VOLUNTEERING VICTORIA

Annual Impact Report 2022



We are **Volunteering Victoria**

Resilient communities and empowered, active people through meaningful volunteering





WEVOLUNTEER PROGRAM



Volunteers



Organisations

MESSAGE FROM THE CHAIR

The last year has once again been a busy one as the whole team at Volunteering Victoria worked diligently to promote and build a vibrant, strong volunteering community that is inclusive, respected and sustainable.



COVID-19 remained a disrupting force, which greatly impacted volunteering participation across Victoria and the capacity for organisations to meet the heightened demands on their services. We are therefore extremely grateful to our members, volunteer-involving organisations and support services for the resilience they have shown over the last 12 months. I also want to salute the Volunteering Victoria staff and our board members for the immense work accomplished and their unwavering commitment to successfully navigate the ongoing COVID challenges.

Despite a difficult context, it is with pride that we present to you this Annual Impact Report and share the ways in which we have remained true to our constitutional duties and delivered on our strategic plan by assisting Victorians to be part of a strong volunteering sector, enabling advocacy for and by the sector, promoting meaningful volunteering and ensuring Volunteering Victoria always remains an effective and sustainable organisation.

In the following pages, we share with you our successes, our setbacks and the strategic work we have undertaken during the year. Through our constant focus on living our values of collaboration, innovation and accountability, we are confident that we have contributed to building resilient communities and empowered, active people through meaningful volunteering.

Successes

ISO Quality Accreditation: After almost a full year of planning and constant improvements on our internal processes, we received our accreditation in August 2021 for the rigorous ISO9001 Quality Management Standard. It is a great source of pride to be among one of the few community organisations to be accredited through this international certification. While occurring post 2021-2022 reporting period, we are delighted that our accreditation has been continued for a second year.

Sector Development: As the hybrid working model became more entrenched this year, we have consistently offered face-to-face and online opportunities to develop the sector and bolster resilience through a wide array of resources, webinars and forums, mentoring and Continued Professional Development programs, special interest groups and other networks, and public and in-house training offering. We have strived to deliver high quality experiences, and our ISO journey and the feedback we receive from the sector have allowed us to continuously improve on our delivery.

VMA Program: We maintained a proactive approach to the redesigned Volunteer Management Activity by ensuring accountability and adopting a transparent approach, which culminated in June 2022 with the nomination of eight consortiums across Victoria. These key partners have received funding for the 2022-26 period and will help us deliver on the program's objective to increase opportunities for people to participate in the social and economic life of their broader community by breaking down barriers and delivering online services to build the capacity of volunteer-involving organisations.

Reconciliation Action Plan Endorsement:

Initiated in May 2021, our Reflect Reconciliation Action Plan (RAP) was endorsed and officially launched during our National Volunteer Week celebrations held in honour of First Nations Community Giving. We have and continue to work assiduously through various actions to prepare our organisation for the future stages of our RAP and, more importantly, to develop relationships with Aboriginal and Torres Strait Islander people to decide and enact our reconciliation vision.

Advocacy for and by the sector: We have remained a strong advocate for the sector and ensured our members were afforded opportunities to advocate for themselves. We wrote numerous submissions, met with eight Victorian political parties, led advocacy efforts to break down barriers to volunteering associated with screening processes, insurance coverage, COVID-19 challenges, inclusion and diversity. We also published several position papers on First Nations and volunteering, our commitment to greater equity, diversity and inclusion, and the risks of digital exclusion. Our State Budget submission advocated for the Government to invest in volunteering to sustain community resilience, strengthen local communities and make volunteering more inclusive and diverse. We raised our voice through consultation processes, notably as part of the Victorian Strategy Taskforce which led to the launch of the Victorian Volunteer Strategy 2022-27 in May.

Setbacks

Place-based volunteering: While the VMA program appears in our list of successes, the Department of Social Services' prescribed narrower scope of the redesigned program means that a number of volunteer support services saw their funding lapse at the end of June 2022. This has unfortunately led to the closure of some services, despite our ongoing advocacy efforts urging all levels of government to work together to provide viable and longerterm funding for vital place-based infrastructure. We will continue to prioritise this advocacy work, notably by exploring ways place-based services could receive greater support through the Victorian Volunteer Strategy. weVolunteer: Despite firmly advocating for its continued need in supporting community recovery, we had to close our weVolunteer program as extended funding was not secured in this year's State Budget. Over the past two years, we are incredibly proud of the real-life impact weVolunteer has made in supporting communities through the pandemic – whether it was connecting with those who are vulnerable or isolated, providing meals to families in need, or helping re-engage vital services in the local community. On behalf of the Volunteering Victoria team, we sincerely thank you for your ongoing support and hope we will soon have the opportunity to work with you again to continue the journey towards supporting community recovery and building resilient communities across the state.

