



VICTORIAN STATE BUDGET 2017-18

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Executive summary

The Victorian volunteering community currently faces a period of transition which has the potential to be full of both challenges, and opportunities. On the one hand, the State Government's prioritisation of volunteering through the introduction of the Ministerial Council for Volunteers and its work to produce a State of Volunteering report indicate strong possibilities for the work of the volunteering sector to align with strategic Government Budget announcements and policy deliberations. On the other hand, recent shifts in Federal Government funding arrangements place localised volunteer support services under great stress and will perhaps force the volunteering sector to turn to other levels of Government to fill significant and unanticipated funding gaps.

Evidence continues to point toward the importance of volunteering in supporting and delivering strong, resilient, healthy and connected communities. 32.3% of Victorians aged over 15, or 1.51 million people, volunteered in 2014 and provided a total of 203 million hours of work to the community. Formal volunteering, informal volunteering and voluntourism combined contributed \$16.4 billion to the Victorian economy in 2006, a figure that was projected to grow to up to \$42.1 billion by 2021. Contrary to fears that the number of volunteers in Australia was decreasing, the recent Giving Australia 2016 report found that 43.7% of adults volunteer and that volunteers are even more likely to donate to charitable organisationsⁱ – proving that volunteers' concern for the community operates across a range of levels.

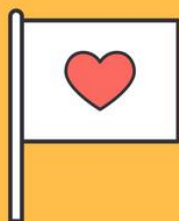
In spite of this substantive contribution, the value of volunteering in Victoria has been widely praised from a moral standpoint but has failed to attract any serious Budget investment. Nowhere is this more apparent than in the funding of the State peak for volunteering, which is the lowest in the nation at \$0.03 per head of population.

This Budget Submission sets out a range of ways that the State can continue to strengthen and support volunteering. It focuses on the upcoming changes to Federal funding for volunteer support services, and addresses the ways that the State Government may need to assist organisations to meet the resulting shortfall. Based on feedback from our 2016 AGM Budget Submission workshop, we also prioritise volunteering as a pathway to employment (particularly for young people) and volunteering as a partner to the *Ageing is everyone's business* report, and propose the idea of a Parliamentary 'Volunteer for a Day' program. Closer to home, we propose an increase in Volunteering Victoria's peak body funding to bring us in line with the national average for like-sized peaks, and discuss the continuation of the HelpOUT spontaneous emergency volunteering program with the support of recurrent funding.

We welcome any enquiries in relation to this submission and can be reached at the contact details provided.



BUDGET PRIORITIES



PLACE-BASED VOLUNTEER MANAGEMENT & SUPPORT: MEETING FEDERAL FUNDING CHALLENGES

Changes to the way the Federal Government funds volunteer support services from 1 January 2018 may require support from State Government to meet the shortfall and stop the closure of vital local services

COMMITMENT: \$1.5 MILLION PER YEAR



HELPOUT: EMPOWERING SPONTANEOUS EMERGENCY VOLUNTEERS

The Government has demonstrated its commitment to Volunteering Victoria's HelpOUT spontaneous emergency volunteering program by transitioning the State spontaneous emergency volunteer portal to us for management. With NDRGS funding coming to a close, an ongoing commitment is now required.

COMMITMENT: \$375K PER YEAR



BRINGING PEAK FUNDING IN LINE WITH THE REST OF THE NATION

For every \$1 spent on volunteering, \$4 of value is contributed back to the community. But Volunteering Victoria is funded at just \$0.03 per head of the Victorian population - the lowest of any State or Territory volunteering peak.

COMMITMENT: \$546,120 PER YEAR



VOLUNTEERING AS A PATHWAY TO YOUTH EMPLOYMENT

Getting Victorians into gainful employment has been a core priority of this Government.

Numerous studies have shown the ability of volunteering to generate work-ready skills and help young people prepare for the paid workforce.

COMMITMENT: \$250,000 FOR PROJECT PILOT



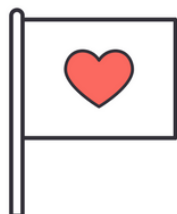
BUDGET PRIORITIES



VOLUNTEERING TO SUPPORT HEALTHY AGEING

The release of the *Ageing is Everyone's Business* report highlighted the importance of volunteering to social connectedness. There are a range of ways we can encourage volunteer participation amongst senior Victorians.

COMMITMENT: \$75,000 FOR PROJECT PILOT



VALUING THE CONTRIBUTION OF VOLUNTEERING

A 'Volunteer for a Day' program would benefit politicians, volunteer support services and local communities alike. We also propose to continue our highly successful Volunteering Victoria State Awards.

COMMITMENT: \$40,000 FOR BOTH PROJECTS



MULTICULTURAL VOLUNTEERING

Our inaugural Multicultural Volunteering conference in 2016 was a sold-out success. We would like to build on this success with additional online materials, workshops and training opportunities to engage more of our multicultural communities in volunteering, together with a follow-up conference in 2018.

COMMITMENT: \$85,000 FOR BOTH PROJECTS

About us

Volunteering Victoria is the state peak body for volunteering. We work to promote and build a vibrant, prosperous and strong volunteering community that is inclusive, respected and sustainable. Our services as a peak body include support for volunteer management and for volunteers, representation and advocacy, learning and development, mentoring and consultancy services, the promotion of volunteering, research and policy development, program innovation, facilitation of collaborative networks and communities of interest, and support for employee volunteering.

Our vision is for resilient communities and empowered and active citizens through volunteering.

As a member-based organisation, with over 320 not-for-profit and corporate members, we bring together diverse people and organisations across many sectors with a commitment to volunteering in our State. We represent and support:

- Very small not-for-profits that are entirely volunteer run, through to major national and international companies with very extensive employee volunteering programs
- Organisations from all sectors, including community services, sport and recreation, community development, emergency services, religious, legal and health services, animal welfare, arts and culture, tourism, government, environment & wildlife, business, professional services, education and training, financial services, employment services and philanthropy
- Organisations that are utilising volunteers in many different ways, including ‘traditional’, one-off, skilled, virtual, episodic, spontaneous and micro volunteers. We also have corporate members that support employee volunteering
- Individuals who volunteer, who manage volunteers or who simply have an interest in volunteering.

Policy Context

Volunteering: Supporting the Government’s Priorities

With the Minister’s Advisory Council now appointed, its priority areas set and meetings well underway, the Andrews Government has strongly signalled its moral support for volunteering and is seeking to better understand the problems confronting a sector in a period of change and renewal. The 2017-18 Budget is a critical moment for the Government to partner that support with a strong financial commitment.

The Andrews Labor Government, through its first two Budgets has demonstrated a commitment to infrastructure development and positive social justice initiatives. Their first Budget, *2015-16: For Families* focused on funding for schools and hospitals, job creation and transport infrastructure,

including the commencement of removal of 50 dangerous level crossings. New and additional funding for projects relating to volunteering announced in this Budget included:

- \$33.5 million to purchase “70 new CFA trucks with modern, up-to-date firefighting technology to boost the capability and safety of the volunteers who crew them”ⁱⁱ
- Training for teachers and volunteers to deliver suicide prevention initiatives for same sex attracted and gender questioning young peopleⁱⁱⁱ
- The *Active Communities* package featuring support for community sporting volunteers through the Sporting Club Grants program^{iv}
- Refurbishment of the Ocean Grove lifesaving club house for use by volunteers and the community^v
- Grants of up to \$25,000 to improve toilet and washroom facilities at CFA stations^{vi}
- New CFA stations in Huntly, Buninyong, Plenty and Edithvale, and an upgrade in Wattle Glen^{vii}.

Volunteers were mentioned once in the Treasurer’s 2015-16 Budget Speech, as part of the announcement of funding for seventy new CFA fire trucks^{viii}.

The *2016-17 Budget: Getting it Done* continued the Government’s focus on the delivery of infrastructure whilst also allocating \$572 million in funding to respond to the recommendations of the *Royal Commission into Family Violence*. Volunteering initiatives announced for funding in this Budget included:

- \$6 million to redevelop lifesaving facilities used by volunteers and the community in Anglesea, Cape Paterson, Edithvale and Portsea^{ix}
- \$46.2 million for new training facilities for volunteer and career firefighters in the Central Highlands and upgrades at Huntly Victorian Emergency Management College^x.

There were no mentions of volunteering in the 2016-17 Treasurer’s Budget Speech^{xi}.

As these two Budgets demonstrate, the focus of the State Government in funding volunteering programs and initiatives over the past two years has been very much anchored around support for emergency services infrastructure. Whilst support for bricks and mortar initiatives within the emergency services certainly provides flow-on benefits to the community at large and to volunteers whose training and infrastructure needs are better supported, it does not address the compelling day-to-day operational needs of the leaders and managers of volunteers and the volunteer support services that deliver programs at a place-based level, addressing a range of societal needs and Government priorities. Moving forward it is important that we begin to see a broader approach to Budget funding commitments, recognising the operational cost of administering quality volunteering leadership across Victoria.

The work of the volunteering community in contributing to Victoria’s economic and social wellbeing must be better recognised in major strategic and financial documents released by the State Government. Indeed, the word ‘volunteer’ frequently does not appear in touchstone Government documents such as the Treasurer’s *Budget Speech 2016-17*, the State Government’s *Youth Policy* (June 2016) and the 2015-16 annual report of the sector’s major State Government funding partner, the Department of Health and Human Services (except in a title)^{xii}. This results in a lack of appropriate acknowledgement of the important and widespread role volunteering plays in our society, contributing:

- 203 million hours of work to the Victorian community per year
- \$23 billion to the State's economy in 2011, projected to rise to up to \$42.1 billion by 2021

Over 1.5 million Victorians volunteer, forming part of a cohesive and resilient community that can deliver societal, health and economic benefits to volunteers as individuals as well as to the communities that their volunteer work supports.

In spite of the absence of recognition for volunteering in some major reports, a number of significant strategies have been released since our last State Budget submission that do recognise and celebrate the role of volunteers and seek to maximise their contribution. The *Hazelwood Mine Fire Inquiry Report 2015-16 Volume III – Health Improvement* (January 2016) cites the contribution of sporting club volunteers in building active and healthy regional communities, suggesting that these volunteers engage in diverse ways that go beyond merely providing sport for the community^{xiii}. *Ageing is Everyone's Business: A report on isolation and loneliness among senior Victorians* (January 2016) highlights in a dedicated sub-section the role of volunteering in the lives of senior Victorians, with the report noting that "(v)olunteering and unpaid work provide a sense of value and purpose to seniors as they age"^{xiv}. The report further notes that in 2012, the annual economic value of volunteer support in Victoria provided by people 65 years of age or older was \$681 million, but that the real value was not merely monetary – volunteering also provided significant social, health, wellbeing and connectivity benefits for both volunteers and the community^{xv}.

