

VOLUNTEERING VICTORIA

THE POWER OF ASSOCIATION

ANNUAL REPORT 2013 - 2014



Volunteering Victoria

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Cover Image: Encompass Volunteers
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THE POWER
of Association

HIGHLIGHTS

2013-2014

New membership model launched

Volunteering Manifesto launched

Membership growth of 20%

Emergency volunteer manager project

Launch of the Volunteer Management Special Interest Group

State Budget Submission

Imagine the Possibilities campaign

National Student Volunteering Week 2013

Governance Reform

Volunteer Innovation Program in Sport

National Volunteer Week 2014

Learning and Development Program Growth

A JOINT WELCOME MESSAGE FROM



ROBYN ROSE & CHAIR

The year started on a positive note with our first Rural & Regional Forum in Bendigo in July, which attracted more than 70 delegates and 23 fantastic speakers. It was followed by a series of professional development events, as well as activities celebrating the power and impact of volunteering, including National Student Volunteer Week in August 2013, International Volunteer Managers' Day in November 2013 and National Volunteer Week in May 2014.

Our busy schedule of speaking engagements over the last 12 months highlights the incredible diversity of the volunteering sector – ranging from healthcare to sport; from senior Victorians to international students; from leaders in the African community to organisers of folk music festivals; from small community groups to large multinational NGOs; from foster carers to spontaneous emergency volunteers.

The past year has also seen the launch of many new initiatives, including our:

- Manifesto – our public declaration of intent, policy and aims in relation to building a vibrant volunteering community in Victoria
- Revamped membership model, which better reflects the breadth and diversity of volunteering and which has contributed to a 20% membership growth
- Multicultural Volunteering Special Interest Group to support the growth and inclusion of culturally and linguistically diverse communities in volunteering

- Volunteer Management Special Interest Group to promote and recognise the critical role volunteer managers play in delivering an effective volunteer workforce
- Corporate Breakfast series, supporting businesses seeking to develop meaningful employee volunteering programs
- Multilayered Imagine the Possibilities marketing campaign, which highlights the rich tapestry and extraordinary diversity, value and power of volunteering in Victoria. This campaign theme was picked up by Volunteering Australia in the Celebrate the Power of Volunteering theme for the 2014 National Volunteer Week
- New constitution to update our governance and ensure compliance with the Associations Incorporation Reform Act 2012
- Volunteer Innovation Program, which works to improve volunteer management in sport through the provision of training and resources

Over the last 12 months we have lived through interesting times in terms of government support and funding for volunteering. Despite volunteering contributing an estimated \$16.4 billion to the Victorian economy, the State government only provided \$125,416 in recurrent funding to deliver the range of services critical to supporting volunteering in Victoria – other State and Territory governments provide substantially higher funding for their State volunteering peak bodies.



SUE NOBLE

CEO

With the change of Federal government in September 2013, responsibility for volunteering moved from the Department of the Prime Minister and Cabinet to the Department of Social Services (DSS). We were advised in June that our recurrent annual federal funding of \$215,650 would cease as of the end of 2014. In the ensuing months, much of our time (and that of our members) was spent trying to understand the complexities of the new DSS funding regime. The complex submission process, the tight timeframe for submissions and the reduced quantum of funding available for volunteering have all contributed to considerable uncertainty regarding future funding.

On a more positive note, in March we received Resilient Community Program funding from the State government for our Emergency Volunteer Manager (EVM) pilot project in the Greater Geelong region – a collaboration with Volunteering Geelong. In June we were notified that our Natural Disaster Resilience Grants Scheme funding submission for a state-wide EVM project was successful. These projects will enable the recruitment, training and deployment of emergency volunteer managers to manage spontaneous volunteers during the recovery and relief phases following any disaster.

Many of our achievements over the last 12 months are only possible due to the collaborative efforts of the many individuals, organisations and networks with whom we work on a daily basis - special thanks must go to Exxon Mobil, for its sponsorship of the Imagine the Possibilities campaign, and National Australia Bank, for its sponsorship

of the EVM pilot project, our joint corporate volunteering program and for providing great venues for numerous events and meetings.

Our organisational chart has changed quite a lot over the last 12 months as we have grown our staff and skilled volunteer workforce in order to deliver our ambitious strategic plan. Without the skills, dedication and enthusiasm of our team it would have been impossible to achieve so much in a relatively short time. Thank you all so much for the incredible effort that you have all put in.

Even with the uncertainty of government funding we see a bright future, as we continue to build strong relationships across the volunteering community and collaborate to deliver innovative initiatives to support capacity building across the sector. Together we can fully realise the power of volunteering.

Robyn Rose

Chair
Volunteering Victoria

Sue Noble

Chief Executive Officer
Volunteering Victoria



Img:Sheina Raskin

ABOUT US

STRATEGIC PLAN

Volunteering Victoria is the state peak body for volunteering. We focus on advocacy, sector development and the promotion of volunteering.

Our Purpose

We are the peak body for volunteering in Victoria. Through our dynamic and transformative leadership we will promote and build a vibrant, prosperous and strong volunteering community that is inclusive, respected and sustainable.

Our Vision

Resilient communities and empowered and active citizens through volunteering.

Our Values

We are:

- Collaborative, supportive and inclusive
- Innovative, flexible and proactive
- Transparent, accountable and professional



Strategic Themes

We achieve our purpose and vision by focusing on the following strategic themes that underpin all our objectives and initiatives. We work to:

- **Build** a vibrant, diverse, satisfied and growing membership and network of stakeholders that is truly representative of the entire Victorian volunteering community
- **Facilitate** an innovative and collaborative approach to develop and deliver our policy and advocacy priorities and quality programs and resources to support the growth and empowerment of the volunteering community
- **Demonstrate** and support the delivery of marketing and business development excellence
- **Champion** and model governance and management leadership, excellence, accountability and good stewardship
- **Grow** a robust and sustainable financial base that demonstrates commercial acumen, supports sustainable growth and enables us to invest in the future of volunteering

Our Strategic Objectives and Initiatives

Our Market

Objectives

- We will build a diverse, widely representative membership with a high level of awareness, engagement and satisfaction with our performance
- We will increase the frequency and quality of each current and potential member's participation and engagement in our activities and programs
- We will build high level of positive awareness, recognition, understanding, support and engagement from non-volunteering stakeholders, including government and the media

Initiatives

Implement a membership management plan that includes:

- A more inclusive and representative membership model
- Market research and segmentation
- Member benefits and communication program to increase member and potential member engagement and participation
- Membership (CRM) database
- Member acquisition and retention activities
- Partnership and alliance programs for government, sponsors and commercial partners and other stakeholders.
- Lobbying and media strategy



Our Organisational Capacity

Objectives

- We will have a team of highly engaged, skilled, and service-focused staff and volunteers
- We will invite and foster collaborative networks and partnerships across volunteer support organisations, volunteer-involving organisations, government, the corporate sector, Volunteering Australia and our inter-State colleagues in order to achieve our shared objectives
- We will have a portfolio of successful and viable programs, products and services to support our peak body positioning, to develop a strong and sustainable volunteering sector and resilient communities, and to meet the needs of our priority target market segments

Initiatives

- Staff and volunteer management program, including organisational restructure, job redesign and professional development
- Collaborative activities with members and other organisations such as special interest groups, joint funding submissions, and shared marketing and product development
- Advocacy strategy to build a sustainable and robust model of support for volunteering and volunteer management
- Programs to support specific volunteering and/or market segments. Priority programs are:
 - Volunteer management
 - Spontaneous emergency volunteering (supporting recovery and relief work)
 - Multicultural, youth and corporate volunteering
- Volunteer recognition, including a State Awards program
- Marketing strategy, including the Imagine the Possibilities campaign and enhanced online and social media, to complement our advocacy strategy
- Enhanced information and communication technology to support product and service delivery, business management, relationship building and marketing communications

Our Internal Business Processes

Objectives

- We will implement and model best practice governance, and support the same across all our members
- We will implement professional business practices, systems and processes that provide a better member and stakeholder experience, minimise risk and ensure compliance

Initiatives

- Governance reform, including an updated Constitution and policies, and a modernised Board
- Introduction of streamlined online registration and payment processes for memberships, learning and development events and other fee-for service activities

