



Annual **Report 2020**

“We promote and build a vibrant, strong volunteering community that is inclusive, respected and sustainable.”



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Our year at a glance



18 mentors &
18 mentees engaged



416

Total Members

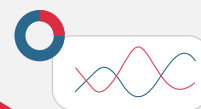
24
webinars



543
registrations

Research Submissions
& Guides

12



Total Funding

\$1,054,486

Additional Members

69



795

individuals received assistance
to find a volunteer role

179

Volunteer managers received
individualised support with their role



14

Public
workshops

23

In-House Training Sessions

& 165

Attendees

Message from Chair & CEO

2019/20 was a landmark year for Volunteering Victoria. Our team of volunteer board members and volunteer and paid staff made considerable progress against our 2019/21 Strategic Plan. We are delighted to share this Annual report with you, showcasing our successes across our four strategic pillars.

2019/20 was also a year of historic social, economic, and environmental upheaval. Our Black Summer of bush fires and the start of the COVID-19 pandemic demonstrated the best in volunteer mobilisation and effort to support communities. Research we undertook early in the pandemic showed the significant impact it is having on volunteering, with around two thirds of volunteer-involving organisations unable to continue their volunteer programs, leading to setbacks in both volunteers' wellbeing, and the organisation's capacity to meet community need.

During such difficult times, we believe the importance of our role as the key conduit and advisor to Government and leaders in responsive professional development, research and thought leadership for our Members has been reinforced.

By leading according to our values of collaboration, innovation, and accountability we view this Annual Impact Report as our record of our commitment to you to promote and build a vibrant, strong volunteering community that is inclusive, respected, and sustainable.

1. A Strong Volunteering Sector

Recognising the specialist skills leaders of volunteers employ to mobilise people in complex community environments, we were proud to launch the world's first CPD program for leaders of volunteers. By formalising the skills, experiences and professional development required to maintain competence, we are hearing of increased respect for and recognition of the work leaders of volunteers provide to organisations and communities. For CPD to succeed, we have ensured our eco-system of skills-based workshops, webinars, mentoring, special interest groups, online tools, resources and templates and events have been fit for purpose.

With the support of State Government, we were pleased to commence work on VolPoll, our new product to support smaller organisations harness their volunteers' potential. We were also pleased to secure for our Members 10 scholarships for the national Certificate IV in Volunteer Coordination.

2. Promotion of Meaningful Volunteering

The rewards of our year are most often observed at our prestigious State Awards, National Volunteer Week Forum and AGM Panel. This year was a little different, with our first ever fully online National Volunteer Week program, which showcased the best in research and practice within volunteering. We were privileged to celebrate and honour the extraordinary leadership of our sector through these occasions.

Alongside, we concluded our delivery of the Victoria ALIVE project with an array of videos, micro-credentials, social media campaign, resources and tools, training sessions, and C-level summit with Dylan Alcott.

3. Advocacy for and by the Sector

Good advocacy is built on great relationships, and this year we have leveraged our reputation with the Department of Health and Human Services and the Parliamentary Secretary for Carers and Volunteers with a commitment to fund an inaugural Victorian State of Volunteering Report, which alongside other commissioned work will ultimately lead to our State's first formal volunteering strategy.

Our successful advocacy has been supported by our close alignment with Volunteering Australia and the Chief Executive Officers' Network (CEON) at the Federal level, and the Victorian Volunteer Support Network (VVSN) at the State level. Working with such committed sector leaders has ensured a strong united voice advocating for the best outcomes for our Members as well as volunteers and communities across Victoria.

4. Organisational capacity and capability

Our organisational sustainability is underpinned by excellent governance, and we recognise the role of the Board in ensuring our operations remain closely aligned to our strategic agenda. 2019/20 saw a change in leadership, with Angela Seach stepping down from her role as Chair after three successful years. Her leadership was instrumental in building a board culture of high expectation and performance. In line with the Board's goals of financial sustainability, we were pleased to post a sizable surplus this year which ensures we remain a strong and resilient organisation able to withstand funding uncertainty and variation.

Thank you for the role you have played in supporting Volunteering Victoria this year. We welcome your feedback on this report, and look forward to serving you with the same quality and standards you expect in the coming years.

Yours in volunteering,



Bronwen Clark
Board Chair



Scott Miller
Chief Executive

Inside Volunteering Victoria



Our Members

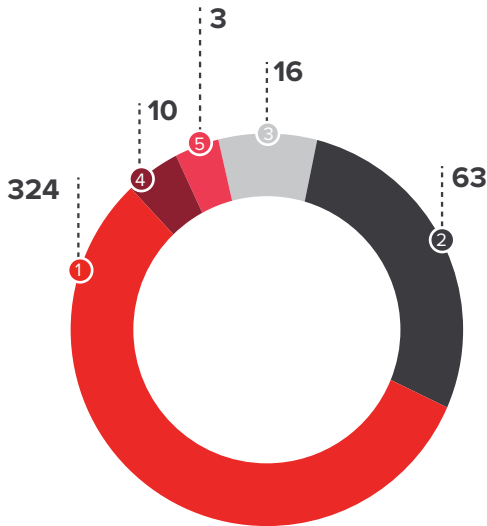
We had **416** members at the end of the year, with Community/ Welfare Services the largest sector represented in our membership and a total of **69** new members joining us for the 2019-2020 financial year.

Industry Classification 2019-2020

Welfare/Community Services	110
Health	73
Local Government	31
Volunteer manager	29
Education & Training	21
Art Heritage & Culture	21
Volunteer Support Services	17
Individual Members	16
Disability Services	15
Aged Services	14
Volunteer	12
Parenting, Children & Youth	9
Sport & Recreation	9
Environment	8
Animal Welfare and Wildfire	7
Corporate/Business	6
Multicultural Services	6
Religion	6
Board member	5
Political party	1



Court Network, Winners of the Excellence Award, 2019 State Awards



Types of Memberships

- 1 Full Memberships
- 2 Individual Members
- 3 Corporate Members
- 4 Associate Members
- 5 Reciprocal Members

Policy Advocacy & Research

Government relations

Volunteering Victoria maintains strong government relations through its close relationship with the Parliamentary Secretary for Volunteers and the Volunteering team at the Department of Health and Human Services. Advocacy for and by the volunteering sector is a core objective of Volunteering Victoria. Strong, mutually beneficial relationships should promote engagement and investment for the volunteering sector. Our State Budget Submission document was an important advocacy engagement.

State Budget Submissions

Late in 2019, through a survey of members, Volunteering Victoria explored the relationships between volunteer involving organisations (VIO) and the Victorian Government with a view to identifying opportunities for and barriers to effective engagement, advocacy and investment for the volunteering sector.

With **58** responses, the survey provided information on member organisations' capacity to advocate with State Government generally and to seek funding specifically, and the resources needed to do so more effectively. This information was used to support Volunteering Victoria's budget submission and follow up discussions and engagement with State government.

In January 2020, Volunteering Victoria made a submission to three Victorian Government Departments – the Department of Health and Human Services (DHHS), Local Government Victoria and Multicultural Victoria - as they prepared for their 2020-2021 budgets. In the submission Volunteering Victoria emphasised the direct economic benefits provided by a volunteer workforce of **1,511,500** Victorians, the many direct and indirect benefits of

volunteering for the strength and resilience of Victorian communities and made a number of recommendations.

