3,816
Central West	36	64	32	12,287	12,419
Far West	34	19	5	4,012	4,070
Hunter	79	130	23	3,456	3,688
Illawarra	26	49	19	5,299	5,393
Mid North Coast	8	62	49	3,612	3,731
Mid Western Sydney	206	191	59	3,932	4,388
New England/Northern Inland	19	40	14	4,594	4,667
North Shore	43	51	18	2,142	2,254
North Western Sydney	46	82	22	3,246	3,396
Northern Beaches	24	66	74	6,722	6,886
Northern Rivers	3	35	14	3,423	3,475
Orana	4	21	3	4,178	4,206
Outer Western Sydney	125	103	26	5,277	5,531
Riverina	25	46	21	11,274	11,366
South Coast	1	18	18	4,532	4,569
South Western Sydney/Macarthur	27	45	19	7,118	7,209
Southern Inland	30	35	55	4,153	4,273
Southern Sydney	70	147	16	5,012	5,245
Sydney City/Eastern Suburb	103	252	40	12,102	12,497
Upper North Shore	76	109	41	3,037	3,263
Western Sydney	117	66	17	5,157	5,357
Non-Specific Region	114	95	7	0	216
Club Volunteer	0	14	0	0	14
Employee Volunteer of the Year	0	6	0	0	6
Not-For-Profit Voluntary Governance Award	0	12	0	111	123
Volunteer Leader of the Year	0	26	0	65	91
<b>TOTALS</b>	<b>1,506</b>	<b>2,019</b>	<b>679</b>	<b>124,467</b>	<b>128,671</b>



## Volunteer Management Recognition Ceremony

The Volunteer Management Recognition ceremony was also held at NSW Parliament House on Friday 4 November 2022 to coincide with Volunteer Managers' Day. This ceremony recognised volunteers and professional leaders of volunteers in the award categories of: Not-For-Profit Voluntary Governance Award and Volunteer Leader of the Year. 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 2022 Volunteer of the Year Awards State Ceremony was held on Thursday 8 December, at Norths Cammeray. There were 240 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 NSW Premier, the Hon. Dominic Perrotet MP, sent messages of support that were expressed during the ceremony, whilst the Awards Patron, the Hon. Natasha Maclaren-Jones MLC, and the Hon. Scott Farlow MLC both attended, giving addresses to the guests. To add to the festivities on the day, Paula Duncan AM – Ambassador of the NSW Volunteer of the Year Awards, organised for performances from the award-winning Deborah Conway AM, with partner Willie Zygier, along with up-and-coming artist Theoni Marks. Additionally, in light of the extraordinary natural disasters NSW faced in 2022, The Centre awarded Special Commendation Awards to the New South Wales State Emergency Services, the New South Wales Rural Fire Service, Marine Rescue New South Wales, St John Ambulance NSW, Lifeline and the Country Women's Association for their outstanding contributions to communities across New South Wales during this unprecedented year.

Northern Rivers emergency volunteers were also acknowledged for their extraordinary actions during the NSW floods with a Special Commendation presented to Mayors from the Councils in Ballina, Byron Shire, Clarence Valley, Kyogle, Lismore, Richmond Valley and Tweed Shire.

### 2022 NSW Volunteer of the Year Award Winners

**2022 Volunteer of the Year**  
**Clementine Hartson**

**2022 Young Volunteer of the Year**  
**Rose Lewis**

**2022 Adult Volunteer of the Year**  
**Clementine Hartson**

**2022 Senior Volunteer of the Year**  
**Joy Rappo**

**2022 Volunteer Team of the Year**  
**One Meal Northern Beaches**

**2022 Not-For-Profit Voluntary Governance Award**  
**Australian Wildlife Society's Board of Directors**

**2022 Volunteer Leader of the Year**  
**Amar Singh**



The Hon. Natasha Maclaren-Jones MLC – Awards Patron, Clementine Hartson – 2022 NSW Volunteer of the Year, and Gemma Rygate – CEO, Centre for Volunteering © Salty Dingo

## Engagement

The Centre for Volunteering facilitates engagement within and across the sector. The Centre works with other peaks, State and Federal Government departments, volunteer support services and VIOs to build strong, connected, resilient communities through volunteering.

### Membership

The Centre for Volunteering continued to maintain the total number of members during the past year, which was encouraging given the economic climate and tightening of funding reported by our member organisations.

The COVID-19 pandemic resulted in a significant reduction in volunteer participation, and post-Covid recruitment and retention of volunteers has been identified by our Members as a key challenge in the sector. However, we have seen a resurgence in volunteer referrals over the past financial year, with 6,969 referrals representing the first return to pre-COVID levels of volunteer referrals since before the pandemic.

At end of financial year, The Centre had a total of 228 members, an increase of 2 members on the previous year. We again received an increase in membership enquiries from regional NSW, due in part to the increase in outreach and engagement.

