

A group of volunteers, mostly women, are wearing orange safety vests and face masks, working in a warehouse or storage room. They are packing various food items into cardboard boxes. One volunteer in the foreground is holding a can of soup with a label that says "PLEASE SUPPORT OUR FOOD BANK". Another volunteer is pouring a liquid from a bottle into a box. There are many cardboard boxes around them, some open and some closed. The scene is busy and organized.

ANNUAL IMPACT REPORT 2021

VOLUNTEERING VICTORIA

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



OUR YEAR

40

MENTORING PROGRAM
Mentors & Mentees engaged

114

CPD PROGRAM
CPD participants

218

Leaders of Volunteers received assistance to recruit volunteers

532

Individuals received assistance to find a volunteer role

2210

WEVOLUNTEER
Participants

AT A GLANCE

423



Seventy-one



\$\$\$\$ 2.4m

Total funding



Nine
New guides



Eight
Webinars - 342 views



Seven
Research and policy submissions



Thirteen
Public workshops - 207 attendees

41

WEVOLUNTEER
Volunteer-involving
organisations registered

36

in house
training sessions
*online and face to face

MESSAGE FROM CHAIR & CEO

As COVID-19 continued to disrupt volunteers, our members, sector, and State's recovery, we remain grateful and humbled by the commitment of Volunteering Victoria staff and board members to successfully navigate the extraordinary challenges COVID has presented us.

While it has not been easy, we are proud to have worked relentlessly on our constitutional objective to assist members of the Australian community in need through volunteering.

In this report, we share our successes, setbacks, and strategies undertaken over the last 12 months to maintain and enhance the standards, quality, reputation, and sustainability of volunteering for the collective interests of our members, volunteers, and the wider Victorian community.

SUCCESSES

State of Volunteering Report: Volunteering Victoria, with the support of the State Government, was proud to present our inaugural State of Volunteering Report at our 2020 AGM. This report was a major achievement for our team, highlighting for us and the wider sector the considerable economic and social costs and benefits of volunteering across Victoria.

ISO Quality Accreditation: In October 2020, the Board approved an ambitious workplan for Volunteering Victoria to meet the stringent ISO9001 Quality Management Standard. After much effort, in August of this year (post-20/21 reporting period), we are very proud to be one of the few community organisations to obtain this international certification.

Sector Development: As working-from-home and online learning became second nature this year, we are pleased to showcase the depth and breadth of work undertaken to support our sector to remain resilient in such challenging times. From the multitude of written and animated video resources, webinars and forums, mentoring partnerships, SIGs and training sessions we facilitated, delivered, and organised, we have maintained high expectations and high-quality services.

VMA Program: Volunteering Victoria undertook a proactive approach to working with and for Volunteer Resource Centres impacted by the federal redesign of the Volunteer Management Activity fund. In partnership with the State Government and other parties, we were successful in extending federal funding to these organisations for (at least) one more year.

Advocacy for and by the sector: As Neil Pharoah emphasised in our advocacy SIG, "it is critical that volunteer-involving organisations and the peak body raise our voice and speak loudly to government and key decision-makers often. Otherwise, others will make decisions for us". This year, we wrote seven submissions, met 11 times with political leaders across the political spectrum and helped to advance the development of the Victorian Volunteer Strategy through consultations and on the Strategy Taskforce.

SETBACKS

Volunteering engagement: As outlined in our State of Volunteering Report, the devastation of COVID on volunteering numbers has been significant. Estimates suggest 72% of organisations' volunteer programs were either only partially operational (60%) or not operational (12%), with 21% of smaller volunteer-involving organisations non-operational. We are committed to building back, better, realising there is a long road ahead for our sector.

Leave loading: During the year, we discovered we had been remiss in not paying leave loading in accordance with our compliance with the SCHADS Award. We owned this mistake quickly, calculating our liability in our year-end accounts at \$29k and have since repaid all 42 current and former eligible employees.

STRATEGIES

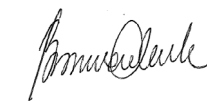
weVolunteer: Our community recovery program remains precariously positioned to either become embedded as part of our State's volunteering infrastructure or ending up like its decommissioned predecessor *HelpOut*. Current conversations with the Minister, Department and stakeholders are promising, particularly when we directly see the enduring benefit of this service in our communities.

Place-based volunteering: As a proud member-based organisation, we have been working closely with both Federal and State governments to advocate for viable place-based services in our communities. This work remains a priority for us through the forthcoming State Volunteer Strategy.


Equity, diversity and inclusion (EDI): Our leadership of EDI in the sector is paramount to our future. During the year, we submitted our Reconciliation Action Plan (Reflect) for endorsement by Reconciliation Australia. Additionally, our Board have commenced work to reframe the narratives that inform some of our unconscious biases.

SUMMARY

As your Chair and Executive, we are grateful for your membership and your engagement with us, whether it was through advocacy, an engagement or simply showing your commitment to our cause through your membership. While we all have had unique experiences of COVID, individually and collectively, and we hope that when you read this Impact Report, you agree that we have lived our values of collaboration, innovation and accountability. We look forward to continuing our journey towards resilient communities and empowered, active people through meaningful volunteering.



Bronwen Clark
Board Chair



Scott Miller
Chief Executive





INSIDE VOLUNTEERING VICTORIA

OUR DIRECTORS DURING 2020- 2021

Bronwen Clark (Chairperson)
Andrew Coghlan
Luci Mumme
Con O'Brien
Angela Seach
Geoff Sharp
Bradley Smith
Kerry Uren
Michael Wilson

OUR STAFF DURING 2020-2021

Jenna Chia, Policy & Advocacy Officer / Indigenous Programs Officer
Vicky Darling, Project Director (weVolunteer)
Tanya Di Michele, Senior Project Officer (weVolunteer)
Jen Frees, Communications & Engagement Officer (weVolunteer)
Gillian Garner, Business & Policy Officer
Antoine Guillemette, Engagement Manager / Programs Co-ordinator: VMA Victoria
Ruby Jacobs, Membership Support Officer
Jan Lucas, Community Engagement Coordinator – Gippsland
Rob Lutter, Project Director (weVolunteer)
Hazel Maynard, Trainer & Consultant
Scott Miller, Chief Executive
Ish Rashad, IT Specialist
Virginie Rey, Events Co-ordinator / Consultant: VMA
Liz Ross, Business Officer
Rosy Sataneck, Events Coordinator
Camellia Sayed, Senior Communications Officer/ Project Manager
Sara Sterling, Sector Development Manager / State Programs Manager
Kate Stuart, Community Engagement Coordinator – Gippsland
Dominic Szeker, Policy & Advocacy Lead
Madeline Townsend, Volunteer Engagement Officer
Melissa Wright, Project Officer (weVolunteer)

OUR VOLUNTEERS & STUDENTS

Thank you to the many volunteers who offered their time and skills in the last financial year.

Hannah Ballantyne
Apoorva Bisht
Monica Castillo
Lily Chen
Veronica Chen
Danielle Cutler
Veronica Dimatulac
Lexie George
Heath Gilham
Victoria Kenwothy
Vanessa Lewis
Darren Neilan
Robert Nitti
Siobhan O'Halloran
Alexander O'Hare
Ruth Ong
Aneeq Sarwar
Andre Simmonds

ORGANISATION HIGHLIGHTS

QUALITY MANAGEMENT SYSTEM: ISO 9001 ACCREDITATION

Volunteering Victoria is committed to providing professional services and resources to exceed our members' and stakeholders' expectations, thereby assisting them in achieving their strategic objectives.

The International Organisation for Standardization (ISO) is a worldwide federation of national standards bodies (ISO member bodies).

For Volunteering Victoria, the decision to progress toward ISO 9001 standard accreditation was made in early 2021. The adoption of a quality management system was a strategic decision that helped improve overall performance and provided a sound basis for sustainable development initiatives. A Quality Committee was formed including the Volunteering Victoria leadership team and representation from three member organisations – Zoos Victoria, Parks Victoria and Lort Smith Animal Shelter.

Volunteering Victoria is grateful for the leading role Liz Dimitriadis and Russell Jaffe (LDC Consulting) played in the success of the ISO accreditation process.

Volunteering Victoria expects to receive its ISO 9001 accreditation in late 2021.

MEMBERSHIP DATABASE: MEMBES

A successful launch of our new Customer Relationship Management system - Membes - occurred in June 2021 - just in time for our annual member renewals. Integrated with the Volunteering Victoria website, approximately 650 contacts were provided access to the system.

Members now have a unique membership number and can easily access the portal to view and update their information. Groups can also list more than one employee who engages with Volunteering Victoria and its services. This has positively impacted our relationship with our members, especially those listing multiple branches and employee contacts under their membership profiles.

For Volunteering Victoria, being able to easily access information of the sectors in which our members operate will support our policy and advocacy work in the future.

The new CRM has also benefited from the integration with our finances and training platforms and has allowed us to streamline our processes and move away from manual engagement. Future CRM upgrades and features are expected and include use of groups, forums and member directories.