Victorian Volunteer Strategy

Volunteering Victoria recommended that DHHS and Volunteering Victoria continue to enhance formal coordination and strategic alignment of volunteering across the State to support growth and innovation in the sector and to ensure a strong and effective Victorian Volunteer Strategy.

Local Government

Volunteering Victoria recommended that Local Government Victoria supports effective delivery of volunteering services across the diverse range of council services by resourcing specialised professional development opportunities for identified local needs. This could include training in aligning practice to the National Standards for Volunteer Involvement.

Support to Multicultural Communities

Volunteering Victoria recommended that the Victorian Government supports the development of specialised inclusive multicultural volunteering materials, workshops and training opportunities. The outcomes will ensure a more diverse volunteer workforce with better utilisation of skills and experience, greater diversity awareness and inclusion, and increasingly inclusive and harmonious communities.

Legislative Improvements

Volunteering Victoria recommended that the Victorian Government works with Volunteering Victoria and Justice Connect on legislative improvements, in close consultation with VIOs and other peak bodies and:

- a.

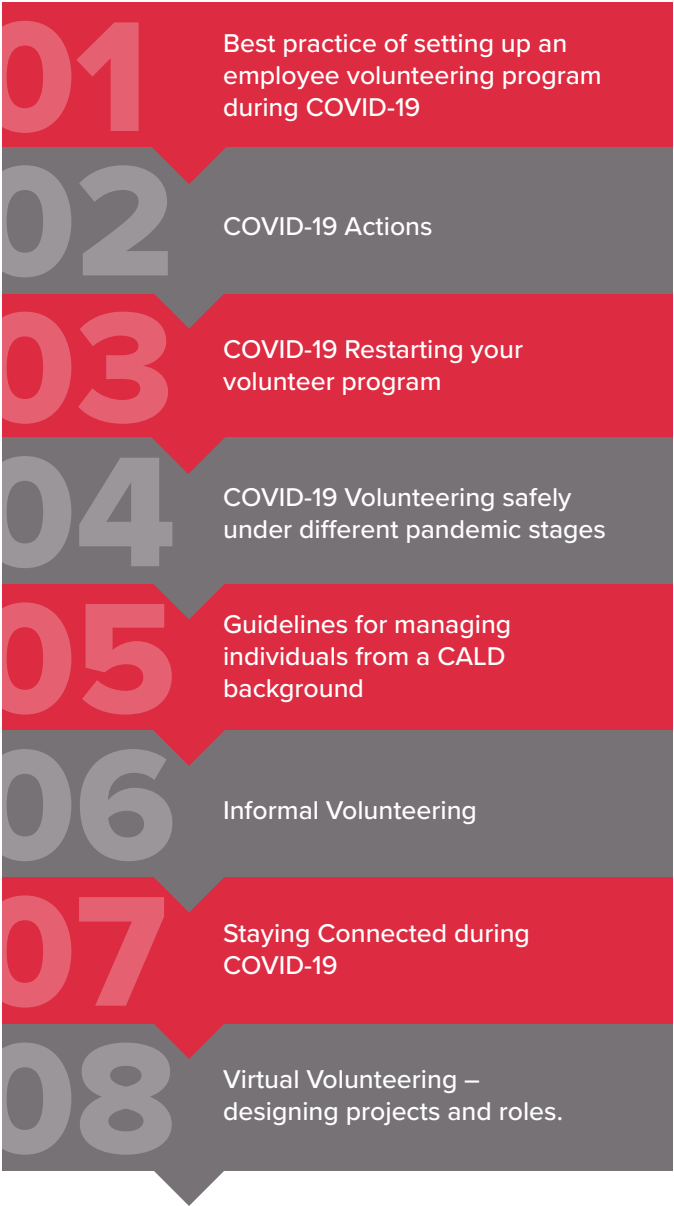
Prioritises work towards a nationally consistent scheme which incorporates recommendations in the Working with Children Check Report.
- b.

Ensures that volunteering is specifically listed as a protected area of public life to the Equal Opportunity Act 2010 (Vic). Care will need to be taken when amending the legislation, in particular to the definition of volunteering (making sure it reflects current forms of volunteering and other forms of unpaid work, for example, Work for the Dole participants, mutual obligation activities, court-ordered volunteering, work under work and development permits), and to balance the regulatory burden, if any, against equality before the law. Legislative changes should be phased in and the sector should be supported to adapt to changes and responsibilities.
- c.

Ensures that the Equal Opportunity Act 2010 (Vic) clarifies different types of unpaid work and provides the same protections to other forms of unpaid worker participants, as traditional volunteers. The Victorian Government should also check to ensure that there are alternative (and sufficient) protections for these kinds of unpaid work (e.g. in the same way that emergency volunteers have been excluded as alternative protections apply).

Fact Sheets & Guides

Volunteering Victoria designed 8 guides outlining best practice in setting up volunteer programs.
During this financial year we added:



Four of these guides also had an accompanying video designed to increase the accessibility of our resources.

Volunteering Victoria also relaunched the Volunteer Management Toolkit. This was redeveloped with some collaboration with Justice Connect to provide guidance and practical tools for the sector. Since its release its been accessed by approximately 60 people per month.



Sector Development & Events

In-house training

Volunteering Victoria ran **23** in house training sessions and **14** Public workshops. Central to our value proposition in sector development is our broad real-world experience of programs and customised training that is easily adaptable to suit organisational needs.

“

I have learnt the sector’s best practice in an informative and refreshing way with facilitators who are engaging and super knowledgeable all while training and networking with likeminded volunteer managers ”

-Starlight Foundation

- A – Z of Volunteer Management
- National Standards for Volunteer Involvement
- 3Rs Recruitment Retention and Recognition
- The Tuff Stuff – Volunteer Performance Counselling
- Coaching Volunteers through Organisational Change
- Navigating Professional Boundaries
- Volunteer Screening Deconstructed
- Values-Based Leadership
- Building an Inclusive Volunteer Program
- The Changing Nature of Volunteering



14

Public training workshops



22

Webinars

23

in-house training workshops for organisations



165

Participants



543

Registrations



“ It has been a privilege to be matched to a mentee in the Volunteering Victoria Mentor Program. With initial training and goal setting task provided by Volunteering Victoria for the mentee to complete in consultation with the mentor, it gave a great foundation for organic development of a casual but professional relationship. ”

-Mentor, Smith Family

Mentoring Program

Volunteering Victoria’s Volunteer Managers Mentoring program entered its sixth year, with **18** pairs across Victoria. The program brings together experienced senior leaders of volunteers with entry-level managers of volunteers to assist newer volunteer managers to grow in their roles.

This program offers both professional and personal development opportunities for passionate individuals seeking to develop their skills and careers. This year the program has expanded geographic reach to include 3 pairs in regional Victoria.

“

It gives both parties enormous scope for personal and professional growth, helps to build your network and understand the perspectives and experiences of others ”

-Mentor Ballarat Community Health

“

I am incredibly proud to have been selected as a mentor in the 2020 Volunteering Victoria Mentor Program. I would highly recommend this program to anyone in industry who’s interested in furthering their knowledge and experience, both as a mentee and a mentor ”

-Mentor Royal Childrens Hospital

Webinars

PLV Talks, Tech for Good and LEAD!