The report into the findings of the *Royal Commission into Family Violence* (March 2016) recognised the proud history of volunteer support for women's and family violence services, with volunteers acknowledged as having staffed Victoria's first-ever women's refuge^{xvi}; the report also recognises the role volunteering plays in providing services to family violence survivors through the Court Network^{xvii}, in empowering women who have survived family violence to support other women through the Volunteer Survivor Advocate Program^{xviii}, and in providing stable peer-to-peer relationships for young family violence survivors through leading programs such as Big Brothers Big Sisters^{xix}.

Other State Government documents in the past year have discussed ways to better attract and retain a diverse cohort of volunteers. *The Emergency Management Diversity and Inclusion Framework* (October 2016) identified gender disparity across volunteer cohorts in the emergency services:

"as at 30 April 2016, women made up approximately 44 per cent of Ambulance Victoria's on road clinical staff and 64 per cent of its on road clinical volunteers. As at 30 June 2015, women made up 25 per cent of Victoria Police's sworn positions. In other organisations, such as the Country Fire Authority (CFA) and Metropolitan Fire and Emergency Services Board (MFB), change is much slower, with women making up only 3 per cent of paid firefighters and 15 per cent of volunteer firefighters in the CFA and only 4 per cent of firefighters in the MFB."^{xx}

Volunteering Victoria raised related issues in our submission to the *Victorian Gender Equality Strategy Consultation Paper*^{xxi}, noting that across the volunteering community women on average comprised the majority of volunteers (with 32.5% of Victorian women volunteering compared to 28.2% of Victorian men) but that this is not consistent in the areas of emergency services and

sport^{xxii}. One of the ways that the State Government has been seeking to address this imbalance is through the *Female Friendly Sports Infrastructure Guide* and the *Women and Girls in Sport Advisory Panel*^{xxiii}; however, more can and should be done to attract greater and more diverse participation in emergency services volunteering, an area we explore in this submission in discussing our HelpOUT and Management of Spontaneous Emergency Volunteers (MSEV) projects.

What these examples demonstrate is that although numerous reports have identified the contribution made by volunteering and its many benefits, little has been done to identify clear and tangible ways that the State can support the expansion or refinement of volunteering programs, especially management and leadership of volunteers. In this Submission we propose a number of measurable ways that the State can better fund and facilitate volunteering programs.

One of the most exciting developments in the past year of Government has been the introduction of the Ministerial Council for Volunteers, Chaired by Parliamentary Secretary for Industry and Employment and Volunteers, Ms Gabrielle Williams MLA. This twenty-member Council is made up of experienced individuals from across the volunteering landscape including Volunteering Victoria's own Chief Executive Officer, Sue Noble. The purpose of the Ministerial Council is to "provide high-level, independent advice to government, through the Minister for Families and Children, about issues affecting volunteering in Victoria and inform a coordinated, whole-of-sector approach to supporting and strengthening the volunteer sector"^{xxiv}. The Council is supported by the work of three sub-committees, which have been structured around the themes of Leadership and Stewardship, Sector Collaboration and Valuing and Positioning.

So far the work of the Council has included support for the judging of the Premiers' Volunteer Champions Awards, the facilitation of a Leadership in Volunteering survey and the compilation of a draft Snapshot of Volunteering in Victoria report which outlines currently known information about volunteering, with the intention of producing a State of Volunteering report by May 2017^{xxv}. In this submission we discuss Volunteering Victoria's disappointment at the decision to produce a State of Volunteering report in-house within Government's stretched resources, rather than seeking the support of the State peak and its expertise to produce the report, as other Governments have elected to do. Recognising that our CEO sits on the Ministerial Council in her capacity as a skilled individual rather than as a representative of Volunteering Victoria, to date, the State peak has not been involved or consulted in the production of this report, which seems a substantial oversight.

Consultation

In preparing this submission, Volunteering Victoria has consulted with our members and stakeholders to determine their funding priorities, including at our Annual General Meeting on 17 October 2016 and through the Victorian Volunteer Support Network. At our Annual General Meeting we polled members to determine their priorities. The results were as follows:

1. Leadership and management of volunteers
2. Community-based Volunteer Support Services (VSSs)
3. Volunteering to support healthy ageing
4. Multicultural volunteering
5. Impact of the NDIS on volunteering
6. State of volunteering in Victoria report
7. Continuous funding for MSEV and HelpOUT.

Other feedback that we received from members indicating issues of importance to them included:

- Youth volunteering
- Virtual volunteering
- Volunteering as a tool to support people with mental health concerns
- Sector training that continues to build on more advanced concepts and diverse issues
- Presenting in schools and throughout the community on the benefits of volunteering
- Encouraging MPs, bureaucrats and other senior officials to volunteer, leading to greater recognition from Government
- Being empowered to conduct stronger research: the gaps that volunteers fill, resourcing needs
- A peak body that is resourced to be a leader and steward in the Victorian community, delivering a consistent message of advocacy to Government and across a range of sectors
- A centralised portal to link volunteers to volunteering opportunities
- Responding to changes in the way we volunteer: more flexibility and innovation.

Throughout our discussions, we have also been mindful of the three priority areas that have been established by the Ministerial Council for Volunteers:

- Leadership and stewardship of volunteering
- Sector collaboration
- Valuing and repositioning of volunteering

These themes have been well-chosen and strongly echo Volunteering Victoria's priorities, as outlined in our Strategic Plan and our Manifesto.

Although we are unable to touch upon all of these issues within this Budget submission, we do draw throughout on the feedback we have received from members. In particular, we have chosen not to allocate a section of this Submission to the NDIS; however we acknowledge strongly the overlap between the work of the NDIS and the volunteering community. As Volunteering Australia discussed in their submission to the Information, Linkages and Capacity building framework consultation in 2016, volunteers have an important role to play in delivering the NDIS, with the NDIA already having identified that they would like to expand on the number of volunteers in disability support services; but in addition, one of the stated purposes of the NDIS is to empower people with disability to

access opportunities to connect with their communities and to transition into the workforce, and volunteering is seen as a powerful mechanism to support both of these aims^{xxvi}. Here in Victoria, the roll-out of the NDIS is very much in its early stages, and we will continue to be part of the discussion that will inform the role of volunteering in the NDIS, with our member organisations and Government partners alike. We are not in a position at this stage to propose a specific project for Budget consideration, and will continue to watch as the NDIS unfolds in Victoria over the coming financial year.

Our budget priorities

1. Place-Based Volunteer Management and Support: Meeting Federal Funding Challenges

Platform

In our regular meetings with senior representatives from the Department of Health and Human Services, Volunteering Victoria has made the State Government aware of some of the potential challenges that our members face coming out of the 2017-18 Federal Budget. Given the timing of the Federal and State Budgets and the resultant lack of ability for the State to respond to shock funding cuts, it is important that we provide an overview of these challenges here.

The following excerpt from Volunteering Australia's recent Federal Budget 2017-18 Submission provides an overview of the work of volunteer support services and the critical role they play in building strong and healthy communities:

Volunteer support services promote, resource and support volunteering in local communities across Australia. They provide infrastructure in communities to lead, enable and build capacity to recruit and retain volunteers in a wide variety of organisations and services, from the human services and civil society groups, to environmental, animal welfare and sporting groups.

To understand the value of volunteer support services, it must be accepted as a starting point that effective, safe, productive and efficient volunteering does not “just happen” and it is not free. It requires expertise, leadership and local knowledge, as well as effective workforce management.^{xxvii}

Currently, there are 29 volunteer support services operating in Victoria (see Index i). These support services cover a diverse geographic and demographic cross-section of our State's communities. One thing they all have in common is a unique focus on volunteering.

Of these 29 services, 16 receive Federal funding through the Department of Social Services' *Strengthening Communities Grants* program. In total, this funding amounts to \$1,493,663.12 for the 2017 calendar year^{xxviii}. A number of the organisations in receipt of this funding exist only because of the Grant, and would certainly close were this funding to conclude. Within *Strengthening Communities*, volunteer management exists as one of four distinct categories under which organisations can apply for funding – the others being community capacity building; diversity and social cohesion; and multicultural arts and festivals. As is evident, the four categories cover an exceedingly broad cross-section of Australian community life.

As part of the 2016-17 Federal Budget, the Turnbull Government announced that it would be undertaking a redesign of the *Strengthening Communities Grants* program. The only stated purpose provided for this redesign is “to have a greater focus on building strong, resilient and cohesive communities”; the new Grants program will be called *Strong and Resilient Communities*^{xxix} (“SARC”).

On 3 February 2017, the Department of Social Services provided Volunteering Australia and the State and Territory peak CEOs with an overview of the proposed new grants program prior to

undertaking a short period of consultation with currently-funded partners. This overview revealed that volunteer management will no longer be funded under its own grants stream. Instead all community services organisations will need to compete for SARC funding as part of three categories:

“Community Resilience grants: aim to address identified issues in high need communities that show potential for or early signs of low social cohesion, and/or racial, religious, or cultural intolerance

Inclusive Communities grants: aim to increase the opportunities for social and economic participation of vulnerable and disadvantaged individuals and families to enhance their life-time wellbeing and sense of community belonging

National Projects and Resilience grants: aim to address emerging issues and/or provide innovative solutions to issues of national significance which impact on community resilience and cohesion throughout Australia. Projects and research will contribute to the evidence base for Government policy development.”^{xxx}

The removal of a specific stream of funding for volunteer management means that this important field of community work will not be adequately recognised or funded. Many in the sector, including national peak Volunteering Australia^{xxxi} have interpreted the shift as a sign that the Federal Government no longer prioritises volunteer management and will be more likely to allocate funding to larger, “umbrella”-style community service organisations as opposed to small, place-based services that exist with the sole, specialised purpose of facilitating volunteering. It comes as the latest in a series of gradual reductions in funding for volunteer support and management which have been progressively implemented since the 2014-15 Federal Budget. There are some minor positives to the shift: the maximum amount of funding per project per year will increase to \$150,000 (currently \$100,000) and funding will be over three-year terms (currently twelve to sixteen months). However, the total pool of funding available will not change, meaning fewer projects are likely to be funded at higher values, in a much broader and therefore, more competitive pool.

If anything, this new model will result in the kind of sector-wide struggle to effectively represent communities that took place following the introduction of the DSS Grants 2014 overhaul, *A new way of working*, which pitched organisations in competition with one another in a way that was uniformly criticised by community groups and a resulting Senate Inquiry into *the Impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Department of Social Services*^{xxxii} - for example:

Recommendation 2

2.47 The committee recommends that future tendering processes should be planned strategically, with a clear sense of the service gaps and areas of geographic need, and be based on an assessment of how the tendering process would enhance the capacity of the sector to meet these needs. The committee acknowledges that in some circumstances, competitive tendering processes may not meet the needs of the community sector, and recommends the adoption of alternative processes to ensure there are no gaps in service provision in the future.