18 
VOLUNTEERS AT
VOLUNTEERING VICTORIA

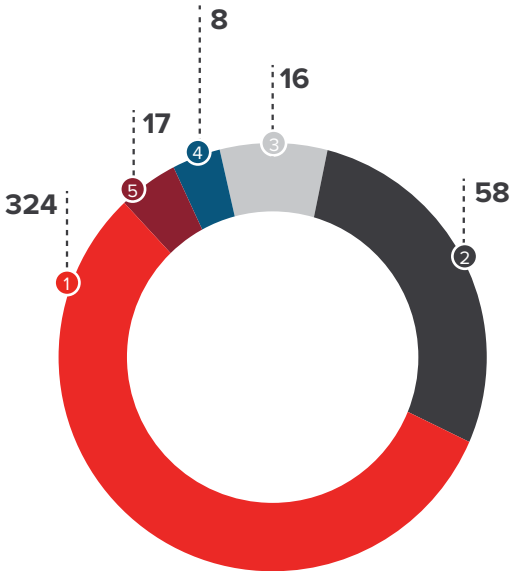
128 
VOLUNTEER HOURS
CONTRIBUTED

\$6K 
VALUE OF VOLUNTEERING
CONTRIBUTION

OUR MEMBERS

VOLUNTEERING VICTORIA

We had 423 members at the end of the year, with Community/ Welfare Services the largest sector represented in our membership and a total of 71 new members joining us for the 2020-21 financial year. While a number of memberships were not renewed during the COVID lockdown period, our membership remains strong with many new members joining.



Types of Memberships

- 1 Full membership
- 2 Individual membership
- 3 Corporate membership
- 4 Associate membership
- 5 Reciprocal



Industry Classification 2020-2021

Aged Services	15
Animal Welfare & Wildlife	8
Art, Heritage & Culture	23
Corporate/Business	7
Disability Services	17
Education & Training	14
Environment	7
Health	67
Individual Board Member	4
Local Government	37
Multicultural Services	7
Other Individual Members	14
Parenting, Children & Youth	9
Political Party	1
Religion	5
Sport & Recreation	10
Volunteer Manager	24
Volunteer Support Services	15
Volunteer Supporters	30
Welfare/Community Services	109

POLICY, ADVOCACY & RESEARCH



GOVERNMENT SUBMISSIONS

Formal submissions and positions papers are an important part of our policy and advocacy work. This year, we made seven submissions to the Victorian Government on a range of import issues.

1. Submission to the Victoria Early Childhood Workforce Strategy: Working Together to Build Victoria's Early Childhood Education Workforce.

Our submission to the Strategy highlights the need for a greater understanding of the role volunteers play in the early childhood sector, the value of their current involvement, and the potential contribution that volunteering can make to meeting the Strategy's aims of attracting and retaining a quality Early Childhood education workforce.

2. Submission to Active Victoria: A Framework for Sport and Recreation in Victoria.

Volunteering is absolutely critical to sport and recreation. More people volunteer for sports than any other activity. Our recommendations highlighted the importance of volunteering to get Victorians active again.

3. Submission to the Victorian Government: Disability Plan 2021-2025 Consultation. Our submission to the government aimed to get the volunteering workforce and disability-inclusive volunteering embedded in the next State Disability Plan.

4. Position paper on the Royal Commission into Victoria's Mental Health System. This Position Paper brought into focus the elements of the Final Report of the Royal Commission into Victoria's Mental Health System which related to volunteering. Volunteers support the non-clinical mental health. Volunteering has mental health benefits and helps prevent mental illness.

5. Victorian LGBTIQ+ Strategy 2021. We believe there is an opportunity through the development of the Victorian LGBTIQ+ Strategy to take a further systemic and strategic approach to improve LGBTIQ+ inclusion and build greater capacity for inclusive volunteering in our sector.

6. Worker Screening Regulations 2020. We called on the Government to exempt volunteers in the disability sector from the costs of screening checks, as is currently the case with volunteers who work with children.

7. Addressing sexual harassment in Victorian workplaces. We supported the submission by Justice Connect to improve legal protection for volunteers in the workplace and better assist volunteer-involving organisations to provide safer workplaces for their volunteers.

SUPPORT FOR PLACE-BASED VOLUNTEER SUPPORT SERVICES

Volunteer support services are an important part of the infrastructure that supports volunteering locally. However, the word "infrastructure" doesn't do justice to the dedicated, talented, passionate staff and volunteers supporting our communities to undertake volunteering safely and more effectively. Beyond our normal role of advocating for our members and supporting the volunteering sector through COVID, our highest priority this year has been to advocate for continued investment in place-based volunteer support services. Key initiatives we undertook included:

- » Working with volunteer support services and allies for a "Save Our Volunteer Support Organisations" advocacy campaign;

- » Making a State Budget 2020-21 submission: Investment in Volunteer Support Services to make the positive case for the Victorian Government to invest in place-based services;
- » Briefings and meetings with Victorian Government leadership.

STATE OF VOLUNTEERING REPORT

The *State of Volunteering in Victoria (2020)* Report is a major contribution to the research and data on volunteering in Victoria. State of Volunteering Reports are undertaken to explore the social, cultural and economic contribution of volunteers. The research also captures and quantifies the changing nature of volunteering in the population and in volunteer-involving organisations. In these reports, we use the Volunteering Australia agreed definition of volunteering as: "time willingly given for the common good and without financial gain."

According to our estimates, there are 2.3 million volunteers in Victoria, collectively contributing an estimated 507.7 million hours. The COVID pandemic has majorly disrupted volunteering, however, we measured a decrease of 1.1 million volunteers in the first few months of the pandemic and public health restrictions. This evidence helps to demonstrate the serious challenges our sector has managed through the pandemic. We also highlighted the importance of volunteers providing essential services and community supports during the pandemic.

ADVOCACY SPECIAL INTEREST GROUP

Volunteering Victoria established the Advocacy Special Interest Group (SIG) to inspire our members about the role, power and value of advocacy. With

guest speakers in attendance, the SIG explores different methods, tools and resources to advocate efficiently and effectively within and on behalf of the volunteering sector.

ENGAGEMENT WITH POLITICIANS

All political parties have an interest in supporting volunteers. We engage political parties across the political spectrum.

We regularly meet with the incumbent Labor Party Government to progress issues and opportunities for the volunteering sector.

We strongly value our collaborative working relationships with:

- » Anthony Carbines, Parliamentary Secretary for Carers and Volunteers and;
- » The Hon. Luke Donnellan, Minister for Disability, Ageing and Carers.

This year, we also meet with the following party leaders to discuss issues concerning the volunteering sector and the importance of incorporating volunteering in their party policies before the 2022 Victorian Election:

- » Cindy McLeish, Deputy Leader Liberal Party and;
- » Samantha Ratnam, Leader of the Victorian Greens.

VICTORIAN VOLUNTEER STRATEGY










Volunteering Victoria has been a formal partner with the Department of Families Fairness and Housing (DFFH) as they resumed face to face consultation for the Victorian Volunteer Strategy.

This has included:

- » Consultations at the Leadership in Volunteering, Inclusive and Employee Volunteering special interest groups (SIGs) on a draft strategy;
- » Attendance of Volunteering Victoria staff at all regional consultations;
- » Scott Miller (Chief Executive, Volunteering Victoria) is a formal representative on Volunteer Strategy Taskforce.

FACT SHEETS & GUIDES

Volunteering Victoria has developed nine guides and animated guides designed to assist the volunteering sector with best practice when setting up volunteer programs. During this financial year, we added:

-  COVID-19 Actions
-  COVID-19 Restarting your Volunteer Program
-  COVID-19 Volunteering Safely Under Different Pandemic Stages
-  FAQs for COVID-19 Restrictrions in Victoria for Volunteer Managers
-  FAQs for COVID-19 Restrictrions in Victoria for Volunteers
-  Mutual Obligation
-  Virtual Volunteering – Designing Roles and Projects
-  Welcome Back Team!
-  Returning to Volunteering as Restrictions Ease in Victoria



SECTOR DEVELOPMENT & EVENTS

36

IN-HOUSE TRAINING
WORKSHOPS FOR
ORGANISATIONS

13

PUBLIC TRAINING
WORKSHOPS
207 PARTICIPANTS

8

WEBINARS
342 VIEWS

90%

RATED EXCELLENT
AND VERY GOOD

BUILD BACK BETTER

Responding to challenges in the sector, Volunteering Victoria hosted the Build Back Better forum on 23 February for members and non-members.

The online event featured a keynote from Beth Steinhorn (VQ Strategies, USA), a panel discussion on insurance and advocacy with representatives from Justice Connect, Volunteering Australia and Volunteer West. The forum also included interactive breakout rooms to further discuss the ongoing challenges relating to technology, volunteer diversity, trends in Australian society, and volunteer recruitment.

IN-HOUSE TRAINING

Volunteering Victoria ran 36 in-house training sessions and 13 public workshops. Central to our value proposition in sector development is our broad real-world experience of programs and customised training easily tailored to suit organisational needs.