After launching its first webinars in 2018-19, Volunteering Victoria has continued to expand its webinar offerings. There were three different streams of webinar engagement: LEAD!, Tech4Good and Professional Leaders of Volunteers (PLV). In total, Volunteering Victoria ran **3 LEAD! webinars**, **9 Tech4Good webinars** and **10 PLV webinars**. This was in addition to 2 DHHS updates, providing information on the latest developments regarding pandemic restrictions.



“ Presenting in a webinar for the first time I initially felt quite nervous. Throughout the planning and rehearsal stages, Sara Sterling, Sector Development Manager, provided my co-presenter and I with a great deal of guidance, reassurance and support. Thank you Volunteering Victoria.

-Paul Chew (ANZ)

“ Participating as a guest on a Volunteering Victoria webinar on virtual volunteering gave me the opportunity to reflect on the things I do in my role. It was a refreshing opportunity to take the time out of my role to consider volunteer best practice, share ideas and connect with others managing volunteers.

- Georgina Boucher – Community Broadcasting Foundation

CPD Continuing Professional Development Program

CPD is a pathway for Professional Leaders of Volunteers to improve their skills and be formally recognized for the work they are doing to support their volunteers and to encourage meaningful volunteering across the state.

Volunteering Victoria launched its pilot CPD program in June 2019. **51** participants obtained the endorsement at the end of the program.

Now in its second year, Volunteering Victoria currently has **102** people enrolled in CPD. Volunteering Victoria has also entered into partnerships with other organisations that offer professional development opportunities

We are proud to have worked this year with the following organisations as endorsed partners:

- Ballarat Foundation
- Bendigo Volunteer Resource Centre
- Boroondara Volunteer Resource Centre
- Campaspe Primary Care Partnership
- Centre for Participation
- Eastern Volunteers
- Justice Connect
- Volunteer Central Vic
- Volunteer Connect
- Volunteering Geelong



“

Volunteering Victoria’s CPD program allows me to both quantify and qualify the ad hoc work that I am doing. It is a huge motivator to upskill and become more involved in the Volunteer sector. Not only does the program formalise our work, but it promotes it. It has taught me what it means to be a Leader of Volunteers

- Connie Marie Caliguiri Royal Melbourne Hospital

In its first year CPD had some great outcomes:

80%

of participants said they planned their PD more proactively due to CPD

80%

strongly agreed the program met their expectations

88%

agreed that CPD improved sector wide awareness of volunteer management as a profession

State Budget investments

VolPoll

As part of the state budget investment in technology, Volunteering Victoria launched VolPoll, our free volunteer engagement tool for the sector during National Volunteer Week. The tool highlights three areas of focus – sustainability, safety and satisfaction for volunteers and volunteer involving organisations. It is designed as a primer to the National Standards for Volunteer Involvement. Since it was launched approximately 50 individuals have visited the site each month from a range of not-for-profits.



Certificate IV

As part of the state budget investment in training and mentoring, Volunteering Victoria was funded by the Department of Health and Human Services to provide 10 Scholarships to complete Certificate IV in Coordination of Volunteer Services (CHC44015) currently run by the Centre for Volunteering.

Volunteering Victoria is supporting these students with additional support sessions. Their learnings will be shared throughout the sector in Victoria in the financial year of 2020- 21 through the mentoring program, special interest groups and local network meetings.

In the 2019 – 20 Volunteering Victoria ran 15 SIGs across several topics including:

- Measuring the impact of volunteering programs
- Spontaneous Emergency Volunteering (post Bushfires)
- The LOHVE benchmarking study
- The Victoria ALIVE program for disability inclusion
- Volunteering amongst CALD communities

VSS Services

Melbourne

The Department of Social Services has funded Volunteering Victoria to support the delivery of VSS services in Melbourne

In the financial year of 2019-20 this included:

- » 679 individuals received assistance to find volunteering opportunities (face to face, phone and email support)
- » 96 Volunteer managers received individualised assistance
- » 15 Special Interest Group Meetings were held
- » 8 community talks

Sector Collaboration

Volunteering Victoria has developed partnerships to assist with training and sector development.

Justice Connect

Volunteering Victoria works closely with Justice Connect in delivering training sessions for volunteer managers throughout the year on volunteers and the law. Volunteering Victoria has worked closely with Justice Connect throughout the COVID-19 response period to ensure that resources about volunteering and risk during the pandemic have been made available to the sector.

VVSN

Volunteering Victoria supports the Victorian Volunteer Support Network by providing secretariat services throughout the year and having a representative on the Executive Committee. During this year, the VVSN met five times, with two of those meetings directly addressing the COVID-19 response.

Victorian Managed Insurance Authority - VMIA

Volunteering Victoria and VMIA collaborated in September 2019 to deliver training to the sector in Risk Management and Insurance. Since then Volunteering Victoria and VMIA have continued to collaborate on important issues including the COVID-19 response and insurance coverage for volunteers during the pandemic.

Centre for Volunteering

Volunteering Victoria has entered a partnership with the Centre to deliver the accredited Certificate IV in Coordination of Volunteer Programs (CHC44015).

Special Interest Groups (SIGs)

Volunteering Victoria runs three Special Interest Groups in Melbourne

- » Employee Volunteering
- » Inclusive Volunteering
- » Leadership in Volunteering



Gippsland

The Department of Social Services has funded Volunteering Victoria to support the delivery of VSS services in Gippsland and the Latrobe Valley.

In Gippsland (South Gippsland, Warragul, Wellington & East Gippsland):

- **61** Individuals received assistance to find volunteering opportunities (face to face, phone and email support)
- **56** volunteer managers received individualised assistance
- **14** Volunteer Manager network meetings across South Gippsland, Baw Baw, Wellington and East Gippsland
- **5** Community talks

In the Latrobe Valley:

- **55** Individuals received assistance to find volunteering opportunities (face to face, phone and email support)
- **27** volunteer managers received individualised assistance
- **4** Volunteer Manager network meetings specifically for the Latrobe Valley
- **2** Community talks



Chief Executive of Volunteering Victoria, Scott Miller (left) and Ang Cuy from YMCA (right) at the 2019 Volunteering Victoria AGM



2019 Volunteering Victoria AGM

2019 AGM & Forum

The event, held at NAB Arena, was well attended by a large number of Volunteering Victoria members and supporters.

In 2015, the UN unveiled 17 Sustainable Development Goals (SDGs) which they describe as “a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity”. Our 2019 AGM ‘How do the SDGs Relate to Me?’ was a timely reminder in exploring the SDG goals through a sector specific lens, leading a discussion which brought to the fore an important question for all in attendance.

Keynote speaker Ian Chambers, author and

Program Director of Plan for the Planet, provided the audience with context about the SDG program and explored how they are currently being implemented, as well as the opportunities for implementation that exist.

The panel discussion included Paul Bird from Australian Volunteers International, Adrienne Picone from Volunteering Australia and Brandon Ah Tong from Fred Hollows Foundation. The panel was moderated by Felicity Green from Spark Strategy. In addition to this discussion of the broader political and social landscape, AGM attendees were guided in exploring how the SDGs relate to their own lives as managers and coordinators of volunteer programs.

2019 National Volunteer Week

On 18 May, Volunteering Victoria was delighted to celebrate National Volunteer Week in a totally new format due to the conditions brought about by pandemic restrictions.