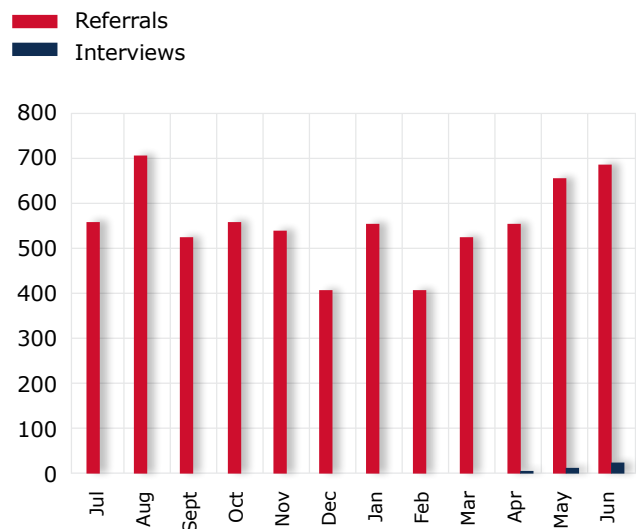
Additionally, The Centre has provided information and/or advice to over 100,000 members, volunteers, potential volunteers, community organisations or other contacts.

## Volunteer Referral Service

The Centre offers the Volunteer Referral Service (VRS), to advertise roles for our members and connect volunteers with suitable volunteer positions in the community.

A record number of volunteer roles were advertised on behalf of The Centre's member organisations during this time, increasing each month.

Demand for volunteers from our member organisations and the wider sector was strong with many organisations seeking to rebuild their volunteer cohorts which were depleted during the COVID-19 pandemic. Unfortunately, not all volunteers who were active prior to the pandemic have returned. As you will see from the graph below the number of volunteer referrals is strong.





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## Member Benefits and Services

Members of The Centre for Volunteering include both individuals and organisations involved in the volunteering sector. Membership provides opportunities to meet with like-minded professionals and to share and exchange ideas with others across all aspects of the volunteering sector.

Member benefits include:

- Assistance with volunteer recruitment through the 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

Additionally, The Centre offers the following services:

### Member Hotline

Need advice? Members have access to a member-only telephone helpline 10.00am-4.00pm Monday-Friday.

### Volunteer Management Spotlight Sessions

Discussion-focused seminars, that are organised by The Centre and led by subject-matter experts. These sessions allow participants to discuss ideas, share challenges and successes, and learn from peers, all while guided by an expert on the chosen topic. These sessions are free for members.

### 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.

### 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.

### Social Media, Website and Marketing

Our accounts on Facebook and LinkedIn continue to be the main source of social media engagement for The Centre, with the addition of an Instagram account toward the end of 2022. The second half of 2022 saw a 5.2% increase in social media posts compared to the beginning of 2022, reaching a total of over 43,000 posts. The 2022-2023 statistics for our social media engagements can be seen below.

	Facebook	LinkedIn	Twitter	Instagram	Total
Followers	6635	5847	2779	249	15,510
Reach	39,578	31,452	10,200	3,078	84,308
Engagement	1081	1049	343	346	2819

The Centre engaged in a revitalisation of our website in 2022, launching the new and accessibility-improved website for The Centre on October 31. This was conducted alongside a major brand campaign and audit of our social channels. This overhaul to our communication strategy strives to raise awareness of volunteering, the contributions of volunteers to wider society and the importance of Volunteer Managers and best practice volunteer management. With more than 500 media stories across the financial year the voice of volunteering has never been stronger.

The Centre has also reviewed its internal processes for the development of Electronic Direct Mail (or 'EDM', such as the Voice of Volunteering Newsletter) and has implemented a new Customer Relationship Management (CRM) tool to streamline the marketing process. This will be further refined throughout the rest of 2023 for wider use at The Centre and improved performance tracking of reach and engagement with stakeholders. At present, we have seen an 86.5% increase in opens for our EDMs and a 150% increase in clicks.

Our other marketing campaigns in 2023 were extremely successful. The 2023 State of Volunteering Survey PR campaign reached over 4 million people across the whole of Australia. Highlights included television interviews on Channel 9 conducted by our CEO Gemma Rygate and on *Sky News Breakfast* by the Director of Policy, Advocacy, and Research Dr Ben Hillier. These were supplemented by a range of radio interviews, highlights of which included ABC Illawarra, 2GB, and 2DayFM. Several of these interviews were further syndicated and there were additional print stories in the *Sunday Telegraph*, among other papers, resulting in 56 different media items as part of this campaign.

Our media campaign in support of the 2023 Awards Program has also been very successful. Our social media ads have seen over 145,000 impressions.

# 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 best-practice informed volunteer management education and training activities and resources.

## Inclusive Volunteering Program

The Inclusive Volunteering Program (IVP) continues to support VIOs in becoming more inclusive with their volunteer programs with a total of 342 organisations and 156 participants engaged over the life of the program.

The program also had an additional 16 organisations attend Fostering Inclusion workshops. The coordinators, Alice Anderson and Tony Ward, attended the Sydney Expo on Disability at the ICC where they met with over 20 different organisations talking about the program and The Centre as an inclusive organisation, assisting people from all backgrounds to access volunteering.

## Bridge to Volunteering

Bridge to Volunteering is a two-hour workshop that runs online each week and offers an introduction to volunteering in NSW. It is free for volunteers and people interested in volunteering and aims to introduce people to what volunteering is, how to get involved, and the opportunities available to volunteers. 29 Bridge to Volunteering sessions have been run in the Financial Year, with 539 registrations.

