

2008 - 2009

**Volunteering  
Victoria  
Annual  
Report**



Volunteering Victoria

# President's Review

It has not been a full year since I was elected as President of Volunteering Victoria in November 2008 so I am quite excited about writing this, my first introduction for the 2008 – 2009 annual report. This is especially because as I think back on the past 10 months, a number of significant gains have been achieved by the organisation.

At the outset, I pay tribute to CEO Dianne Embry for her leadership of the team of staff and volunteers. I thank them all for their hard work and unflagging commitment.

I also thank my fellow Board members, for their support, for sharing their expertise and knowledge, for contributing of their time. I feel privileged to be working with a group who have the breadth of skills and experience.

Prudence in the management of finances has been a consistent focus of Volunteering Victoria's Board of Management. Our priority has always been and will continue to be that of ensuring that the organisation has a stable financial resource base. We can plan creatively and innovatively to no end but we need capital as a means of acting on and implementing our plans. A statement by Board Treasurer, Andrew Mattinson on the organisation's financial standing is included in this report and our Financial Report for the end of the year 30 June 2009 shows a surplus of \$38,628.00.

As the governance body responsible for Volunteering Victoria's strategic direction, the Board is guided by the 2008 – 2011 Strategy Plan. I am pleased that, less than a year into implementing this plan, we are on track to achieving the aims we have established. I briefly reflect on some of those here and as I do, it highlights the fact that having the right people on the team is crucial to following the directions which we have set ourselves to pursue.

## **1. Strengthen volunteering and raise its profile**

All of Volunteering Victoria's programs are designed, ultimately, to strengthen volunteering and its different program areas aim to strengthen volunteering by assisting volunteers and volunteer-involving organisations.

Increased engagement with and presence in the media; a dynamic website and regular stakeholder and public relations through the organisation's Communications Program managed by the Communications Manager, Elouise Holmes, have contributed significantly to spreading the word about volunteering, what it's all about, who are involved and its many other areas and aspects. Planned, consistent and responsive communication also ensures that crucial conversations are happening amongst those in the volunteer support network. This is achieved not just by publicity and promotion but also with all staff being actively involved in networking activities, particularly in 2008 – 2009, in the wider Victorian volunteer information and support network; volunteer manager / co-ordinator peer groups, government, business and other related events where there are opportunities for representing volunteering.

## **2. Support volunteers and managers and co-ordinators of volunteers through ongoing, high quality training and through the provision of best practice programs and resources for learning**

Volunteering Victoria's Professional Development and Training Program has been bolstered by the appointment of a Training and Development Manager, Glenn Sutherland, in December last year. Since January 2009, Glenn delivered several 'Train the Trainer' and 'Train the Manager' sessions in regional Victoria and metropolitan Melbourne. Before Glenn's appointment, Network and Policy Development Manager, Gail Cumming, and Dianne Embry also conducted several training sessions around Victoria. Also within the training program 'MentorMate' has been initiated. This is a system of training and developing a team of experienced and skilled managers and co-ordinators of volunteers to support their peers. Volunteering Victoria now has a group of mentors and the group is growing, ready to be partnered with mentorees in the coming months.

**3. Benefit members, who are individuals and volunteer-involving organisations**

Since January of this year, the Membership Program has been managed in conjunction with the Communications Program. Member benefits were enhanced, particularly through media interview referrals for members; more opportunities to promote their events and programs through the website and the fortnightly eBulletin; a responsive facility for seeking information and consultation, especially about challenging issues. As I write, we are seeking a Member Services Officer who will have a special focus in their role of meeting members' needs.

**4. Effectively engage employee volunteers and those from business**

Marisa Nowak was appointed as Volunteering Victoria's Business and Community Partnerships Manager in November 2008. Since that time, she has served as the main interface between not-for-profit and community organisations seeking to tap the benefits of employee volunteers and those from the corporate sector who interested in developing employee volunteering programs. She has developed resources for both those in the not-for-profit/community sector and business and has provided advice on how these two sides of the employee volunteering equation can best form partnerships. Marisa is currently managing a full program of volunteering opportunities and employee volunteers and the number of corporate organisations registered is continuously growing.