In a dynamic event which was the first of its kind seen in the sector, audiences were invited to an afternoon-long live and interactive broadcast that used technology, humour, art and intellect to explore the dynamic changes happening in volunteering and its impact on communities during COVID-19.

Anthony Carbines, Parliamentary Secretary for Carers and Volunteers, attended the forum as a special guest. He addressed the vital role of volunteering in strengthening social cohesion within communities across Victoria. He also highlighted the Victorian Government's on-going support of the sector.

Interspersed among the feature programs were 'surprising and delightful' performances from Victorian artists. These performances ranged from stand-up and musical comedy, to cello solos, a COVID-19 mockumentary, spoken word and some incredible hula hooping & flow performance.

The broadcast featured interactive panel discussions on important topics as we moved into the beginning of what would be months of pandemic restrictions:

- **Leadership and Scaling up Volunteering in a Post COVID-19 World:**

Sharon A Walsh (Director, Volunteer Services at Bendigo Health), Tim Ryan (Chief Executive Officer at Lord Somers Camp and Power House) and Richard Dent (Leadership, Strategy & Governance Specialist). Facilitated by Scott Miller (CEO of Volunteering Victoria)

- **Youth Volunteering:**

Sally Coggiola (Organising Director, Australian Youth Climate Coalition), Gaston Foucade (Volunteer management Mentor & Leadership Coach) and Sara Rickards (Changemaker and author in education, systems, design & transformative learning). Facilitated by Luke Stickels (Comedian, Journalist, Educator, Volunteer & Campaign Manager).

In addition to our interactive panels, a series of interviews were carried out by distinguished journalist Josephine Cafagna. Covering a broad range of volunteering related topics, Josephine and her guests explored many facets of the

changing landscape for volunteers and those who organise volunteer efforts. Her guests included:

- **Sue Cunningham,**

Director of Victorian Red Cross, who spoke to her experience regarding volunteering needs of the Red Cross throughout the 2019/20 Summer bushfires, as well as COVID-19 related changes

- **Craig Foster,**

former Soccerroo Captain & architect of the #PlayforLives campaign, who shared his views on the role of volunteering in sport, as well as the role of sports stars within society

- **Geoff Mulgan,**

a UK based author, consultant and scholar on democracy, innovation and collective intelligence, who spoke to the systems wide changes and challenges that volunteering faces within the broader context of society as a whole.

The event garnered glowing reviews; Volunteering Victoria was congratulated by many members and colleagues from within the sector for such a creative and innovative response to the changing environment.

Top left: Cellist, James Morley at the 2020 National Volunteer Week Broadcast

Top right: Journalist, Josephine Cafagna (left) and Former Soccerroo Captain & architect of the #PlayforLives campaign, Craig Foster (right) at the 2020 National Volunteer Week Broadcast

Bottom left: Spoken word by Ornob Sheikh at the 2020 National Volunteer Week Broadcast

Bottom right: Flow performance by Nix at the 2020 National Volunteer Week Broadcast

Top left: Performance by Tombolo at the 2020 National Volunteer Week Broadcast

Top right: Parliamentary Secretary for Carers and Volunteers, Anthony Carbines (left) and Chief Executive of Volunteering Victoria, Scott Miller (right) opening the 2020 National Volunteer Week Broadcast

Bottom left: *He's Every Woman* performed by Justin and Jamie at the 2020 National Volunteer Week Broadcast

Bottom right: The Future of Volunteering: Who, How & Why, panel discussion at the 2020 National Volunteer Week Broadcast



Orima Research, Winners of the Employee Volunteering Program Award, 2019 State Awards

2019 State Awards

Volunteering Victoria announced 9 recipients at its fifth annual State Awards on Wednesday 20 November, set to a stunning backdrop of canapes and cello duet at the Queen’s Hall at State Parliament House

The Volunteering Victoria State Awards showcase the remarkable leadership and impact of Victoria’s innovative volunteering programs, creative leaders of volunteers and diverse volunteer-involving organisations.

We received 30 nominations across seven award categories. The nominations were of a high calibre from a diverse range of volunteering programs and organisations across Victoria, highlighting some of the extraordinary leaders of volunteers in our state.

The Award judges were also acknowledged for their time and effort including:

- » Bradley Smith, Strategic Volunteer Leader,

- » Uniting / Board member, Volunteering Victoria
- » Josephine Beer, Department of Health and Human Services
- » Rebecca Miller, SEEK Volunteer

2019 Winners

Excellence in Grassroots Organisation Award
Mercy Connect

Inclusion Award
Melbourne Writers Festival

Local Government
Knox City Council

Collaboration for Community Impact
Campaspe Murray Volunteer Network

Employee Volunteering Program
ORIMA Research & St Kilda Mums

Innovation Award
Golden Square Pool & Country Fire Authority (CFA)

Excellence Award
Court Network

Volunteering in Victoriana in 2020

In May 2020 Volunteering Australia commissioned the Australian National University (ANU) Centre for Social Research and Methods to undertake analysis of the experience of volunteers during COVID-19. The full paper and results are available at the ANU website.

Key findings

Impact on Volunteering

The decline in volunteering during COVID-19 has been substantial, with **65.9 per cent** of volunteers estimated to have stopped volunteering between February and April 2020.



The researchers estimate that this reduction in volunteering is equivalent to **12.2 million** hours per week.

+65

Volunteers **over the age of 65** were more likely to have stopped volunteering than other age groups.



Female volunteers were also more likely to have stopped volunteering compared to male volunteers.

Impact on life satisfaction and psychological stress

The survey showed that volunteers had a higher level of life satisfaction prior to COVID-19 than non-volunteers.

The impact of COVID-19 on life satisfaction and psychological distress varied by volunteering behaviour over the period, with those who managed to continue volunteering during COVID-19 faring much better.

- All Australians, volunteers and non-volunteers, experienced a decline in life satisfaction between January 2020 and April 2020.
- However, there was a significantly and substantially smaller decline in life satisfaction for those volunteers who did not stop volunteering compared to those who stopped or who never volunteered in the first place.
- If those who had continued volunteering had experienced the same decline in life satisfaction as those that stopped, this additional decline in life satisfaction would have been equal to a drop in income of \$216 per week. This suggests that maintaining volunteering activity appears to be a very important protective factor.
- For those who continued volunteering, levels of psychological distress were also significantly and substantially lower than those who stopped volunteering and those who had never volunteered in the first place.



Boon Wurrung elder, Gheran Steel conducts Welcome ceremony at the 2019 Volunteering Victoria AGM

Policy and practice implications

This research provides vital evidence of the impact of the COVID-19 situation on volunteers. The findings have several implications for volunteering policy and practice, for example:

- The scale of the cessation of volunteering reinforces the challenge ahead in reinvigorating volunteering. Organisations that have had to cease volunteer programs because of COVID-19 restrictions are seeking guidance on how to re-start programs safely and to support volunteers in their transition back.
- Because of COVID-19 restrictions, 12.2 million hours of volunteer work has been lost per week. The findings reinforce the power of the volunteer workforce and its contribution to the economic and social wellbeing of Australia. The nation needs these volunteers back supporting their communities.
- These new findings reinforce other research that has shown the mental health benefits of volunteering. As we move into the recovery phase, there is an opportunity to explore how volunteer opportunities might be extended to more people.