## Reconciliation Action Plan

The Centre has made strong progress on developing its Reconciliation Action Plan (RAP) having received a conditional endorsement from Reconciliation Australia in December 2022. The final design of the RAP is underway and has been submitted for final endorsement, expected in October of 2023.

We continue to work toward meeting the goals of our RAP, which involves regular meetings with our advisory groups, conducting internal training with staff, promoting external workshops to develop staff knowledge of First Nations Australians, and attending the Indigenous Policy and Practice Working Group with the other state volunteering peak bodies.

## Certificate IV in Co-ordination of Volunteer Programs

The National School of Volunteer Management [RTO 90031] offers a Certificate IV in the Coordination of Volunteer Programs (CHC44015), the nationally recognized accredited vocational qualification specifically for professional volunteer leaders. Six students were certified during this financial year. The completing students were from NSW, Victoria, and Western Australia. Enrolments continue strongly with the Certificate IV program with a record 26 new enrolments so far in 2023.

## Certificate II and I Programs

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.

## Increasing Volunteer Readiness

The Centre onboarded a total of 237 volunteers into the Residential Aged Care Program across 173 facilities that expressed interest in the program. 90 volunteers completed the mandatory training and progressed to the matching stage.



Staff members Ayse Dalkic and Avril Samuels at The Centre for Volunteering's Seniors Expo Stand, February 2023

## Senior's Expo Engagement

The Centre attended the Seniors Expo again this year and we were encouraged to see that the number of attendees appeared to have reached pre-COVID levels. The Centre engaged with older Australians, some of whom were about to retire, and we were able to promote our services and offer assistance. It was also encouraging to note that many attendees were already volunteering in their communities. This Expo also provided us with an opportunity to network with other exhibitors and make useful connections.

## Professional Development

The Centre continues to run Masterclasses to assist in the professional development of Volunteer Managers. 12 workshops have been run over the past financial year with over 264 registrations.

Topics for our Masterclass sessions included:

- Social Media for collaboration and Engagement
- Powerful Presentations
- Strategic Corporate Relationships
- Top Legal issues for Volunteer Managers
- WWCC and Screening
- Develop Team Cohesion
- Communication Tools to Share your purpose
- Communication for Building your Team
- Leading Teams for Performance
- Advanced Communication for Volunteer Leaders
- Managing Effective Meetings
- Advanced Communication for Volunteer Leaders

We have also fully overhauled our professional development calendar for 2023, offering more than 40 free webinars over ten months. During the financial year The Centre has run 34 free sessions with a total of 1447 registrations.

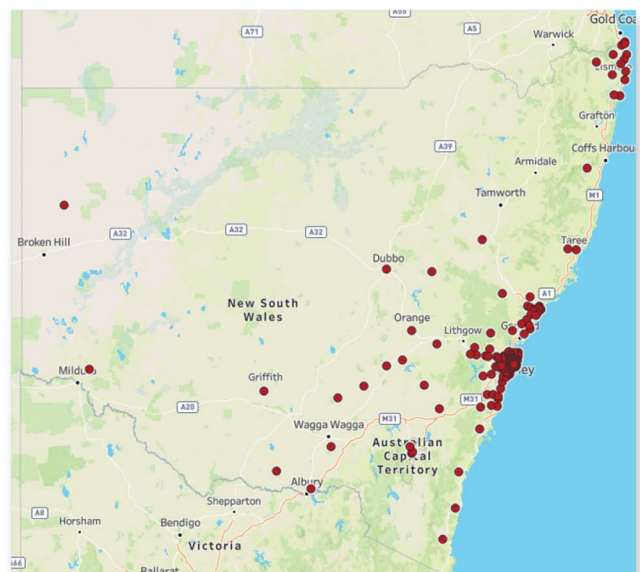
Sessions include:

- Writing and Effective Volunteer Position Description
- Cyber Security
- How to Activate Your Community
- Supervising and Managing Volunteers
- Induction and Onboarding Volunteers
- Understanding Volunteer Motivations
- Top Legal Issues in Volunteering
- Writing Successful Grant Applications
- Good Governance for Not for Profits
- Introduction to National Standards
- Accessible Volunteering and The National Standards
- Communication tools to share your purpose
- Reduce Stress Through Effective Boundaries
- Leadership and Management Overview
- Leadership and Management Case Study
- Diverse Leadership and how to be an Ally as a Leader
- Leading Teams for Performance
- Presenting with Confidence
- Wellbeing Through Resilience
- Engaging Multicultural Communities
- Commitment to Volunteer Involvement Overview
- Commitment to Volunteer Involvement Case Study
- Value of Volunteering
- Activating a Diverse Workforce
- Develop Your Volunteer Program
- Volunteer Roles Overview
- Volunteer Roles Case Study
- Volunteer Agreements and Legal Obligations
- Accessible Role Design for Volunteers
- Managing Difficult Conversation
- Accessible Role Design for Volunteers
- Recruitment and Selection Overview
- Recruitment and Selection Case Study
- Recruiting a Diverse Volunteer Workforce

We have also noted that there was an increase in video views, with 812 over the last financial year. This suggests that Volunteer Managers are looking to engage with content when it suits them, not when it is scheduled into a particular time and day.