Financial Capacity

Objectives

- We will develop a 2-year “strategic” budget and a robust operating budget to fund the delivery of the initiatives identified in this plan
- We will implement a financial plan to build a broader, diverse financial base

Initiatives

- Identify and pursue new and alternative funding models for projects and programs
- Develop a more sustainable fee-for-service model for specific activities
- Increase reserves to enable future investment in volunteering by delivering budget surpluses

Nillumbuk
Volunteers
caring for
the environment



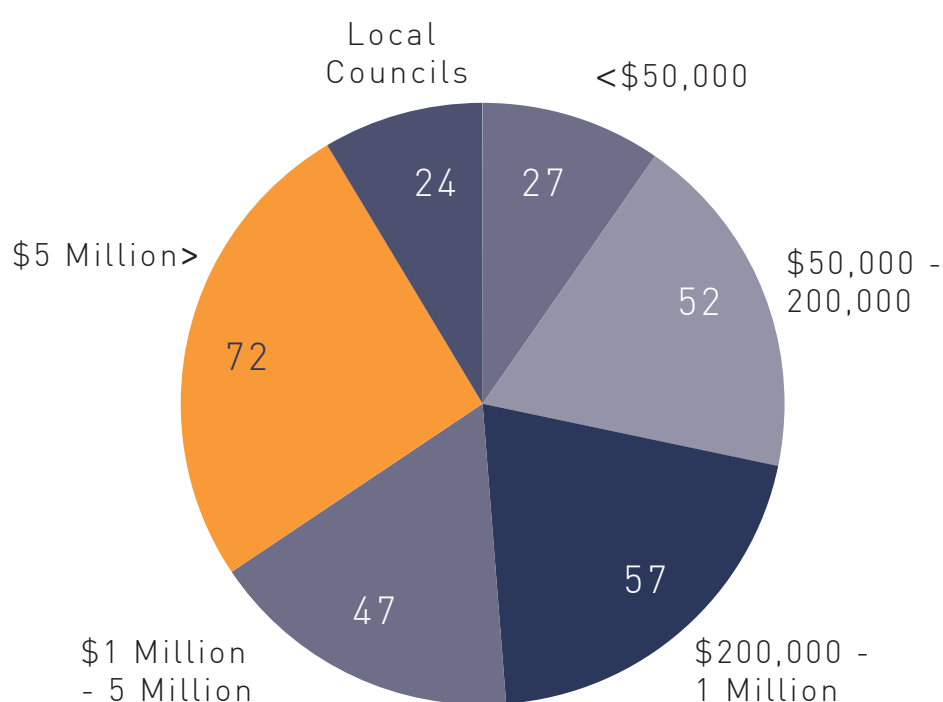
OUR MEMBERS

Engaging with our members and increasing the benefits of membership have been central priorities in 2013-2014. We have worked to: offer more programs and services that meet member needs; better promote what we offer our members; foster the development of networks in the volunteering sector; be a strong advocate for the sector.

INDUSTRY CLASSIFICATION 2013 - 2014 MEMBERS

Advocacy	2	International	3
Animal Welfare	4	Legal	1
Community Development	38	Local Government	26
Culture & Arts	12	Religious	5
Education & Training	13	Social Services	59
Emergency Services	6	Sport & Recreation	9
Environment & Wildlife	7	Volunteer Services	20
Health	82	Youth	1
Corporates	9		

Membership break-down by organisation size



New Membership Model

This year saw the launch of our new more inclusive membership model, including the introduction of Individual and Associate membership categories, tailored to recognise the broader range of individuals and organisations committed to volunteering. Our 17 new Associate members include 10 corporate members: NAB, Commonwealth Bank, Seek, Superpartners, Genband, Walt Disney, Pro Bono Australia, ASIC, Grill'd and Exxon Mobil.

We continue to expand our reach in the corporate sector. Our aim is to promote a culture of volunteering in the corporate sector and to assist our members to realise the potential benefits of tapping into the skilled corporate workforce.

Renewals Streamlined

The membership renewals process was streamlined in 2013-2014, with the introduction of an online renewals process using our newly implemented online events booking system (Ivvy).

In May, members were contacted with an update on the highlights of the past 12 months and the benefits of their membership. Members were then invited to renew online – with the option of paying by credit card and automated generation of invoices.

Almost two thirds of members renewed online within six weeks of the beginning of the new financial year, resulting in a significant gain in administration efficiency. Considerable effort has also been invested in ensuring our membership data is accurate.

We also introduced a member logo and certificate of membership. Members are encouraged to use the logo to signify their membership status and commitment to volunteering.

In 2013-2014 we also introduced the *Power of Association* theme emphasising the value of membership as contributing to a unified voice in seeking additional resources and support for the volunteering sector.

Given the importance we have placed on growing our membership and delivering membership value, it is pleasing that our membership grew by 20% from 252 to 311 members.

In 2013 - 2014
Membership
grew 20%

Membership Recruitment Strategy

A member recruitment strategy was finalised, with specific actions identified to target sport, health, local government and emergency services organisations. It includes plans to conduct market research into the needs of members and prospective members, and to identify how we can usefully support them.

Adding to the value we offer members are a number of special programs that support particular member segments – for example the Volunteer Innovation Project in Sport and the Emergency Volunteer Manager Program Pilot. We will continue to engage with volunteer-involving organisations through networking, word of mouth and peer referrals, the monthly Volunteering Matters e-bulletin and through our training and events program.



LEARNING & DEVELOPMENT





We regard our Learning and Development Program as a key platform for the advancement of the professionalisation of volunteer management.

During 2013-2014 we delivered public and in-house training sessions covering core volunteer management topics, as well as customised workshops on volunteer leadership, customer service and developing a volunteer workforce strategic plan. We also ran a master class with a “Productivity Ninja” and forums featuring expert guest speakers. In total we ran 29 events attracting close to 600 participants. The events catered for different levels of experience, interest and development needs, and generally attracted strong interest and highly positive feedback from participants.

This year saw the formation of the Learning and Development Working Group, which will advise and assist with the identification and development of accreditation programs, training and professional development activities and mentoring and peer support activities.

Some ‘behind the scenes’ improvements were undertaken, with a new event management software package being installed. The software package provides for on-line registration for events making it easier for participants to book and pay through our website.

Some of the highlights of the learning and development program included:

Core Volunteer Management Training

Our core program of five entry-level training modules aimed at new volunteer program managers again proved popular as both public and in-house training events. The modules: Establishing a Volunteer Program; Recruiting and Retaining Volunteers; Inducting and Orientating Volunteers; National Standards and Best Practice Frameworks; and Managing Volunteers attracted good numbers of participants, with some sessions booking out shortly after being advertised.

In-house Training Sessions

In-house and customised training sessions were run for a number of organisations throughout the year, including Access Ministries, Baptcare, Mission Australia, Kingston City Council and the ICC Cricket World Cup 2015. Whilst core volunteer management workshops made up the majority of these sessions, customised training sessions included Customer Service for volunteers at the ICC Cricket World Cup 2015 and a workshop on developing a volunteer workforce strategy for Baptcare.

Training & Development Bulletin

In its second year of publication, the Training and Development Bulletin continued to put the spotlight on professional development opportunities for volunteer managers and others involved in volunteering. Six editions of the e-bulletin were issued to a growing number of subscribers.

SPECIAL EVENTS

Rural and Regional Forum Bendigo

Held in July 2013 and co-hosted by Volunteering Victoria and the Bendigo Volunteer Resource Centre, the forum explored how volunteers make (and keep) communities resilient and how to tackle the challenges and opportunities for volunteering in rural and regional Victoria. Attracting more than 70 participants, the forum tackled “Trends, Issues and Challenges for Volunteering in Rural and Regional Victoria”, youth volunteering and disaster preparedness, response, recovery and relief.

Risk Management and Insurance: Everything You Need to Know

Addressing the range of legal risks community organisations face while carrying out their activities, the session explored potential legal liabilities, how to manage legal risk, and what protections are available. Participants were given an overview of the key types of insurance for community organisations and guidance on how to implement a ‘good governance’ approach to risk management.

AGM 2013 Workshop: Volunteer Managers: Investment or Overhead?