Recommendation 3

2.75 The committee recommends that the selection criteria for future tender rounds should consider a mechanism such as a weighting on the contribution small, community-based

organisations provide to their community beyond the service they are directly funded to provide.^{xxxiii}

This issue is currently the subject of a major national advocacy campaign being undertaken by Volunteering Australia as the national peak, in partnership with the State and Territory peaks and our member organisations. As part of this campaign Volunteering Australia hosted a bipartisan parliamentary morning tea at Australian Parliament House, Canberra on 14 February 2017 which was attended by the Minister for Social Services, the Hon. Christian Porter MP as well as the Shadow Assistant Minister for Social Services, Senator Louise Pratt and a range of local Members together with representatives of volunteer support services from across the country. Volunteering Australia will continue these advocacy efforts in order to get support from Federal representatives for the retention of a specific pool of funding for volunteer management; however in light of the fact that many of our Victorian member organisations rely on this grant stream as their sole source of funding, it is important that we also seek support from the State in the event that for whatever reason, our advocacy efforts are not successful.

At present, the DSS volunteer management grants are the sole source of Government funding for volunteer support services in the State of Victoria, with the State currently providing no funding to local volunteer support services and Local Governments providing funding only to the extent that in a number of cases, they operate the services in question. In this regard, we have already seen Local Governments reduce funding to volunteering programs following the introduction of rate capping in 2016; there is no appetite to increase funding to cover a Federal Government shortfall. To lose this funding would be a certain death sentence for a number of our members, whose innovative and responsive programs are servicing the needs of communities across this State.

We will continue to provide the State Government with updates as this process progresses. In the meantime, the State should prepare for the very real possibility of a gap in funding which, if not plugged, will lead to the closure of vital services that recruit, place, train and manage volunteers in communities of high need, across our State. This is the kind of service that larger, umbrella-style organisations are not as well placed to provide as place-based services that operate at a community level.

Recommendation

*That the State Government prepare for a possible funding shortfall to Victorian volunteer support services of around **\$1.5 million** per year, pending the announcement of the 2017-18 Federal Budget. That the Government work with Volunteering Victoria and its members to respond to this outcome, if it does eventuate.*

2. HelpOUT: Empowering Spontaneous Volunteers to Respond to Victoria's Disasters, into the Future

Platform

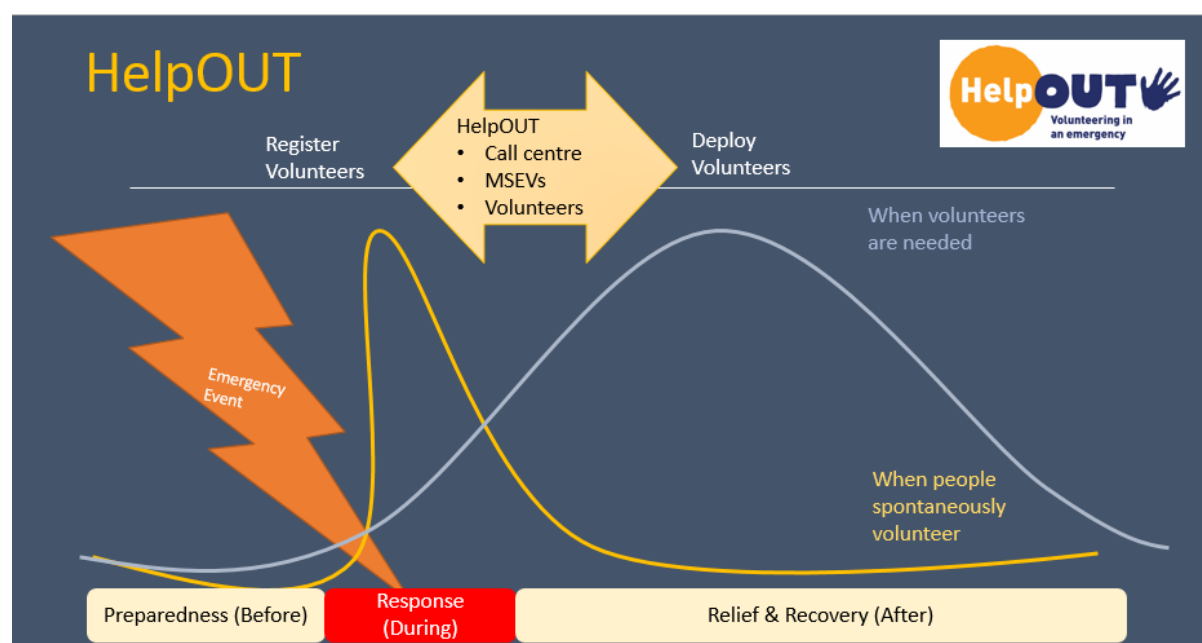
Over the past three years, Volunteering Victoria has received funding through the Natural Disaster Resilience Grant Scheme (NDRGS) to operate the HelpOUT spontaneous emergency volunteering service, encompassing the Managers of Spontaneous Emergency Volunteers (MSEV) program together with a spontaneous emergency volunteer portal and matching service to connect volunteers with volunteering opportunities following disasters.

The NDRGS operates under a National Partnership Agreement between the Federal and State Governments, with the Federal Government allocating a total pool of funding as part of the National Strategy for Disaster Resilience^{xxxiv} and the States and Territories then awarding that funding to organisations who apply through a competitive tender process. The MSEV program commenced funding with a pilot in the G21 region of Victoria in July 2014 and has since been rolled out progressively across the State, whilst the volunteer portal commenced funding in July 2015. Since that time, Volunteering Victoria has been successful in receiving the maximum amount of funding at \$250,000 per year for each of our two projects. However, the NDRGS program has a maximum grant term of 3 x 1 year increments; this means that we will cease to be eligible to funding for the MSEV program as of 30 June 2017, and will likewise cease to be eligible for funding for our spontaneous emergency volunteer portal at 30 June 2018.

Both programs have been resoundingly successful and have been adopted with great enthusiasm by our partners in local government, volunteer-involving organisations, volunteer support services and the State Government alike. We have signed Memoranda of Understanding with thirteen Local Governments to deliver MSEV in the event of an emergency and as at February 2017, have 2,177 potential spontaneous volunteers registered through our portal. In December 2016, the Department of Health and Human Services (DHHS) made the decision to transition all of their existing spontaneous volunteer data over to our portal, centralising this important pool of information and bestowing Volunteering Victoria with an important responsibility to respond to any upcoming major disaster event.

What sets the HelpOUT service apart from other like services in the past (including DHHS's own portal) is the level of unique follow-through that we undertake to match volunteers to relevant roles. We know that Australians are at their most generous during times of great hardship and emergency – following the Black Saturday Bushfires, for example, over 22,000 offered to volunteer. If these expressions of interest are not pursued, eager spontaneous volunteers can become disaffected or worse, attempt to help out without supervision and appropriate safeguards (such as insurance) in place. But in times of emergency, it can be very difficult for small community-based organisations to respond to the level of volunteer interest received. The HelpOUT service deploys trained MSEV leaders and managers of volunteers to supervise and respond to this volunteer interest on the ground; alongside this our call centre team in Melbourne takes expressions of interest from spontaneous volunteers in a centralised way, keeping those volunteers informed and contacting them with roles that are uniquely suited to their location and skills.

How HelpOUT works



Case Study: HelpOUT response to the Wye River Bushfires

Volunteering Victoria's HelpOUT emergency volunteering service made its first volunteer match in the Wye River community at Easter 2016¹. Two volunteers, Neil Fisher and Brendon Brackin, partnered with Southern Otway Landcare Network to help distribute habitat kits to the area impacted by bushfires over the Christmas 2015 period.

The habitat kits, also known as 'bird boxes', provide essential relief to the birdlife that lost food and shelter in the blaze which also destroyed 116 homes. A total of 50 boxes were couriered from Deputy Premier and Emergency Services Minister James Merlino's electorate of Monbulk in Melbourne's East to Wye River by the HelpOUT volunteers. Neil said the process was simple and well organised, and his volunteering activity "went like a well-oiled machine". He is now encouraging others to register with HelpOUT.

Upon receiving Landcare's request for a volunteer driver, Volunteering Victoria searched its HelpOUT database for a volunteer who had offered to assist in both Eastern Melbourne and the Colac Otway Shire area. Neil was the perfect fit – he lives in Melbourne's eastern suburbs and has a holiday home in Wye River which survived the recent fires. Neil registered as a HelpOUT volunteer because he wanted to support the Wye community's recovery, saying HelpOUT is 'such a great idea'. He recruited his Wye River neighbour Brendon and the pair delivered the boxes to Wye River CFA in time for the local Easter fete.

¹ Note: the HelpOUT volunteer portal and matching service commenced funding in July 2015, with the first eight to ten months being utilised to establish the service and put in place resources prior to the official launch as part of National Volunteer Week in May 2016. The size of volunteer placement varies from request to request.

Mike Nurse from Southern Otway Landcare also had full praise for the deployment, commending Volunteering Victoria's speed in coordinating the project and sourcing the volunteers.



Happy HelpOUT volunteers with MSEV, Alison at Wye River

* * *

Volunteering Victoria recently engaged CUBE Group to undertake an evaluation of the first two years of the HelpOUT service. The resulting report found that even in the absence of a major fire emergency scenario, demand for the MSEV and HelpOUT services is steadily growing even in the absence of a major emergency scenario in the regions that our program covers and we anticipate, will continue to grow as we expand the service across the State and community partners become more aware of the program and its possibilities:

Measures	30 June 2016	As at 30 November 2016 (cumulative)
Number of organisations which engaged spontaneous volunteers	2	4
Number of volunteers deployed	4	17
Number of hours contributed by spontaneous volunteers	48 hours	123 hours
Number of registered HelpOUT client organisations	2	5

Number of spontaneous volunteers registered to HelpOUT	1,786	1,947
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The key findings of the CUBE Report can be summarised as follows:

 More aware, engaged & satisfied volunteers	<ol style="list-style-type: none"> 1. There are differing levels of emergency management sector awareness between MSEVs' and registered HelpOUT volunteers. 2. Spontaneous volunteers can be more adequately engaged outside of 'emergencies'.
 Better use of volunteer resources	<ol style="list-style-type: none"> 3. The full extent of spontaneous volunteer skills and capabilities are yet to be harnessed. 4. Spontaneous volunteers are valued by participating organisations, and there are significant opportunities to engage them. 5. HelpOUT supports collaboration across the emergency management sector.
 Enhanced knowledge of spontaneous volunteering	<ol style="list-style-type: none"> 6. Organisations are better prepared to confidently use a broader range of volunteer skills. 7. The general public does not necessarily know how, or where to register their interest.
 Improved preparedness to respond	<ol style="list-style-type: none"> 8. There is a need to use spontaneous volunteers more, and across a broader range of activities before, during and after an emergency. 9. The Program provides a clear system and process for organisations to access spontaneous volunteer support and, for the Victorian community to access volunteering opportunities. 10. The Program provides valuable support and assistance to helping organisations through effective management and coordination of spontaneous volunteers.