Programs delivered in 2020/21 included:

- » The 3R's (Recruitment, Retention and Recognition)
- » A – Z of Volunteer Management;
- » The Accidental Trainer;
- » Building an Inclusive Volunteer Program;
- » Coaching Volunteers through Organisational Change;
- » Making your Volunteer Program COVID-safe;
- » National Standards for Volunteer Involvement;
- » Navigating Professional Boundaries;
- » Online Volunteering;
- » State of Volunteering (Overview);
- » State of Volunteering and Advocacy;
- » The Changing Nature of Volunteering;
- » The Tuff Stuff – Volunteer Performance Counselling;
- » Values-based Leadership;
- » Volunteer Screening Deconstructed.

“As a new volunteer coordinator, Hazel’s training helped me build my skills and knowledge in the fundamentals of volunteer management.”

“Her style of presenting is thoughtful, engaging and down-to-earth. During the workshops, she gave some great examples and ideas from her wealth of personal experience, and brought the training group together with fun practical exercises that brought the concepts to life. From her training sessions, I’ve been able to review and rethink my approach as a volunteer manager, and feel more confident in implementing the National Standards and principles of best practice in my programs. Thank you, Hazel and Volunteering Victoria!”

– Training from Merri Health



MENTORING PROGRAM

The Volunteering Victoria Volunteer Managers Mentoring Program entered its sixth year, with 20 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 its geographic reach to include six pairs across regional Victoria.

“I have been involved informally in volunteer management for over a decade. Having only recently joined the sector in a professional capacity the mentor program has been absolutely invaluable.”

“My mentor has so much knowledge and experience and is helping me join the dots between my past experience and my present role. Being part of the mentor program gives me the opportunity to speak with other volunteer managers like myself, but also benefit from the vast body of knowledge that comes from the mentors in this program. I can’t recommend it highly enough - whether you are brand new to the sector or you’re looking for support to achieve some of your goals, working alongside a mentor adds so much value!”

– Mentee from Marriott Support Services

“When coming into my role as Volunteer Program Manager at Heide, I signed up for the Volunteering Victoria Mentorship Program as a mentee and it was hugely valuable to my confidence and skills in my new role.”

“Coming back as a mentor has been a wonderful experience. It has cemented my own knowledge that I gained through the mentorship program and through the years of ongoing professional development that followed and also allowed me to give back to a program that gave me such an excellent head start in my career. Whether mentor or mentee, I can recommend this program as an invaluable way to stretch and grow your skills as a manager of volunteers, and a fantastic way to meet people and build networks in the industry.”

– Mentor from Heide Museum of Modern Art



WEBINARS

Volunteering Victoria has continued to expand its webinar offerings in 2020-2021, running PLV talks regularly, as well as some one-off webinars.

In total, Volunteering Victoria ran eight PLV Talks webinars

“It was great to know that topics that are important to my organisation, Thorne Harbour Health, are relevant to not only my fellow organisations which utilize volunteers in service delivery, but for our peak body, Volunteering Victoria.”

“Sara and the team made it easy to engage and deliver the content, whilst maximising its impact. Even more fulfilling is the knowledge that information from our webinar was a catalyst to make volunteer programs more inclusive for LGBTIQ+ folk.”

– Thorne Harbour Health

CONTINUING PROFESSIONAL DEVELOPMENT PROGRAM (CPD)

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

Volunteering Victoria ran its second year of the program in 2020. 51 participants obtained the endorsement at the end of the program. Some participants discontinued the program due to the impacts of COVID-19. Now in its third year, Volunteering Victoria currently has 114 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;
- » Hume Volunteer Gateway;
- » Justice Connect;
- » Volunteer Central Vic;
- » Volunteer Connect;
- » Volunteering Geelong;
- » Volunteer West.

During the first year, we engaged in a specific partnership with Volunteer West, who are sponsoring interested participants in the CPD program. These participants have enrolled in CPD in 2021 and will be supported by both organisations to complete the program in due course.

In its second year, CPD had some great outcomes. Through our evaluation survey:

- » 89% of respondents said they planned their professional development more proactively due to CPD;
- » 95% of respondents agreed or strongly agreed the program met their expectations;
- » 73% agreed that they were more confident talking about their professional skills as a result of CPD;
- » CPD participants rated the program 8 out of 10.

Due to the success of the program at Volunteering Victoria, Volunteering Australia has formally endorsed this initiative, encouraging other State/Territory peak bodies to adopt this offering.



“In the first year that I completed the CPD, I was looking at making sure I could accrue all the points I needed - but in doing this it meant I found out about many opportunities I wasn’t aware of prior, and it encouraged me to attend meetings that I hadn’t before.”

“I am about to have a planning day for my team and this includes how we might meet the CPD requirements for 2021 and really take a close look at what we may benefit from taking part in this year. The CPD is a core part of my professional development plan for this year!”

– Anonymous

“CPD keeps you focused and in talking and sharing about the sector with others, it promotes relationships and connection –”

“you can reach out to people in other organisations with more ease and frequent contact with others in the ‘same boat’ helps you focus your thoughts and opinions, and then you take all of that info with you when you are advocating for volunteers, for yourself and your program - you know others have your back! It promotes confidence in our role, in our skills, our worth and in our decisions. It definitely helps promote the professionalism of leaders of volunteers.”

– Anonymous

“CPD is undertaken by all professions so it is absolutely raising the profile of our profession.”

“Having the ability to place PLV after my name provides me with the opportunity to talk about my career and my profession”

– Anonymous

VOLPOLL

As part of the state budget investment in technology, Volunteering Victoria launched VolPoll during National Volunteer week 2020.

VolPoll is a free volunteer engagement tool highlighting three areas of focus – sustainability, safety and satisfaction for volunteers and volunteer-involving organisations. VolPoll is designed as a primer to the National Standards for Volunteer Involvement.

Since its launch, VolPoll has had engagement with over 280 individuals statewide. It has provided advice on three best practice areas to 110 volunteers and 173 Leaders of Volunteers. Sustainability was the area of greatest concern for volunteers and Leaders of Volunteers, and safety was the area in which the groups expressed the most confidence.

VolPoll had its first trial as a consulting tool with Coastcare Victoria and provided targeted advice and analysis to individual groups across South Gippsland in early 2021.

VolPoll is continuing its expansion in 2021-2022 and we expect further results and trends to be shared statewide.

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 the Certificate IV in Coordination of Volunteer Services (CHC44015) currently run by the Centre for Volunteering in NSW.

As of June 2021, seven of the 10 scholarship students are due to complete their studies with three currently on a delayed completion timetable. Students have shared their learnings with other members of the Victorian volunteer sector in a variety of ways, including presentations at networks (LOHVE, LGpro, VVSN), and as mentors in the Volunteering Victoria mentoring program.

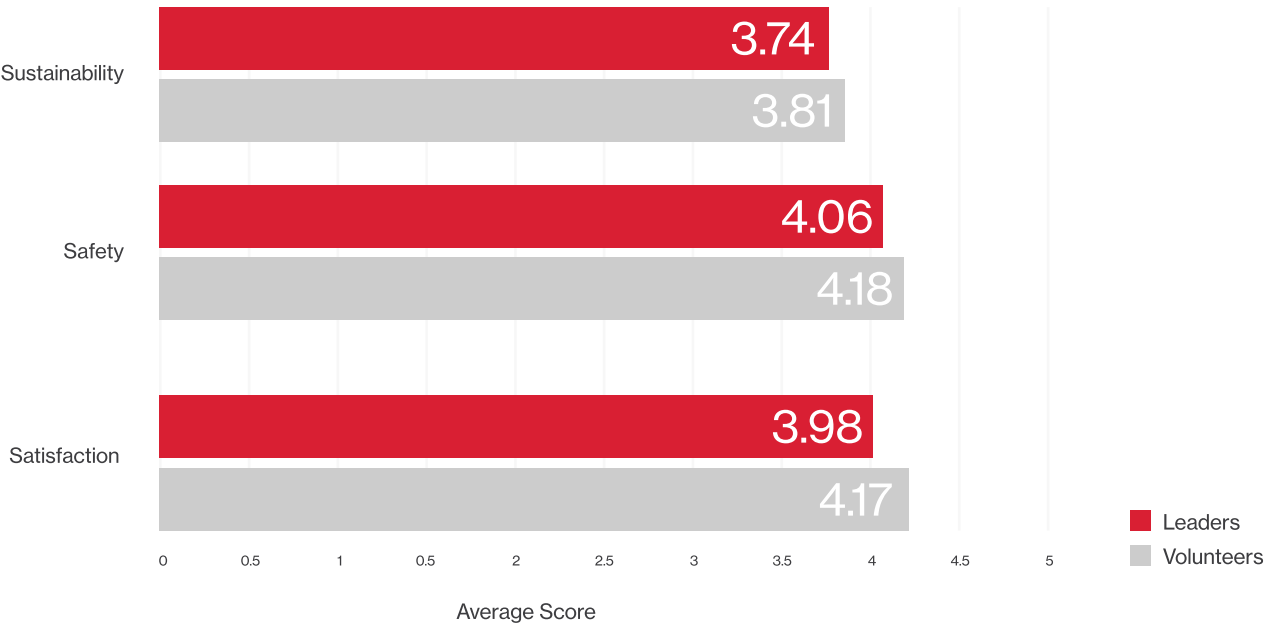
“My favourite part of the course outside of the teachers, students and lecturers I have met along the way is how quickly and effectively I have been able to take my learnings and put them into practice in the real world, sometimes moments after class.”