Strategies

Equity Diversity & Inclusion (EDI): We made our commitment to be a sector leader of EDI explicit through the publication our EDI statement in October 2021. Our desire to strengthen and create an equitable and accessible volunteering sector was concretely exhibited through our position statement on First Nations People and volunteering, and the EDI focus throughout our sold-out State Conference in June 2022.

New Volunteering Victoria Strategic Plan 2022-25: Our Board continued its work on clearly outlining the vision, purpose, values and strategic goals for Volunteering Victoria as part of the new Strategic Plan 2022-25. The plan was finalised in September 2022 (post 2021-2022 reporting period) and will allow us to respond to the environmental, health and social crises and the strategic changes to state and federal government funding that have significantly changed the organisation.

Summary

On behalf of the Board of Volunteering Victoria, we remain grateful to our members for your vital engagement with us. By joining us in our advocacy efforts, consulting with us, attending our events and taking part in our webinars or CPD programs, or by simply giving us strength and credibility through your membership, you allow us to be a vibrant organisation.

We also remain grateful to the staff of Volunteering Victoria for their passion and dedication, ably led by Scott Miller, who stepped down from the CEO role in August 2022. During his four years as CEO, Scott made a remarkable contribution not only to our organisation but to the volunteering sector in Victoria and beyond.

pomubulerte

Bronwen Clark Board Chair



INSIDE **VOLUNTEERING VICTORIA**

Our Directors

Our Staff

Bronwen Clark	Alexis
(Chair)	Jenna
Andrew Coghlan	Vicky
Luci Mumme	Tanya
Con O'Brien	Jen Fi
Geoff Sharp	Gillian
	Antoir
Bradley Smith	Taylor
Kerry Uren	Helen
Michael Wilson	Maure
Ash Youkyoung Lee	(Gipps

Sub-Committee Members

Craig Edwards Anthony Lam

Alexis Carydis – Membership Officer a Chia – Senior Engagement & Indigenous Programs Officer Darling – Program Director (weVolunteer) a Di Michele – Community Recovery Manager **Frees** – Communications Officer n Garner – Membership & Policy Officer ine Guillemette – Engagement Manager or Hamling – Web Developer n Kierce – Events Manager reen LeGassick – Community Engagement Coordinator osland) / Program Coordinator (VMA) Jan Lucas – Community Engagement Coordinator (Gippsland) / VMA Convenor Hazel Maynard – Sector Trainer Jade McIlfatrick – Senior Project Officer (Community Recovery) Scott Miller - Chief Executive Mirrin Pedro – Community Engagement Coordinator Ish Rashad – IT Specialist Kathryn Rehor – Program Coordinator (VMA) Anna Rendall – Graphic Designer Liz Ross – Business & Quality Officer Tordy Rowe – Project Administration Officer (RACF) Rosy Satanek - Events Coordinator Camellia Sayed – Senior Communications Officer / Indigenous Programs Manager Sara Sterling – State Programs Manager Vittoria Tonin – Program Coordinator / State Programs Manager Peter Wingate – Community Engagement Coordinator / State Programs Support Officer Melissa Wright - Engagement Officer (Community Recovery)

Sophie Yong – Graphic Designer



Volunteers at **Volunteering Victoria** Volunteer hours contributed to **Volunteering Victoria**

Our Volunteers

Thank you to the many volunteers who offered their time, skills and enthusiasm with us over the last financial year.

Kyla Banks Nitty Brown Lily Chen Veronica Dimatulac Lexie George Carolyn Harris Ross Hobson Marg Joiner Theresa Lam Ayman Mahli Darren Neilan Robert Nitti Leesa Riley Laura Rossiter Sally Sheppard Emma Short Margaret Smith Christine Stankowski Paul Tregillis Mary Veale John Wilson Hao Xiong lvy Zhu





Organisation highlights



STATE CONFERENCE

A sold-out State Conference focusing on the necessity and challenges of equity, diversity and inclusion.