**5. Conduct targeted research relevant to volunteering**

In the coming days, a Policy and Advocacy Officer will be assigned and one of the main tasks of this role will be to harness knowledge and information that will further inform and effectively arm Volunteering Victoria in its role of being a loud and active voice, particularly as it engages with different levels of governments.

Even as we have been all engrossed for the past few months in warding off the chill of this winter that is slowly but surely thawing into spring, the thought of the blazing bushfires in February has not been far in everyone's minds.

I would like to remember all those who have been affected by the tragic fires and thank all the volunteers who have been and continue to be involved in the recovery and reconstruction effort. Volunteering Victoria played a significant role of ensuring that crucial information was made available to those who wanted to contribute to the effort by volunteering and also by assisting organisations that required volunteers.

Finally, I would like to thank all of you, members, for your support and active participation in Volunteering Victoria's initiatives and events. You contribute much to our success, especially through your comments and suggestions, so I encourage you to keep them coming.

I started writing this review with excitement and I end it energised by the anticipation of what is yet to come for the next reporting year.



## Treasurer's Statement

As detailed in the attached Financial Report for the Year ending 30 June 2009, Volunteering Victoria Inc achieved a Net Profit of \$38,626.00.

Our Operating Grants Receipts, which are a combination of all grants received, were \$25,000 more at the end of 2009, compared to 2008. We have received additional funding from the Department of Family, Housing, Community Services and Indigenous Affairs and we are grateful for them, as well as our other supporters. Total income for the year was up approximately 5.5% on last year.

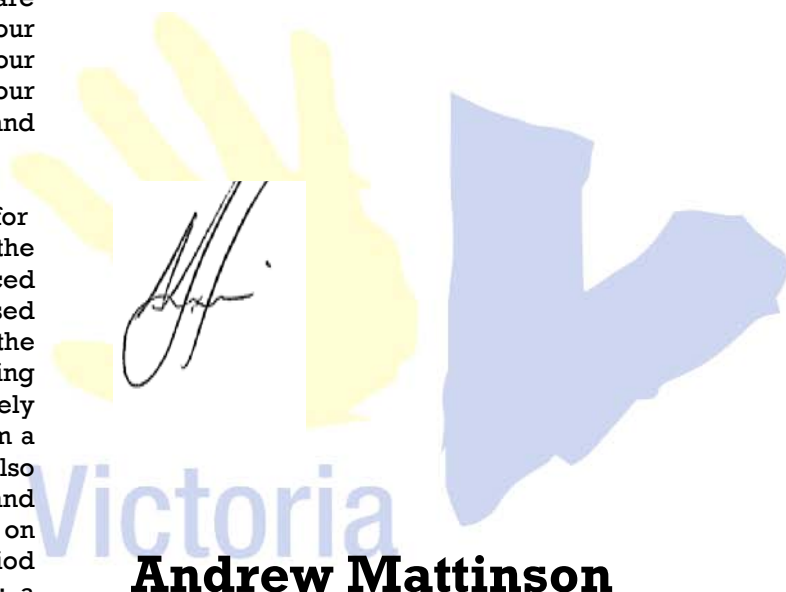
Membership fees and receipts for training are minimal when compared to total income as we do our best to make membership and the cost of our services affordable. These amounts form part of our earnings, to which you, our members, contribute and we are thankful for your continued support.

The Net Profit for 2009 is less than that for the period ending of 2008, as reflected in the comparative Profit and Loss Statement. The reduced Net Profit can partly be explained by the increased costs associated with the additional staff that the organisation has employed over the preceding 12 months. Salaries and on costs are approximately 23% higher in 2009 when compared to 2008. From a Balance Sheet perspective, expenditure was also made on improvements to the office computer and telephone infrastructure. Other major expenses on essential tools for service delivery for the period were the cost for a professionally built website; a laptop, a digital overhead projector and a colored printer/fax/scanner.

Although Volunteering Victoria Inc is a not for profit organisation and is not in the business of deriving excessive profits, our emphasis is on the importance of preserving our capital for sustainability in the long term. Accumulated retained earnings ensure that we are able to resource staff and volunteers well in the performance of their roles and that the organisation can continue to provide a high quality service to stakeholders as a state peak body.