– Royal Childrens Hospital Auxiliary Foundation

“The Certificate has allowed me to gain confidence in knowing I understand the needs of the amazing volunteers we work with and the sector we work within and what best practice looks like.”

– Starlight Foundation

AVERAGES





SECTOR COLLABORATION

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

JUSTICE CONNECT

Volunteering Victoria worked closely with Justice Connect in delivering training sessions for volunteer managers throughout the year. In working collaboratively throughout the COVID-19 response period, Volunteering Victoria ensured that resources on volunteering and the risks involved during the pandemic have been made available to the sector.

VICTORIAN VOLUNTEER SUPPORT NETWORK (VVSN)

Throughout the year, Volunteering Victoria supported the Victorian Volunteer Support Network (VVSN) by providing secretariat services and had a representative on the executive committee. During the year, the VVSN met five times and, in addition, had weekly meetings from March – May around federal Volunteer Management Activity (VMA) changes.

CENTRE FOR VOLUNTEERING NSW

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

SPECIAL INTEREST GROUPS

In 2020-2021, Volunteering Victoria ran five Special Interest Groups in Melbourne and online:

- » Employee Volunteering;
- » Inclusive Volunteering;
- » Leadership in Volunteering;
- » COVID Support;
- » Advocacy.

Some of the topics included:

- » The impact of COVID-19 in the volunteering sector;
- » Return to onsite volunteering and COVID safe planning;
- » The State of Volunteering Report;
- » Volunteer Impact Reporting;
- » LOHVE Benchmarking study;
- » Consultations for the State Volunteering Strategy run by the Department of Families Fairness and Housing (DFFH);
- » Creating online volunteer opportunities;
- » Advocacy skills with Neil Pharoah (Tanck).

VSS SERVICES

Melbourne

The Department of Social Services (DSS) funded Volunteering Victoria to support the delivery of volunteer support services in Melbourne.

In the financial year of 2020-21, this included:

455

individuals received assistance to find volunteering opportunities (face to face, phone and email support)

135

Volunteer managers received individualised assistance

16

Special Interest Group meetings were held

6

Community talks

Gippsland/LaTrobe Valley

The Department of Social Services (DSS) funded Volunteering Victoria to support the delivery of volunteer support services in Gippsland and the Latrobe Valley. Some staff changeover occurred during the financial year.

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

84

individuals received assistance to find volunteering opportunities (face to face, phone and email support)

83

Volunteer managers received individualised assistance

10

Volunteer Manager network meetings were held across South Gippsland, Warragul, Wellington and East Gippsland

4

Community talks



2020 AGM AND FORUM

Held online via Zoom, the event was well attended by Volunteering Victoria members and supporters.

At the AGM, Volunteering Victoria, in partnership with the Victorian Government, launched the first State of Volunteering in Victoria report. The Report is a flagship initiative of the Victorian Volunteering Strategy underway by the Victorian Government.

The virtual event was opened with introductory remarks by Chief Executive of Volunteering Victoria, Scott Miller. The official State of Volunteering Report was launched by the Parliamentary Secretary for Carers and Volunteers, Anthony Carbines. Paul Muller from the Institute of Project Management presented the State of Volunteering Report findings and opened for questions from participants.

The event concluded with a robust panel discussion reflecting on the Report's findings, their implications on the volunteering sector and explored possibilities at this critical juncture for our state.

2021 NATIONAL VOLUNTEER WEEK FORUM

On 20 May, Volunteering Victoria was delighted to host the forum: Volunteering in the post-COVID World at the Melbourne Museum. In a fish-bowl type format, participants were invited to share their views on the impacts and challenges in volunteering and its decline during COVID-19. The panel included Volunteering Victoria Board members with Volunteering Victoria Chief Executive and keynote, Adjunct Professor Susan Pascoe AM, and explored ways the volunteering sector can move forward and the challenges it might face in the new world.

Adjunct Professor Susan Pascoe AM provided a keynote address which considered the key social, geopolitical, economic and environmental issues facing organisations in the Not-for-Profit (NFP) sector. This environmental scan alerted to the key strategic threats and opportunities for volunteering bodies as they navigate the uncertainties of a post-pandemic world, locally and globally.

2020 STATE AWARDS

Volunteering Victoria announced four recipients at its sixth annual State Awards on Thursday 26 November, online via Zoom. The broadcast has been viewed 655 times.

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

We received 40 nominations across four award categories. The nominations were of a high calibre and came 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. They included:

- » Hazel Maynard, Volunteering Victoria;
- » Josephine Beer, Department of Health and Human Services (DSS);
- » Kerry Uren, Interchange Incorporated;
- » Mark Pearce, Volunteering Australia.

2020 Winners

2020 COVID-19 Innovation and Resilience Award (Grassroots)

Royal Victorian Association of Honorary Justices

2020 COVID-19 Support and Connection Award
Northern Health

2020 COVID-19 Resilience Award
Workways Australia (Gippsland Engaged Mentoring Program)

2020 COVID-19 Innovation Award
Austin Health (Telehealth Program)

VOLUNTEERING IN AUSTRALIA IN 2020-21

Volunteering Australia worked in partnership with the Australian National University (ANU) Centre for Social Research and Methods (CSRM) to understand the impact of the COVID-19 pandemic on volunteering. The new ANU CSRM analysis, published in May 2021, explored volunteering using data collected in late 2019 prior to COVID-19, data from April 2020 and data from April 2021.

KEY FINDINGS

While many of the lockdown and social distancing restrictions had eased across Australia by April 2021, many of those who had stopped volunteering due to COVID-19 failed to return to volunteering:

- » In April 2021, 24.2% of Australians had done voluntary work in the previous 12 months, down from 36.0% in late 2019.
- » Only slightly more than half (56.4%) of those who said they had stopped volunteering in April 2020 due to COVID-19 volunteered in the 12 months leading up to April 2021.
- » An estimated 2.3 million fewer Australians volunteered in the 12 months prior to April 2021 compared to late 2019. In April 2021, 24.2% of Australians had done voluntary work in the previous 12 months, down from 36.0% in late 2019.
- » Volunteering for both males and females decreased, with a slightly larger fall for females.
- » The age group with the largest fall was the 45 to 54 years old.
- » The total number of hours of volunteering is estimated to have fallen by around 293 million hours over a 12-month period since COVID-19.
- » 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 loneliness varied by volunteering behaviour over the period, with those who managed to continue volunteering during COVID-19 faring much better.
- » Australians who had stopped volunteering since 2019 had a greater loss of life satisfaction than those who continued to volunteer during COVID-19. Loss in life satisfaction appears to have occurred between April and October 2020.
- » Those who stopped volunteering were far more likely to say that they felt lonely at least some of the time than those who continued volunteering.





POLICY AND PRACTICE IMPLICATIONS

This research provided important evidence of the ongoing impact of the COVID-19 pandemic on volunteers and volunteering. The findings reinforced the importance of volunteering to the economic and social wellbeing of Australians and have several implications for policy and practice. For example,

- » Given the weak recovery in volunteering to date, there remains an important challenge ahead in reinvigorating volunteering. This will require further and sustained actions by the volunteering sector and by governments.
- » Further research is needed to understand which sectors are being affected by the decline in volunteering and how specific volunteer workforces (for example, volunteers working in aged care, disability care and mental health services) are to be sustained into the future.
- » This new research reinforces the previous analysis by ANU CSRM and other research that demonstrates the wellbeing benefits of volunteering. If we are concerned about improving the wellbeing and overall mental health of Australians, we need to find ways to reinvigorate volunteering.



At our Rejuvenating Volunteering forum, we asked local government staff how they felt about rejuvenating volunteering after the challenges of the COVID pandemic. This was their responses:

“Run workshops on how to identify and create new volunteer programs within local government sector.”

“Continue the advocacy you’re doing at a state and federal level. The State of Volunteering Report was excellent and very useful.”

“I enjoyed the session and would like to see a more in-depth discussion into volunteer recruitment & retention.”





COVID RESPONSE

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

As part of our response in 20-2021 we have:

- » Provided dedicated communications about changes to the sector due to COVID-19;
- » Added a section to the website with 22 guides and resources for volunteer-involving organisations and seven guides and resources aimed at volunteers;
- » Developed and ran the COVID-19 Support SIG;
- » Updated our Award categories for 2020-2021 to reflect the changes during the height of the pandemic;
- » Updated our website with input from State Government on lock-down regulations.

VOLUNTEER MANAGEMENT DURING COVID-19

How have organisations been impacted?



47%
delivering some services

36%
ceased all activities

14%
delivering new services

3%
delivering all services

How have volunteers been impacted?