V

REFLECT RAP Endorsement of our Reflect Reconciliation Action Plan (RAP).

VOLUNTEERING AWARDS First joint Volunteering Awards, in partnership with the Victorian State Government.

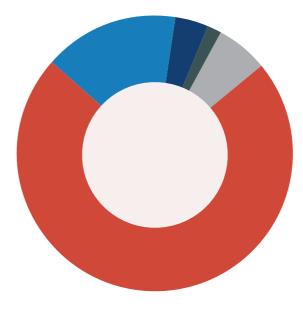
ISO ACCREDITATION One of the first community organisations to achieve ISO 9001 accreditation.

OUR **MEMBERS**

We had 465 members at the end of the financial year, with Community Services and Development the largest sector represented in our membership. We also had 81 new members join us during the 2021–22 financial year.



Types of Memberships



Industry Classification 2021–22

Aged Services	16
Animal Welfare & Wildlife	10
Arts Heritage & Culture	20
Community Services and Development	128
Corporate/Business	4
Disability Services	18
Education & Training	18
Emergency	5
Environment	7
Health	55



Local Government	41
Multicultural Services	6
Parenting & Children	7
Political Party	1
Religion	4
Sport & Recreation	6
Tourism	5
Volunteering Support Services	11
Youth	3
Other	3

STATE SERVICE DELIVERY

Volunteer Management Activity

On 1 July 2021, the Federal **Government's Department** of Social Services (DSS) commenced five years of funding for state and territory volunteering peak bodies to administer the redesigned **Volunteer Management** Activity (VMA) until 30 June 2026.

About the redesigned VMA

The redesigned VMA involves:

- » breaking down of barriers to volunteering faced by three identified priority groups:
 - » Persons with Disabilities
 - First Nations People
 - » Newly Arrived Migrants (arrived in Australia within the last five years)
- » online services to build the capacity of volunteer-involving organisations (VIOs).

Transitioning year in Victoria (VMA1)

Volunteer Resources Centres with previous VMA funding all received an additional year of funding to transition to the new redesigned Volunteer Management Activity. During this time Volunteering Victoria provided guidance on the new parameters and facilitated network meetings across the state as a community of practice.

Over the 12 months, the VMA1 partners:

- » Strengthened their knowledge, experience and insights through collaborative knowledge sharing;
- Participated in training designed to strengthen awareness of the three priority groups, including:
 - » Disability Confidence Training - Welcoming Customers and Colleagues with Disability (Australian Network on Disability)
 - » Introduction to Aboriginal Cultural Safety (Victorian Aboriginal Community Controlled Health Organisation)
 - » Connecting Migrants through Volunteering (AMES Australia)

Yarn up consultations

As part of VMA1 funding, the Understanding First Nations Community Giving in Gippsland project explored the way in which community members in the region give or volunteer their time. In partnership with Community First Development, Volunteering Victoria held three yarn ups for community members to discuss their experiences, their motivations for giving to community, and any issues encountered.

The project has enabled Volunteering Victoria to gain a better understanding of:

- » Practices of First Nations community giving
- » the strong bond and commitment within their mob to support each other
- » the barriers faced by the community

It also enabled our organisation to start building relationships with First Nations communities in Gippsland and develop our understanding of how we can partner with - and better advocate for – First Nations community giving. Implementing the project also enabled Volunteering Victoria to reflect on our organisational practices to be more inclusive of First Nations communities.

Independent review of VMA program

In 2021 Volunteering Victoria engaged a consultancy group (LDC Group) to provide a framework and implementation process to meet the aims of the new VMA program and engage with a wide range of stakeholders across Victoria. Following recommendations from this report, Volunteering Victoria adopted a model that provides funding for consortiums, the boundaries of which align with the Emergency Management Victoria regions.

Procurement for VMA 2022-26

Applications opened for the four-year grants in February 2022, with offers made during the financial year and enabling the VMA 2022-26 model to become operational on 1 July 2022.

Successful Consortium Leads were published on the Volunteering Victoria website:

- Ballarat Foundation (Grampians)
- Bendigo Volunteer Resource Centre (Loddon Mallee)
- Eastern Volunteers (Eastern Metro) »
- GippSport (Gippsland)
- South East Volunteers (Southern Metro)
- Volunteering Geelong (Hume & Barwon South West)
- Volunteer West (North West Metro)

National approach

Each state and territory participates in a national VMA Working Group (VMAWG) that:

- » contributes to the overall purpose of VMA
- » promotes collaboration and reduces duplication

In October 2021, the VMAWG began working on projects and resources to support the national collaboration and priorities. The Volunteering Peak Bodies are committed to collaborating and enhancing resources to reflect best practice volunteer management. Sharing this knowledge Australia-wide ensures that the diversity in each state is represented in the provision of new resources.