Our training sessions continue to increase their reach, with the images below demonstrating the locations reached around NSW, around Australia, and even worldwide!

### VMA Funded Training around the world offered by the Centre for Volunteering



Map based on Australian postcode data of attendees of VMA funded training offered by The Centre for Volunteering. Red dots are in Australia, blue dots indicate country only of international attendees.

© 2023 Mapbox © OpenStreetMap



## Continuing Professional Development (CPD) Program

The 2023 CPD Program is open for applications and continuing 2021-22 Professional Leaders of Volunteers (PLVs) have been re-engaged. Successful CPD participants were recognised as PLVs at Parliament House in November 2022.

The Centre held an initial check-in session with participants and will be holding information sessions for volunteer leaders to find out more about the program. We have connected with state volunteering peak bodies through the CPD Steering committee and run monthly drop-in sessions to support participants in the 2022-23 program. 23 Volunteer Managers participated in the CPD program across the past financial year, and we were delighted to receive a 100% satisfaction rating from survey responses for the 2022-2023 program.

## Resources and materials

The Centre's Knowledge Base continues to grow, currently housing 42 articles, 40 videos, 40 templates and 5 eLearning modules. At the end of October 2022 version 2 of the Volunteer Manager Handbook and version 1 of Volunteer Handbook were launched, further deepening the resources that we offer the sector.

At the end of the 2022-2023 financial year, there were 1,083 Article views, 698 Template views, 881 video views (excluding YouTube) and over 1,902 engagements with the Volunteer Management and Volunteer Handbooks. 85% of VIOs and Volunteer Managers who completed a satisfaction indicator reported that the resources assisted them to work toward best practice in volunteer management.

The Centre is also currently developing new materials for VIOs through a co-design process. These resources include:

- Resources on volunteering with First Nations Australians, designed with Aunty Barbara O'Neill and Graham Toomey.
- Resources on volunteering with people living with a disability, designed with People with Disability Australia.
- Resources on youth volunteering, designed with SoulGen.

## Project Partnerships

To deliver program outcomes The Centre, through an open application process, is partnering with external organisations on projects that will deliver advice, support and resources to help enable volunteering by members of identified groups. The projects build the capacity of Volunteer Managers and volunteer involving organisations to better engage these volunteers in a meaningful and respectful manner.

The Project Partners for the 2022-22 financial year were:

### Canterbury City Community Centre – \$66,679.42:

This project will consult widely with newly arrived migrant communities and organisations that work with new migrants to develop and provide digital resources in simple English and four main community languages to engage, educate and support newly arrived migrants to engage with VIO throughout NSW.

**Sector Connect – \$58,038.00:** This project will develop Tools for Inclusive Volunteering (TIV) to ensure VIO can confidently involve and engage diverse groups of people to participate in volunteering. Sector Connect will develop a series of training webinars on expert topics, create an OT self-assessment tool and provide ongoing peer support to ensure VIOs can achieve positive outcomes for people living with disabilities.

### Settlement Services International Ltd

**– \$306,331.22:** This project will create an eLearning module for VIO that will support more inclusive volunteering opportunities for our diverse communities. This project will bring together subject matter experts and volunteers from all five of the identified groups who currently experience barriers to volunteering to share their knowledge and lived experience through an interactive e-module that can be accessed when and where the learners want.



The 2023-24 Project Partners were officially announced at midday on Thursday 25 May 2023. The Project Partners for the 2023-24 financial year are:

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**Breaking New Ground – \$27,500:** A strong supporter of the sector, Breaking New Ground (BNG) has spent the past two decades supporting NGOs in their compliance and governance. Now, they will partner with The Centre to pilot access for small to medium VIO (up to 250 in total), so they can build capacity for meaningful engagement with diverse volunteers.

---

**Collapport8 – \$50,100:** Collapport8 is a successful knowledge-based business delivering project management expertise. As a Project Partner, they will develop six training modules and six vlogs in support of VIO and their managers increasing Youth participation, including for Youth with Disability. These resources include general strategies, recruitment and retention, essential organisational know-how and more.

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**Kids Giving Back – \$51,632:** Founded in 2012, Kids Giving Back is all about giving young Australians the opportunity to volunteer in meaningful, hands-on programs. Through the support delivered by this program, they will be able to create a video showcasing diverse Youth perspectives on Youth volunteering, which will be accompanied by a visual summary of the consultation process and an Evaluation Summary Report with key findings to be shared with the sector.

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**The Neighbourhood Centre – \$50,150:** The Neighbourhood Centre has been supporting the local community and beyond since 1976, with a mission to bring people together with respect, integrity, equality, and inclusion. Collaborating with volunteer-involving organisations, potential volunteers and stakeholders, The Neighbourhood Centre will draw on their Project Partnership to create resources addressing the challenges to meaningful engagement with diverse volunteers. Topics will include communication across language barriers, presentation, time-management, preparation for interviews; and more.