These findings demonstrate that there is much room for the HelpOUT program to grow and continue to offer benefit to Victorians, if it is given the opportunity.

We believe that there are opportunities to harness the HelpOUT system to encourage spontaneous emergency volunteers into ongoing volunteering positions. We know that the way that people choose to volunteer is changing – changes in lifestyle mean that people feel less able to commit to long-term traditional volunteering roles and are more likely to volunteer spontaneously, episodically or opportunistically. This has led to difficulty in workforce planning to adequately resource our emergency services, which rely on volunteers to respond to our State's natural disasters^{xxxv}. This in turn has caused friction within organisations such as the CFA, where existing volunteers must receive the respect and recognition that they so richly deserve, but where growth corridors which were once classified as country suburbs – areas like Werribee, Dandenong and Frankston – must struggle to keep pace with the high needs of their growing populations on the back of an emergency services workforce comprised largely of volunteers. In regional areas, the sense of community

connectedness which leads to the decision to volunteer for an emergency service is strong and pervasive throughout all levels of the community; in suburban growth corridors this sense of connectedness can be harder to foster and maintain. It is in this regard that spontaneous volunteering has an important role to play.

In a research report released prior to the establishment of HelpOUT which surveyed emergency services organisations and spontaneous volunteers, the Red Cross found that over three-quarters of spontaneous volunteers offered their support within a week of a major emergency event, with 68.6% indicating that the event itself was very important to their decision to volunteer and 61.7% prepared to volunteer in any capacity for which they were trained and could be useful. However, 65.2% indicated that their offer to volunteer had not been taken up^{xxxvi}. The existing power of the HelpOUT program is that it seeks to close the gap between interested volunteers and opportunities, ensuring that their generous offer of support is not overlooked and the volunteer left feeling disenfranchised. Imagine if, however, we harnessed the overwhelming response from generous Australians to emergency services events by encouraging them to go on to create ongoing relationships with emergency services providers and potentially even become regular volunteers.

The uncertainty of our current funding arrangements is leading to difficulty in securing partners for this important program. Local Governments and larger emergency services providers (such as the CFA and Red Cross) are reluctant to form long-term relationships with an organisation that is unable to provide a commitment beyond the end of the current financial year. All of these potential partners recognise the value of our service and are eager to see it succeed, but need a longer-term commitment from our funding partners in order to proceed.

Funding uncertainty has also had an impact on our ability to attract and retain qualified staff and volunteers to work on this program. This is a situation which is endemic across the not-for-profit sector: small organisations which rely on grants funding to operate programs are forced to hire staff on short-term contracts and often cannot guarantee contract renewal until very late in a funding round^{xxxvii}. In 2016-17, we did not receive confirmation that our funding had been renewed until late in July (with the previous funding round having concluded in late June) at a time when we were attempting to recruit two staff to the program. This leads to instability for these staff as well as the program more broadly.

The Victorian Government has shown significant support for the HelpOUT system, not only by supplying funding and by transitioning responsibility for the spontaneous emergency volunteer portal to us in its entirety but also by lending support to our program announcements, including through the attendance of Parliamentary Secretary Gabrielle Williams MLA, Member for Geelong Christine Couzens MLA and Emergency Management Commissioner Craig Lapsley at our HelpOUT spontaneous emergency volunteer portal launch in Geelong during National Volunteer Week 2016. The HelpOUT team were also provided with the opportunity to present at the quarterly emergency volunteering consultative forum conducted by EMV in December 2016, receiving excellent feedback and expanding our network of contacts at a meeting Chaired by Mr Lapsley and attended by Minister Merlino.

To lose this program due to lack of funding at this stage in delivery would pull the rug out from under not just our partners, clients and Victoria's 2,177 registered spontaneous emergency volunteers, but also DHHS, who have transitioned responsibility for the State's spontaneous

emergency volunteer database entirely to us. At a time when respect for emergency service volunteers is high on the political agenda, it would surely come across as a poor reflection of funding priorities.

Whilst Volunteering Victoria currently receives \$500,000 per year to operate the full suite of HelpOUT programs, we recognise that this funding is commensurate with the early stages of establishing, testing and rolling out a State-wide program from scratch. Moving forward, we anticipate that our costs will decrease as the program establishes itself and its systems are solidified. Funding of \$375,000 per year would allow us to continue to build a comprehensive State-wide service and would give us more power to harness the support of local volunteer support services in delivering HelpOUT at a community level.

Recommendation

*That the State Government recognise the ongoing value of the HelpOUT service as a frontline respondent to Victoria's emergency events, and partner with Volunteering Victoria to fund the HelpOUT service on a recurrent basis at **\$375,000** per year.*

3. Bringing Peak Body Funding in Line with the rest of the Nation

Platform

Volunteering Victoria gratefully acknowledges the Department of Health and Human Services' decision in 2016-17 to move our funding to a recurrent program that supports our peak operations rather than a grants-based program, as had previously been the case. In addition our funding was increased 20% in 2016-17, together with a separate project grant to operate the Volunteering Victoria State Awards.

The funding that Volunteering Victoria receives through the Department of Health and Human Services is a recognition of the important role we play as a peak body in facilitating and leading the work of the volunteering sector as their advocate and champion. Currently, our funding supports a range of expenses associated with the following programs and services:

- Collaboration with the sector through our Special Interest Groups (Volunteer Managers, Multicultural Volunteering, Corporate Volunteering and the Research Roundtable working group, for example)
- Leadership of the sector through the delivery of advocacy, campaigns and appearing regularly to speak about the benefits of volunteering in public fora and in the media
- Our one-stop online volunteering portal and call-in reception to assist volunteers and leaders and managers of volunteers with any enquiries they may have
- Professional development opportunities such as our member-only free Research Roundtable events
- Resources that keep the sector informed such as the Research Digest, Volunteering Matters and our Professional Development bulletin
- Administration and overheads.

In spite of a 20% increase in funding, Volunteering Victoria remains the lowest-funded State or Territory peak body for volunteering in the country. The following chart demonstrates how much each volunteering peak receives in recurrent funding from their States and Territory Governments:

Peak	State Peak Funding (p/a)	\$ per head of population^{xxxviii}	State Project Funding	Other Funding
Volunteering & Contact ACT	\$190,890	\$0.48		\$107,980 DSS Strengthening Communities Private Sponsorship for annual awards
Volunteering NSW	\$608,724.84	\$0.08		\$229,125.27 DSS Strengthening Communities Grants
Volunteering SA&NT	\$338,680	\$0.17	An MoU is in place between the SA Govt and	\$710,314.71 DSS Strengthening

			<p>Volunteering SA&NT to manage spontaneous volunteering in emergency recovery</p> <p>\$300,000 pa for 4 years to roll out WeDo Volunteering app</p> <p>Free Training – one-off but applied for annually \$10,000</p>	Communities Grants
Volunteering QLD	\$430,000	\$0.09	<p>State Government Dignity First funding for one year (2017) - \$82,724</p> <p>State Government NDRP - BVCCD funding for one year (2017) - \$276,306</p> <p>State Government NDRP - BROQSC funding for one year (2017) - \$236,451</p> <p>State Government also considers additional emergency services funding where necessary</p>	\$175,000 DSS Strengthening Communities Grants

Volunteering Tasmania	\$279,784	\$0.54	State Government HACC funding \$186,230 (includes ERO) One off Funding Emergency Volunteer Funding (state) \$98,600 spread over 2015 and 2016 financial years with \$81,408 available in 2016	\$158,142 DSS Strengthening Communities Grant Federal Government Volunteer Management Funding (south and NW Tasmania) \$128,158 (includes ERO) DSS transition funding (federal) \$15,000
Volunteering WA	\$637,020	\$0.24		Lotterywest Grant \$300,449 \$331,980 DSS Strengthening Communities Grants
Volunteering Victoria	\$162,017	\$0.03	\$15,000 DHHS State Awards sponsorship \$250,000 MSEV \$250,000 Help Out Federal/State funding partnership through the Natural Disaster Resilience Grant Scheme	\$289,172.58 DSS Strengthening Communities Grants SACs \$16,770

Of note is the fact that not only is Volunteering Victoria receiving the least funding of any State or Territory peak in whole dollar terms; but we are also the lowest funded per head of population. With a population of 6,068,000 and funding of \$162,017 per year, Volunteering Victoria receives 3

cents per Victorian resident from our State Government. In comparison, Volunteering Tasmania not only receives more peak body funding in dollar terms from their State Government than Volunteering Victoria at \$279,784, but with a population of 519,100 (i.e. nearly a twelfth of the population of Victoria), their State Government funding works out at 54 cents per head (i.e. 18 times the amount received per head in Victoria). The opportunity cost that arises where funding is consistently low and insecure, as has been the case for Volunteering Victoria over the last several years, is significant in its tendency to lead to potential instability.

In addition, various other State and Territory Governments seem to be more willing to partner with their Peaks on projects, contributing additional funding for these purposes. An example of this listed above include a \$300,000 grant to Volunteering SA&NT from the South Australian State Government to roll out the WeDo app, an innovative phone app to allow volunteers to log their hours.

Perhaps more pertinent at this time is the example of State of Volunteering reports. Volunteering & Contact ACT, Volunteering Tasmania and Volunteering Western Australia have all been funded by their State and Territory Governments to produce recent State of Volunteering reports on their Government's behalf. This is a recognition that the volunteering peaks have a unique knowledge of volunteering, but also that they have the relationships to comprehensively measure the feedback of the sector. The announcement by the Ministerial Council that they intend to produce a Victorian State of Volunteering report in house came as a great shock to Volunteering Victoria and the sector that we represent, especially as we tendered for funding to facilitate the production of such a report in our 2016-17 State Budget Submission. To date, the Ministerial Council has made no approach to Volunteering Victoria or the sector in order to seek collaboration on this report.

Another example is the volunteering portal that continues to operate at volunteer.vic.gov.au. This website suffers from significant under-resourcing and stands in direct competition to Volunteering Victoria's own one-stop volunteering portal at volunteeringvictoria.org.au. Rather than expend resources in two places and deliver a mixed message to Victorians seeking to learn more about volunteering, we have been strongly encouraging the Government to transition all portal responsibilities to Volunteering Victoria.

Volunteering Victoria would like to see the State Government taking more opportunity to draw on our expertise and resources in order to build policy and programs that are truly representative of the Victorian volunteering sector and its concerns. The State Government, through DHHS provides Volunteering Victoria with peak body funding which is designed to resource research, policy and advocacy; sector collaboration; and leadership. It seems only appropriate that the State Government should take the opportunity, wherever possible to benefit from that sector collaboration and leadership by drawing on our expertise to support their projects, including the work of the Ministerial Council.