Certain focus areas have been identified to ensure collaboration and reduce duplication. To support this process, several subcommittees have been assigned the following focuses:

- National Standards for Volunteer Involvement
- Learning and development
- Online accessibility
- Marketing and communications

Residential Aged Care

Early 2022 saw the emergence of a significant crisis within the aged care sector, associated with COVID-19 related staff shortages within Residential Aged Care Facilities (RACFs). In collaboration with the Department of Health and Volunteering Australia, all Volunteering Peak Bodies were tasked with facilitating an emergency volunteer response to help provide short-term non-clinical social and emotional support to older people living in aged care and relieve pressure on the RACF workforce.

The Re-engaging Volunteers into Residential Aged Care Facilities (RACF) Program was established in March 2022, with the aim of encouraging new and returning volunteers to the aged care sector. As part of the national volunteer recruitment strategy, Victoria's program was facilitated through Volunteering Victoria's weVolunteer platform.

The response from Victorian volunteers was incredibly positive, with over 400 expressions of interest received. Of those, 21.8% completed the recruitment process to be successfully matched with a participating RACF; a volunteer conversion rate above the national average of 16.2%.

Overall, Volunteering Victoria is proud to have facilitated the engagement of 94 volunteers into aged care facilities across the state, helping to bring the joy of friendship and companionship to our older Victorians in a time of great need.

KEY STATS

226

Nominated RACF

430

Volunteer EOIs

94

Volunteers matched

21.8%

Volunteer conversion





weVolunteer

Launched in August 2020, weVolunteer is a Volunteering Victoria initiative designed to bring together volunteers and local community organisations to help communities recover in times of need.

Throughout 2021-22, the weVolunteer program team continued its support of volunteer-involving organisations across the state to help them connect with the pool of community recovery volunteers. During this time of great need, weVolunteer offered a dedicated platform for coordinating volunteers looking to support their local community, ensuring vital programs and services were able to be delivered.

In June 2022, Volunteering Victoria was saddened to announce the closure of the weVolunteer program. Despite firmly advocating for its continued need in supporting community recovery, extended funding was not secured in the 2022-23 State Budget.

As Victorian communities continue through the prolonged process of resolving the impacts of the COVID-19 pandemic, an opportunity exists to learn from the experience of weVolunteer to better prepare for the inevitability of future crises.

A comprehensive program review, including key learnings, can be found in the weVolunteer Final Evaluation Report.

Over two years of operation, weVolunteer achieved:

2,571 registered volunteers, across both metropolitan and regional Victoria

79 registered organisations

781 role applications, from volunteers offering their support to community recovery

1,468

volunteer credentials verified through their Volunteer Passport (via MyPass)

15 free training sessions delivered

98% average training satisfaction rating

STATE POLICY, ADVOCACY & RESEARCH

Government & Parliamentary relations

Volunteering Victoria has maintained regular meetings with key contacts in the Department of Families, Fairness & Housing, advocating for increased support for volunteering and the need to address complex issues impacting the sector. Briefings were provided to the Hon. Anthony Carbines and the Hon. Colin Brooks on their appointment to Minister for Disability, Ageing and Carers, and to Josh Bull on his appointment to Parliamentary Secretary for Carers and Volunteers.

We have also met with several political parties to advocate for action on barriers to volunteering, as well as promote our State Budget submission recommendations and Election Priorities. This included:

- » Australian Labor Party
- » Justice Party
- » Liberal Party
- » Liberal Democrats
- » The Nationals
- » Transport Matters Party
- » Victorian Greens Party

Following our advocacy on the need for government to support place-based volunteer infrastructure and emergency volunteer coordination, Dr Samantha Ratnam (Leader of the Victorian Greens Party) called for funding to support volunteer support services as part of her <u>adjournment speech</u>.

Policy development & submissions

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

 Submission to the consultation for Senior Secondary Reform

Our submission highlighted the importance of encouraging and normalising active community participation in the formative years of development and learning, identifying key opportunities for promoting volunteering in the Senior Secondary curriculum.