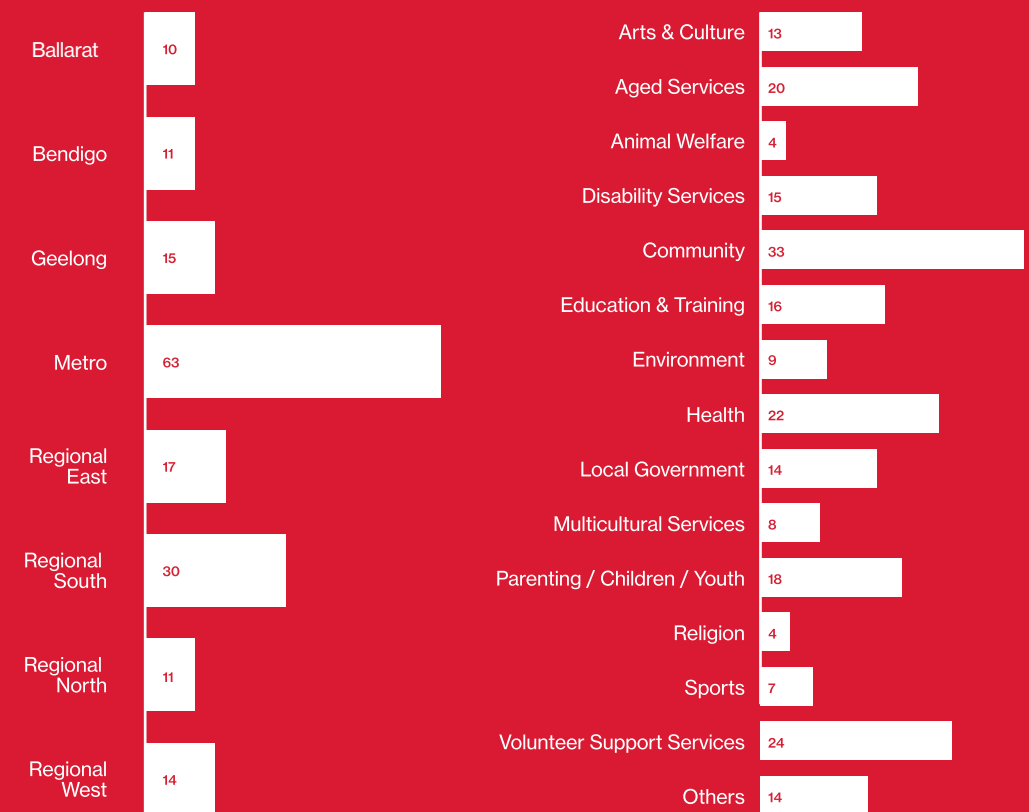
38%
some remain engaged

33%
are engaged

25%
not engaged

4%
willing to be seconded to another organisation

ORGANISATIONS SURVEYED



MOST PRESSING ISSUES FOR VOLUNTEER MANAGERS

1 Staying connected

one third of the Volunteer Managers were concerned that their volunteers would not return once the pandemic is over

2 Volunteers in high risk categories

15 respondents had challenges with their volunteer workforce themselves being high risk categories

3 Adapting to online and remote volunteering

13 respondents had issues related to adapting to online volunteering. This included issues with changing systems and also retraining volunteers

4 General safety/well-being

organisations with active programs face a new challenge - health and safety and potential exposure of their volunteers

5 Loss of resources

ceased programs have impacted funding, organisational resources and capacity to deliver services

6 Loss of volunteer hours

organisations are concerned about losing their volunteers since many programs have stopped delivering

PARTNERSHIPS & COLLABORATIONS

Reconciliation Action Plan (RAP)

In 2016, Reconciliation Australia released The State of Reconciliation in Australia, a landmark report outlining Reconciliation Australia's vision for reconciliation. The five interrelated dimensions that form the bedrock of that vision are:

1. race relations,
2. equality and equity,
3. unity,
4. institutional integrity, and
5. historical acceptance.

These dimensions guide the strategy behind all of their work, including their flagship program, The Reconciliation Action Plan (RAP). Reconciliation Australia administers the trademarked RAP program, by working in partnership with organisations to develop RAPs, to advance reconciliation in the workplace and beyond.

RAPs are practical plans of action based on the four pillars:

1. relationships,
2. respect,
3. opportunities and,
4. governance.

RAPs help workplaces to build understanding, promote meaningful engagement, increase equality, and create sustainable employment opportunities and other positive outcomes for Aboriginal and Torres Strait Islander peoples.

The Volunteering Victoria RAP Journey

Volunteering Victoria started exploring its engagement with the RAP in early 2020. The initiative progressed in early 2021 with a *Reflect* RAP submission to Reconciliation Australia.

As the peak body for volunteering in Victoria, our leadership role in promoting reconciliation across Victorian volunteer-involving organisations is preeminent. So far, Volunteering Victoria is in the early stages of its engagement with reconciliation efforts and working with Aboriginal and Torres Strait Islander communities. We are in the process of establishing a RAP Advisory Committee to progress our commitment to reconciliation over the coming year.



FEDERAL AND STATE PEAK PARTNERSHIPS

Volunteering Victoria enjoys a strong working relationship with Volunteering Australia and the State Peaks around Australia.

Online network meetings of Volunteering Australia (VA) and the State Peaks continue to be held fortnightly to discuss issues, prepare and share resources, and collaborate on advice and support to the sector. A number of VA submissions have been made with the involvement of the State Peaks, including Volunteering Victoria.

WEVOLUNTEER

weVolunteer was launched by the Premier of Victoria, the Hon. Daniel Andrews on 29 August 2020 in response to the growing social impacts of the COVID-19 pandemic and the need to mobilise volunteers to support local communities. Following emergencies such as the pandemic and natural disasters, communities can take years to recover and volunteers are involved in much of that community-based work. weVolunteer is a Volunteering Victoria initiative designed to help build community resilience and aid social recovery through volunteering.

weVolunteer Project aims:

- » strengthen the supply of skilled and available volunteers to support community recovery in Victoria;
- » support volunteer-involving organisations to access a pool of credentialed volunteers that are motivated to assist in community recovery across all regions of Victoria;
- » strengthen place-based volunteering which is best placed to respond rapidly and appropriately to future urgent need;
- » help build community resilience through prepared volunteers and volunteer-involving organisations.

Volunteer Passport:

The weVolunteer portal is powered by technology partner MyPass, an award-winning, Australian-owned software platform and the first volunteer credentialing system of its kind in Australia. Designed to facilitate a rapid response in times of need, the MyPass technology reduces time and effort spent manually managing volunteer applications, certifications and information.



The key feature of weVolunteer is the Volunteer Passport, which provides a direct link between prospective volunteers and volunteer-involving organisations seeking support. The Passport empowers volunteers to build their own volunteering record by uploading their details and experience, including:

- » CV/resume;
- » Certifications & qualifications;
- » Emergency contacts;
- » Language capabilities.

Volunteers can then share their Passport with multiple volunteering organisations at once, and quickly connect with those that match their skills and interests.



Key achievements:

2,000

registrations to the weVolunteer community recovery pool achieved on 16 April 2021

41

volunteer-involving organisations registered with a weVolunteer portal as of 30 June 2021

84%

of volunteer-involving organisations filled their volunteer roles with weVolunteer as of 30 June 2021

- » Free training package launched on 19 May 2021, featuring workshops delivered by Australian Red Cross, Elite Counselling and Volunteering Victoria to help prepare volunteers and volunteer managers for community recovery situations;
- » 100% satisfaction rating from participants who completed the post training surveys;
- » National Volunteer Week 'Thank You' event held at State Library Victoria in May 2021 for registered volunteers, with special guest Mr Anthony Carbines MP (Parliamentary Secretary for Carers and Volunteers);
- » Community education campaign about community recovery volunteering, including regional radio and social media;
- » Role sharing email template developed and distributed weekly;
- » Monthly newsletters distributed to registered volunteers and VIOs since December 2020;
- » Secured funding for a further 12 months to 30 June 2022.

“Through good times and bad, Victorians care about each other. weVolunteer will make it easier for our incredible volunteers to continue to support Victorians in need.”

– Luke Donnellan (Minister for Disability, Ageing and Carers)

“We heard about their reliability and professionalism, and decided to find our volunteers through weVolunteer.”

“Within less than 24 hours, they found two very dedicated delivery drivers for us. Both the volunteers have been an inseparable part of our organisation since and have made significant contributions to the work we do.”

– Muslim Women's Council of Victoria

“weVolunteer was fantastic and before this I had no idea that the VCCEM even existed.”