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**South Eastern Community Connect – \$87,000:** At South Eastern Community Connect, they “remind people they are never alone” by providing quality services and programs for the community. Their success with Project Partnerships means they can now develop catalogue of social media content and online training resources intended to inspire people who are unemployed to choose volunteering. Being user-friendly, they will be adaptable for use by VIO and managers across the sector.

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**Sydney Children’s Hospitals Foundation – \$87,625:** Active since 1986, the Sydney Children’s Hospitals Foundation is one of the largest kids’ health charities in the country. Now a Project Partner, they will be able to create a series of eight online modules designed to educate, support, and upskill Volunteer Managers in volunteer-involving organisations, structured around the National Standards for Volunteer Involvement. Each monthly module will consist of a video webinar and a downloadable E-module resource.

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**University of Technology Sydney – \$32,400:** The University of Technology Sydney is committed to supporting the economic, social, and cultural prosperity of their communities. Powered by the Project Partnership Program, they will produce three online modules guiding Volunteer Managers and VIO to inspire and engage volunteers from culturally and linguistically diverse backgrounds, especially new migrants, and international volunteers. These modules will include Power of volunteering: Social Integration through volunteering: and Pathways to employment.

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**Voluntas – \$40,000:** Voluntas is a free conflict resolution service which provides volunteer mediators for volunteer organisations. With their Project Partnership support, they will develop four online training modules for the industry, with topics including: Negotiation for volunteers and Volunteer Managers; Conflict management skills for volunteers and Volunteer Managers; Mediation fundamentals for the volunteering sector; and having the hard conversations in the volunteer sector.

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The Centre is pleased to welcome Katie Sheehan as Project Partnership Contracts Manager to support these Partnerships and to ensure the Project Partners are accountable and delivering the agreed outcomes.

## 2023 Volunteering NSW State Conference

The 2023 Volunteering NSW State Conference, convened annually by The Centre, was held on Thursday 9 June at the Amora Hotel, Jamison Street, Sydney with 160 delegates, speakers, and exhibitors in attendance. The conference was live streamed to five regional venues, Broken Hill, Griffith, Moree, Orange and Wagga Wagga with 20 delegates at each regional conference.

Kicking off with heartfelt speeches from our CEO Gemma Rygate and Chair of the Board Helen Freeland, we then had the honour of receiving Uncle Michael West's Welcome to Country and a video message from the Hon. Jodie Harrison MP. Each shared their passion and optimism for the sector, acknowledging the challenges while embracing the exciting opportunities that "the Age of Disruption" (our 2023 theme) represents for our communities. We welcomed 10 incredible speakers to share the stage, Leigh Sales AM, Uncle Shane Phillips, Daniel Murray, Amy Smith, Kylie Elliott, Tahera Nassrat, Dr Ben Hillier, Clare Kerley, Louise Geoghegan and Christine Anu.



Christine Anu © Michael Mannington Community Photography



Daniel Murray, Empathetic Counselling, Presenting to the 2023 Volunteering NSW State Conference  
© Salty Dingo





Uncle Shane Phillips – CEO, Tribal Warrior Aboriginal Corporation © Salty Dingo



Clare Kerley – Special Counsel, Hall & Wilcox  
© Michael Mannington Community Photography



Leigh Sales AM, Keynote Speaker  
© Salty Dingo



Uncle Michael West, Metropolitan Local  
Aboriginal Land Council © Salty Dingo

# Governance

## Non-executive Directors

**Helen Freeland**, Chair

**Valerie Hoogstad**, AM Deputy Chair

**Chester Bendall**

**Terry Brigden**

**Ian Bullus**

**Robert Fitzgerald**

**Alan Max**

**Oscar Mussons**

**Nada Nasser**

**Di Robinson**

## Leadership Team

**Gemma Rygate**, Chief Executive Officer

**John Ryan**, Chief Financial Officer

**Tamsin Quinn**, Deputy Chief Executive Officer

**Clint Bertenshaw**, Director – Sector Development & Engagement

**Dr Ben Hillier**, Director – Policy, Advocacy & Research

**Laynie Kelly**, Director – Strategic Communications

**Rachel Rainbird**, Director – Sector & Member Engagement

**Sarah Smith**, Director – Events & Capacity Building

**Colleen Williams**, Director – Education & Training

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**Vale Molly Neal**, who volunteered with The Centre from 2003 to 2019. Molly was beloved for her gentle approach and the guidance she provided to volunteers and will be sorely missed at The Centre.

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## Staff

**Alice Anderson**, Coordinator – Sector Development

**Charlotte Bosler**, Coordinator Marketing & Communications

**Sian Lee Dabin**, Administrator – Learning & Development

**Ayse Dalkic**, Manager – Stakeholder Engagement

**Zac Harold**, Manager – Sector Development & Engagement

**Lachlan Jackson**, Coordinator – Digital Support Services

**Millie Martin**, Manager – Events & Capacity Building

**Diana Piper**, Volunteer Management Lead

**Lyndon Reed**, Senior Network Administrator

**Avril Samuels**, Senior Manager – Volunteer Referral & Member Liaison

**Katie Sheehan**, Manager – Contracts

**Tony Ward**, Sector Development Coordinator

## 2022-2023 Volunteers

**Judy Houlton, Sue Marsden, Rosemary Richman, Marian Attfield, Joanne Codling, Brian Elliot, Gina Grant, Nadheera Dharmawardhana, Bess Morrison, Jenny Pinson, Denis Porter, Mary Fogarty, Norm Hams, Kathy Whitehead, Barbara Keffel, Lorna Paviour, Patricia Moody.**