Our 2013 AGM included the launch of the Volunteer Managers Special Interest Group and the discussion panel event Volunteer Managers: Investment or Overhead?

Asking the question about whether Volunteer Managers are an investment or overhead. provoked lively discussion. The event featured guest panelists from a diverse range of organisations sharing their thoughts and experiences on the effectiveness (or otherwise) of having Volunteer Managers in their organisations. *Facilitated by Tara Cantwell, panelists included Brad Dalglish (Victoria SES), Greg McDougall (Victorian Scouts), Michael Flynn (Sports Central), Jenny Gray (Zoos Victoria) and Mark Chaffers, (Melbourne City Mission).*

Legal Stuff: Things that keep you awake at night (or should)

This workshop was delivered by NFP Law which is a specialist not-for-profit legal service established by Justice Connect. It addressed a range of legal issues applicable to volunteer managers and not-for-profit organisations generally, including consideration of insurance and how to implement a ‘good governance’ approach to risk management.



Productivity Masterclass with Graham Allcott

Facilitated by Graham Allcott (aka the Productivity Ninja) the Masterclass provided an opportunity for experienced Volunteer Managers to hone their time management and productivity, addressing the age-old problem of having too much to do and not enough time to do it. Graham was previously Chief Executive of Student Volunteering England and head of volunteering at the University of Birmingham.

Our thanks to Volunteering SA-NT for bringing Graham out from the UK to present the session in Melbourne and other venues around the country.

Advocacy: Skills, Means and Methods

This special event to celebrate National Volunteer Week drew a crowd of volunteer managers and those involved in volunteering from organisations as diverse as the Department of Justice, Austin Health, the Salvation Army and the Adidem Group (owners of The Body Shop). Over 80 participants at the Victorian State Library listened to (and asked questions of) the guest panel, featuring Sylvia Csanyi (Campaign Specialist), Dionne Kasian-Lew (CEO, The Social Executive), Zoe Waters (Director, Volunteer Services Department, Barwon Health) and Shane Genziuk (Manager, CGU Help Services).

Able facilitated by Tara Cantwell from Eastern Volunteers the panel provided their experiences, insights and wisdom on advocating for recognition and support of volunteering and volunteer management.

POLICY, ADVOCACY & RESEARCH



Our Policy and Advocacy team has had a busy year producing a number of key documents and policy positions, and ensuring they are communicated to our members, politicians, departmental staff and other stakeholders.

Volunteering Victoria Manifesto

We launched our first Manifesto at the 2013 AGM. The Manifesto is our public declaration of intent, policy and aims. It describes the volunteering landscape in Victoria, including the policy context, the regulatory environment and the key facts, statistics and economic impacts of volunteering. It also articulates what we see as the current gaps in the social, economic and political structures required to support and grow volunteering in our community into the future. It is a statement of the issues and areas that Volunteering Victoria believes need urgent focus and attention by us, as well as all others involved in the volunteering community. It identifies the following eight areas we strongly consider should be the key priorities, and highlights the work we are doing to lead thought and action in each of these priorities:

- Spontaneous emergency volunteering
- Volunteer management
- Youth volunteering
- Multicultural volunteering
- Employee volunteering
- Building volunteering networks
- Promoting the benefits of volunteering
- Measuring the impact of volunteering in Victoria

Definition of Volunteering

In 1996 Volunteering Australia identified a set of principles to describe volunteering. That definition has not kept pace with emerging trends of how people are volunteering today. As part of the celebrations for the 25th anniversary of National Volunteer Week, Volunteering Australia launched a national review to update the definition of volunteering. Volunteering Victoria is part of the national steering committee for this project and will be seeking input from the Victorian volunteering sector into this landmark review.

2014-2015 State Budget Submission

During the year, departmental responsibility and funding for volunteering moved to the Office for the Community Sector within the Department of Human Services. Volunteering is funded under the Empowering Individuals and Communities – Community Participation program.

In the lead up to the Victorian 2014-2015 budget, we prepared a submission which highlighted specific priority areas for Victorian Government funding in support of volunteering. Central to our position was that there should be a whole of government approach to funding and support for volunteering in Victoria, given volunteering supports the mission and activities of most departments and portfolios.

The 2014/15 State budget was delivered on 6 May 2014. We shall receive core State government funding of around \$132,000 (excl. GST), this being just over one third of the average funding of the remaining states and territories, highlighting the inadequate funding for the volunteering sector in this state.

Our funding priorities as we approach a State election in November 2014 include funding for:

- Effective management of spontaneous emergency volunteering
- An online one-stop shop volunteering portal
- Promoting the power and benefits of volunteering and supporting volunteer recruitment
- Supporting and promoting best practice volunteering programs
- Developing and recognising the importance of volunteering management
- Supporting and promoting youth, multicultural and employee volunteering
- Improving the evidence base for volunteering, including the development of a State of Volunteering report for Victoria

Position Papers

In March we released the first of our ongoing series of Position Statements on key issues that impact the volunteering sector. This first Statement, which addresses the issue of replacing paid staff with volunteers, was developed in response to queries from a number of members.

Research

As the peak body for volunteering in Victoria, we seek to expand the volunteering evidence base and increase the amount of volunteering specific research in Victoria by:

- Advocating for increased investment in volunteering research
- Developing collaborative research focussed relationships with volunteer-involving organisations – their staff and volunteers, universities – researchers and students, government – local, state and federal, and philanthropic organisations
- Developing strategic research priorities and a research framework in collaboration with key stakeholders.

Our approach acknowledges the role of a peak body in research is not to primarily be a ‘doer’ (although Volunteering Victoria does and will continue to undertake research) but to be an enabler of and champion for volunteering research in Victoria.

Our research priorities have been informed by our:

- Strategic planning processes and engagement with members and stakeholders
- Research roundtables
- Research questions that have arisen from sector trends, member input, other research, existing data and volunteer related projects
- Engagement with research staff from other volunteering state peak bodies in Australia and Volunteering Australia
- Over the last 12 months our research has informed the development of our Volunteering Manifesto, 2014-15 State Budget Submission, general advocacy and policy work, fact sheets and discussion papers, presentations, our learning and development program, and various projects, submissions and grant applications. We also developed a State of Volunteering research brief to provide an evidence base for future informed decision-making.

Research Roundtables

Our Research Roundtables aim to foster partnerships between researchers and practitioners. Participants are drawn from representatives of volunteer support organisations, universities, volunteer-involving organisations and government agencies.

The 20 November 2013 Roundtable, hosted by Australian Red Cross, focused on spontaneous emergency volunteering. It attracted five researchers and 15 practitioners and heard from Jo Barraket, Associate Professor of Social Enterprise/Entrepreneurship at the Australian Centre for Philanthropy and Nonprofit Studies at Queensland University of Technology; Art Stukas, a social psychologist and Associate Professor in the School of Psychological Science at La Trobe University; Angela Sutherland, the Manager Emergency Preparedness & Recovery at the Australian Red Cross; and Ali Martin, the Volunteer Sustainability Project Manager at the CFA.

Research Digests

Skilled volunteer, Dr Olivia Clarke, produced nine Research Digests throughout the year. The Digests, which provide our members with ready access to current volunteering policy and research, offer a snapshot of recent developments in volunteering research and analysis from reputable institutions and centres. The Digests are part of our response to Volunteering Victoria’s Research Framework and the priorities identified at Research Roundtables. The Digest are posted on our website and promoted in Volunteering Matters and by social media

Networks

In 2013-14 Volunteering Victoria continued to be involved in networks relevant to policy, advocacy and research, including the Victorian Council of Social Service Peaks and Statewide Networks Forum, the Evaluation Network, the ACNC Research Network, the Victorian Volunteer Support Network and the Volunteer Management Special Interest Group.

Volunteering
in art and
education



Img: Pam Hutchinson

PROGRAMS & SPECIAL PROJECTS

PROGRAMS

During 2013-2014 we worked, within the constraints of limited funding, to develop and implement new programs which supported our strategic priorities. This included the following initiatives.



Multicultural Volunteering

Between July - December 2013, we conducted desk-top research to understand the issues, challenges and barriers associated with multicultural volunteering in Victoria to inform our Multicultural Volunteering Strategic Plan.