Volunteering Victoria understands the historical context that led to State peak funding being decreased a number of years ago. However, with the Andrews Labor Government having expressed an intention to prioritise volunteering, through the appointment of a Parliamentary Secretary for Volunteering and the Ministerial Council for Volunteers, it is important now that Volunteering Victoria's funding be brought in line with other States and Territories.

“Don’t tell me what you value, show me your budget, and I’ll tell you what you value”
– Joe Biden, 47th Vice President of the United States

Volunteering Victoria appreciates that the funding provided to other State and Territory peaks varies widely per head of population, from \$0.08 in New South Wales (which has the largest population of any Australian State or Territory at 7.7 million) to \$0.54 in Tasmania. We acknowledge that a request to bring funding in line with Tasmania at a per-head-of-population rate would not be realistic in light of our large population. We calculate the median per-head funding rate across the seven State and Territory peaks at \$0.17 per head of population. Applied to Victoria, this equates to \$1,031,560, which would be the highest level of funding nationally and around nine times the funding amount that we currently receive.

Of course, we do note that this would amount to a significant jump in funding. An alternative calculation would be to bring our funding in line with the median per-head funding rate of those State and Territory peaks that represent populations of over 2.5 million (Western Australia, Queensland, Victoria and New South Wales). This would lead to a median per-head funding rate of \$0.09, or \$546,120 for the State of Victoria.

We believe that bringing our peak body funding into line with the national median for States with a population of over 2.5 million is an entirely appropriate recognition of the significance of Volunteering Victoria’s contribution to the important work of the Victorian volunteering community.

Recommendation

*That the Victorian Government increase peak body funding to Volunteering Victoria in line with the national average in like States (those with populations of over 2.5 million) at \$0.09 per head of population, or **\$546,120** per year.*

4. Volunteering as a Pathway to Youth Employment

Platform

A focus of the State Government has been encouraging more Victorians into work and a reduction in unemployment. Released in 2016, the Victorian Government's Youth Strategy: *Building Stronger Youth Engagement in Victoria* notes the importance that young people place on being able to find suitable employment, and identifies the work that the Government has done in this space through the reform of the Vocational Education and Training system, together with the Back to Work and Jobs Victoria agenda. However, the Youth Strategy does not mention the word "volunteer", thereby missing an opportunity to draw on the social and economic benefits that are connected with volunteering amongst young people.

Volunteering Victoria members are particularly interested in seeing volunteering opportunities being extended to young people, and youth being encouraged to consider volunteering as a means of developing work-ready skills that can help them transition into employment. Our volunteer engagement amongst young people is lower in Victoria than elsewhere: Victorian participation for 15-17 year olds is 25%, whilst in comparison, nationwide participation is at 41% for the same age bracket^{xxxix}. The large discrepancy in this specific age bracket (in most other age brackets Victoria meets or exceeds the national average) suggests in particular that a school- or early tertiary- based education program may be beneficial in promoting volunteering to Victorian young people.

A significant amount of research has pointed toward the benefits and opportunities of using volunteering as a pathway to paid employment. A 2013 report from United States group, the Corporation for National and Community Service found that unemployed individuals who volunteered over the next year have 27 per cent higher odds of being employed at the end of that year than non-volunteers^{xl}. Research conducted for SEEK.com.au by Nature Research showed that 95% of hirers agree that volunteering can be a great way to gain experience and skills that can be used in an individual's paid work, with 95% also agreeing that volunteering can be a credible way of getting real-work experience (especially for first time job seekers)^{xli}. Gaining skills and experience was one of the top reasons that people chose to volunteer according to the 2016 State of Volunteering in Australia report^{xlii}. There is therefore a clear established link between volunteering and the opportunity to gain paid employment, both for volunteers and for employers.

A program that encourages young people to volunteer as a pathway to paid employment stands in direct opposition to other proposals which force young people into internship programs or "work for the dole"-style strategies. Volunteering Victoria has previously written about our concern with the proposed Federal Government PaTH internships program, for example, which would place unemployed young people into internships with for-profit businesses including chains such as 7-Eleven, Pizza Hut and major supermarkets in exchange for just \$4 per hour on top of their standard welfare entitlement, paid for by the taxpayer^{xliii}. We have similarly noted our concerns with the Work for the Dole program, which does not meet the definition of volunteering but which nonetheless can draw on the resources of our local volunteer support services^{xliv}. We know that where participation is truly voluntary, young people are far more likely to get benefit out of a community service program, and stick with it. A program which engages young people in the not-for-profit sector and opens their minds to the possibilities of roles in the community services would be far more successful than a forced Government placement.

A program that positions volunteering as a pathway to employment for young people has the potential to deliver particularly relevant outcomes in Victoria's regions. In 2015 Victoria was described as being in the grips of a youth unemployment "crisis", and nowhere was this more prevalent than the regions. With average Victorian unemployment sitting at 6.8% at the time and youth unemployment at 14.6%, the following regions all ranked above the State average for youth unemployment:

- Melbourne – Western Suburbs, 14.9%
- Melbourne – North Eastern Suburbs, 15.2%
- Hume, 16.2%
- Mornington Peninsula, 17.3%
- Latrobe – Gippsland, 18.7%
- Bendigo, 21.9%
- Ballarat, 22.7%^{xlv}.

Social alienation and depression is high amongst disadvantaged young people, a fact that has been canvassed in a number of recent publications including, for example, the Hazelwood Mine Fire Inquiry Report Volume III – Health Improvement, which notes the importance of community connectedness and engagement as a contributing factor to good health^{xlvi}. This has been evident to Volunteering Victoria in our own work managing the volunteer support service for the Latrobe Valley and surrounding Gippsland region under a now-uncertain DSS volunteer management grant. At the same time, young people who experience socio-economic disadvantage are underrepresented as volunteers^{xlvii}. This can be due to a variety of factors, including lack of access to transport or other resources to facilitate volunteering, lack of community engagement or lack of self-esteem. But it can also be because organisations are used to a certain "type" of volunteer and may be unprepared to embrace the flexibility and innovation that goes with successfully engaging young people. This is disappointing, because we know that volunteering can help young people to connect positively with other people, causes and communities, to develop civic values that are the foundation for adult citizenship, and to develop skills, behaviours and self-worth that will in turn make them more employable.

We would like to propose piloting a program that builds on the work that we have already undertaken in the Latrobe Valley and Gippsland region. This work, which establishes local volunteer support service networks in Gippsland, is currently receiving DSS *Strengthening Communities* grant funding at around \$50,000 per year for the Latrobe Council LGA and a further \$50,000 for the surrounding LGAs of Baw Baw, East Gippsland and South Gippsland. Wellington Shire was overlooked in the awarding of funding and represents an unfortunate gap in program delivery. Volunteering Victoria is very concerned that this funding is scheduled to conclude at the end of 2017 and may not be extended under the new *Strong and Resilient Communities* grant model, which is focused on new and time-limited projects. This in turn would lead to the loss of critical relationships and frameworks that we have developed in the Gippsland region, along with the potential loss of two Volunteering Victoria staff tied to that specific project.

We would like to adapt the program that we are currently funded for, building on our observations around the power of volunteering to support young people into paid employment, into a pilot that can then be ongoing and potentially piloted elsewhere throughout the State. This pilot would build

on our existing relationships with local partners and feature aspects such as volunteer recruitment and matching, local place-based training, mentoring opportunities and other opportunities to develop career-ready leadership skills.

Recommendation

That the Government work with Volunteering Victoria and local volunteer support services to establish and pilot a 'Volunteering as a Pathway to Employment' program. This program should have a particular focus on Victoria's regions, commencing with a pilot in the Latrobe Valley, and on fostering youth participation in volunteering as a means of building work-ready skills and capacities.

Total budget allocation: approx. \$250,000

5. Volunteering to Support Healthy Ageing

Platform

Volunteering Victoria was delighted to play a role in feeding into the *Ageing is everyone's business* report, released in 2016 by Commissioner for Senior Victorians, Gerard Mansour. The report highlights the important role that volunteering plays in connecting older Victorians to their communities and in fighting isolation. It has led to the establishment of the Age-Friendly Victoria Declaration between the Government and the Municipal Association of Victoria, together with the Statement of Support and Partner Endorsement signed by peak bodies and business supporters, and the provision of \$2.2 million in Age-Friendly Community grants^{xlviii}. In addition, through the consultations and the release of the Report we have seen a number of innovative and effective services highlighted, bringing recognition to volunteer-involving organisations who respond to the unique needs of our mature-aged community and encouraging innovation elsewhere.

We know that supporting volunteers to continue volunteering into their mature years is an important way of keeping volunteer numbers and engagement high. Between the ages of 55 and 74, in particular volunteer participation in Victoria is strong:

Volunteer participation by age group, Victoria, 2014

15-17 years: 25%

18-24 years: 28%

25-34 years: 28%

35-44 years: 44%

45-54 years: 29%

55-64 years: 31%

65-74 years: 34%

75+: 24%

Overall: 35.6% of the Victorian population aged 15 years and over^{xlix}.

It is important that as a sector, we continue to recognise and value the contribution of our senior volunteers and work to ensure that there are appropriate avenues to overcome challenges in access for participation.

One way of supporting older people to volunteer would be to make the process of applying to volunteer less onerous, where possible. Of course checks and balances such as the Working With Children check, training on Child Safe laws and where relevant, Police Record Checks are vital in ensuring the safety and integrity of our volunteering programs, however we can surely streamline these processes to benefit would-be volunteers, organisations and the Victorian community alike. Feedback that we and our members receive indicates that older volunteers in particular find these processes especially onerous, to the extent that they may be deterred from applying for volunteer roles where they perceive there to be too much red tape involved.

Additionally, Volunteering Victoria has received feedback from older members of our community who are interested in volunteering, as well as from smaller volunteer-involving organisations and even local governments, that some insurance policies only cover volunteers up to a certain age (often 75 or 80). This unnecessarily excludes many would-be volunteers who are still able and willing to contribute to their communities. This issue has previously been recognised by the

Australian Law Reform Commission in their publication, *Grey Areas – Age Barriers to Work in Commonwealth Laws*ⁱ as well as by the Office of the Anti-Discrimination Commissioner Tasmania in their paper, *Volunteers, Age and Insurance*ⁱⁱ:

“Many insurance companies adopt age limits for personal injury insurance for volunteers beyond which they are unwilling to provide insurance coverage. Where insurance coverage is available, policies often contain restrictions that prevent people in particular age groups from accessing the same benefits as others. The difficulties in obtaining insurance coverage mean that some volunteers are contributing their time without insurance coverage, others are prevented from continuing to take part in volunteering activities altogether.”ⁱⁱⁱ

As the Anti-Discrimination Commissioner Tasmania notes, inadequate insurance really does raise two issues – one of senior Victorians being excluded from volunteering due to lack of adequate insurance; the other, of senior volunteers not being aware that they are not covered by their organisation’s insurance, and finding themselves in trouble in the event of an accident or injury. This is something that the State Government, through the Commissioner for Senior Victorians could work with Volunteering Victoria and volunteer-involving organisations to address.