Trends in social cohesion

The research considers three indicators of social cohesion - whether people think Australians in general: can be trusted; are fair; and are helpful.



In February 2020, volunteers were more likely than non-volunteers to support these indicators of social cohesion.



There was a slightly larger increase in social cohesion between February and April 2020 for volunteers compared to non-volunteers.

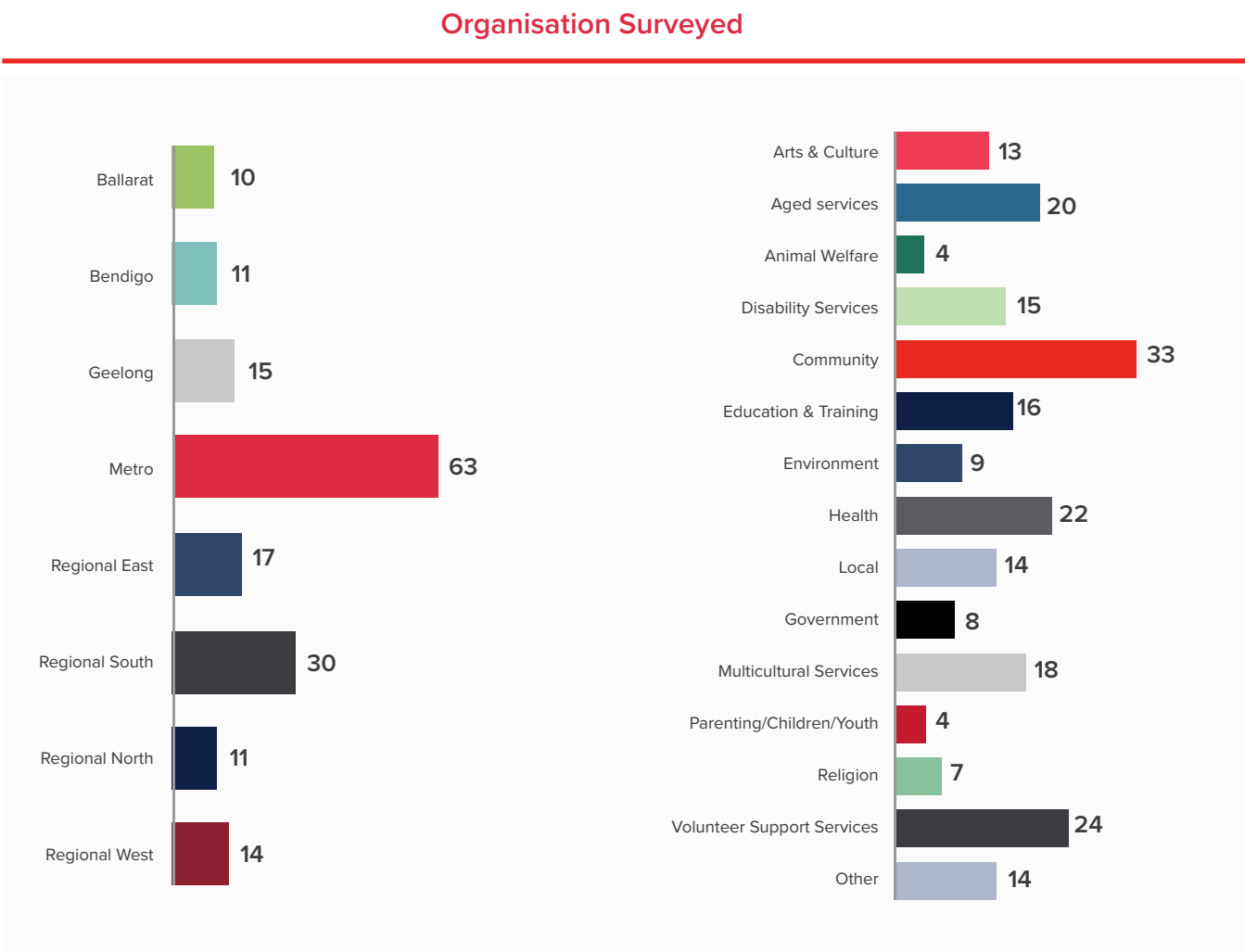


However, interestingly, the increase was similar for those who stopped volunteering and those who did not stop volunteering. This suggests that social cohesion has increased for all those who are inclined to volunteer. The researchers suggest that this may help support a return to volunteering once the physical distancing restrictions are eased.



When these three measures are combined into a single index, the research found that there was an increase in social cohesion for all Australians between February and April 2020.

Volunteer management during COVID-10





COVID-19 Response

The COVID-19 pandemic has had a profound impact on volunteering in Victoria and more broadly across Australia. As a peak body we have done our best to support volunteers and volunteer involving organisations adapt to changing government guidelines around hygiene, social distancing and travel.

Partnerships & Collaborations

Victoria ALIVE Project

The Victoria ALIVE (Ability-Links-Inclusive-Volunteering-Everyday) project was an activity of the 2018-19 Information Linkages and Capacity Building (ILC) Transition Grant Stream, within the community awareness and capacity building activity area. The project aimed to improve disability inclusion in the volunteering community sector.

The Project was a collaboration between Volunteering Victoria and Neighbourhood Houses Victoria, delivered in partnership with the Victorian Government. The objective of the project has been to build the capacity of the community and volunteer-involving organisations to actively involve and engage with people with disabilities.



Victoria ALIVE team at the Victoria ALIVE Leaders Breakfast 2019

As part of our response we have:

- Provided 5 dedicated communications about changes to the sector due to COVID-19 and resources available
- Run a baseline survey to understand impact specifically to Victoria
- Put in a submission to the Victorian Government about the pandemic response and its impact on the sector
- Added an additional website section with 22 guides and resources specifically for VIOs and 7 guides and resources aimed at volunteers
- Run two webinars with DHHS to provide information to the sector in an interactive forum
- Run additional Employee, Inclusive and Leadership in Volunteering SIGs
- Established a fortnightly COVID-19 Support SIG which met 5 times until June 30
- Changed our award categories for the 20-2021 State Awards



Mark Glascode, Victoria ALIVE Project Advisory Group member at the Victoria ALIVE Forum 2019

Beginning in 2018, the majority of the project was delivered in the second half of 2019.



Leaders Are Followers, Panel Discussion at the Victoria ALIVE Leaders Breakfast 2019



Paralympian, Dylan Alcott (left) and Victoria ALIVE Project Advisory Group member, Melanie Edge (right) at the Victoria ALIVE Leaders Breakfast 2019

The key accomplishments of the Victoria ALIVE included these deliverables.