2. Submission to SV2030: A Decade of Action

Our submission highlighted the invaluable contribution of volunteers to Sustainability and Environmental strategies, and the way in which volunteering clearly aligns with the aims and focus areas of SV2030.



- 3. Submission to the Anti-Racism Taskforce: Anti-Racism Strategy Consultation Our submission highlighted the opportunity for anti-racism advocacy and responses in the volunteering sector, particularly the need to address racism and discrimination in the sector and harness the benefits of volunteering to help achieve the vision for anti-racism in Victoria.
- Submission to the Emergency Management Victoria (EMV) Operating Model Review

Our submission conveyed strong support for the proposals listed and highlighted the need for EMV to be explicit in its resource commitment to volunteering, whereby there is increased visibility and investment in volunteer-involving organisations, roles and delegations.

Volunteer sector advocacy

In addition to formal submissions, we have continued to advocate on key issues impacting volunteers and volunteer-involving organisations, particularly those issues that pose a barrier to volunteering including:

- NDIS and general volunteer screening processes
- » Mutual Obligation scheme
- » Accessible volunteer insurance
- » Impact of the COVID-19 pandemic and volunteer re-engagement
- » Inclusion and diversity

Several position papers were also released on the following issues:

- Volunteering in a Digital World:
 Opportunities and risk of exclusion
- » First Nations People and Volunteering
- » Equity, Diversity & Inclusion
- » Prime Provider Position Statement
- » State Budget submission

State Budget submission

Volunteering Victoria provided a submission to the Victorian State Budget 2022–23 in December 2021, outlining funding recommendations based on three overarching themes:

- Volunteering is key to community resilience
- » Volunteering strengthens local communities
- Volunteering is for everyone (inclusion & diversity)

Following the release of the State Budget in May 2022, we issued a <u>response</u> highlighting funding gaps and the need for sustainable investment in the sector.

State Volunteer Strategy

The Victorian Volunteer Strategy 2022-27 was released in May 2022. This five-year Strategy plans to reinvigorate, reimagine and strengthen volunteering through partnership with the volunteering community. The Strategy offers a vision and priorities for volunteering in Victoria, and provides an action plan to promote, build, support and celebrate all forms of volunteering. It also aims to create opportunities for volunteering to be more inclusive, accessible, flexible, safe and enjoyable, allowing more Victorians to get involved and stay connected.

Volunteering Victoria released a **response** to the Strategy, commending the government on its plans to strengthen the volunteer sector and outlining our commitment to work with government to achieve the aims and vision of the Strategy. We continue to advocate for sustainable and appropriate investment to operationalise the Strategy



SECTOR EVENTS & CAPABILITY

Training Delivery

As part of our annual training offerings, Volunteering Victoria runs both public training workshops and customised in-house training programs on several topics related to managing volunteers effectively. Participants have the opportunity to learn from our experienced trainers, share knowledge and form networks within the sector. Throughout 2021–22, all public training workshops were offered free of charge as part of VMA funding.

Programs delivered in 2021-22 included:

- 3Rs: Recruitment, Retention & Recognition »
- A-Z of Volunteer Management »
- Building an Inclusive Volunteer Program »
- Building Better Futures »
- Coaching Volunteers Through Organisational » Change
- Making Your Volunteer Program COVID-Safe »
- National Standards for Volunteer Involvement
- National Standards for Volunteer Involvement » – A Practical Follow-up
- Psychological Preparedness »
- Restarting your Volunteer Program in a » COVID-19 World
- The Tuff Stuff: Volunteer Performance » Counselling
- Volunteer Rights, Responsibilities & » **Boundaries**
- Volunteer Safety, Risk & Insurance »
- Volunteer Screening Deconstructed

"

Volunteering Victoria through their highly experienced and engaging presenter, Hazel Maynard, has provided members of the Mornington Peninsula Volunteer Network with excellent career-stage needs-based professional development that has built on their skills, knowledge and capacity to lead volunteers in community organisations across the Mornington Peninsula. This has not only strengthened the capacity of network members locally, but it has also contributed to strengthening the sector."

> – Wayne Lovie (Mornington Peninsula Shire)





workshops

workshops for organisations

"

Thank you to Hazel and Volunteering Victoria for holding a great session with staff at Puffing Billy Railway who manage our amazing volunteer teams. It was not only very informative, but lots of fun! We all walked away with some great tools to assist us with managing our volunteers and came away with some great brainstorming ideas for new projects!"