The Board of Management welcomes this Net Profit position at the end of a period that has been particularly challenging for any business, including not-for-profit organisations like Volunteering Victoria Inc. We commend the CEO, Dianne Embry, for her continued careful stewardship of funds and for staff and volunteers for their co-operation in cost-effective practices.

The Financial Report was prepared by our Auditor, Mr John Mahony, with the assistance of our Bookkeeper, Ms Kerrie Green. On behalf of the Board, I thank them both for their work, and commend this report to you.



**Andrew Mattinson**



# CEO's Report

Volunteering Victoria in 2008 – 2009 was a period of growth for the organisation. Internally, through additional staff and volunteers, new program areas and service offerings, and also in our external relationships and partnerships; through increased engagement with the statewide volunteer support and information network, different levels of governments, the corporate sector and members of the media.

These areas of growth are not mutually exclusive but there is an obvious cause and effect for us. This is especially in terms of having more people on board, who are able to enhance what the organisation already does and introduce new deliverables, and also to foster the external relationships that are so crucial to our success as the state peak for volunteering in Victoria.

The 2008 – 2009 team was a new grouping of people with high levels of skill and knowledge, which they applied to the specific programs they managed, as well as a broad range of experiences and professional backgrounds. Board President Hazel Maynard's Review mentioned new additions to Volunteering Victoria in late 2008 – Marisa Nowak and Glenn Sutherland. Three Volunteer Information Officers, Velda Palazzi and Lisa McLennan as Volunteer Information Officers and Peter Houlihan (from NAB) as IT Mentor for our volunteers have also joined us since the last annual reporting.

It has not been all arrivals; however, as there have also been departures. Michelle Alabaster, who served as Administration Officer for three years, left in December 2008. Volunteers Lulu Haddad, Luke Stone and Dave Malthouse also no longer work with us. We have farewelled those who have left at different junctures and we do so again here, as they have certainly contributed to the achievements that we are presenting in this report.

Volunteering Victoria is fortunate to be able to attract members of staff and volunteers who are not only able but who are also very willing to give of their talents and energies and are committed to the work of the organisation. I am very grateful to all of them for their tireless efforts in the past year.

An important part of my role as CEO, with the support of the Board, is to always ensure that Volunteering Victoria remains an attractive choice as an employer, both to volunteers and paid staff.

Members of the Board of Management themselves are also volunteers and I am thankful to all of them for their strong support in the past year and for generously sharing of their time and wisdom on a range of governance issues. I am also appreciative of their willingness to roll up their sleeves to help at times when extra pairs of hands are needed.

As a staff group, and guided by the Board of Management's 2008 – 2011 Strategy Plan, we established our priorities with a focus on **five core service programs**. Our activities for 2008 – 2009 were filtered through these.

- ◇ **Resource Development, Communication and Information**
- ◇ **Training and Education**
- ◇ **Network development**
- ◇ **Advocacy**
- ◇ **Promoting volunteering**

I am reporting on our activities for the year using these five main areas as headings.

Before going back, I highlight some points for future directions that we are hoping to pursue in the coming year.

- ◇ **A review of our Membership Program.** Our Membership Program has been in its current form for four years or so now. Whilst member numbers have remained stable to increasing for the 2009-2010 period, it is important to ensure that what we offer continues to be what members need and want and is keeping up with the changing times, especially within the context of volunteering. This review process will involve members of the Board and staff and will consult widely so that we can add value to the programs to the benefit of members. We look forward to member participation in this exercise as they are best placed to inform us about it. In the coming weeks, a Member Services Officer will be appointed to have as their special focus servicing members and their needs.
- ◇ **A deeper understanding of the constantly evolving volunteering landscape.** We recognise that Volunteering Victoria's identity – who we are; what we do; how we operate; what resources we need - must align with the body of which we are a peak – the

volunteering movement and those who are a part of it.