We identified innovative programs and initiatives in Australia and abroad that support culturally and linguistically diverse communities' (CALD) engagement in volunteering. The information was compiled into a short report highlighting programs which increased volunteering pathways for people from CALD backgrounds.

We then launched the Multicultural Volunteering Special Interest Group (SIG) in December 2013, with membership drawn from local and State government and multicultural community groups. The goals of the SIG include:

- Advocating for the recognition and expansion of volunteering in multicultural communities
- Identifying best practice and current and emerging issues and trends relevant to multicultural volunteering
- Advocating for improved financial and material support for multicultural volunteering
- Developing and sharing information about programs, projects and plans that incorporate a multi-faceted approach to multicultural volunteering

The SIG met three times in 2013/14, with the main areas of discussion including:

- The Multicultural Volunteering Strategic Plan
- How to develop meaningful volunteering opportunities for CALD community members
- How to strengthen volunteer-involving organisations' capacity to recruit and retain CALD volunteers
- Adaptation of the *Imagine the Possibilities* campaign to promote volunteering across the wide variety of cultures in our community

Throughout the year we sought funding (unsuccessfully) from a number of sources, including Impact 100 Melbourne, Ian Potter Foundation, and the Victorian Multicultural Commission, to support multicultural volunteering.

Volunteer Innovation Program in Sport

Sport, which plays an important part in many communities in fostering social cohesion and community development, attracts the largest number of volunteers of any sector across Australia. Without volunteers, community and grassroots sport and a lot of elite sport simply would not happen.

In early 2014 we received funding from Sport and Recreation Victoria to develop a Volunteer Management Toolkit and associated learning and development program for sporting clubs. The Toolkit, which will be available online via Club Help (clubhelp.org.au) and the Volunteering Victoria website, draws together the best current resources about volunteer management in sport, with the addition of new content, tools and templates.

The initial stages of the project involves collaborating with five sporting associations (Equestrian Victoria, Rugby Victoria, Calisthenics Victoria, Squash Victoria and Cycling Victoria), as well as the Regional Sports' Assemblies, in particular Leisure Networks (Geelong), which manages the Club Help website.

Youth Volunteering

In an initiative to increase the volunteering sector's capacity to attract, grow and retain youth volunteers, Volunteering Victoria researched innovative volunteer programs targeting young people. Unfortunately our capacity to expand our work in this important area is hampered by a lack of funding support. We have submitted a number of applications for youth volunteering including:

- Impact 100 Melbourne
- Ian Potter Foundation
- Ansvar Insurance
- Optus
- Youth Development and Support Program
- Medibank Small Community Grant
- Victorian Multicultural Commission.



Emergency Volunteer Manager Pilot Project

In March 2014, in partnership with Volunteering Geelong, work began on the implementation of our Emergency Volunteer Manager (EVM) pilot project in the G21 region, comprising the City of Greater Geelong, the Shires of Colac Otways, Surf Coast and Golden Plains and the Borough of Queenscliffe.

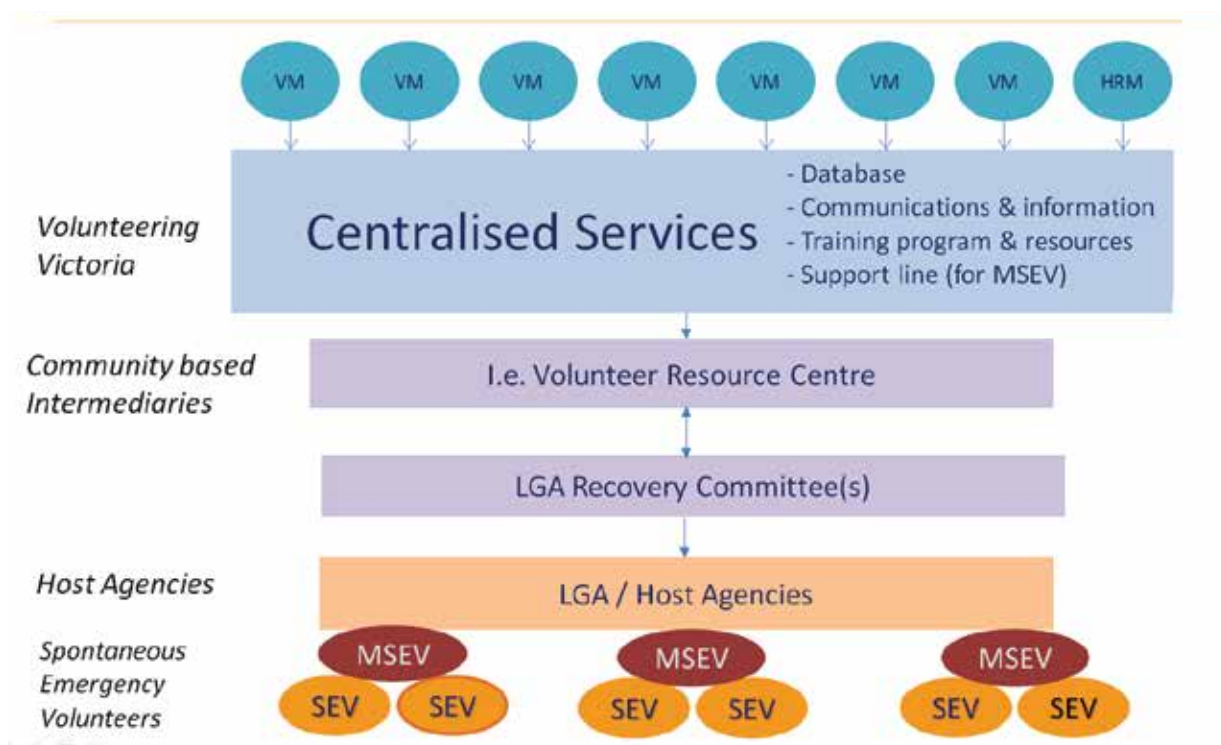
The pilot project is funded by a Resilient Community Program Grant from the Department of State Development, Business & Innovation, and is supported by our project partners, including the Australian Red Cross, Country Fire Authority, State Emergency Service, Municipal Association of Victoria, state and locally based community groups and volunteer-involving organisations in the region

The project addresses some of the challenges faced by communities that have experienced a disaster in managing spontaneous volunteers in relief and recovery efforts. Many of these challenges were identified in the 2012 Victorian Emergency Management Reform White Paper, and articulated in our 2012 Spontaneous Emergency Volunteer (SEV) Business Case.

The Emergency Volunteer Manager Project will recruit, train, support, deploy and debrief a workforce of skilled volunteer managers to manage spontaneous emergency volunteers during disaster relief and recovery. It will:

- Develop and deliver emergency management training & resources to support these managers
- Provide a peer support network and telephone helpline
- Implement activities to build stakeholder engagement
- Identify and engage with local and regional emergency relief and recovery organisations

In June 2014 we were advised we had received Natural Disaster Resilience Grants Program funding through the Department of Justice to roll-out the project across the state in the coming financial year.



This diagram outlines the EVM delivery model

Employee Volunteering Program

Our team-matching service for corporates was launched this year and we facilitated nine projects for employee volunteering teams. This included five projects for Walt Disney Australia, one project for Genband Communications, and three projects for Superpartners.



We also collaborated with our colleagues at the Centre for Volunteering in NSW to ensure we coordinate employee volunteering programs for national companies and our respective businesses.

An ongoing challenge in corporate volunteering is that few businesses allocate a budget to support their team volunteering activities. Our facilitation of these arrangements involves a significant commitment of staff time for which we do not receive core funding. Whilst not for profit organisations receiving corporate volunteers are appreciative of these volunteers, they often incur significant direct costs associated with deploying them. We are thus working with organisations providing corporate volunteers to ensure their programs support sustainable arrangements. Equally we are working with recipients of these volunteers to ensure they design meaningful volunteering opportunities meeting both their needs and those of the businesses providing volunteers.

Corporate Volunteering Breakfast Series

With our longstanding partner NAB, we launched our **Corporate Volunteering Breakfast Series** – developed for corporate volunteering managers to learn more about employee volunteering and to share ideas about the best ways to introduce and manage volunteering programs in their organisations.

Three breakfasts were held this year with 23 companies participating, including ANZ, Telstra, Australia Post, Coles, Deloitte and Pricewaterhouse Coopers.