> – Adele Horkings (Puffing Billy Railway)

"

Volunteering Victoria are always willing to work collaboratively and deliver training that is going to be effective and tailored to our needs. Their training on the A-Z of Volunteer Management was subsequently split into 3 separate sessions to accommodate our request, resulting in greater participation from our volunteer managers network. Delivered to a high standard and personalised to Wyndham volunteer-involving organisations, this training proved invaluable in providing practical and strategic direction for effective volunteer leadership".



Image credit SDP Media

Continuing Professional Development (CPD)

CPD is a pathway for Professional Leaders of Volunteers to improve their skills and be formally recognised for their work in supporting volunteers and encouraging meaningful volunteering across the state.

Overall, 56 participants completed the 2021 program, receiving a digital certificate of completion and Professional Leader of Volunteers (PLV) digital badge to display their endorsement.

Now in its fourth year, Volunteering Victoria currently has 65 participants enrolled in CPD for 2022. While this is a slightly smaller cohort than 2021, we continue to attract new members and are pleased that this remains a substantial and popular membership program.

Our online CPD activity logging platform has proved efficient and easy for participants, in addition to monthly CPD drop-in sessions to support participants with logging their activity. We continue to regularly meet with Volunteering Australia and other state peaks to discuss, share ideas and ensure consistency in the application of the CPD programs across Australia.

Volunteering Victoria has also partnered with other organisations that offer professional development opportunities, enabling CPD participants to acquire points for undertaking their external training.

This year, we are proud to have worked with the following organisations as endorsed partners:

- Ballarat Foundation
- Bendigo Volunteer Resource Centre
- Boroondara Volunteer Resource Centre
- Centre for Participation »
- Eastern Volunteers
- Justice Connect
- Volunteer Connect »
- Volunteering Geelong »
- Volunteer West

Mentoring Program

The Volunteer Managers Mentoring Program continues to be a valuable professional and personal development opportunity for passionate members seeking to develop their skills and careers. The program brings together experienced senior leaders of volunteers with entry-level managers to assist the newer volunteer managers to grow in their roles.

In 2022, eight pairs have been matched, including three pairs across regional Victoria.

Comments from participants

"CPD has encouraged me to make PD a focus for me when I could easily get lost in work. I am always so thankful for the opportunities it brings with it."

"The CPD model absolutely assists with raising the profile of volunteer management as a profession."

"The CPD Program allowed me to attend different workshops, networks and read resources online to be able to be more confident and present my knowledge."



"Participating in the CPD Program has given me motivation and a strive to stay current and connected."

"Thanks again for your support and for an excellent CPD Program. Makes me proud to have the PLV logo in my email signature!"

Webinars

We have continued to expand our webinar series over the past financial year, recognising the increased flexibility and reach that is made possible through an online format. Overall, 17 webinars were delivered to 30 June 2022, covering a number of issues and topics relevant to the sector.

Towards the end of 2021, we also started running monthly New Member webinars. These are designed to introduce new members to our services, tools and resources and how to get the most out of their Volunteering Victoria membership. It also represents a great way to generate early and ongoing engagement with our new members.

Webinars delivered in 2021-22 included:

- » Rejuvenating Volunteering Forum Sara Sterling & Vicky Darling (Volunteering Victoria)
- Volunteering in CALD Communities
 Carissa Gilham & Reshma Manandhar
 (AMES Australia)
- » Volunteer Engagement Surveys Christine Stankowski (Lort Smith Animal Hospital) & Marg Joiner (Zoos Victoria)
- » LOHVE Capability Framework Northeast Health Wangaratta & La Trobe University
- Vaccine Mandate and Roadmap
 Department of Families, Fairness and Housing (DFFH)
- » Building Better Futures Forum Martin Cowling, Meridian Swift & Sue Carter Kahl
- » NDIS Volunteer Screening Forum Mark Windisch, Director of Working with Children Check Victoria
- » Child Safety Standards Commission for Children and Young People

Special Interest Groups

Volunteering Victoria runs special interest groups (SIGs) with a Professional Development component for our members. These are opportunities for volunteer managers to come together to discuss emerging issues in the sector across a range of topics:

Leadership SIG

- Dealing with a COVID exposure site
- Community Recovery volunteering
- » 'Wise Leadership' and Volunteer West's VolREACH platform
- » First Nations allyship

Inclusion SIG

- » Engaging youth volunteers
- » CALD Volunteering research
- Our Reconciliation Action
 Plan (RAP)

Advocacy SIG

- Professional development of advocacy skills
- » Shared practice
- Consultation on budget submission and election priorities

VVSN

Volunteering Victoria continued its support of the Victorian Volunteer Support Network (VVSN), by providing secretariat services throughout the year and having a representative on the Executive Committee.