The collective knowledge and experience about volunteering that the organisation has informs us in our work but we cannot simply rest on what we already know because volunteering is dynamic and not static. In the immediate future, we would like to develop a structured and strategic system for gathering, collating and interpreting information about our stakeholders and to build a knowledge bank of information about all volunteering issues, including government policy and legislation, so that all staff can manage and respond to situations at expert level. We would also more effectively advocate for volunteering armed with knowledge as a result of a well-researched approach. We have appointed a Policy and Advocacy Officer who will drive this aspect of the organisation and we will be seeking volunteers to support this role in research.

- ✧ **A deeper reach into the volunteer support network in regional areas.** We are conscious that our mandate is as a peak body for the whole state of Victoria. Our state's large geographical area, pitted against our small team, is a real challenge but is one that we are determined to overcome. We do our best to be present, to participate and contribute to the life of volunteer support networks in rural and regional Victoria. Staff always prioritise acceptance of invitations from these areas, either to speak at events, present workshops, deliver training or be at network meetings. All staff have the responsibility of growing and cultivating the volunteer support network and with additional team members, this will be more possible in future. Our physical presence, however, is not always the only way to foster relationships in these areas. Our role of linking those who work in volunteering with each other, supporting the development of networks and partnering with local community hubs such as Neighbourhood Houses, local government units, shires and councils extend our reach. Our ongoing relationship with Volunteer Resource Centres and more recently, Volunteer Resource Services and others who operate through the Volunteer Support Grants add to our capability.

The importance of a well-connected, regularly communicating, co-operating volunteer support network was underlined during the February bushfires.

The situation was so unprecedented and unexpected but the response of people wanting to volunteer was spontaneous and humanitarian.

I thank the thousands of people who registered their intentions to help, either with the skills that they already had or in whatever way they could be used. I also thank those who simply mobilised themselves in their local areas as the situation unfolded and proactively helped bushfire-affected communities as they saw fit.

We are involved in advising the state government about preparations for the coming summer season. One of the things we have emphasised and with our support is the importance of communicating with all levels of the volunteer support network so that volunteers in the different catchment areas covered by the network are well-informed.

I invite your ideas for the future or any others that you may want us to consider. We value your feedback and we appreciate the way in which you sustain Volunteering Victoria through your membership.

May we all continue to work together to strengthen and promote volunteering that is responsive to change, accessible to all and ensures the resilience of our communities.



**Dianne Embry**



# 2008 – 2009 HIGHLIGHTS

## RESOURCE DEVELOPMENT, COMMUNICATION AND INFORMATION

- ✧ Completed in November 2008 a fully-redesigned, revamped interactive website that delivers news and information in real-time that -
  - ↳ allows for online membership application and registration;
  - ↳ has a dedicated section for members, which includes a 'Discussion Board', 'Knowledge Portal' of resources, access to publications and a platform for communicating within 'Special Committees of Interest';
  - ↳ features news and information about volunteering and hence, is a free and effective vehicle for members, other volunteer-involving organisations (VIOs), managers and co-ordinators of volunteers peer groups, various levels of governments and everyone else within the volunteer support network to promote and publicise relevant programs, activities and events;
  - ↳ since 2009, includes a new interview section, 'Volunteering Victoria Quotes...', whereby different personalities, and particularly those who may be of interest to those in volunteering, are quoted directly from interviews conducted by the Communications Manager;
  - ↳ is updated weekly and always with aiming for timely upload of content.
- ✧ Resources currently available for download from the Volunteering Victoria website are –
  - ↳ Handbooks on Volunteering and Volunteer Management updated and which reflect hundreds of website hits or downloads in the 2008 – 2009 reporting period;
  - ↳ Various PowerPoint presentations on volunteer management as reference for training and workshop sessions published in Members' Knowledge Portal;
  - ↳ Other relevant materials sourced from Volunteering Victoria partners who are willing to share their resources, available either from the Members' Knowledge Portal or in the open areas of the website, as appropriate.
- ✧ Continued distribution of the fortnightly eBulletin to members, registered organisations and subscribers highlighting new items from the website and other breaking news at the time of publication. A total of 22 editions of the eBulletin were sent out during 2008 – 2009. The eBulletin is a system that aims to streamline Volunteering Victoria's communication with members and other stakeholders, in recognition of the fact that we all have busy schedules and tend to get inundated with messages so short, succinct compilations of information allow us to inform more efficiently. From time to time, communiqués are distributed when urgent matters arise.
- ✧ A suite of training materials developed, which have been and continue to be used for delivering training
- ✧ Employee Volunteering Handbooks for not-for-profit and community organisations and those from the corporate sector, which are available from the website and through direct request from through the Business and Community Partnerships Manager
- ✧ Introduction to Employee Volunteering as training material developed and used for presentations on the topic
- ✧ Consultancy and advisory support service strengthened through the designation of the Network and Policy Development Manager as the main filter for member and other VIOs' inquiries and requests for assistance and ideas on a wide range of volunteering issues
- ✧ Established a brokerage service for employee volunteering that managed existing relationships and fostered the establishment of new partnerships between the not-for-profit and business sectors from different areas of Victoria through our Business and Community Partnerships Program. Volunteering Victoria continues to support effective communications between these two sectors and to provide consultative service to ensure that these programs continue and to do so with mutual benefit to both sectors.