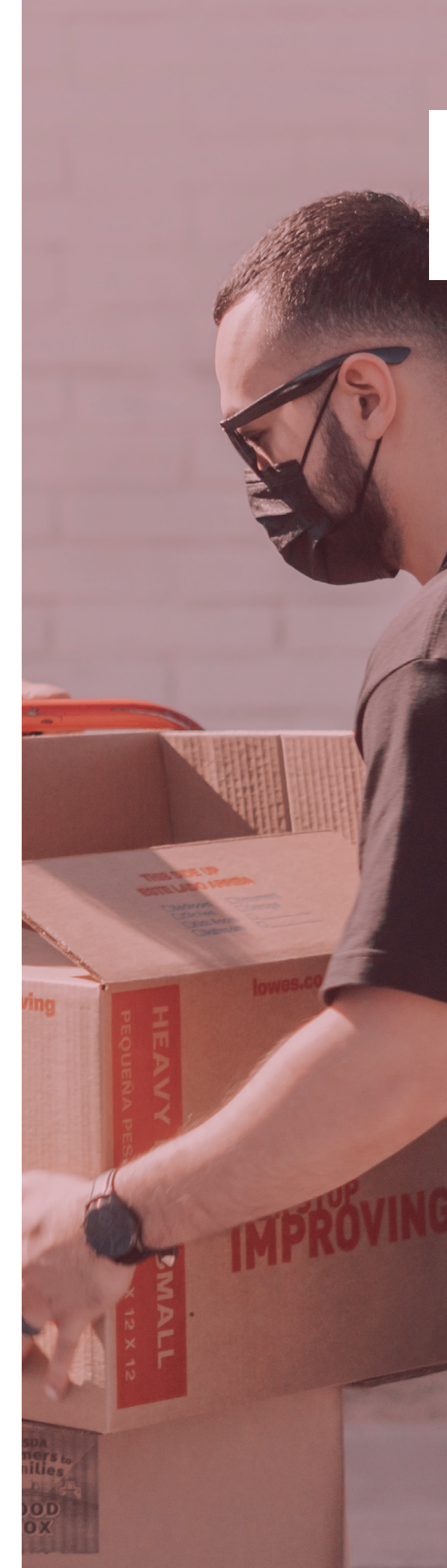
“They provide you all the training and for me it brought all the pieces of the puzzle together. When I saw this opportunity it was really exciting, and I'm really rapt that's what came up.”

– Jennifer Marshall (Volunteer)

“weVolunteer has been great! I love the Passport idea, so that I'm not having to share all my details each time.”

“I'm now connected with a great cause in my local community and as a result of the training and onboarding I've met some really nice people.”

– Daniel Bryen (Volunteer)



Volunteer Support Organisations (VSO) tailored programs:

In July 2020, Volunteering Victoria identified 13 Volunteer Support Organisations (VSOs) to provide targeted practical assistance with engaging volunteers, in the context of COVID-19. Each of the selected VSOs developed programs which not only enhanced community connection and volunteer engagement during a challenging time, but also supported the delivery of the weVolunteer program through preparedness training and resources developed. Volunteering Victoria wishes to thank the Department of Families, Fairness and Housing (DFFH) for the opportunity to engage local communities to support the volunteer sector through this funding package.

Pro bono legal support:

Volunteering Victoria received pro bono legal advice from Slater and Gordon law firm to support the establishment of our weVolunteer program. We acknowledge and thank them for their assistance.

Looking forward:

The pilot phase of the project was completed on 30 June 2021. Over the next 12 months, the weVolunteer program will focus on extending its reach across Victoria, as well as further developing relationships with local government and community organisations to improve community recovery volunteering.

More information about weVolunteer can be found at wevolunteer.org.au



SUPPLEMENTARY VOLUNTEER GRANTS 2020

The Department of Social Services (DSS) provided Volunteering Victoria with \$730,000 to administer a 2020 Supplementary Grants program to volunteer-involving organisations in Victoria. The purpose of the funding was to support the efforts of Australia's volunteers as well as to encourage and increase participation in volunteering by grants to provide small amounts of money that organisations and community groups can use to help their volunteers.

1,754

Number of applications received

10,831

Volunteers assisted by the funding

1,717

Number of organisations who applied

\$6,523,648

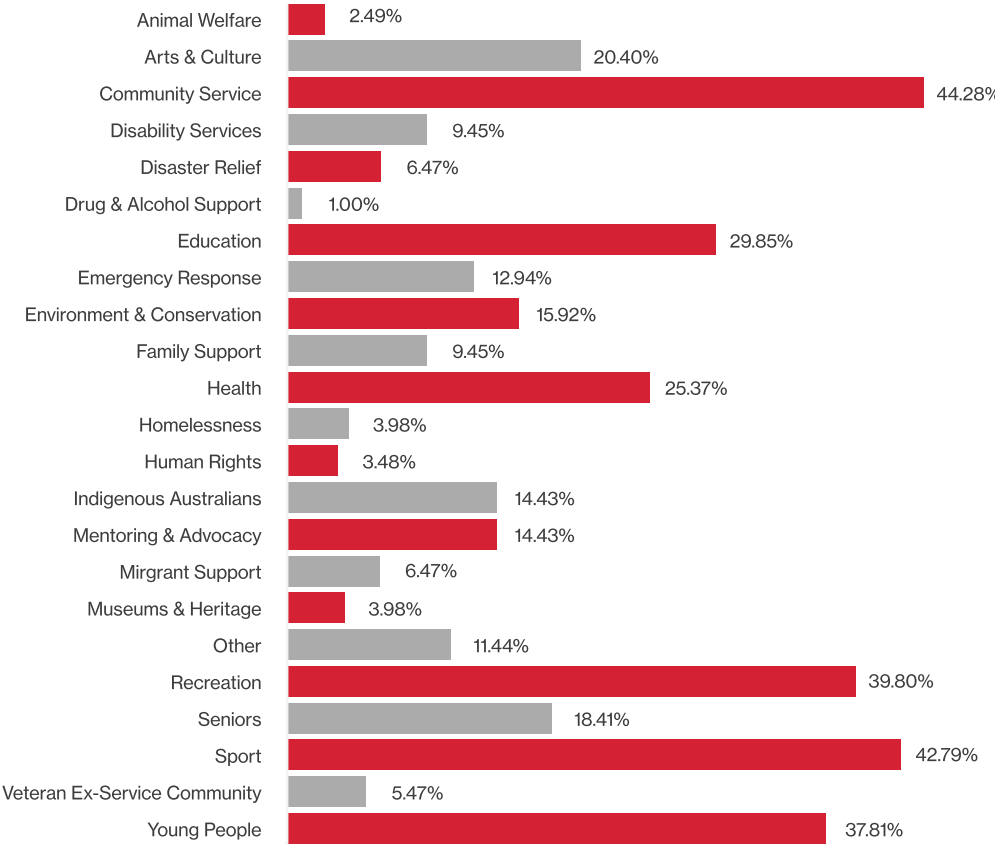
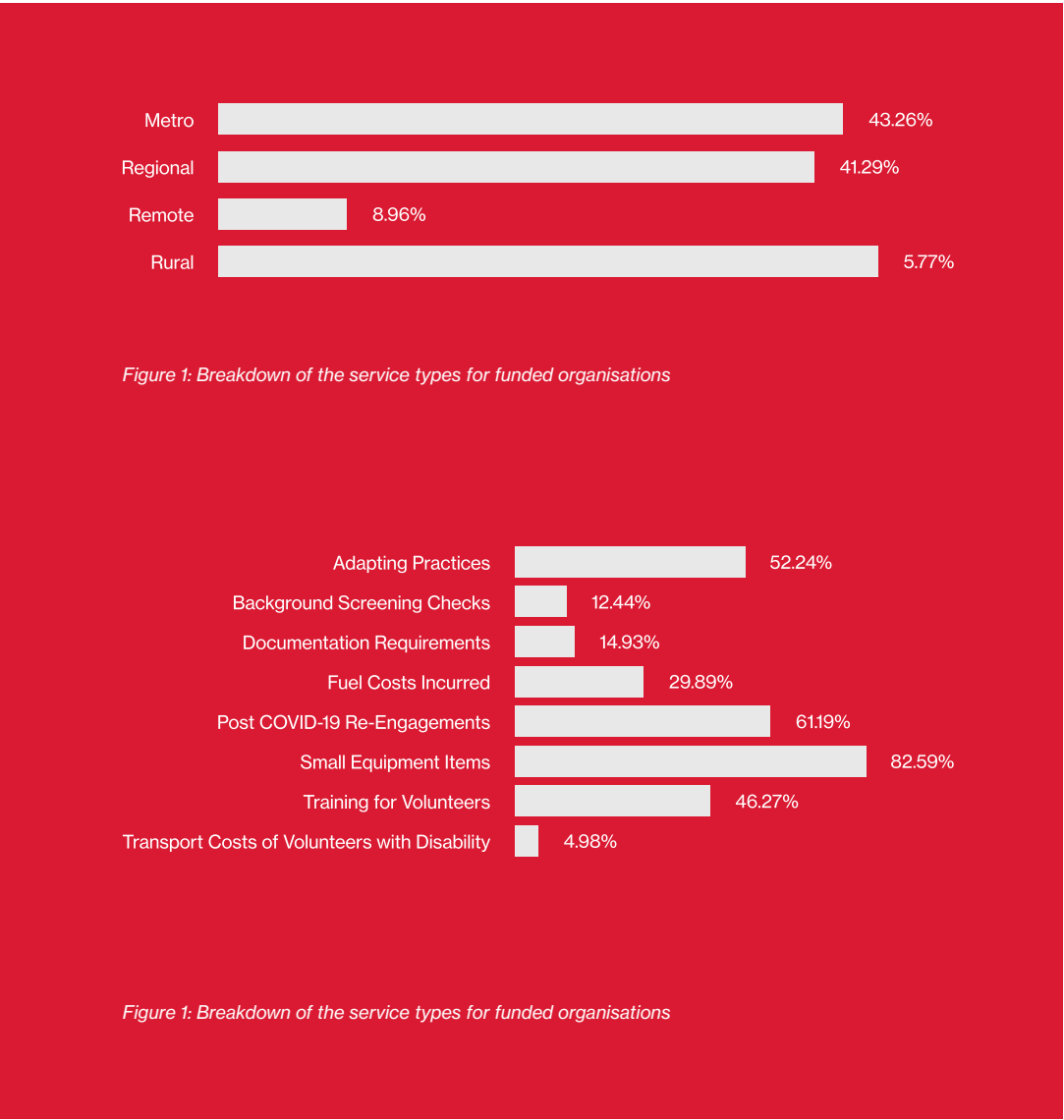
Total amount of funding applied for across all applications

201

Number of funded organisation

\$3,087

Average amount of funding provided to organisations





STATE OF VOLUNTEERING IN VICTORIA (2020) REPORT

The State of Volunteering in Victoria (2020) Report is a collective achievement for the volunteering sector – which is always seeking more data to contribute to our research and evidence base. Only through collaboration and strong partnerships were we able to develop and launch the State of Volunteering Report.