The VVSN is a collaborative network to support and coordinate the work and effort of volunteer support organisations (VSOs) that operate in a place-based model throughout Victoria. The VVSN advocates for our local communities as the voice and leadership of place-based volunteering.

During the year, the VVSN met quarterly and supported network members through information sharing and mentoring to build on collective skills, knowledge, experience, resources and expertise.



2021 AGM Forum

Volunteering Victoria held its 2021 AGM on Thursday 25 November 2021; a welcomed opportunity to reflect on the activities and achievements of the past year with Volunteering Victoria members and supporters.

The online event was opened by Volunteering Victoria Chair, Bronwen Clark and a Welcome to Country then delivered by Boonwurrung Senior Cultural Officer, David Tournier.

Official proceedings were followed by 'The Great Deliberate', moderated by rock cabaret writer and performer Geraldine Quinn. Both teams engaged in an inspiring debate, exploring the challenges and opportunities in a post-COVID world through the question 'Has COVID cancelled volunteering?'.

"

After another year where communities throughout the state were again challenged by the pandemic, we are able to acknowledge the enormous contribution of our volunteers.

– Scott Miller. Chief Executive of Volunteering Victoria



2021 Volunteering **Awards**

Volunteering Victoria proudly celebrated the 2021 Volunteering Awards at **Government House on Friday** 25 March 2022.

and a \$10,000 donation to a not-for-profit organisation of their choice.

Chris and Heather Cosgriff

Volunteering Leadership Award Jaya Manchikanti

Panellists and special guests at our National Volunteer Week celebration

National Volunteer Week 2022

volunteering VICTORIA

This year, our National Volunteer Week celebrations were held in honour of First Nations Community Giving and the launch of our Reconciliation Action Plan (RAP).

Our event on 17 May commenced with a moving Welcome to Country by Wurundjeri elder, Uncle Tony Garvey. Sheena Watt (MP for Northern Metropolitan), and Nicole Findlay (CEO of Reconciliation Victoria) then opened a wonderful discussion on the many ways community members contribute and the importance of reconciliation in our communities and workplaces.

2.00

National Volunteer Week 202

Better Together

Our panel discussion with Garry Sattell (Aboriginal Community Broker) and Ricki Spencer (First Nations, Trans and Disability advocate) provided valuable insight into some of the key issues experienced by First Nations communities when giving their time. VV staff celebrating National Volunteer Week with a 'Wave For Volunteers.

This included the high expectations placed on community Elders and the need for organisations to take an intersectional perspective when considering accessibility and inclusion.

Following the launch of our Reflect RAP, our RAP artist Chloe Jones (Dungala Creations) talked about the inspiration behind her artwork and the links to her Country and kin.





2022 State Conference

Held on 23-24 June 2022 at the iconic Arts Centre Melbourne, our 2022 State Conference was an exciting opportunity to reconnect with one another after years of separation and recurrent lockdowns. With close to 300 delegates and 37 speakers in attendance, there was a clear appetite to enjoy the buzz of conversation beyond the Zoom screen. Our theme **Bridges to the future: Equity, diversity and inclusion** challenged all those present to go beyond good intentions and explore ways to create meaningful change in how Equity, Diversity and Inclusion is addressed and celebrated within their own organisations.

The two-day program featured a diverse line-up of inspiring keynote speakers, passionate presenters, and saw the highly anticipated return of a regular conference favourite: the Great Debate. Numerous attendees returned on the second day to participate in in-depth Masterclasses with Emma Gee and Martin Cowling. Venue & Location 95% satisfaction rating

The Great Debate 92%

satisfaction rating

Conference Format

satisfaction rating

Overall Satisfaction Rating



"I was so excited to see 300 people willing to learn more about diversity and inclusion!"

"Making an event safe for diverse people is not an easy task – but you were successful. I congratulate you and thank you. The conference will stay with me forever."