- The Community Perspective on Corporate Volunteering, 28 November 2013, with guest speakers Danielle Griffin from Ardoch Youth Foundation and Wendy Lake, formerly of Melbourne City Mission and Lort Smith Animal Hospital
- Engaging your Employees in your Volunteer Program, 18 March 2014, with guest speakers Eve Buckley, PwC and Julia O'Brien, Commonwealth Bank
- The Business Case for Employee Volunteering, 5 May 2014, with guest speakers Dennis Goldner, Chair of the Deloitte Foundation and Clare Desira, National Volunteer Program Manager at NAB

Feedback on the series has been excellent, with participants finding the content and networking opportunities valuable. These breakfasts have also been an important element in our strategy to grow our corporate network, develop our profile and position ourselves as the key Victorian organisation in the development of volunteering in the corporate context.

Volunteer Management Special Interest Group

The Volunteer Management Special Interest Group (SIG) was launched at Volunteering Victoria's 2013 AGM to support the interests, activities and advancement of Volunteer Managers and Volunteer Management, in particular to:

- Advocate for the rights and interests of Volunteer Managers
- Advocate for the professionalisation of Volunteer Managers and Volunteer Management programs through the provision of:
 - Appropriate accreditation programs
 - Training and professional development activities
 - Continuous improvement initiatives
 - Ongoing development and implementation of Volunteer Management Standards
- Identify current and emerging issues and trends of relevance to Volunteer Managers and Volunteer Management, and analysis of the impact of those issues and trends
- Provide input to the development of relevant Volunteering Victoria events, programs and products
- Provide communication channels to:
 - Facilitate the exchange of ideas, information and resources
 - Strengthen and encourage engagement in the Volunteer Managers' SIG
 - Promote the value of Volunteer Managers and best practice Volunteer Management
 - Provide mentoring & peer support

Membership of the SIG is open to:

- Volunteer Managers employed by members of Volunteering Victoria
- Volunteer Managers who are individual members of Volunteering Victoria
- Individual members of Volunteering Victoria who have an interest in Volunteer Management e.g. researchers

At the first SIG Workshop on 17 February, the following working groups were established to advance the work of the SIG: Issues and Trends, Advocacy, Learning and Development, Awards (Recognition) and Marketing (to adapt the Imagine the Possibilities campaign to support the work of the SIG).



Volunteer
Management
Special
Interest
Group

MARKETING & COMMUNICATIONS

Pet Therapy
Volunteering



Img:Ebony Greeves

The 2013-2014 financial year has seen a strengthening of our marketing and communications functions, with a growth in our reach through online channels, the development of a more systematic business development and fundraising strategy, and the implementation of a number of campaigns to support volunteering.

Volunteering Matters

The monthly Volunteering Matters e-bulletin, which provides a roundup of news, activities and recent information on all things volunteering, has increased its subscriber base over the year – from 1288 to 1908. Our healthy open rate of 30% is well above the industry average of 21.2%.

Website

Our website (volunteeringvictoria.org.au) had 87,116 unique users, converting to 456,845 page views in 2013 - 2014. New visitors accounted for 70.8% of our traffic. Revisions to the website were ongoing throughout the year, with a major redevelopment planned over the next 12 months.

Social Media

We maintain two ongoing social media channels – Twitter (@VolunteeringVic) and a Facebook page. In the past year, our Twitter following has expanded over 600 followers to 2517, and Facebook has grown from 1045 to 1744 fans. The channels are valuable outlets to distribute time sensitive information and cross promote resources and information available on the website.

An addition to our suite of social media channels, we set up a YouTube account in August 2013 (Volunteering Victoria TV). The creation of the account was to leverage the resources created as part of the National Student Volunteer Week collaboration with SYN Media. It has also enabled us to share other videos and clips, and to explore the potential for this resource for our members.



CAMPAIGNS

National Student Volunteering Week (4 – 10 August 2013)

National Student Volunteering Week originated with our colleagues in Volunteering Queensland. We have taken up this initiative in Victoria, with a highlight being the launch of a series of short video clips (produced by SYN Media, with support from the Department of Human Services). These clips were distributed online via our social media networks and featured young volunteers from the Salvos, Foodbank, Axe Creek Cricket Club, SYN Media, Sports Focus, Lead On Australia and Interchange Loddon Mallee. Also featured are Victoria's former Youth Governor, Oliver Tripodi and the Victorian Minister for Youth Affairs, Ryan Smith. The series provided another resource and mechanism to share stories about volunteering in our State.

We also created a campaign webpage for our members and the volunteering sector in Victoria to use as a springboard to access the national materials and navigate the campaign. Via our website we promoted events and activities on university campuses in Victoria (particularly Ballarat University and University of Melbourne) to promote the value of volunteering to students.

International Volunteer Day (5 December 2013)

We celebrated International Volunteer Day by supporting our members with suggested ways to acknowledge and thank volunteers for their great work. We provided downloadable resources including a Certificate of Appreciation signed by our CEO Sue Noble to present to volunteers and a pro forma media release which could be adapted (for example, to include a quote from the volunteer manager) and sent to local media outlets to build awareness of the major contribution volunteers make every day to their communities across the state.

Our promotion of International Volunteer Day included a movie ticket giveaway for volunteers who 'liked' our Facebook page or followed us on Twitter and completed the phrase: 'I volunteer because...'. CEO Sue Noble, with representatives from the CFA and Zoos Victoria, were guests on ABC 774 discussing volunteering.



Youth Volunteering: What's it to you? Video Series



Imagine the Possibilities

The **Imagine the Possibilities...** campaign was our major marketing initiative of 2013-2014. It raises awareness of the value that volunteering plays in our community and the diversity of ways volunteering happens, by contrasting volunteering contexts with images of a dystopian world without volunteering with a utopian world with volunteering.

In doing so we showcase the diversity of volunteering, challenge stereotypical ideas of what volunteering means and highlight the full impact of volunteers. The campaign has been implemented in partnership with twelve volunteer-involving organisations across the state. This campaign has been developed with a significant investment of time and expertise by a team of marketing, communications and design volunteers in collaboration with our staff. We also consulted widely with the sector about the campaign approach and creative.

Fittingly, the development and implementation of the campaign is in itself a working example of the power and diversity of volunteering. All the photographers who provided the wonderful campaign images are volunteers. The project was sponsored by Exxon Mobil, which allowed campaign resources to be produced for 12 volunteering organisations, with each campaign kit adapted to fit their service, location or cause.



By the close of this financial year, four of these projects were about to go into print production, and one had its online component ready for launch. There is a web page which will provide all the digital campaign materials created for each service, the story of each service and their volunteers, and the gallery of pictures from the photo shoot.

A media campaign involving traditional and social media will be implemented in collaboration with each participating volunteer-involving organisation as each project is unveiled.

Early feedback on the campaign has been universally positive and we will be seeking funding support to continue this campaign in the new financial year, including taking the campaign national.



IMAGINE MEDA WITHOUT THE POWER OF VOLUNTEERS

MEDA works every day to ensure people in Melbourne's east with an intellectual disability are heard and that their rights are respected.

They do this work with the essential support of more than 35 committed volunteers. It is these volunteers dedicated to being active Citizen Advocates, great friends and loyal supporters that ensure everyone supported by MEDA can participate fully in the life of the community. They are the power behind MEDA.

Imagine the MEDA community without the support of these volunteers.

Then imagine the possibilities. Active citizens make a difference.

Call 03 9808 8633 or go to www.meda.org.au/become-a-volunteer.html or www.volunteeringvictoria.org.au



ExxonMobil This initiative has been supported with funds from ExxonMobil Australia.