## TRAINING AND EDUCATION

- ◇ 15 training sessions were conducted, in a wide range of locations such as metropolitan and suburban Melbourne, Swan Hill, Wodonga, Highett and Sale. Topics vary for each session, including 'Train the Trainer' and 'Train the Manager'.
- ◇ In conjunction with the Victoria Relief Food Bank, training sessions were held in areas within country Victoria
- ◇ MentorMate, a system of training and developing a team of experienced and skilled managers and co-ordinators of volunteers to support their peers, was established with the help of a Reference Group. The Training Development Manager chaired this group and members of the group are Barbara Crljen, Manager of Volunteers, Link Community Transport; Jacqueline Brodie-Hanns, Strengthening Volunteerism Project Officer Mount Alexander Shire Council and Tara Cantwell, Vice President of the Volunteering Victoria's Board of Management. A group of Mentors have been trained and will be available to help mentorees in the near future.
- ◇ 25 speaking engagements and presentations were given at events of various organisations, both within the not-for-profit/community sector and beyond
- ◇ 30 speaking engagements, attendance at presentations and workshops and one-on-one meetings given to both the not-for-profit (NFP) and business sector, specific to employee volunteering, including introductory information, trends in Corporate Social Responsibility, how to start an employee volunteering program, how best to partner with NFPs and businesses
- ◇ Designed a Professional Development Program for Volunteering Victoria staff and volunteers. For staff, the Training Development Manager oversees allocation of professional development opportunities that arise and monitors outcomes through a structured staff reporting. Current volunteers are undergoing tuition with a skilled volunteer in the use of information technology, both in relation to their work in Volunteering Victoria and also for other computer skills they may be interested in acquiring for personal development.

## NETWORK DEVELOPMENT

- ◇ Surveyed the existing volunteer support service structure in Victoria through face-to-face consultations with members of the network, particularly in rural and regional areas of the state. The information gathered on what is currently available, what the needs are, etc serves as the framework for us in presenting a clearer and more complete picture of the current infrastructure available to volunteering within the state and which will inform us as we plan for the future about which gaps are to be addressed and as we advocate for volunteering to governments.
- ◇ Foundational work for the development of a broad, state-wide regional network in Victoria started through consultations with the volunteer support network
- ◇ Continued to foster linkages with other peak bodies such the Association of Neighbourhood Houses and Learning Centres; local governments; emergency relief agencies; sports associations
- ◇ Capacity and sustainability of volunteer hubs within the network supported by linking contacts with each other; giving input and advice on programs and other initiatives; attending meetings, events and participating in activities
- ◇ Network of communications practitioners from the different state centres nationwide initiated and established. Volunteering Victoria recognises the importance of this group of professionals who drive the key messages that emanate from each state centre and who are crucial in elevating the profile of volunteering through their work as they write materials, engage with the media on behalf of the organisation and as they craft strategic communications plans for their respective organisations. A communicating group of communicators from the different states strengthens volunteering nationally and so we continue to cultivate this network.
- ◇ Network of communications practitioners from VIOs in Victoria initiated. In the same vein as the network of practitioners from the state centres, we have started tapping this network within VIOs in Victoria with the purpose of having information on the appropriate media contacts within organisations to make the process of media referrals more efficient. Throughout the year, we have shared media attention that we

received by referring journalists and producers to VIOs to spread opportunities for media exposure.