- **Community forums.** 3 of the 5 community forums were delivered in the 2019-20 year in Geelong, Gippsland and the Western Melbourne Metro region. In total, 276 forum attendees participated, 32 forum panelists spoke, 7 partner organisations collaborated with the project and there were 5 performances by all ability choirs and musicians. The forums activated the community with 546 “call-to action” commitments to improve disability inclusion recorded.
- **Leaders breakfast** – this flagship event with keynote speaker Dylan Alcott to facilitate top down leadership in disability inclusion, activated 110 organisational leaders. Other notable speakers included Luke Donnellan, Minister for Child Protection and the Minister for Disability, Ageing and Carers, and Anthony Carabines, Parliamentary Secretary for Carers and Volunteers.
- **Peak body conferences:**
 - » NHVic 2019 Conference session with 23 “call to action” cards completed.
 - » Volunteering Victoria 2019 State Conference with 22 “call to action” cards completed.
- **11 video case studies filmed and produced with Fertile Films,** focusing on volunteers with disability and the organisations where they volunteer. Disseminated through the #WeAreAble social media campaign on all social media channels. 7 organisations involved: CFA Greendale, Travellers Aid, Melbourne Fringe Festival, Lort Smith Animal Hospital, Castlemaine Community House & the Hub Garden, 3CR Community Radio and Boomerange Network.
- **#WeAreAble Social Media Campaign** ran through September and October. #WeAreAble was developed to put inclusive volunteering for people of all abilities in Victoria at the top of the agenda.
- **Micro-credentials:** The online micro-credentials provide organisations with training opportunities to improve inclusion for volunteers with disability. The micro-credentials are available for anyone working or volunteering in a volunteer-involving organisation. Coonara Community House led this work.
- **11 original guides and templates** developed to support organisations to be more inclusive of volunteers with disability.
- **Volunteering Victoria Webinar #9:** Supporting Volunteers with Disability. The webinar explored inclusive volunteer management at a neighbourhood house. Twenty four volunteer managers engaged in this webinar.
- **Voice at The Table video profile,** a collaboration featuring a Project Advisory Group member and her involvement in Victoria ALIVE.
- **Victoria ALIVE Newsletter** 349 subscribers and 6 newsletters distributed.
- **Project Advisory Group** – advised the project formed with 10 members with lived experience with disability over the course of 5 regular meetings
- **Volunteer Managers Training Session** – with 60 attendees and 7 panelists with lived experience or from peak disability organisations.
- **The “So...” Podcast** featuring project team members sharing learnings about disability inclusion.

Reporting and resources from the project are available on the [Victoria ALIVE website](#).

Federal and State Peak partnerships

Volunteering Victoria enjoys a strong working relationship with Volunteering Australia and the State Peaks around Australia. In May Volunteering Victoria supported the compilation of a submission to the Senate Inquiry:

Lessons to be learned in relation to the Australian bushfire season 2019-20

The VA response to the Inquiry focused on the role of volunteers during the bushfire response; the Australian Government’s Emergency Service Compensation Scheme and Investing in the volunteer workforce and the enabling infrastructure.

With meetings held in Perth, Adelaide, Sydney, Canberra and Hobart, the energy for a strong and consistent message on federal issues is paramount to our success.

With the onset of the COVID-19 pandemic, online network meetings of VA and the State Peaks were held weekly to discuss issues, prepare and share resources and collaborate on advice and support to the sector. Issues highlighted were a lack of an effective emergency volunteer registration platform, the rise of informal volunteering (and need for support), concerns over perceived gap in volunteer insurance, the blurring of paid vs unpaid workers and volunteering, Mutual Obligation pressures on the sector, particular issues confronting vulnerable volunteers and funding pressures on VIOs providing vital roles during the pandemic. The COVID-19 resources on the Volunteering Victoria and on the Volunteering Australia website have proved invaluable to volunteers and VIOs alike as they attempted to determine what was and was not allowed during the lock-downs.



Former CEO of Volunteering Australia, Adrienne Picone at the 2019 Volunteering Victoria AGM

Sharing our Message

Volunteering Matters

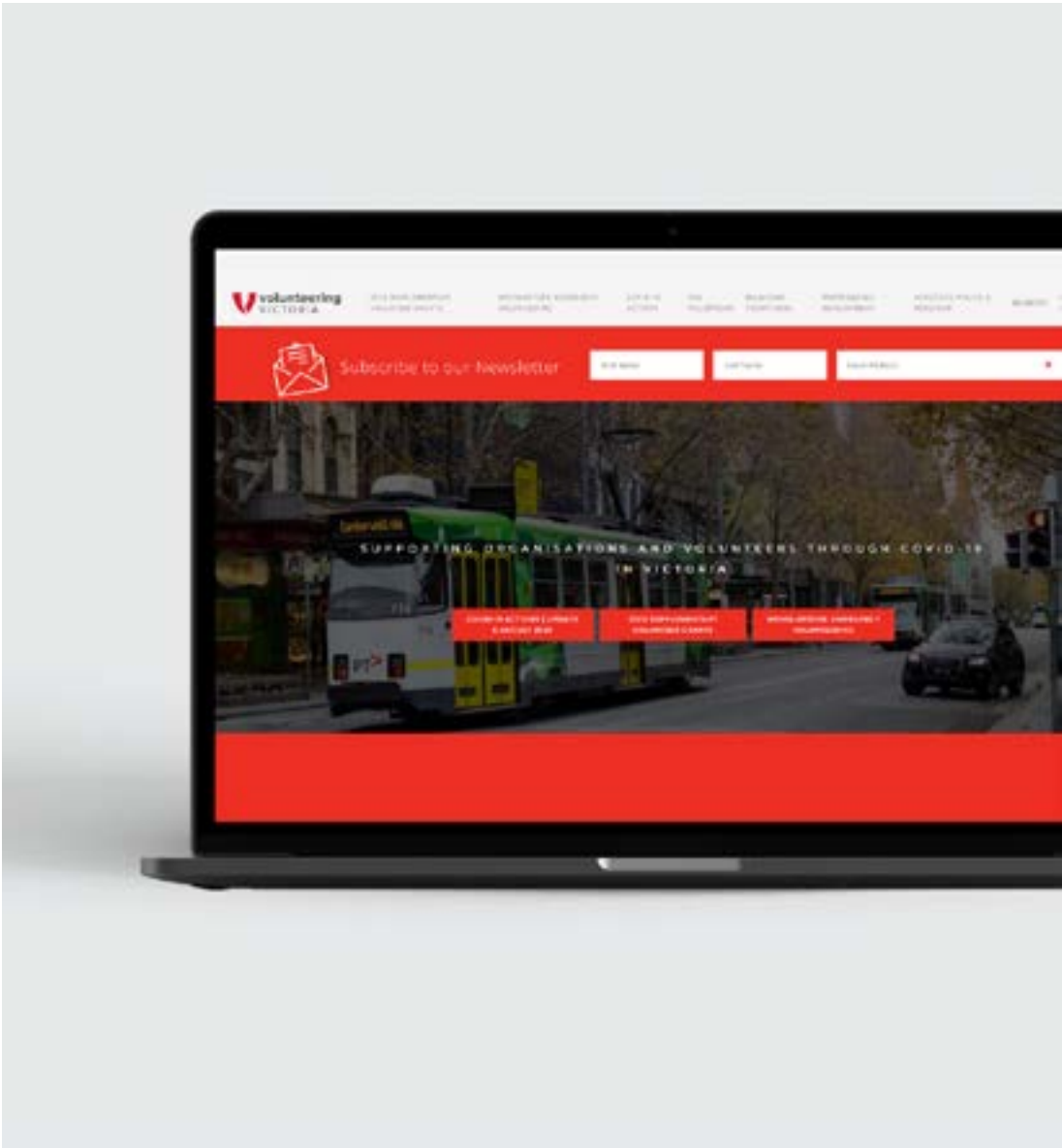
Our monthly newsletter updates readers with sector news, activities, research, advocacy, events – all things volunteering. Volunteering Matters increased its subscriber base by 75% to 6,535 with an average open rate of 23% and click-through rate of 8%