Organisations



Casey Young Vinnies, Casey

A youth initiative that operates under the St. Vincent de Paul Society in the City of Casey. Their aim revolves around being mentors for children between the ages of 6-12. (Photographer: Angelique Phillip Kemp)

Encompass Community Services, Geelong

Pushing for change, creating opportunities and doing what it takes to promote equality for people with a disability to those who are disadvantaged in the community. (Photographer: Pam Hutchinson)

Foodbank Victoria, Yarraville

The state's oldest and largest food distribution service, providing food relief to individuals and families experiencing difficulties. (Photographer: Glenn McWhirter)

Lort Smith Animal Hospital – Animal Assisted Therapy Program, North Melbourne

Pet Therapy is a unique program that brings enormous therapeutic benefits to people in aged care, paediatrics, health services including mental health and disability services. (Photographer: Ebony Greeves)

Melbourne East Disability Advocacy, Surrey Hills

Supports people with a disability to have their voices heard whilst fostering decision making and an opportunity to more fully participate in their community. (Photographer: Sheina Raskin)

Moira Healthcare Alliance, Yarrawonga

Provides services such as meals on wheels, respite care, planned activity groups and home and property maintenance, to over 1200 clients across the Moira Shire. (Photographer: Bruce Hedge)

Nillumbik Shire Council Volunteer Services, Greensborough

Preserves and nurtures the natural environment of the Green Wedge for future and current generations. (Photographer: Shida Pourlofti)

Outlook, Pakenham

A social enterprise with 3 service areas – community services, Outlook Employment and Outlook Environmental, providing adult disability support, waste management and employment services. (Photographer: Angelique Phillip Kemp)

Road Trauma Support Services, Blackburn

Aiming to reduce the incidence and impact of road trauma through free counselling and education. (Photographer: Frank Amato)

Softball Victoria, Collingwood

Provides opportunities for people to participate in softball competitions, development programs and activities which are accessible to all, no matter their experience, skill, age or ability level. (Photographer: Sheina Raskin)

Vision Australia, Kooyong

Works in partnership with people who are blind or have low vision to live independently whilst accessing and participating in community activities and opportunities (Photographer: Samuel Bisso)

Western Health, St Albans

Works collaboratively to provide quality health and wellbeing services for people of the west. (Photographer: Madelene Diego)



Photograph courtesy: Lort Smith

IMAGINE LORT SMITH PET THERAPY WITHOUT THE POWER OF VOLUNTEERS

For more than 20 years, Lort Smith Pet Therapy has worked to improve the health and wellbeing of patients, residents and clients of aged care facilities, hospitals, disability services and other facilities across Melbourne and Geelong.

They do this with the support of more than 150 volunteers who along with their good-natured pet dogs share some of the joy they get from their pet with people who are no longer (or not currently) able to have an animal of their own.

Imagine those patients, residents and clients without the support of these volunteers.

Then imagine the possibilities. Active citizens make a difference.

Contact Pet Therapy by phone on **9321 7272**, email pettherapy@lortsmith.com or go to lortsmith.com to find out more about the program and the basis on which it has been developed. Or go to www.volunteeringvictoria.org.au



Photograph courtesy: Ebony Grimes



An initiative of



National Volunteer Week

To support Volunteering Australia, Volunteering Victoria led the development of the campaign for 2014 National Volunteer Week (12 – 18 May 2014). It was agreed with our interstate colleagues that the Imagine the Possibilities campaign themes and key messages would be adopted to acknowledge volunteering nationally. The final theme was **Celebrate the power of volunteering.**

In this the 25th year of National Volunteer Week, we focussed on asking the nation to consider the power of volunteers and volunteering in Australia, and to imagine the possibilities for a better community through our strong volunteering culture.

Together with the agency behind the creative realisation of the Victorian campaign, we developed resources which included four posters drawing on images of volunteer-involving organisations and volunteers in action from all states and territories. These images were arranged in four thematic areas to ensure all kinds of volunteering were illustrated, and to feed into a social media strategy. We managed the development of the webpages, content and the development of resources, including a proforma media release, access to the National Volunteer Week logo and certificates of appreciation, and invitations which could be downloaded by volunteer-involving organisations for their National Volunteer Week events.

For the Victorian campaign, we implemented a campaign webpage with suggestions of things to do and an events webpage where events from across the state were listed and promoted.

Our key promotional activity was the **Leaders' Thank You petition**, inviting leaders of organisations that rely on volunteers to sign their name and leave a

message for their volunteers, with all leaders' messages shared on Facebook and Twitter. As part of this social media campaign, the audience was encouraged to review the work of their organisation and volunteers. This year a skilled volunteer assisted us in creating an online version of the petition which made it less labour intensive for our staff to manage.

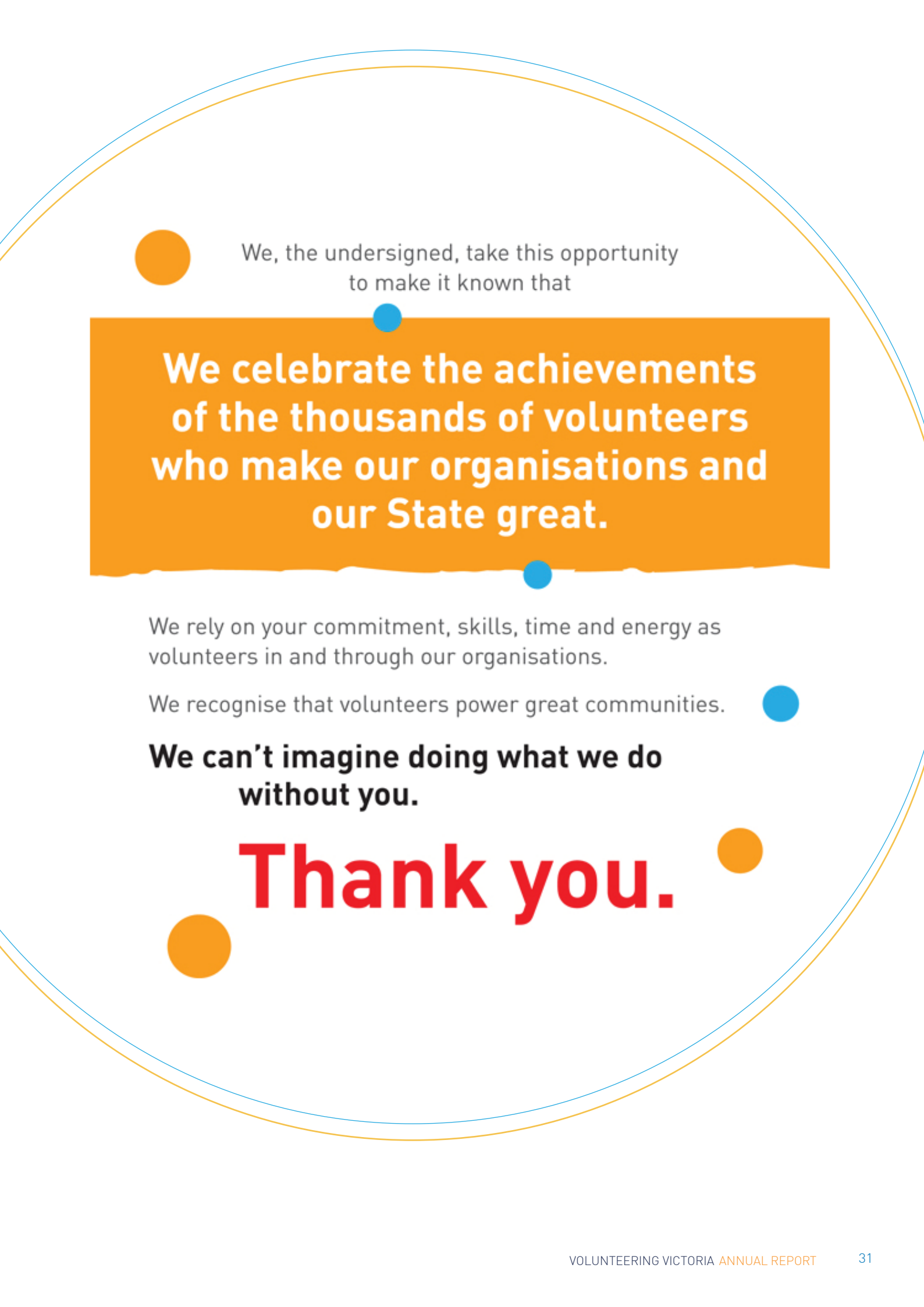
Our National Volunteer Week event for members was held after National Volunteer Week to allow for maximum attendance. A corporate breakfast was also held during the week. We completed interviews for radio and newspapers and attended and spoke at awards events and other community activities. Our CEO joined the volunteers' parade in Wangaratta, spoke at Baptcare's dinner to honour to their foster carers and volunteers, and met with Fronditha Care's volunteers over high tea.