## State of Volunteering Report 2023 Advisory Committee Members

**Kellie May**, Manager – Volunteering and Youth, NSW Department of Communities and Justice

**Gemma Rygate**, CEO – The Centre for Volunteering

**Paul Muller**, Institute of Project Management

**Ivan Wong**, General Manager/Strategic Support, CASS

**Dr Saba Nabi OAM**, NSW Health

**David Brett**, Principal Policy Officer, Office of Sport NSW

**Kate Munro**, CEO, Youth Action

# Partners, Sponsors and Supporters

The Centre wishes to acknowledge the generous support and contributions of the following organisations and individuals:

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## Major funders



Australian Government



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## Volunteer of the Year Awards Principal Partners

Your local club



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## Volunteer of the Year Awards Supporters



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## Volunteer of the Year Awards Sponsors



MR ROSES®



D Y R S L



## **LETTER FROM THE MINISTER**

### **NSW VOLUNTEER OF THE YEAR AWARDS – 8 DECEMBER MESSAGE**

NSW volunteers are crucial to the success of our state. From the bush to the coast, our volunteers are present in every community, ensuring their towns are well-supported.

The contributions of NSW volunteers is invaluable, whether contributing formally with an organisation or cause, or informally in community life helping neighbours and strangers.

Over the past few years our volunteers have consistently been on the frontline. From bushfires to the COVID-19 pandemic and most recently the floods, it is the efforts of volunteers from all walks of life and cultural backgrounds that are driving community resilience and recovery.

Each of the 4.9 million volunteers across NSW are critical to our state's social and economic capital, contributing an estimated 1.5 billion hours. They are a testament to the human spirit and their drive is remarkable.

Today's awards are the perfect opportunity to recognise and celebrate the immense efforts of our volunteers who are forever contributing to our community.

I would like to thank each and every one of our volunteers and in particular congratulate today's finalists here today. Thank you for your incredible contribution to our state. Without you many NSW services would not operate as powerfully as they do.

Warmly,



**The Hon. Natasha Maclaren-Jones MLC**  
Minister for Families and Communities  
Minister for Disability Services



# **FINANCIAL REPORT**

For the Year Ended 30 June 2023

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## **General Information**

The financial statements cover The Centre for Volunteering ('The Centre') as an individual entity for the year ended 30 June 2023. 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.

## **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 2023**

Your Directors present their report on The Centre for the year ended 30 June 2023.  
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.

### **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 Businesslink and NSW Ageing Disability & Home Care. His information technology, economic and management expertise is supported by formal academic qualifications include Master of Computing (UWS) and Master of Business Administration (CSU). He is an active member of the NSW Justice Association and is the current 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**

An international lawyer, Oscar has over ten years' experience managing programs supporting communities, First Nations people, refugees and migrants always with passion and a human rights- based approach. Having held varying leadership positions within global organisations, Oscar currently works as a Program Director at the Australian Business Volunteers, and he was previously the Volunteer Program Manager at the Asylum Seekers Centre in Sydney. Joining as a Director for The Centre for Volunteering in October 2021, Oscar holds Law and International Relations degrees from the Universidad Pontificia Comillas in Madrid.

### **Robert Fitzgerald (Resigned June 2023)**

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**

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.

### **Chester Bendall**

Chester is the Executive Manager of Corporate Services at My Voice Pty Ltd. Currently managing the organisation's key strategic initiative to deliver Specialised Disability Accommodation and comprehensive support provision to NDIS participants. Chester is also the lead for a strategic frontline workforce development and expansion project in NSW and the NT. He is an Experienced Manager on the Executive Team skilled in Strategic Partnerships, Integrated Marketing Management, Public Speaking, Public Affairs, Quality and Safeguards, and Business Development. Chester is actively engaged outside paid employment with organisations that exist to improve the lives of people living with disability including Empower Golf, Sailability, The Primary Club, The Sargood Centre and SpinalCure Australia. This engagement includes being the subject of a video for iCare on positive adjustment to living with a spinal cord injury, a professional production for BicycleNSW and Carroll & O'Dea lawyers, and an internationally broadcast television interview on virtual reality and pain management.

## **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 \$267,682 (2022: \$612,459) as at 30 June 2023.



## **Significant changes in the state of affairs**

There were no significant changes in the state of affairs in The Centre during the financial year.

No matter or circumstance has arisen since 30 June 2023 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 2023, The Centre:

- Delivered training throughout NSW and interstate through The National School of Volunteer Management (RTO) and our Professional Development Program, 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 work of the State and Territory Volunteering Peaks.
- Worked with equivalent interstate bodies to develop a national approach to volunteering issues.
- Continued to develop and strengthen NSW Volunteer Involving Organisations through the Continuing Professional Development program and Volunteer Managers' support services.
- Worked closely with the Department of Communities and Justice, on delivering 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 2022 NSW Volunteer of the Year Awards which recognised the contribution of over 120,000 volunteers throughout NSW.
- Achieved an increase in media coverage, highlighting The Centre's work in advocating for and recognising 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 to promote 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.
- A CEO performance and appraisal process, where individual goals are aligned to The Centre's objectives.
- Regular reporting of financial performance against Board approved budgets.