Finally, in our work as a peak body and volunteering hub we do find that senior volunteers continue to face discrimination in their voluntary workplaces, which they are often not empowered to pursue under the same rights as paid employees covered by the Fair Work Act. We recently received a call from an organisation which operates opportunity shops. Management have been seeking to cut costs by employing volunteers on longer shifts – because roles in shops require a lot of standing and movement, older volunteers have tended to prefer shorter shifts, thus excluding them under the proposed new system. Examples such as this highlight the need to work with smaller not-for-profit organisations to ensure they have the infrastructure and support structures in place to empower senior volunteers to volunteer longer.

The *Ageing is everyone’s business* report does touch on the possibility of streamlining processes, checks and insurances for “micro-organisations”, but does not go into further detail around how this might be achieved and no specific targets or resources seem to have been allocated for this purpose.

Recommendations

- *That the State Government through the Commissioner for Senior Victorians work to streamline the process of empowering senior Victorians into volunteering roles. This may include conducting an awareness campaign around the limitations of some existing forms of volunteer insurance, and providing funding to support smaller volunteer-involving organisations to improve their insurance provisions to include senior volunteers.*
- *That the State Government through the Commissioner for Senior Victorians, and in consultation with Volunteering Victoria, work to produce a “Volunteer Passport” program for senior volunteers that streamlines the process of checks and regulatory requirements when applying for volunteer roles. This will likewise assist small volunteer-involving organisations who seek to engage senior volunteers.*

- *That the Age-Friendly Victoria program engage with Volunteering Victoria and local volunteer-involving organisations to help overcome barriers to participation for older volunteers and to promote their rights within the volunteer workforce.*

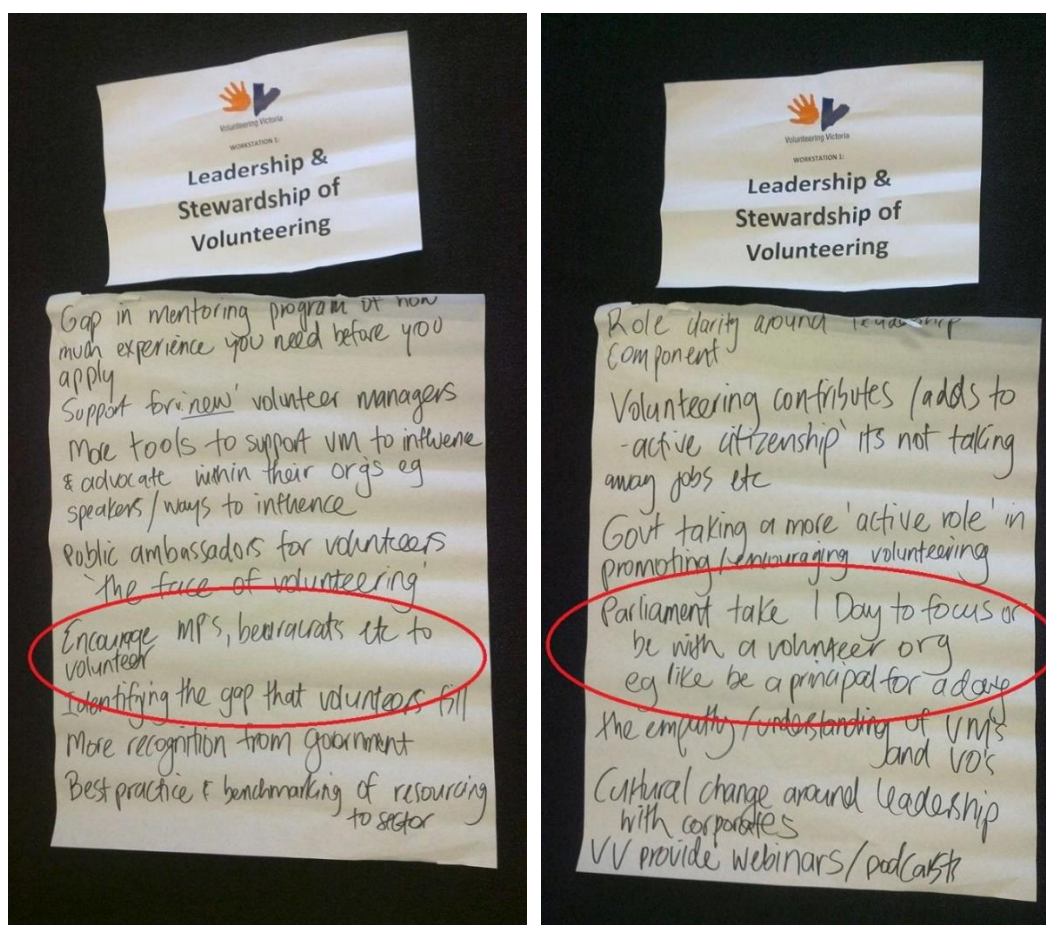
*Total Budget allocation: **approx. \$75,000***

6. Valuing the Contribution of Volunteering

Platform

Whilst it is true that volunteering is “time willingly given, for the common good and without financial gain”, it is important that we continue to express our appreciation for the work that volunteers do. The Victorian State Government has established a number of positive and successful initiatives in this space, including the Premier’s Volunteer Champions Awards and the Victorian Senior of the Year Awards (many of which recognise the contribution of lifelong volunteers). We propose strengthening these existing initiatives with an annual “Parliamentary Volunteer for a Day” program. We are also seeking the continuation of funding for our highly successful Volunteering Victoria State Awards for leaders and managers of volunteers, volunteer programs and volunteer-involving organisations.

One of the most consistent pieces of feedback we received from our Budget session at the 2016 Volunteering Victoria Annual General Meeting was that volunteers, leaders and managers of volunteers and volunteer support services would like to see parliamentary representatives engaging with community volunteering in a real and tangible way. Our members felt that their elected representatives would be better able to appreciate the community impact of volunteering and the realised worth of volunteer support services in their electorates, if they were given the opportunity to volunteer for a local community organisation themselves.



We recognise of course that many Members of Parliament, both State and Federal elect to volunteer on their own time or have a background of volunteering prior to joining Parliament. However, establishing a “Parliamentary Volunteer for a Day” program would formalise that engagement and simultaneously allow local volunteer support services and volunteer-involving organisations to promote their work. It would also help to promote and strengthen support for corporate volunteering programs across a range of sectors. We know that corporate volunteering provides staff with an opportunity to develop their skills and utilise talents in a way that gives back to the community; that it builds teams and bolsters reputation for the company involved. Why not offer this opportunity to Parliamentarians?

Volunteering Victoria has extensive experience in partnering corporate groups with volunteering opportunities. We are amply set up to establish and operate a Parliamentary ‘Volunteer for a Day’ program, in collaboration with local volunteer support services. We would establish a process to identify interested parliamentary representatives, locate appropriate opportunities within their electorate, provide participants with relevant briefing and support, and promote their participation through our marketing team.

* * *

The Volunteering Victoria State Awards for volunteering will enter their third year in 2017. Complementing the Premier’s Awards, which recognise individual volunteers for their contribution to the Victorian community, the Volunteering Victoria State Awards aim to embrace and show case the work of volunteer managers, programs and volunteer-involving organisations. The focus is the people and the programs that empower volunteers to do their important work. Over the first two years of the Awards, we have recognised and highlighted the work of such important teams as the Ardoch Youth Foundation, Foodbank Victoria, the Country Fire Authority, the National Council of Jewish Women of Australia, Heide Museum of Modern Art and Seed Indigenous Youth Climate Network; individual researchers and practitioners; and corporate volunteering partners, ANZ and Cummins.

These events are well-attended and enjoyed by members of the volunteering community and their supporters alike, and we have been delighted to welcome parliamentary representatives to our first two events including Parliamentary Secretary Gabrielle Williams MLA, Shadow Parliamentary Secretary Cindy McLeish MLC, and Greens Spokesperson Colleen Hartland MLC, together with our Master of Ceremonies for both years of the Awards, Speaker of the Legislative Assembly The Honourable Telmo Languiller.

We recognise the support that the State Government has given to our previous Awards, providing funding of \$15,000 for the 2016 Ceremony. An additional investment in 2017 would allow us to continue to grow and improve the Awards so that they are an appropriate recognition of the work of leaders and managers of volunteers and their organisations across Victoria.



The 2016 Volunteering Victoria State Awards for Volunteering

Recommendations

- *That \$20,000 be allocated for Volunteering Victoria to develop a model and work with local volunteer-involving organisations to implement a Parliamentary ‘Volunteer for a Day’ program in collaboration with the Parliament of Victoria, to run during National Volunteer Week 2017.*
- *That \$20,000 be allocated for the Volunteering Victoria State Awards 2017, to be held at Victorian Parliament House.*

7. Multicultural Volunteering

Platform

Research suggests that members of multicultural communities participate in volunteering at a lower rate than other segments of the community. In 2014, 26% of Australian adults born overseas (or 1.51 million people) and 23% of those who speak a language other than English at home (or 888,000) people volunteered, compared to 31% of the adult population overall.^{liii}

But we know that this is not a true picture of volunteering in these communities, which are generally highly engaged and supportive. The anecdotal feedback that we receive often at Volunteering Victoria is that work which we would define as volunteering is simply classed as a way of life, or otherwise recognised as “giving back to the community”, within certain multicultural groups and particularly within certain age brackets. Volunteering Victoria sees volunteering as ‘active citizenship’ and believes that increasing volunteering within our multicultural and culturally and linguistically diverse communities can facilitate social inclusion, and also enhance service delivery. Groups that we believe warrant particular focus include asylum seekers, newly arrived migrants and international students.

Volunteering Victoria hosted Victoria’s first Multicultural Volunteering conference in August 2016. The event was originally conceived by our Multicultural Volunteering Special Interest Group (SIG), who thought it would be a good opportunity to bring together thought leaders with volunteer-involving organisations and volunteer support services to tackle the many opportunities and challenges that surround the multicultural and CALD volunteering space. The conference was a sell-out success, attracting over 200 attendees and featuring speakers including:

- Parliamentary Secretary for Volunteers Gabrielle Williams MLA
- Shadow Parliamentary Secretary for Volunteers Cindy McLeish MLC
- Parliamentary Secretary for Multicultural Affairs and Asia Engagement Hong Lim MLA
- Executive Officer of the Ethnic Communities’ Council Victoria Dr Irene Bouzo
- the Victorian Multicultural Commission’s Helen Kapalos,

and a range of academics, practitioners and specialists in the field.

Themes examined throughout the day included:

- Empowering people, connecting communities
- Connecting communities through active citizenship
- Same, same but different – growing diversity in volunteering
- Advocacy and the art of storytelling
- Inclusive volunteering: engaging with CALD communities
- Taking a strategic approach to inclusive volunteering
- Joining the dots: collaboration and connection
- Multicultural volunteering: from research to action
- A mini Research Roundtable event that highlighted trends in current thinking and data around multicultural participation in volunteering.