25 YEARS OF NATIONAL VOLUNTEER WEEK
12-18 MAY 2014



IMAGINE AUSTRALIA WITHOUT
THE POWER OF VOLUNTEERS.



We, the undersigned, take this opportunity
to make it known that

**We celebrate the achievements
of the thousands of volunteers
who make our organisations and
our State great.**

We rely on your commitment, skills, time and energy as
volunteers in and through our organisations.

We recognise that volunteers power great communities.

**We can't imagine doing what we do
without you.**

Thank you.

Skilled
Volunteering -
Photography



INSIDE **VOLUNTEERING** VICTORIA

Constitutional Matters

At our 2013 AGM, held on 24 October, our new Constitution was unanimously approved by the members. The new Constitution was approved by Consumer Affairs Victoria on 2 December 2013.

The new Constitution was developed to provide greater clarity and certainty around the purpose and governance of the organisation, as well as introducing a more inclusive membership structure. The changes:

- Include a refined objects clause (clause 2)
- Set out the three categories of membership and provides further details around member rights (clause 5 and throughout the constitution generally)
- Provide further details around the conduct of member and board meetings (clauses 10 to 15)
- Provide further details around the processes for electing or appointing Directors (clause 13)
- State that, to the greatest extent possible, there will be no less than 5 and no more than 9 Directors (including 2 appointed and 7 elected Directors) (clause 13)
- Set out disciplinary and grievance procedures (schedules A and B)
- Generally includes such information as is required by the legislation.

The Constitution is available in the 'About us' section on our website.

Our Board

Our current Directors include:

- | | |
|---|---------------------------|
| ○ Robyn Rose (Chairperson) | |
| ○ Leonie Lockstone-Binney | |
| ○ Angela Seach (Chair of the Governance Committee) | |
| ○ Julie Pettett | |
| ○ Craig Lapsley | |
| ○ Jemal Ahmet | Elected 24 October 2013 |
| ○ Esis Tawfik | Elected 24 October 2013 |
| ○ Richard Blakeman (Chair of the Finance Committee) | Appointed 2 December 2013 |

We gratefully acknowledge the commitment and contribution of the following Board members, who in the past financial year resigned or retired from our Board.

- | | |
|--------------------|---------------------------|
| ○ Dipali Shah | Resigned 24 October 2013 |
| ○ Ang Cuy | Resigned 24 October 2013 |
| ○ Kerri Tepper | Resigned 24 October 2013 |
| ○ Peter Townsend | Resigned 30 August 2013 |
| ○ David Impey | Resigned 24 October 2013 |
| ○ Elizabeth Stubbs | Retired 24 October 2013 |
| ○ Boyce Wong | Retired 24 October 2013 |
| ○ Barry Furness | Resigned 12 November 2013 |
| ○ Joanne Parnell | Resigned 12 November 2013 |

Our Staff & Consultants

Sue Noble, CEO

Shelley Falzon, Learning & Development Coordinator (Logistics)

Vanessa Veldman, Membership & Corporate Program Manager

Alicia Patterson, Marketing & Communications Manager

Helen Kierce, Learning & Development Manager, commenced 6 January 2014

Tonye Segbedzi, Advocacy & Policy Manager, commenced 3 February 2014

Ken Wen, Bookkeeper, commenced 12 March 2014

Patricia Lopez, HR & Office Coordinator, commenced 12 March 2013

Alison Duff, Emergency Volunteer Manager Project Coordinator, commenced 14 March 2014

Helen Davis, Special Projects

Catie Hocking, Consultant, Theme Park

Tanya Gardiner, Accountant, NFP Solutions

The following employees moved on to other opportunities in the past financial year. We thank them for their service: Marion Haydon (Training & Development Manager until 14 October 2013), Roberta Styles-Wood (Marketing and Communications Coordinator until 30 June 2014), Belema Morrison (Marketing Coordinator (Events) until 30 November 2013), Therese Gilfedder (Learning & Development Coordinator (Logistics) until 14 September 2014), Stephanie Shave (Communications Coordinator until 30 August 2014), Emma Sharp (Program & Special Projects, until 6 January 2014) and Kerry Riseley (Policy & Advocacy Manager until 30 January 2014).

Our Volunteers

Thank you to the many volunteers who have shared their time, skills and enthusiasm with us, helping us do work we could not otherwise hope to resource. We couldn't imagine being where we are at the close of the financial year without you:

- Tonye Segbedzi, who volunteered her skills in the role of policy researcher until she became an employee in February 2014.
- Dr Olivia Clarke, policy researcher, who compiled our Research Digests.
- Belema Morrison, who volunteered in marketing until she became an employee in August 2013.
- Annabel Boyer, communications volunteer until August 2013.
- Rafael Martins, IT professional.
- Hannah Thomas, training and development (events) volunteer until 19 October 2013.
- Myra Foley, market research volunteer.
- We also thank our two talented and enthusiastic marketing communications interns from Monash University, Stephanie Shave and Johanna Crosby.

Finally we gratefully acknowledge the skills and extraordinary expertise of the team of volunteers who gave us their experience and talents to assist us in the concept development and creative approach for the Imagine the Possibilities campaign, proving that great results come from great teams with shared vision:

- Russell Ponting, marketing specialist and lecturer.
- Geoff Mander, Kate Patterson and Catie Hocking from ThemePark.
- Alex Makin and Natalia Perera from Syneka Marketing.
- Our Imagine the Possibilities campaign photographers:
Frank Amato, Samuel Bisso, Madelene Diego, Ebony Greaves, Bruce Hedge, Pam Hutchinson, Glenn McWhirter, Angelique Phillip Kemp, Shida Pourlotfi and Sheina Raskin.

APPENDIX

Volunteer
at events



Img: A&M University-Commerce



MEMBER LISTING

2013 - 2014

40 30 Health and Wellbeing Festival
 ACCESS Ministries
 Action on Disability within Ethnic Communities (ADEC)
 Albury Wodonga Volunteer Resource Bureau Inc.
 Alfred Health
 Alphington Community Centre (ASHE) Inc.
 Alpine Shire Council
 Alzheimers Australia (Vic)
 Ambulance Victoria
 AMES
 Anchor Inc.
 Andrew Mattison
 Angela Seach
 Anglicare Victoria
 Ardoch Youth Foundation
 Art of Living Foundation
 Arthritis Victoria
 Asha Global Development Organisation Limited
 ASIC (Australian Securities and Investment Commission)
 Austin Health
 Australian Centre for the Moving Image (ACMI)
 Australian Multicultural Community Services
 Australian Pain Management Association Inc.
 Australian Red Cross
 Ballan & District Community House
 Ballarat Community Health Centre
 Banksia Palliative Care Service
 Baptcare
 Barry Furness
 Barwon Health
 Bass Coast Regional Health
 Baw Baw Shire Council
 Bayside City Council
 Bendigo Health
 Bendigo Volunteer Resource Centre
 Bentleigh Bayside Community Health
 Berry Street
 Big Brothers Big Sisters
 BluEarth Foundation
 Boroondara Aged Services Society (BASS Care)
 Boroondara Volunteer Resource Centre
 BreaCan
 Breakthru

Bridges Connecting Communities Ltd
 Brimbank City Council
 Buddhist Council of Victoria
 Burke & Beyond
 Bush Heritage Australia
 Cabrini Health
 Calvary Health Care Bethlehem
 Cambodian Kids Can
 Camcare Inc
 Canoeing Victoria
 Cardinia Environment Coalition
 Caroline Chisholm Society
 Castlemaine Health
 CatholicCare
 Centre for Multicultural Youth
 CFA
 Chelsea Community Support Services Inc
 Churches of Christ in Queensland
 City of Ballarat
 City of Casey
 City of Greater Bendigo
 City of Greater Dandenong
 City of Kingston
 City of Melbourne
 City of Moonee Valley
 City of Port Phillip
 City of Whitehorse
 Clota Cottage Neighbourhood House
 Cobaw Community Health Service
 Collingwood Children's Farm
 Commonwealth Bank
 Community Information Centre Hobsons Bay
 Community Information Glen Eira Inc
 Compassionate Friends of Victoria
 Conservation Volunteers Australia
 Council on the Ageing Victoria (COTA)
 Craig Lapsley
 Cranbourne Information & Support Service Inc
 Cricket World Cup 2015 Ltd (CWC 2015)
 Croatian Catholic Welfare
 Cystic Fibrosis Victoria
 Dandenong Community Advisory Bureau INC
 Darebin Information, Volunteer & Resource Service
 DIVRS
 Darren Stone