## 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)	6	6
Valerie Hoogstad (Deputy Chair)	6	6
Terry Brigden	4	6
Ian Bulluss	6	6
Di Robinson	4	6
Alan Max	6	6
Robert Fitzgerald	2	5
Oscar Mussons	4	6
Nada Nasser	4	6
Chester Bendall	5	5
Gemma Rygate (Company Secretary)	6	6

Signed in accordance with a resolution of Directors.



**Alan Max**  
**Director**

Signed this 21 September 2023, in Sydney

**STATEMENT OF PROFIT OR LOSS AND  
 OTHER COMPREHENSIVE INCOME**  
 FOR THE YEAR ENDED 30 JUNE 2023

	<b>Notes</b>	<b>2023</b> <b>\$</b>	<b>2022</b> <b>\$</b>
Revenue	4	4,781,318	2,857,731
Depreciation	5	(225,005)	(202,493)
Finance costs		(2,995)	(6,896)
Staff Employment Related Expenses		(1,684,853)	(1,197,309)
Programs Costs		(2,240,816)	(358,511)
Training Costs		(18,389)	(20,551)
Other Expenses		(341,578)	(189,512)
Surplus/(Deficit)		<b>267,682</b>	<b>612,459</b>

The accompanying Notes form part of this Financial Report.

**STATEMENT OF FINANCIAL POSITION**  
 FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023 \$	2022 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	1,864,147	3,254,749
Trade and other receivables	7	41,818	39,467
Prepayments		325,106	193,489
<b>TOTAL CURRENT ASSETS</b>		2,231,071	3,487,705
<b>NON-CURRENT ASSETS</b>			
Plant & equipment	8	331,830	101,040
AASB 16 – Right of use asset	16	47,944	239,776
<b>TOTAL NON-CURRENT ASSETS</b>		379,774	340,816
<b>TOTAL ASSETS</b>		2,610,845	3,828,521
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	129,570	89,563
Provisions	10	219,597	148,053
Income received in advance	11	310,924	1,703,891
AASB 16 – Lease liability	16	48,290	190,157
		708,381	2,131,664
<b>NON-CURRENT LIABILITIES</b>			
Provisions	10	17,023	30,809
AASB 16 – Lease liability	16	-	48,289
<b>TOTAL NON-CURRENT LIABILITIES</b>		17,023	79,098
<b>TOTAL LIABILITIES</b>		725,404	2,210,762
<b>NET ASSETS</b>		1,885,441	1,617,759
<b>ACCUMULATED SURPLUS</b>		1,885,441	1,617,759

The accompanying Notes form part of this Financial Report.



**STATEMENT OF CASHFLOWS**  
 AS AT 30 JUNE 2023

	Notes	2023 \$	2022 \$
<b>Cash flows from operating activities:</b>			
Receipts from government grants		2,623,009	3,221,900
Receipts from funders, donors, and customers		1,213,950	799,766
Payments to suppliers		(3,168,053)	(730,410)
Payments to employees		(1,627,095)	(1,146,529)
Interest received (net)		24,701	2,255
<b>Net cash (used in)/provided by operating activities</b>	13	(933,488)	2,142,555
<b>Cash flows from investing activities:</b>			
Payments for furniture & fittings and plant & equipment acquired	8	(263,963)	(99,755)
		(263,963)	(99,755)
<b>Cash flows from financing activities:</b>			
Repayment of lease liability		(193,151)	(202,657)
<b>Net (decrease)/increase in cash and cash equivalents</b>		(1,390,602)	1,840,143
<b>Cash and cash equivalents at the beginning of the year</b>		3,254,749	1,414,606
<b>Cash and cash equivalents at the end of the year</b>	6	1,864,147	3,254,749

The accompanying Notes form part of this Financial Report.

**STATEMENT OF CHANGES IN EQUITY**  
AS AT 30 JUNE 2023

	<b>2023</b> \$	<b>2022</b> \$
Accumulated surplus at the beginning of the year	1,617,759	1,005,300
Surplus/(deficit)for the year Adjustment to retained earnings	267,682	612,459
<b>Accumulated surplus at the end of the year</b>	<b>1,885,441</b>	<b>1,617,759</b>

The accompanying Notes form part of this Financial Report.

## **NOTES TO THE FINANCIAL STATEMENTS**

### **FOR THE YEAR ENDED 30 JUNE 2023**

#### **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 21 September 2023.

#### **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.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the company.

**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. AASB 16 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 amortised cost, less any provision for impairment.

### **i. Investments and other financial assets**

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

### **j. Plant & equipment**

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

Plant and equipment 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 2023 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.