## ADVOCACY

We continued to represent the views of our members and also, more broadly, to put forward volunteering issues to the attention of governments. We did this directly, by submitting letters to state and federal ministers, by engaging with them personally, whenever and as often as the opportunity arises, or through communications with their advisers.

We also advocate through our participation in and support of government programs, which position us well to work alongside government officials, such as during the state budget presentations, judging panels for volunteer awards (Minister for Health's Volunteer Awards; Office for Victorian Seniors' Victorian Senior of the Year Awards; Francis Pennington DHS Housing Awards); advisory committees and roundtables (Office for the Community Sector; Ministerial Advisory Committee Victorian Seniors; DHS Count Us In; Victoria Police Community Registry, Golden Gurus).

At the height of the February bushfires, we were in regular conversation with the Volunteering Unit of the Department of Planning and Community Development (DPCD) and the Office for the Community Sector (OCS) and we provided them with advice and information on the issue of volunteers.

In April of this year, we facilitated the presentation of four successful Volunteer Support Grant programs - Castlemaine, Mornington, East Gippsland and Hume Volunteer Gateway - to the Department of Planning and Community Development. This was an opportunity to highlight to DPCD the benefits of good government-funded projects and how it is possible to make them sustainable through partnerships within the communities in which they operate. We also emphasised the fact that ongoing support is crucial to their success.

At the height of the Global Financial Crisis and as we continue to feel its after-effects now, we have been giving information to the Department of Education, Employment and Workplace Relations about some of their initiatives and how these affect volunteering, particularly in relation with Centrelink beneficiaries and their volunteering work.

## PROMOTING VOLUNTEERING

- ✧ Through our website. Information on our website promotes volunteering, the organisations and the people involved in it beyond the state and internationally. Some people who are registered as users of our site come from other states and countries.
- ✧ Through the media. Our communications strategy includes actively engaging with the media. This year, we responded to and managed 40 inquiries from different media outlets which include The Age, the Herald Sun, the Sunday Herald Sun, the Big Issue, suburban, rural and regional media outlets, trade / specialty / association publications. Volunteering Victoria did not solely reap the media exposure as a result of these approaches but we referred many of these to our members and other VIOs, as appropriate, and they then received the benefit of being profiled through the media.
- ✧ Through advertising. From time to time, especially when it positions volunteering strategically and if there is value in the proposition, we have considered paid advertising and during National Volunteer Week this year, we published a message of thanks to Australia's millions of volunteers in the 'The Gift' section of the The Age.
- ✧ Through our Volunteer Information Service. We had a limited volunteer information service this year, mainly because of having limited office space, but our Volunteer Information Service thrived with two volunteers operating on Thursdays and Fridays and the rest of the staff assisting with inquiries throughout the week. This will soon change as we are moving to new premises at the end of this September, after which, we will be able to employ more Volunteer Information Officers throughout the week and also accommodate face-to-face inquiries.
- ✧ Through our attendance in events. All staff actively attended as many events that our schedules would allow this year. To more widely promote volunteering, we targeted events that were held outside of the volunteering network and at times, beyond not-for-profit and community organisations. This meant attending events organised by: the businesses and the corporate sector; other areas of governments not directly associated with volunteering; professional associations; those within academia.

- ◇ Through the use of new media tools. We have not had fruitful results in making friends through our MySpace but we have several hundred 'friends' and 'followers' in both Facebook and Twitter. We have yet to more fully explore the benefits of these tools but we have started with a presence in these sites and we will be building on that in the future.