Delta Society Australia Limited
Diabetes Australia - Victoria
Diamond Valley Community Support
Do Care Geelong Co-Operative Ltd
Donwood Community Aged Care Services Inc
Dorothy Impey Home
Doveton Neighbourhood Learning Centre Inc
Drysdale Community Church Inc.
East Burwood Centre
Eastern Districts Polish Association (Melbourne),
Polish House "Syrena"
Eastern Health
Eastern Volunteer Resource Centre
EMERGE Women's and Children's Support Network
Emergency Medical Response
Endeavour Foundation
EPIC Centre Inc
Epilepsy Foundation of Victoria
Ermha Inc
Extended Families Australia Inc
Exxon Mobil
Fairview Homes for the Aged Inc
Family Access Network
Family Care Inc
Fernlea House Inc
Fitzroy Legal Services
FoodBank Victoria
Frankston VRC
Gateway Social Support Options
Genband Telecommunications Australia P/L
Girl Guides Victoria
Global Vaddo Charity
Good Shepherd Australia
goodcompany
Goulburn Valley Hospice Care Service Inc
Grampians Community Health Centre
Griefline Services Inc.
Grill'd Pty Ltd
Guide Dogs Victoria
Hallam Community Learning Centre
Hanover Welfare Services
Healesville Interchurch Community Care Inc
Heathcote Health
Heide Museum of Modern Art
Heidelcare
Hepburn Health Service
Hepburn Shire Council
Hidden Creek Neighbourhood House
Hobsons Bay City Council
Holden Street Neighbourhood House
Household Disaster Relief Fund
Hume City Council
Impact Leisure Association Inc
Inala Residents' Committee
Inner South Community Health
Interchange - Inner East
Interchange - Outer East
Jewish Care (Victoria) Inc

Kath Struthers
Kay Feain
Kildonan Uniting Care
Knox City Council
Kyabram Community and Learning Centre Inc.
La Trobe University Student Union Inc.
Latrobe Community Health Service
Latrobe Visitor Information Centre
Leadership Victoria
Lentara Uniting Care
Leonie Lockstone-Binney
Leukaemia Foundation of Victoria
Lifes Little Treasures
Limbs 4 Life Inc
Link Community Transport
Living Positive Victoria
Lort Smith Animal Hospital
Macedon Ranges Health Service
Macedon Ranges Shire Council
Make A Difference Dingley Village Inc
Make a Wish Foundation
Mallee Track Health and Community Service
Manningham Centre
Maribyrnong & Moonee Valley Local Learning
Employment Network
Marriott Support Services
McClelland Gallery & Sculpture Park
Melba Support Services
Melbourne City Mission Inc (Head Office)
Melbourne East Disability Advocacy
Melbourne Pioneer Volunteer
Melton Visitor Information Centre
Mental Illness Fellowship
Mercy Connect
Meredith Ericson
Mission Australia
Moira Disability and Youth Services
Moira Healthcare Alliance
Moringa Project Inc.
Motor Neurone Disease Association of Victoria (MND)
Mount Alexander Shire Council
Multiple Sclerosis Limited
Museum of Chinese Australian History
Museum of Victoria
National Australia Bank
Nillumbik Health
Nillumbik Shire Council
North Carlton Railway Station Neighbourhood House
Inc.
North East Citizen Advocacy
North East Health Wangaratta
North Richmond Community Health Centre
North Yarra Community Health
Northern Health
Oakleigh Centre for Intellectually Disabled Citizens
Office of the Public Advocate
Olivet Aged Persons Home
Ostara Australia

Outlook (Vic) Inc
 Oxfam Australia
 OzChild
 PANDA
 Parks Victoria
 Peninsula Home Hospice
 Peninsula Support Services
 People Outdoors
 Plenty Valley Community Health
 Polish Community Council of Victoria
 Port Melbourne Neighbourhood House
 Port Phillip Eco Centre
 Prahran Mission
 Pro Bono Australia
 Public Records Office Victoria
 Puffing Billy Railway
 Quambatook Community Resource Centre
 RAAF Museum
 RANCH Inc
 Returned & Services League of Australia (Victoria Branch) Inc.
 Road Trauma Support Services Victoria
 Robinson Reserve Neighbourhood House
 Ronald McDonald House Monash
 Royal Botanic Gardens Melbourne
 Royal Freemasons Ltd
 RSPCA (Victoria) Inc
 Rural City of Wangaratta
 Rushworth Community House Inc
 Salvation Army
 Scouts Australia (Victoria Branch)
 Seaworks Foundation
 SecondBite
 Seek
 Shekinah Homeless Services
 Shepparton Adult & Community Education Inc
 Soul Theatre Inc.
 South East Palliative Care
 South East Volunteers
 South Gippsland Shire Council
 South Port Day Links
 South Port Uniting Care
 South Waverley Sandown Cobras Football & Net Ball Club Inc.
 Southern Cross Care (Vic)
 Southern Family Life Service Association Inc
 Southern Health
 Southern Peninsula Community Care Inc.
 Southern Peninsula Community Support and Information Centre
 SPAN Community House Inc.
 Special Olympics Victoria
 Spectrum Migrant Resource Centre
 St John of God Health Care
 St Laurence Community Services
 St Vincent de Paul Society Victoria
 St Vincent's Hospital Melbourne
 Stephanie Alexander Kitchen Garden Foundation

Storehouse Charity
 Stroke Association of Victoria Inc
 Sunassist Volunteer Helpers Inc
 Sunbury Community Health Centre
 Superpartners Pty Ltd
 Support & Opportunities for Learning Disabilities Inc. (S.O.L.D)
 The Art Cabriolet
 The Centre
 The Centre for Continuing Education
 The Holland Foundation
 The Ian Parker Bipolar Research Fund
 The Royal Melbourne Hospital
 The Royal Victorian Eye & Ear Hospital
 Trentham Neighbourhood House
 U3A Colac Otway Inc.
 United Way Ballarat
 Uniting Care-Ballarat
 Uniting Care-Biala Ringwood
 University of Melbourne Student Union
 Urban Seed
 Very Special Kids
 Victorian Arabic Social Service
 Victorian Environment Friends Network
 Villa Maria
 Vision Australia
 Volunteer Alliance
 Volunteer West
 Volunteering Geelong
 Volunteering in Manningham (Doncare)
 Volunteering Mornington
 Volunteering Western Victoria
 Volunteers of Banyule
 Wesley Mission Victoria Head Office
 Western Health
 Western Port Community Support
 Whitehorse Community Chest
 Whittlesea Community Connections
 Whittlesea Township Community House and Alliance Group Inc
 WIRE - Women's Information and Referral Exchange Inc.
 Women's Cancer Foundation
 Woodend Neighbourhood House
 World Vision Australia
 Wyndham City Council
 YACVic - Youth Affairs Council of Victoria
 Yarra Plenty Regional Library Service
 Yarra Ranges Shire Council
 YMCA Victoria
 Youth Connect
 Youth Support & Advocacy Service
 Zoos Victoria

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Volunteering Victoria

Resilient communities and empowered and active citizens through volunteering

Volunteering Victoria
volunteeringvictoria.org.au

Note regarding the 2013 Financial Statements

Subsequent to the lodgement of the 2013 Financial Statements, Consumer Affairs Victoria notified us that they had some technical issues with the format of the accounts as lodged and advised that the accounts needed to be resubmitted to properly meet their requirements. These matters had no bearing on the actual content of the accounts and revolved around terminology and levels of detail needed to fully comply with applicable accounting standards. It appears that our previous auditor had not been fully aware of the most current amendments to some reporting requirements. The accounts were reviewed by the current auditor, who amended them as necessary (confirming that no changes were required to the financial numbers) and these accounts were then approved by the Board and resubmitted to Consumer Affairs, who have since confirmed their satisfaction with the revised statements.