Feedback from attendees was overwhelmingly positive and indicated a desire to continue the discussion around ways we can improve the volunteering experience for people from diverse backgrounds.



The sold-out inaugural Multicultural Volunteering Conference in August 2016 was joined by a range of high-profile guests, including Parliamentary Secretary for Multicultural Affairs and Asia Engagement, Hong Lim MLA

Whilst Volunteering Victoria applied for a Multicultural Festivals and Events Grant through the Victorian Multicultural Commission in February 2016 to support our conference, the Grants were substantially delayed and were not awarded until eight months later, long after our event had taken place. This highlights one of the shortfalls of grants-based sponsorship of community events. Given the substantial interest in our conference from the State Government – with no less than three Parliamentary representatives attending and speaking on the day – we would like to partner with the State to deliver a second conference, ideally in 2018. A second conference would be an opportunity to build on the learnings of the first conference, to extend our reach to a larger audience and to embrace new themes and learnings as they arise.

Additionally, one of the take-aways from the August 2016 conference was how much the sector is looking for specialised materials to support multicultural, CALD and international student communities in their journey into volunteering. In 2006-2007, Volunteering Australia produced a range of fact sheets highlighting volunteer participation within CALD and multicultural communities:

- [Involving Volunteers from Culturally and Linguistically Diverse Backgrounds](#) (with National Volunteer Skills Centre)
- [Practical Guide: Involving Volunteers from Diverse Cultural and Language Backgrounds in your Organisation](#) (with Australian Multicultural Foundation)
- [Involved and Valued? Findings from a National Survey of Australian Volunteers from Diverse Cultural and Linguistic Backgrounds](#) (with Australian Multicultural Foundation)

Whilst these fact sheets highlight many important national concerns and trends, more than a decade on their findings and recommendations are sadly out-of-date and could certainly benefit from being adapted to the unique needs of Victoria's population. Volunteering Victoria would like to partner with like-minded stakeholders (examples from within our current membership might include AMES Australia, the Asylum Seeker Resource Centre, Ardoch Youth Foundation, Australian Multicultural Community Services, the Centre for Multicultural Youth, Land of Welcome, Spectrum Migrant Resource Centre, to name a few) to produce up-to-date, Victoria-specific resources to empower multicultural and CALD communities into volunteering. These resources might include online tools and resources, such as infographics, information sheets and a version of our Volunteer Management Toolkit adapted to include specific tips and references relevant to a multicultural volunteering program; all of these tools could also be disseminated in hardcopy or be printable for easy direct access. We would also build workshops and sessions that specifically leverage multicultural volunteering within our Learning and Development program.

Additionally, Victoria continues to enjoy record growth as a destination for international students, attracting 175,000 students from overseas in 2015 – nearly a third of all international students in Australia^{liv}. This has led to the appointment of Victoria's first Minister for International Education, a renewed focus on international education as an economic driver as part of the Department of Economic Development, Jobs, Transport and Resources portfolio, and the release of Victoria's latest International Education sector strategy with a focus on the student experience^{lv}. Volunteering can be an important part of the student experience for international students studying in Australia, opening up cultural and professional experiences that allow students to fully engage with the Australian way of life. However, it can also be fraught and it is important that international students are fully aware of their rights as volunteers and within the paid workplace. Volunteering Victoria has met with the Council of International Students Australia as well as the Department of Economic Development, Jobs, Transport and Resources to discuss this issue – about which we feel strongly – and would like to be given the opportunity to develop training and awareness resources to support international students to get the most out of their Victorian volunteering experience.

Recommendations

- *That the State Government partner with Volunteering Victoria to produce and maintain a range of online and printable resources to promote and encourage multicultural volunteering, supported by other learning and development tools such as train the trainer programs and induction programs for CALD community volunteers. This in turn could be extended to international students, in collaboration with the Department of Economic Development, Jobs, Transport and Resources. **Estimated cost: \$85,000***
- *That a further **\$20,000** be allocated for Volunteering Victoria to host a second Multicultural Volunteering conference, to take place in 2018.*

Index i: List of Victorian Volunteer Support Services

*Department of Social Services funded volunteer support organisations

INNER METRO	
Volunteering Victoria * Sarah Lean-Jones, Community Engagement Manager 2/491 King Street West Melbourne VIC 3003 T: 03 8327 8500 E: s.lean-jones@volunteeringvictoria.org.au W: volunteeringvictoria.org.au	City of Melbourne and surrounding inner city suburbs: Abbotsford, Carlton, Collingwood, Docklands, East Melbourne, Fitzroy, Flemington, Kensington, Melbourne, North Melbourne, Parkville, Richmond, South Melbourne, Southbank, West Melbourne
EASTERN METRO	
Boroondara Volunteer Resource Centre * Sofie Anselmi, Team Leader 8 Inglesby Road Camberwell VIC 3124 T: 03 9278 4550 E: sofie.anselmi@boroondara.vic.gov.au W: bvrc.org.au	City of Boroondara: Ashburton, Balwyn, Balwyn North, Camberwell, Canterbury, Deepdene, Glen Iris, Hawthorn, Hawthorn East, Kew, Kew East, Surrey Hills
Volunteering in Manningham Meredith Bubner, Coordinator Doncare Suite 4, Level 1 687 Doncaster Road Doncaster VIC 3108 T: 03 9856 1500 E: vim@doncare.org.au W: vim.org.au	City of Manningham: Bulleen, Doncaster, Doncaster East, Donvale, Park Orchards, Ringwood North, Templestowe, Templestowe Lower, Warrandyte, Warrandyte South, Wonga Park
Eastern Volunteers * Viv Cunningham-Smith, CEO 1/36 New Street Ringwood VIC 3134 T: 03 9870 7822 E: info@easternvolunteers.org.au W: easternvolunteers.org.au	City of Maroondah: Bayswater North, Croydon, Croydon Hills, Croydon North, Croydon South, Heathmont, Kilsyth (part), Kilsyth South, Park Orchards (part), Ringwood, Ringwood East, Ringwood North (part), Vermont (part), Warranwood, Wonga Park (part). Shire of Yarra Ranges Belgrave, Belgrave Heights, Belgrave South, Chirnside Park, Upper Ferntree Gully, Kilsyth, Lilydale, Montrose, Mooroolbark, Mount Evelyn, Narre Warren East, Tecoma, Upwey, Ferny Creek, Kallista, Kalorama, Macclesfield, Menzies Creek, Monbulk, Mount Dandenong, Olinda, Sassafras, Selby, Sherbrooke, Silvan, The Patch, Tremont, Badger Creek, Chum Creek, Coldstream, Dixons Creek, Gruyere, Healesville, Steels Creek,

	Tarrawarra, Yarra Glen, Yering, Don Valley, Hoddles Creek, Launching Place, Millgrove, Powelltown, Seville, Seville East, Wandin East, Wandin North, Warburton, Warburton East, Wesburn, Woori Yallock, Yarra Junction, Yellingbo
City of Whitehorse Michelle Wright, Volunteer & Participation Officer 379-397 Whitehorse Road Nunawading VIC 3131	City of Whitehorse , Balwyn North (part), Blackburn, Blackburn North, Blackburn South, Box Hill, Box hill North, Box Hill South, Burwood (part), Burwood East, Forest Hill. Mitcham, Mont Albert (part), Nunawading (part), Surrey Hills (part), Vermont (part), Vermont South
South East Volunteers * Ann Burgess, CEO 5 Myrtle St Glen Waverley VIC 3150 T: 03 9562 0414	City of Monash: Glen Waverley, Mount Waverley, Burwood, Mulgrave, Oakleigh, Oakleigh East, Oakleigh South, Ashwood, Hughesdale, Huntingdale, Notting Hill, Wheelers Hill, Clayton, Chadstone

NORTHERN METRO	
CISVic Volunteers of Banyule Jill Wilson, Volunteer and Development Manager Suite 907, Level 9, 343 Little Collins Street Melbourne VIC 3000 T: 03 9672 2003 W: www.cisvic.org.au	Heidelberg West
Darebin Information, Volunteer & Resource Service Nevin Cetiner, Programme Development Leader 285-287 High Street Preston VIC 3072 T: 03 9480 8200 W: divrs.org.au	City of Darebin: Alphington, Bundoora, Macleod, Fairfield, Kingsbury, Northcote East, Northcote West, Preston East, Preston West, Reservoir Cheddar, Edwardes Lake, Merrilands, Oakhill, Thornbury East, Thornbury West
Hume Volunteer Gateway Jean Tusler, Hume Volunteer Coordinator Hume City Council Building, Level 3, 1079 Pascoe Vale Road Broadmeadows VIC 3047 T: 03 9356 6999 E: gateway@hume.vic.gov.au W: www.hume.vic.gov.au/Libraries_Learning/Volunteering	City of Hume: Attwood, Broadmeadows, Coolaroo, Craigieburn, Dallas, Fawkner, Gladstone Park, Greenvale, Jacana, Meadow Heights, Roxburgh Park, Somerton, Sunbury, Tullamarine, Westmeadows, Keilor (Shared with the City of Brimbank)
Nillumbik Council Jane Lawson, Volunteer Development Officer Community groups can advertise their volunteer opportunities via the Nillumbik Council website and can submit these via:	Shire of Nillumbik: Diamond Creek, Eltham, Greensborough, Hurstbridge, Kangaroo Ground, North Warrandyte, Plenty-Yarrambat, Research, Rural East, Rural North West, Wattle Glen, St Andrews

nillumbik.vic.gov.au/living-in/volunteering/volunteer-opportunities/volunteer-opportunities-application-form	
Whittlesea Community Connections * Alex Haynes, CEO Shop 111, Epping Plaza Cnr Cooper & High Streets Epping VIC 3076 T: 03 9401 6666 E: admin@whittleseacommunityconnections.org.au W: whittleseacommunityconnections.org.au	City of Whittlesea: Bundoora, Epping, Epping North, Lalor, Mernda, Doreen, Mill Park, South Morang, Thomastown, Whittlesea Township. Rural North: Beveridge, Donnybrook, Eden Park, Humevale, Kinglake West, Wollert, Woodstock, Yan Yean.