Engage & Exchange

Our monthly newsletter provides readers with updates on up-coming workshops and event at Volunteering Victoria and within Victoria. Engage & Exchange has an open rate of 20% and a click-through rate of 4%

COVID-19 Updates

The COVID-19 Updates publishes important resources and news including announcements that may have affected the volunteer sector. COVID-19 Updates has an open rate of 24% and a click-through rate 10%



Our Members

A

3MBS Fine Music Melbourne
Abbeyfield Australia Ltd
Access Health & Community
ACCESS Ministries (Korus Connect)
Albury Wodonga Volunteer Resource Bureau Inc.
Alfred Health
Alice Haley
Amanda Lovick
Amber Dick
AMDA Foundation Limited
AMES
An To
Anchor Inc.
Animal Justice Party
Anna Ballinger
ANZ Australia
Arcare Pty Ltd
Ardoch Limited
Aspergers Victoria
Asylum Seeker Resource Centre (ASRC)
Austin Health
Australian Kookaburra Kids Foundation
Australian Multicultural Community Services
Australian Red Cross
Australian Red Cross Lifeblood (formerly Australian Red Cross Blood Service)

B

Bairnsdale Regional Health
Ballarat Community Health
Ballarat Foundation / United Way
Ballarat
Banksia Palliative Care Service
Banyule City Council
Banyule Nillumbik Local Learning and Employment Network
Baptcare
Bayley House
Bayside City Council
Bayside Community Emergency Relief
Bayside Community Information & Support Services Inc
Bendigo Health
Bendigo Kangan Institute (T/A Bendigo TAFE & Kangan Institute)
Bendigo Volunteer Resource Centre
Bethany Community Support
Bicycle Recycle Shed
Big Brothers Big Sisters Australia
Big Group Hug Ltd
BirdLife Australia
BluEarth Foundation
BlueCross Community & Residential Services
Boroondara Aged Services Society (BASS Care)
Boroondara Volunteer Resource Centre
Bradley Smith
Bridges Connecting Communities Ltd
Brimbank City Council
Bronwen Clark
Brotherhood of St Laurence

O

Calvary Health Care Bethlehem
Campaspe Primary Care Partnership
Cancer Council Victoria
Cancer Patients Foundation Limited
Carlton Neighbourhood Learning Centre

Caroline Duffield
Carolynne Venn
Carringbush Adult Education
Castlemaine Health
CatholicCare
Central Bayside Community Health Services
Centre for Multicultural Youth
Centre for Participation
Chinese Association of Professionals and Scholars, Australia
“Yalcin (Charlie) Kobak “
Churches of Christ Community Care
City of Ballarat
City of Casey
City of Greater Bendigo
City of Greater Dandenong
City of Kingston
City of Melbourne
City of Monash
City of Moreland
City of Port Phillip
City of Stonnington
City of Whitehorse
City of Wodonga
City of Wyndham
Cobaw Community Health Service
cohealth
Colac Area Health
Communitier
Community Information & Support Victoria (CISVic)
Community Information Glen Eira Inc
Con O’Brien
Connect Health & Community
Conservation Volunteers Australia
Coonara Community House (Volunteer for Knox)
Council on the Ageing Victoria (COTA)
Counterpart (formerly Breacan)
Country Fire Authority (CFA)
Courage to Care (Vic) Inc
Court Network Inc.
CQUUniversity Australia
Cranbourne Information & Support Service Inc
Crimcheck Ltd
Croatian Catholic Welfare
Crohn’s & Colitis Australia
Cystic Fibrosis Community Care (CFCC)

D

Dallas Beeston
Dan Gray
Daniela Gullaci
Deakin University- Geelong Campus
Dean Petrisevic
Dementia Australia (formerly Alzheimer’s Aust)
Department of Environment, Water, Land and Planning (DELWP)
Diabetes Victoria
Diamond Valley Community Support
Didi Bahani Samaj Victoria (DBSV)
Djerriwarrh Health Services
Donwood Community Aged Care Services Inc
Dorothy Impey Home
Doveton Neighbourhood Learning Centre Inc
DPV Health (formerly Dianella Health)
Drysdale Community Church Inc.
Duke Street Community House

E

EACH
Eastern Health
Eastern Volunteers
EdConnect Australia
Elly Murrell
Emma Short
Epilepsy Foundation
EstuaryWatch & Waterwatch Victoria
Extended Families Australia Inc

F

Fairview Homes for the Aged Inc
Fairway Bayside Aged Care
Family Access Network
Family Care Inc. (Goulburn Valley Family Care Inc.)
Family Life
Fareshare
Fernlea House Inc
Fitted for Work
Fitzroy Legal Services
FoodBank Victoria
Fronditha Care
Fusion Oakleigh Youth and Community Centre

G

Gateways Support Services
Geelong Gallery
Gellibrand Community House
genU Karingal St Laurence
Geoff Sharp
Georgia Ransome
Gippsland Farmer Relief Incorporated
Girl Guides Victoria
Glen Eira City Council
Golden Plains Shire Council
GoodCompany
Goulburn Valley Hospice Care Service Inc
Greater Shepparton City Council
Green Maroon and Black Patrons’ Club (a part of MHSOBA Inc)
Greyhound Racing Victoria
GriefLine Community & Family Services Inc.
Guide Dogs Victoria

H

Habitat for Humanity Australia (Victoria)
Hamilton & Grampians Visitor Information Centre
Harry Moyle
Healesville Interchurch Community Care Inc
Heartbeat Victoria Council Inc.
Heathcote Health
Heide Museum of Modern Art
Heidelcare
Helen Coleman
Hepburn Health Service
Hepburn Shire Council
Hobsons Bay City Council
Holy Fools Inc
Humanist Society of Victoria
Hume City Council
Huntington’s Victoria

I

IEPCP Inner East Primary Care Partnership
Impact Volunteering
Inclusion Melbourne Inc.
Interchange Inc

Interchange Outer East

J

Jan Lucas
Jennie Gale
Jewish Care (Victoria) Inc
Jimmy Marinas
JoCare
Julia Young
Julianne Neilson
Julie Leonidas

K

Karina Hogan
Keep Victoria Beautiful
Keira McDonagh
Kelli Nunes
Kellie Houghton
Kids First Australia
Kinglake Ranges Neighbourhood House
Kirsten Fullarton
Knox City Council
Kylie Gerber
Kylie Semple

L

La Trobe University Student Union Inc.
Lara Kerr
Latrobe City Council
Latrobe Community Health Service
Laverton Community Centre
Leadership Victoria
Lentil As Anything Ltd
Leongatha Community House Inc
Life’s Little Treasures
Limbs 4 Life Inc
Lisa Gallagher
Living the Dream Foundation
Loddon Shire Council
Longwarry & District Lions Club
Lord Somers Camp & Power House
Lort Smith Animal Hospital
Luz Bland

M

Madeline Townsend
Maelor Himbury
Make A Difference Dingley Village
Make a Wish Foundation of Australia
Mallee Track Health and Community Service
MannaCare
Mansfield Shire Council
Margaret Campion
Maribyrnong City Council
Mark van Tatenhove
Marriott Support Services
Mat Mason
Melba Support Services
Melbourne City Mission Inc (Head Office)
Melbourne Fashion Festival Ltd
Melbourne Legacy
Melissa Dummigan
Melton City Council
Mercy Connect Ballarat
Mercy Health
Mercy Works Ltd
Merri Health
MHA Care
MiCare Ltd
Mind Australia
MND Victoria (Motor Neurone Disease Association of Victoria)
Monash College