What a fitting end to this report, this last point about us maximising the benefits of formats like these social media networking sites, which are proving to be more and more the way of the future for spreading information about volunteering. For the moment, they are free, fairly easy to navigate, can reach audiences from a varied demographic and reach scales that would otherwise be impossible without the power of the Internet and the World Wide Web. In future, Volunteering Victoria will use a combination of ways – traditional and new - to promote volunteering and to communicate with you, our members, and others in our environment. Our business is about people and relationships are what matter so we would not simply rely on electronic means for keeping in touch. But, our goal is to keep up with the times and to maintain open lines for robust discussion so it is our hope that you help us keep the conversations going.

## Volunteering Victoria's Mission & Vision

### Vision

Connecting the community and building a lifetime of opportunity through volunteering.

### Mission

Supporting and promoting volunteering to all Victorians by providing excellence in service and advice.

## Board of Management 2008 – 2009

### **Hazel Maynard, President and Training Sub-Committee Member**

Hazel is the volunteer development manager for St. Vincent de Paul Society, Victoria.

### **Tara Cantwell, Vice President and Training Sub-Committee Member; Volunteering Australia board representative (Until 07 May 2009)**

Tara is a team leader for Interchange Outer East.

### **Andrew Mattinson, Treasurer and Finance Sub-Committee Chair**

Andrew is a manager at Grant Thornton, working in the Recovery and Reorganisation Division.

### **Leanna La Combre, Secretary,**

Leanna is the manager for Governance, Strategic Projects and Risk at the Victorian Institute of Forensic Medicine.

### **Barry Furness, Training Sub-committee Chair**

Barry is Victorian operations and volunteer services manager for YMCA.

### **Boyce Wong**

Boyce works as a market and economic analyst for Cement Concrete and Aggregates Australia.

### **Catherina Toh**

Catherina is a lawyer and consultant to the financial services industry in legal and regulatory compliance.

### **Helen Ridgeway**

Helen is the coordinator for the Volunteering Resource Service Mornington Peninsula and Positive Ageing Officer of the Mornington Peninsula Shire Council.

### **Robyn Rose**

Robyn is the manager for Centacare's Access Program in Melbourne.

### **Effie Margiolis (Resigned August 2008)**

Effie manages Education and Operations at the Royal Australian College of GPs.

### **Dianne Embry, Ex-Officio and CEO of Volunteering Victoria**

# Staff and Volunteers 2008 – 2009

**Dianne Embry**, CEO

**Maree Carroll**, Administration Co-ordinator

**Gail Cumming**, Network and Policy Development  
Manager

**Elouise Holmes**, Communications Manager

**Marisa Nowak**, Business and Community  
Partnerships Manager

**Glenn Sutherland**, Training Development Manager

**Kerrie Green**, Finance

**Velda Palazzi**, Volunteer Information Officer

**Dianna Campbell**, Volunteer Information Officer

**Mici Tsang**, Volunteer – Website Consultant

**Michelle Alabaster**, Administration Officer (Until  
December 2008)

**Lulu Haddad**, Volunteer Administration Support  
(Until August 2008)

**Charet Garcia**, Volunteer Information Officer (Until  
November 2008)

**Dave Malthouse**, Volunteer - Administration Support  
(Until December 2008)

**Luke Stone**, Volunteer Administration Support  
(Active until December 2008 and currently on leave)

**Fang He**, Volunteer - IT (Until December 2008)

# Acknowledgements and thanks to -

Andy Fryar and OzVPM

Catherina Toh

City of Melbourne Community Development for the  
Community Use of Melbourne Town Hall

City of Melbourne Bowls Club Flagstaff Garden

Clayton Utz

Department of Family, Housing, Community Services  
and Indigenous Affairs

Department of Human Services (Victoria)

Dixon Appointments

Epicure Catering

Foundation of Young Australian

Gandell Foundation

John Mahony

Martin Cowling and People First Solutions

National Australia Bank

National and State Volunteering Centres

Simon Fox

St Vincent de Paul



# Staff Program Areas and Contact Details

## CONTACTS – DETAILS – PROGRAM AREAS

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### **Elouise Holmes**

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Website; eBulletin; National Volunteer Week and other major events; Media; Advertising; Sponsorship Membership; Viktor Online

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Employee Volunteering; Consultancy Support Service; Volunteer Information Service

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Training; Speakers; MentorMate; 'Everyone Ready'

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Finance