WESTERN METRO

Volunteer West * Patricia Lauria, CEO 123 Queen Street Altona VIC 3018 T: 03 9398 1233 E: info@volunteerwest.org.au W: volunteerwest.org.au	City of Brimbank: Albanvale, Albion, Ardeer, Carinlea, Deer Park, Delaney, Derrimut, Hillside, Kealba, Keilor, Keilor Downs, Keilor East, Keilor Lodge, Keilor North, Keilor Park, Kings Park, St Albans East, St Albans West, Sunshine, Sunshine North, Sunshine West, Sydenham, Taylors Lake, Calder Park City of Hobsons Bay: Altona, Seaholme, Altona Meadows, Altona North, Brooklyn, Laverton, Newport East, Newport West, Seabrook, Spotswood, South Kingsville, Williamstown, Williamstown North, Rifle Range City of Maribyrnong: Braybrook, Footscray, West Footscray, Kingsville, Maidstone, Maribyrnong, Seddon, Yarraville, City of Melton, Brookfield, Burnside-Burnside Heights, Caroline Springs, Diggers Rest, Hillside, Kurunjang, Melton, Melton South, Melton West, Rural Balance, Taylors Hill City of Moonee Valley: Aberfeldie, Airport West-Essendon Fields, Ascot Vale, Avondale Heights, Essendon, Essendon North, Essendon West, Flemington, Keilor East, Moonee Ponds, Niddrie, Strathmore, Strathmore Heights, Travancore City of Wyndham: Bellbridge, Cambridge, Heathdale, Kingston, Little River, Manorvale, Mossfield, Point Cook, Racecourse, Riverdene, Tarneit, The Grange, Truganina, Werribee Central, Werribee South, Woodville, Wyndham Vale
City of Wyndham Sally Cooke, Senior Volunteer Development Officer 45 Princes Hwy (PO Box 197) Werribee VIC 3030	City of Wyndham: Bellbridge, Cambridge, Heathdale, Kingston, Little River, Manorvale, Mossfield, Point Cook, Racecourse,

T: 03 9742 8138 E: sally.cooke@wyndham.vic.gov.au	Riverdene, Tarneit, The Grange, Truganina, Werribee Central, Werribee South, Woodville, Wyndham Vale
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SOUTHERN METRO	
Impact Volunteering Melissa King, Coordinator Frankston Library, 60 Playne Street Frankston VIC 3199 T: 03 9770 6492 E: manager@impactvolunteering.org.au W: impactvolunteering.org.au	City of Frankston, Carrum Downs, Frankston Central, Frankston Heights, Frankston North, Frankston South, Karingal, Langwarrin, Langwarrin South, Sandhurst, Seaford, Skye, Also servicing: the City of Greater Dandenong, Mornington Peninsula, City of Casey and the City of Kingston
Volunteering Glen Eira <i>Vacant</i> , Coordinator 1134 Glenhuntly Rd Glenhuntly VIC 3163 T: 03 9571 7644 E: communityifo@cige.org.au W: CommunityInfo@gleneira.vic.gov.au	City of Glen Eira, Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick-Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond, St Kilda East, (overlaps City of Port Phillip)
City of Casey Samantha Ellison Community Connections Officer PO Box 1000 Magid Drive, Narre Warren VIC 3805 T: 03 9705 5722 W: volunteer.matcher.com	City of Casey, Berwick, Cranbourne, Devon Meadows, Doveton, Endeavour Hills, Hallam, Hampton Park, Lyndhurst, Narre Warren, Pearcedale
City of Kingston Jane Yang, Volunteer Development Officer P: 9581 4905 E: jane.yang@kingston.vic.gov.au My Community Life W: mycommunitylife.com.au	City of Kingston Aspendale, Aspendale Gardens, Bonbeach, Braeside, Carrum, Chelsea, Chelsea Heights, Cheltenham, Clarinda, Clayton South, Dingley Village, Edithvale, Heatherton, Highett, Mentone, Moorabbin, Mordialloc, Oakleigh South, Parkdale, Patterson Lakes Waterways
Volunteering Mornington Peninsula Kate Stuart, Coordinator Mornington Peninsula Shire Private Bag 1000 Rosebud, VIC 3939 T: 03 5950 1638 E: vmp@mornpen.vic.gov.au W: volmornpen.com.au	Mornington Peninsula Shire Balnarring, Balnarring Beach, Merricks, Merricks Beach, Merricks North, Somers, Baxter, Pearcedale, Bittern, Crib Point, Dromana-Safety Beach, Flinders-Shoreham, Point Leo, Hastings, Mornington, Moorooduc, Tuerong, Mount Eliza, Mount Martha, Portsea, Sorrento, Blairgowrie, Red Hill, Red Hill South, Main Ridge, Arthurs Seat, Rosebud, Rosebud West, McCrae, Boneao, Fingal, Cape Schanck, Rye, Tootgarook, St Andrews Beach, Somerville, Tyabb

SOUTH WEST RURAL/REGIONAL

Volunteering Geelong *

Jason Doherty, Manager
St Mary's Terrace
192 Myers Street
Geelong VIC 3220
T: 03 5221 1377
E: info@volunteeringgeelong.org.au
W: volunteeringgeelong.org.au

City of Greater Geelong:

Belmont, Clifton Springs, Corio, Norlane, Geelong West, Hamlyn Heights, Geelong, South, Grovedale, Highton, Lara, Leopold, Newcomb, Moolap, Newton, North Geelong, Bell Park, Portarlington

Golden Plains Shire

Golden Plains – North, Golden Plains - South

Borough of Queenscliff

Queenscliff

Surf Coast Shire

Lorne, Anglesea, Ocean Grove, Barwon Heads, Torquay, Winchelsea,

Volunteer Connect *

Bernadette Northeast, Coordinator
25 Liebig Street
Warrnambool VIC 3280
T: 03 5559 4891
W: www.warrnambool.vic.gov.au/volunteering

City of Warrnambool

Allansford, Bushfield, Dennington, Illowa, Woodford, Yangery

Moyne Shire

Port Fairy, Koroit, Yambuk, Panmure, Peterborough, Mortlake

Glenelg Shire

Portland, Heywood, Casterton, Narrawong

Southern Grampians Shire (Part)

Hamilton, Macarthur, Dunkeld, Coleraine

Corangamite Shire (Part)

Camperdown, Timboon, Simpson, Port Campbell.

HUME

Albury Wodonga Volunteer Resource Bureau *

Jemma Toohey, CEO
Unit 2, 432 Townsend Street
Albury NSW 2640
Tel: (02) 6021 0990
E: volunteercentre@vrb.org.au
W: vrb.org.au

Rural City of Albury

Rural City of Wodonga

Volunteer Skills Bank *

Linda Phillis, Volunteer Program Manager
The Centre Community College
Chisholm Street,
Wangaratta VIC 3677
T: 5721 0258
E: csb@thecentre.vic.edu.au
W: nevictoria.skillsbank.com.au

Rural City of Wangaratta

Rural City of Benalla

Alpine Shire

Mansfield Shire

Strathbogie Shire

City of Greater Shepparton

Indigo Shire

Moir Shire

Volunteering Mitchell Katie Camilleri, Community Development Officer 113 High Street Broadford VIC 3658 T: 03 5734 6200 E: community.development@mitchellshire.vic.gov.au W: volunteeringmitchell.com.au	Shire of Mitchell Beveridge, Broadford, Heathcote Junction, Kilmore, Puckapunyal, Pyalong, Seymour, Tallarook, Tooboorac, Wallan, Wandong
GRAMPIANS & WESTERN VICTORIA	
Volunteering Ballarat (part of United Way) * Geoff Sharp, CEO Level 1, 3 Peel Street Ballarat VIC 3353 PO BOX: 50 Ballarat VIC 3350 T: 03 5331 5555 E: info@unitedwayballarat.org.au W: unitedwayballarat.com.au	City of Ballarat Golden Plains Shire Hepburn Shire Moorabool Shire Pyrenees Shire Rural City of Ararat
Centre of Participation * <i>(formerly Volunteering Western Victoria)</i> Julie Pettett, Chief Executive Officer PO BOX 267, Horsham VIC 3402 39 Urquhart Street, Horsham VIC 3402 T: 5382 5607 E: info@centreforparticipation.org.au W: centreforparticipation.org.au	West Wimmera Shire Hindmarsh Shire Yarriambiack Shire Rural City of Horsham Buloke Shire Northern Grampians Shire

LODDON MALLEE

Bendigo Volunteer Resource Centre *

Helen Yorston, Manager
Bendigo Library
259 Hargreaves Street
Bendigo Central
T: 03 5441 1404
E: info@bgovolunteers.org.au
F: [facebook.com/volunteering.bendigo](https://www.facebook.com/volunteering.bendigo)
W: bgovolunteers.org.au

City of Greater Bendigo

Heathcote, Lockwood, Huntly, Epsom, Elmore, Goornong, Kangaroo Flat, Golden Square, Eaglehawk, California Gully, Maiden Gully, Marong

Shire of Loddon

Bridgewater, Inglewood, Wedderburn, Boort, Pyramid Hill, Dingee, Serpentine

Mount Alexander Shire Council

Castlemaine, Maldon, Newstead, Welshman's Reef
Harcourt, Harcourt North

Campaspe Primary Care Partnership *

Alma Limbrick, Volunteer Coordinator
PO Box 164 Rochester VIC 3561
T: 03 5484 4490
E: volunteering@campaspepcp.com.au
W: Campaspe.vic.gov.au/live/community/volunteering

Shire of Campaspe

Colbinabbin, Corop, Echuca, Gigarre, Gunbower, Kyabram, Kyvalley, Lockington, Nanneella, Rochester, Rushworth, Stanhope, Tongala, Toolleen, Torrumbarry.

Mount Alexander Volunteer Network

(unfunded services supported by Bendigo Volunteer Support Service)
Jacqueline Brodie-Hanns, Coordinator
M: 0425 323 005
E: mavn@outlook.com
F: [facebook.com/MountAlexanderVolunteerNetwork](https://www.facebook.com/MountAlexanderVolunteerNetwork)
W: mountalexandervolunteers.org.au

Mount Alexander Shire

Castlemaine, Maldon, Newstead, Welshman's Reef
Harcourt, Harcourt North, Taradale, Baringhup, Metcalf, Fryerstown, Muckleford

Central Victorian Volunteer Service *

Nicky Suter, Volunteer Services Coordinator
47 High Street
Kyneton VIC 3444
T: 03 5421 1660
E: volunteering@cobaw.org.au
W: volunteering@cbaw.org.au

Macedon Ranges Shire Council

Mt Alexander Shire

City of Greater Bendigo

Heathcote and Maldon

GIPPSLAND	
South Gippsland Shire Dana Hughes, Volunteer Coordinator 9 Smith Street, Leongatha VIC 3953 T: 03 5662 9384 E: volunteers@southgippsland.vic.gov.au W: southgippsland.vic.gov.au	South Gippsland Shire
Volunteering Victoria * Rosemary Joiner, Community Engagement Coordinator (Gippsland) 2/491 King Street, West Melbourne VIC 3003 T: 0428 348 250 E: vso@volunteeringvictoria.org.au W: volunteeringvictoria.org.au	Shire of Baw Baw South Gippsland Shire East Gippsland Shire Latrobe City

STATE BUDGET SUBMISSION

2016 - 2017

Inquiries about this submission should be directed to:

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CEO

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volunteeringvictoria.org.au info@volunteeringvictoria.org.au

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