Monash Health
Monash Senior Chinese Volunteer Service Centre
Monash University
Monica Smyrek
Moonee Valley City Council
Mordialloc Community Centre
Museums Victoria

N

National Australia Bank (NAB)
National Council of Jewish Women Victoria
National Sports Museum Ltd (Melbourne Cricket Club)
National Stroke Foundation
National Vietnam Veterans Museum
NCN Health (formerly Numurkah District Health Service)
Neighbourhood Houses Victoria
Neighbourhood Watch Victoria
Nicola McKay
Nikila Cranage
Nillumbik Shire Council
North Melbourne Language and Learning
North Richmond Community Health Centre
Northeast Health Wangaratta
Northern Health

O

OC Connections
Office of the Public Advocate
Old Treasury Building
On My Feet Ltd
Open Gardens Victoria
Open Table
Ovarian Cancer Australia
Oxfam Australia

P

Palliative Care South East
Palliative Care Victoria Inc
Pancare Foundation Inc.
Pangerang Community House Inc.
Parks Victoria
Paul Mc Inerney
Paul Ross
People Outdoors
Perinatal Anxiety and Depression Australia (PANDA)
Phillip Island Nature Parks
Pinarc Disability Support
Playgroup Victoria
PMI Victorian History Library
Police Veterans Support Victoria (formerly Retired Peer Support Officer Program)
Polish Community Council of Victoria
Prabhat Alloi Inc
Public Record Office Victoria
Puffing Billy Railway

Q

Qrise

R

Reclink Australia
Restoring Hope Inc
Reynard Street Neighbourhood House (formerly Robinson Reserve Neighbourhood House)
Richard Blakeman
Riddells Creek Neighbourhood House
RMIT University

Road Trauma Support Services Victoria
Robert Rolley
Robert Wagner
Robin Boyd Foundation
Ronald McDonald House VIC TAS
Rose Jackson
Rosheen Arthur
RoundTrip Foundation
Royal Automobile Club of Victoria (RACV)
Royal Botanic Gardens Victoria
Royal Victorian Association of Honorary Justices
RSL Inc. VIC Branch
RSPCA (Victoria) Inc

S

Sacred Heart Mission
Sailors with Disabilities Inc
Sally Boyle
Samarinda Ashburton Aged Services (SAAS)
Sandown Cobras Football & Netball Club Inc
Sands Australia
Sarah Silcocks
Save the Children
Scouts Victoria
Seaworks Foundation
Second Chance Animal Rescue Inc
SecondBite
SEEK Limited
Shrine of Remembrance
Silvia Carbone
Simone Schweigert
Solve Disability Solutions
South East Community Links Inc
South East Volunteers
South Port Day Links
South Shepparton Community Centre Inc
Southern Migrant and Refugee Centre
Southern Peninsula Community Support and Information Centre
SPAN Community House Inc.
St John Ambulance Australia (Victoria)
St John of God Health Care
St Kilda Mums
St Mary’s House of Welcome
St Vincent de Paul Society Victoria
St Vincent’s Care Services (QLD)
St Vincent’s Hospital Melbourne
Star Health Group
STARS Aged Services (St Theresa’s)
State Library of Victoria
Story Dogs
Sue Jakob
Sunassist Volunteer Helpers Inc
Sunbury Community Health
Swan Hill Neighbourhood House
Switchboard

T

Tarn Kruger
TarraWarra Museum of Art
The Bushfire Foundation Inc
The Centre for Continuing Education
The Footpath Library Pty Ltd
The Good Samaritan Inn
The Holland Foundation
The Institute for Enquiring Minds
The Johnston Collection
The Lost Dogs Home
The Mission To Seafarers Victoria Inc
The Portsea Camp

The Royal Children’s Hospital
The Royal Children’s Hospital Foundation
The Royal Melbourne Hospital
The Royal Victorian Eye & Ear Hospital
The Royal Women’s Hospital
The Salvation Army
The Smith Family
The Winged Horse Equine Welfare Inc
Theresa Mangion
Thorne Harbour Health FKA (Vic AIDS Council)
Tracie Wilson
Transgender Victoria
Traveller’s Aid Australia
Trentham Neighbourhood House

U

U3A Network Victoria
Uniting Agewell
Uniting Vic Tas
University of Melbourne
University of Melbourne Student Union (USMU)

V

Variety the Children’s Charity
Very Special Kids
Victoria State Emergency Service
Volunteers Association (VicSESA)
Victorian Immigrant & Refugee Women’s Coalition
Victorian Mental Illness Awareness Council Inc.
Victorian State Emergency Service
Villa Maria Catholic Homes
VincentCare Victoria
Vision Australia
Visit Ballarat
Volunteer CONNECT (Volunteering Warrnambool)
Volunteer West
Volunteering Geelong
Volunteering Mornington Peninsula

W

Water Polo Victoria
Wellsprings for Women Inc
Wellways
Western Emergency Relief Network
Western Health
Whitelion Youth Agency
Whittlesea Community Connections
Wilson Business Services
WIRE Women’s Information and Referral Exchange Inc
Woodend Neighbourhood House
Work for the Soul
WorldSkills Australia

Y

Yackandandah Community Centre
YACVic (Youth Affairs Council of Victoria)
Yalcin (Charlie) Kobak
Yarra Plenty Regional Library
Yarra Ranges Shire Council
YMCA Victoria
Your Community Health (formerly Darebin)

Z

Zoe Peltekis
Zoos Victoria

Summary of accounts

Volunteering Victoria Inc.

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2020	Note	2019 \$	2018 \$
Revenue	3	1,107,830	1,054,486
Expenses			
Employment related expenses		(583,529)	(648,736)
Marketing, training and program expenses		(248,677)	(257,361)
Office and premises expenses		(65,315)	(69,593)
Travel, accomodation and meeting expenses		(11,589)	(16,358)
IT and communication expenses		(26,413)	(27,773)
Finance and membership expenses		(29,566)	(17,589)
Depreciation expense	4	(5,639)	(5,954)
Surplus for the year attributable to the members of Volunteering Victoria Inc.	14	137,102	11,122
Other comprehensive income for the year		-	-

Total comprehensive income for the year attributable to the members of Volunteering Victoria Inc.

137,102 11,122

Assets

Current assets

Cash and cash equivalents	5	1,186,726	561,262
Trade and other receivables	6	72,163	50,147
Other current assets	7	-	12,980
Total current assets		1,258,889	624,389

	Note	2019 \$	2018 \$
Non-current assets			
Property, plant and equipment	8	2,356	1,854
Right-of-use assets	9	7,367	-
Total non-current assets		9,723	1,854

Total Assets 1,268,612 626,243

Liabilities

Current liabilities

Trade and other payables	10	61,721	137,006
Lease liabilities	11	7,473	-
Employee benefits	12	19,867	13,996
Revenues received in advance	13	866,049	298,841
Total current liabilities		955,110	449,843

Total liabilities 955,110 449,843

Net assets 313,502 176,400

Equity

Retained surpluses	14	313,502	176,400
Total equity		313,502	176,400



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