The independent report was commissioned by the Victorian Government and prepared by Volunteering Victoria and the Institute of Project Management. The principal authors are Paul Muller and Dr Claire Ellis, with statistical analysis by Rohan Puri and support for survey work of the Victorian population by Myriad Research. The report is the flagship initiative of the Victorian Volunteering Strategy.

The theoretical model of the report was built on previous iterations by Volunteering Tasmania and Volunteering Western Australia.

We also relied on the expertise and guidance of Volunteering Victoria members – which reflects the collaborative nature of our sector. We wish to thank everyone who took the time to fill in our VIO survey during the challenging times at the beginning of the pandemic.

We also wish to thank the Project Reference Group Members for their contribution:

- » Andrea Matheson, The Centre;
- » Sue Dunne, Mercy Health Residential Aged Care;
- » Sasha Earle, Brotherhood of St Laurence;
- » Niamh Condren, The Royal Women's Hospital;

- » Sharon Walsh, LOVHE Network (Chair), Bendigo Health;
- » Bradley Smith, Uniting (Victoria/Tasmania);
- » Renee Mazzoni, Family Life;
- » Tracey O'Neil, CVA, Austin Health;
- » Sue Regan, Volunteering Australia.

And Project Steering Committee Members:

- » Lisa Schimanski, Volunteering Tasmania;
- » Jen Pasco, Department of Health and Human Services;
- » Josephine Beer, Department of Health and Human Services.

We also thank the speakers and panellists who gave their time to speak passionately at the launch of the report for our sector:

- » Mr Anthony Carbines, Parliamentary Secretary for Carers and Volunteers;
- » Paul Muller, Institute of Project Management;
- » Nicola Young, Department of Health and Human Services;
- » Sasha Earle, Brotherhood of St Laurence;
- » Tracey O'Neill, Austin Health;
- » Kylee Bates, Ardoch CEO + International Association for Volunteer Effort.

We now have impressive headline figures about volunteering that reflect the definition of volunteering as “time willingly given for the common good and without financial gain”.

The report, findings and collateral are available at: www.stateofvolunteering.org.au

THE VALUE OF VOLUNTEERING IN VICTORIA IN 2019:

**\$58.1
BILLION**

2.3 MILLION
VOLUNTEERS

\$19.4 BILLION
LABOUR EQUIVALENT

\$8.2 BILLION
CONTRIBUTION TO GDP

SHARING OUR MESSAGE

VOLUNTEERING MATTERS

This monthly newsletter aims to update its readers with our news, sector news, volunteering activities and research. Volunteering Matters increased its subscriber base by 40% to 9,153 with an average open rate of 30% and click-through rate of 7%.

ENGAGE & EXCHANGE

This monthly newsletter updates readers about upcoming workshops and event at Volunteering Victoria and across the state. Engage & Exchange has an open rate of 30% and a click-through rate of 4%.

ADVOCACY WORKS

This quarterly newsletter provides readers with updates on our advocacy initiatives. Developed in early 2021, Advocacy Works keeps its readers informed on previous submissions, provides an avenue for feedback and opens up opportunities to engage with Volunteering Victoria on matters that are important to Leaders of Volunteers, organisations and the broader sector. Advocacy Works has an open rate of 30% and a click-through rate of 2%.

COVID-19 UPDATES

Replacing Volunteering Matters at the start of the pandemic, the COVID-19 Updates published important resources and news, including COVID-19 specific announcements that affected the sector. COVID-19 Updates had an open rate of 24% and a click-through rate 10%.

WEVOLUNTEER ROLE SHARING

weVolunteer Role Sharing emails are distributed to registered volunteers every week and outline new volunteer opportunities available through the weVolunteer platform to assist community recovery across Victoria. weVolunteer Role Sharing has an average open rate of 38% and a click-through rate of 4%.

WEVOLUNTEER NEWSLETTER

(VOLUNTEER-INVOLVING ORGANISATIONS & VOLUNTEERS)

Our monthly weVolunteer newsletters are an important tool for engaging with all those registered to weVolunteer – both volunteer-involving organisations (VIOs) and volunteers. The newsletters aim to provide project updates and latest news, as well as information around upcoming events and training opportunities. The weVolunteer volunteer-involving organisation newsletter has an average open rate of 40% and click-through rate of 10%, while the volunteer newsletter has an average open rate of 37% and click-through rate of 3%.



88

Electronic Direct
Mail sent annually



9,192

Subscribers



SOCIAL MEDIA



7,875

Facebook followers



4,927

Twitter followers

387,671

Facebook reach

22,248

Twitter reach



687

Instagram followers



1,690

LinkedIn followers

WEBSITE

108,230

New website visitors

290,712

Unique visits

20,825

Returning website visitors

40%

Increase in visits

2 MINUTES

Average session duration



OUR MEMBERS

Individual members

A

Kym Anderson
Rosheen Arthur
Khursheed Ashraf

B

Anna Ballinger
Sheree Barber
Mikaela Barker
Stacey Barnes
Dallas Beeston
Renee Belsey
Luz Bland

C

Torie Campbell-Gitsham
Margaret Campion
Silvia Carbone
Andrew Chang
Pierrette Charbel
Bronwen Clark
Helen Coleman
Nikila Cranage

D

Vicky Darling
Amber Dick
Tanya DiMichele
Linda Drezins

E

Simon Elchlepp

F

Jennifer Frees
Kirsten Fullarton

G

Jennie Gale
Gillian Garner
Kylie Gerber
Dan Gray
Antoine Guillemette
Daniela Gullaci

H

Maelor Himbury
Karina Hogan

J

Rose Jackson
Sue Jakob

K

Pam Kappelides
Tarn Kruger

L

Fiona Lahey
Julie Leonidas
Francesca Ligabo
Rachel Loffler
Fay Loveland
Jan Lucas

M

Theresa Mangion
Hazel Maynard
Paul Mc Inerney
Hayden Meney
Scott Miller
Rowena Morrison
Harry Moyle

N

Kelly Naughton
Julianne Neilson
Kelli Nunes

O

Con O'Brien

P

Dean Petrisevic
Linny Phuong
Gregor Poole

R

Deanne Riddington
Catherine Roberts
Robert Rolley
Liz Ross

S

Camellia Sayed
Simone Schweigert
Kylie Semple
Geoff Sharp
Emma Short
Sarah Silcocks
Bradley Smith
Laureen Smith
Sara Sterling
Dominic Szeker

T

An To
Madeline Townsend

V

Carolynne Venn

W

Frank Wright
Melissa Wright

Organisations

A

Abbeyfield Australia Ltd
Access Health & Community
Albury Wodonga Volunteer Resource Bureau Inc
Alex Read Theatre Performances Inc
Alfred Health
AMDA Foundation Limited
AMES

Anchor Inc

Animal Justice Party

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)

Australian Sports Museum Ltd

B

Bairnsdale Regional Health

Ballarat Community Health

Ballarat East Neighbourhood House

Ballarat Foundation United Way Inc

Ballarat Health Services

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

Beyond Zero Emissions

Bicycle Recycle Shed

Big Group Hug Ltd

BluEarth Foundation

BlueCross Community & Residential Services

Boroondara Aged Services Society (BASS Care)

Boroondara Volunteer Resource Centre

Bridges Connecting Communities Ltd

Brimbank City Council

Brotherhood of St Laurence

Bruthen & District Neighbourhood House

Bushwalking Victoria

C

Calvary Health Care Bethlehem

Campaspe Primary Care Partnership

Cancer Council Victoria

Carlton Neighbourhood Learning Centre

Carringbush Adult Education

Castlemaine Health

CatholicCare

Central Bayside Community Health Services

Centre for Multicultural Youth

Centre for Participation

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

Cobaw Community Health Service

Colac Area Health

Community Broadcasting Association of Australia

Community Health Advancement & Student

Engagement (CHASE)