*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>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
	Membership	61,727	66,368
	Grants – government	3,960,642	1,869,139
	Sponsorship & Donations	80,000	87,709
	Interest	24,701	2,255
	Fees and seminars	132,353	119,889
	Other income	521,895	442,371
		<hr/> 4,781,318	<hr/> 2,587,731

<b>5</b>	<b>EXPENSES</b>	<b>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
	Plant and equipment Leasehold improvements AASB 16 – depreciation	33,173	10,661
		- 191,832	- 191,832
		<hr/> 225,005	<hr/> 202,493

<b>6</b>	<b>CASH AND CASH EQUIVALENTS</b>	<b>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
	<u>Cash at Bank</u>		
	Commonwealth Bank	614,745	2,407,786
	Term Deposits	1,248,902	846,463
		<hr/> 1,863,647	<hr/> 3,254,249
	<u>Cash on Hand</u>		
	Petty Cash	500	500
		<hr/> 500	<hr/> 500
		<hr/> 1,864,147	<hr/> 3,254,749

<b>7</b>	<b>TRADE AND OTHER RECEIVABLES</b>	<b>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
	Trade debtors Expected credit loss Other receivables	8,015	38,253
		- 33,803	- 1,214
		<hr/> 41,818	<hr/> 39,467

## 8 PLANT & EQUIPMENT

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
Office Furniture, Fittings and Equipment at cost	458,904	194,941
Accumulated depreciation	(127,074)	(93,901)
	<u>331,830</u>	<u>101,040</u>
Leasehold Improvements at cost	37,384	37,384
Accumulated depreciation	(37,384)	(37,384)
	<u>-</u>	<u>-</u>
	<u>331,830</u>	<u>101,040</u>

### Reconciliation

#### Office Furniture, Fittings and Equipment

Carrying amount at the beginning of the year	101,040	11,946
Additions	263,963	99,755
Asset write down	-	-
Depreciation	(33,173)	(10,661)
Carrying amount at the end of the year	<u>331,830</u>	<u>101,040</u>

#### Leasehold Improvements

Carrying amount at the beginning of the year	-	-
Additions	-	-
Depreciation	-	-
Carrying amount at the end of the year	<u>-</u>	<u>-</u>

## 9 TRADE AND OTHER PAYABLES

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
Trade creditors	-	-
Other creditors and accruals	129,570	89,563
	<u>129,570</u>	<u>89,563</u>



<b>10</b>	<b>PROVISIONS</b>	<b>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
	Annual leave – current	172,963	129,422
	Long service leave – current	46,634	18,631
		<hr/>	<hr/>
		219,597	148,053
		<hr/>	<hr/>
	Long service leave – non-current	17,023	30,809
		<hr/>	<hr/>
<b>11</b>	<b>INCOME RECEIVED IN ADVANCE</b>	<b>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
	Grants and other income received in advance	301,070	1,699,482
	Membership received in advance	9,854	4,409
		<hr/>	<hr/>
		310,924	1,703,891
		<hr/>	<hr/>
<b>12</b>	<b>AUDITOR’S REMUNERATION</b>	<b>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
	William Buck	9,400	8,000
<b>13</b>	<b>NOTES TO THE STATEMENT OF CASH FLOW</b>	<b>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
	Surplus/(Deficit)	267,682	612,459
	Depreciation - PPE	33,173	10,661
	Depreciation – AASB 16 Leases	191,832	191,832
	Interest expense – AASB 16 Leases	2,995	6,896
	Changes in Assets and Liabilities:		
	(Increase)/Decrease in Trade Debtors	(133,968)	(198,602)
	Increase/(Decrease) in Payables	45,452	15,132
	Increase/(Decrease) in Income in Advance	(1,398,412)	1,453,417
	(Decrease)/Increase in Employee Benefits	57,758	50,760
		<hr/>	<hr/>
	Net Cash (used in)/provided by Operating Activities	(933,488)	2,142,555
		<hr/>	<hr/>

## **14 RISK MANAGEMENT**

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, along with 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>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
Short-term benefits	149,747	147,706
Post-employment benefits	27,497	26,485
	<u>177,244</u>	<u>174,191</u>

c. Key management personnel during the year ended 30 June 2023 were Helen Freeland, Valerie Hoogstad, Terry Brigden, Di Robinson, Ian Bulluss, Alan Max, Robert Fitzgerald, Oscar Mussons, Nada Nasser, Chester Bendall, and Gemma Rygate.

## 16 AASB 16 Leases and Commitments

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
AASB 16 – Right of use asset	575,482	575,482
AASB 16 – Accumulated depreciation	(527,538)	(335,706)
	<u>47,944</u>	<u>239,776</u>
 AASB 16 – Current lease liability	 48,290	 190,157
AASB 16 – Non-current lease liability	-	48,289

### Future lease payments

	<b>2023</b>
	<b>\$</b>
Within one year	48,850
Later than one year but not later than five years	-
	<u>48,850</u>

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**

No matter or circumstance has arisen since 30 June 2023 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.

## **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 2023 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 21 September 2023**

## The Centre for Volunteering

Independent auditor's report to members

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

### 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 2023, the statement of profit and 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 for Volunteering 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 2023 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 Regulations 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 (including Independence Standards)* (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 2023 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.

## **Responsibilities of the Directors for the Financial Report**

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:

[www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

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

Yours faithfully



**William Buck**

Accountants & Advisors  
ABN 16 021 300 521



**L. E. Tutt**

Partner

Sydney, 21 September 2023







**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.