Community Information & Support Victoria (CISVic)

Community Information and Support Glen Eira

(Community Information Glen Eira Inc)

Connecting2Australia

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

Cranbourne Information & Support Service Inc

Crimcheck Ltd

Croatian Catholic Welfare

Crohn's & Colitis Australia

Cystic Fibrosis Community Care (CFCC)

D

Dandenong Neighbourhood House Inc

Darebin Information Volunteer Resource Service

Dementia Australia (formerly Alzheimer's Aust)

Department of Environment, Water, Land and

Planning (DELWP)

Diamond Valley Community Support

Didi Bahani Samaj Victoria (DBSV)

Djerriwarrh Health Services

Donwood Community Aged Care Services Inc

Dorothy Impey Home

Doutta Galla Aged Services

Doveton Neighbourhood Learning Centre Inc

DPV Health (formerly Dianella Health)

Drysdale Community Church Inc

E

EACH

Eastern Health

Eastern Volunteers

Eat Up Australia

Eating Disorders Foundation of Victoria Inc

EdConnect Australia

Epilepsy Foundation

Extended Families Australia Inc

F

Fairview Homes for the Aged Inc

Fairway Bayside Aged Care

Family Access Network

Family Life

Fareshare

Fernlea Community Care Inc

First Hike Project Inc

Fitted for Work

Fitzroy Legal Services

FoodBank Victoria

Football Victoria

Frankston City Council

Fronthitha Care

Fusion Oakleigh Youth and Community Centre

G

Gateways Support Services

Gather My Crew Limited

Geelong Animal Welfare Society

Geelong Art Gallery

Gellibrand Community House

genU Karingal St Laurence

Gippsland Farmer Relief Incorporated

Girl Guides Association of Victoria

Glen Eira City Council

Glen Eira U3A

Golden Plains Shire Council

Good Karma Effect

Goulburn Valley Family Care Inc

Goulburn Valley Hospice Care Service Inc

Grampians Community Health

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

Gumbuya World

H

Habitat for Humanity Australia (Victoria)

Hamilton & Grampians Visitor Information Centre

Healesville Interchurch Community Care Inc

Heathcote Health

Heide Museum of Modern Art
Hepburn Health Service
Hepburn Shire Council
Hobsons Bay City Council
Holy Fools Inc
Hume City Council
I
IEPCP Inner East Primary Care Partnership
Inclusion Foundation/e.motion21
Inclusion Melbourne Inc
Interact Support Inc
Interchange Inc
Interchange Outer East
J
Jesuit Social Services
Jewish Care (Victoria) Inc
JoCare
K
Keep Victoria Beautiful
Kids First Australia
Knox City Council
L
Latrobe City Council
Latrobe Community Health Service
Laverton Community Centre
Leadership Victoria
Lentil As Anything Ltd
Life's Little Treasures
Limbs 4 Life Inc
Linden New Art
Link Community Transport Inc
Loddon Shire Council
Longwarry & District Lions Club
Lord Somers Camp & Power House
Lort Smith Animal Hospital
M
Make A Difference Dingley Village
Make a Wish Foundation of Australia
Mallee Track Health and Community Service
MannaCare
Mansfield Shire Council
Maribyrnong City Council
Marriott Support Services
Mcauley Community Services For Women
Melbourne City Mission Inc (Head Office)
Melbourne Community Toy Library Incorporated
Melbourne Fashion Festival Ltd
Melbourne Legacy
Melton City Council
Mercy Connect Ballarat
Mercy Health
Merri Health
MHA Care
Mind Australia
MND Victoria (Motor Neurone Disease Association of Victoria)
Monash College
Monash Health
Monash University (Career Connect)
Moonee Valley City Council
Mornington Peninsula Shire (Volunteering
Mornington Peninsula)
Murrindindi Shire Council
Museums Victoria
N
National Council of Jewish Women Victoria
National Stroke Foundation
National Vietnam Veterans Museum
NCN Health (formerly Numurkah District Health

Service)
Neighbourhood Houses Victoria
Nillumbik Shire Council
North Melbourne Language and Learning
North Richmond Community Health Centre
Northeast Health Wangaratta
Northern Community Church of Christ
Northern Health
O
Office of the Public Advocate
Old Treasury Building
Olivia's Place
On My Feet Ltd
Ovarian Cancer Australia
Oxfam Australia
P
Palliative Care South East
Palliative Care Victoria Inc
Pancare Foundation Inc
Pangerang Community House Inc
Parks Victoria
People Outdoors
Perinatal Anxiety and Depression Australia (PANDA)
Phillip Island Nature Parks
Pinarc Disability Support
Playgroup Victoria
PMI Victorian History Library
Polish Community Council of Victoria
Public Record Office Victoria
R
RAAF Museum
Reclink Australia
Reynard Street Neighbourhood House (formerly Robinson Reserve Neighbourhood House)
Riddells Creek Neighbourhood House
RMIT University
Road Trauma Support Services Victoria
Robin Boyd Foundation
Ronald McDonald House VIC TAS
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
Samarinda Ashburton Aged Services (SAAS)
Save the Children
Scouts Victoria
Seaworks Foundation
SecondBite
SEEK Limited
Self Help Addiction Resource Centre (SHARC)
Shrine of Remembrance
Solve Disability Solutions
South East Volunteers
South Gippsland Shire Council
South Port Day Links
South Shepparton Community Centre Inc
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 Hospital Melbourne
Star Health Group
STARS Aged Services (St Theresa's)
State Library of Victoria
Story Dogs
Sunassist Volunteer Helpers Inc
Sunbury Community Health
Sunshine Youth Space
Swan Hill Neighbourhood House
Switchboard (Victoria) Inc
T
TarraWarra Museum of Art
The Australian Association of Social Workers (AASW)
The Bushfire Foundation Inc
The Centre for Continuing Education Inc
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 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
Thorne Harbour Health FKA (Vic AIDS Council)
Transgender Victoria
Traveller's Aid Australia
Trentham Neighbourhood Centre
Turbans 4 Australia INC
U
U3A Network Victoria
Uniting Agewell
Uniting Vic Tas
University of Melbourne
University of Melbourne Student Union (USMU)
V
VALID inc
Variety - The Children's Charity of Victoria
Very Special Kids
Victoria State Emergency Service Volunteers Association (VicSESVA)
Victorian Immigrant & Refugee Women's Coalition
Victorian Mental Illness Awareness Council Inc
Victorian State Emergency Service
Villa Maria Catholic Homes
VincentCare Victoria
Vision Australia
Volunteer CONNECT (Warrnambool City Council)
Volunteer West
Volunteering Geelong
W
Water Polo Victoria
Wellsprings for Women Inc
Wellways
West Gippsland Libraries
Western Emergency Relief Network
Western Health
Western United Football Club
Whitelion Youth Agency
Whittlesea Community Connections
Wilson Business Services
WIRE Women's Information and Referral Exchange Inc
Womens Federation for World Peace Australia Ltd
Woodend Neighbourhood House
Workways Australia

WorldSkills Australia
Wyndham City Council
Y
Yackandandah Community Centre
YACVic (Youth Affairs Council of Victoria)
Yarra City Council
Yarra Plenty Regional Library
Yarra Ranges Shire Council
YMCA Victoria
Your Community Health (formerly Darebin)
Z
Zoos Victoria
#
3MBS Fine Music Melbourne

SUMMARY OF ACCOUNTS

Volunteering Victoria Inc

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2021	Note	2021 \$	2020 \$
Revenue	3	2,426,184	1,107,830
Expenses			
Employment related expenses		(910,065)	(583,529)
Marketing, training and program expenses		(225,959)	(248,677)
Office and premises expenses		(46,743)	(65,315)
Travel, accomodation and meeting expenses		(5,609)	(11,589)
IT and communication expenses		(122,104)	(26,413)
Finance and membership expenses		(35,765)	(29,566)
Depreciation expense	4	(5,448)	(5,639)
Grant expenditure		(944,500)	-
Surplus for the year attributable to the members of Volunteering Victoria Inc	14	129,991	137,102
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to the members of Volunteering Victoria Inc		129,991	137,102

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

Volunteering Victoria Inc

Statement of financial position

As at 30 June 2021	Note	2021 \$	2020 \$
Assets			
Current assets			
Cash and cash equivalents	5	573,000	1,186,726
Trade and other receivables	6	104,548	72,163
Other current assets	7	2,750	-
Total current assets		680,298	1,258,889
Non-current assets			
Property, plant and equipment	8	3,521	2,356
Right-of-use assets	9	4,420	7,367
Total non-current assets		7,941	9,723
Total Assets		688,239	1,268,612
Liabilities			
Current liabilities			
Trade and other payables	10	112,621	61,721
Lease liabilities	11	4,553	7,473
Employee benefits expenses	12	38,171	19,867
Revenues received in advance	13	89,401	866,049
Total current liabilities		244,746	955,110
Total liabilities		244,746	955,110
Net assets		443,493	313,502
Equity			
Retained surpluses	14	443,493	313,502
Total equity		443,493	313,502

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