"Really well-run event with some fantastic and inspiring speakers. Well done to all involved!"

ACCREDITATIONS

Reconciliation Action Plan (RAP)

Volunteering Victoria's first Reflect RAP was endorsed in March 2022. The RAP outlines our commitment to an ongoing process of reconciliation, acknowledging the historical and continued impact of colonisation and systemic racism on Aboriginal and Torres Strait Islander communities.

The Reflect RAP enables Volunteering Victoria to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions of:

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

The actions within the RAP enable us to reflect on our current organisational practices and to start building relationships with First Nations communities and other organisations on the reconciliation journey.

The RAP adopts a whole-of-organisation approach, with every team allocated responsibilities to achieve its actions and goals. Within our wide sphere of influence, we are able to share our learnings with partner organisations and our members to promote Reconciliation throughout the volunteer sector. We have also included our own innovative actions in the RAP including:

- Develop and implement policy allowing » employees to take 'Australia Day' public holiday in lieu, on another date, promoting recognition of the trauma of colonisation for First Nations peoples.
- » Including a question on our membership survey to help identify if any of our membership organisations are First Nations organisations.
- Raise awareness and share information with staff and sector on Aboriginal and Torres Strait Islander volunteering or community contribution.
- Include Aboriginal and Torres Strait Islander stories when showcasing volunteering.
- » Develop and formalise an organisational Position Statement on First Nations communities and volunteering, including acknowledgement of First Nations volunteering and contribution, and our organisation's reconciliation aims.
- Develop an understanding of the local Traditional Owners or Custodians of the lands and waters for our organisation's head office and across the state of Victoria where our member organisations operate.





ISO 9001 / Quality Management

After almost a full year of planning and constant improvements on our internal processes, we were thrilled to receive ISO 9001 accreditation in August 2021, after meeting the requirements for a quality management system. It is a great source of pride to be among one of the few community organisations to be accredited through this international certification.

During 2021-22, the Quality Management System and associated processes were established within the business. This included the formation of a Quality Committee, involving the Volunteering Victoria leadership team and representation from three member organisations – Zoos Victoria, Parks Victoria and Lort Smith Animal Shelter. The project team worked on policy and process documentation, review of processes via internal audits, management review of risks and opportunities, and defining the system to monitor quality within Volunteering Victoria.

One key success of the Quality system has been the adoption of IntelliHR. This system was initially sought to support the performance evaluation framework and process. Ultimately the IntelliHR system has driven so much more, namely new employee workflows, regular compliance activities, access to key forms and documents, and significant HR insights and reporting such as employee satisfaction, headcount and many other key metrics.

The year ahead will look to embed established guality activities in our new Strategic Plan, operational planning and all employee workplans. We will also build more system capabilities through IntelliHR and our CRM (Membes) and grow our internal audit capability. This will ensure the success of the system is shared across the broader team and organisational knowledge continues to grow and develop.

SHARING OUR IMPACT

Volunteering Matters

This quarterly newsletter shares the latest Volunteering Victoria news, sector updates, volunteering activities and research. In 2021–22, Volunteering Matters had an average open rate of 28% and click-through rate of 4%.

Engage & Exchange

This guarterly newsletter outlines upcoming training, workshops and events at Volunteering Victoria, and across the state. In 2021–22, Engage & Exchange had an average open rate of 33% and a click-through rate of 3%.

Advocacy Works

This quarterly newsletter provides updates on our advocacy initiatives. Developed in early 2021, Advocacy Works informs on recent submissions, as well as providing an avenue for feedback and opportunities to engage with Volunteering Victoria on matters that are important to leaders of volunteers, organisations and the broader sector. In 2021–22, Advocacy Works had an average open rate of 27% and a click-through rate of 3%.

Media coverage

In line with our strategic values, we welcome opportunities to promote and support volunteering, including bringing light to successes and challenges of the sector. This year we secured considerable coverage across traditional media, particularly throughout May 2022 for National Volunteer Week.

TV:

- 7News Melbourne »
- Channel 31 (C31) **»**

Radio:

- RIVER1467 »
- Gippsland FM »
- Triple M Sunraysia »
- 3AW Melbourne >>

Print:

- Herald Sun »
- » The Guardian
- » Lilydale Star Mail
- » Sunraysia Daily



9,180 **Subscribers**

102

Electronic Direct Mail sent annually



SOCIAL CHANNELS



4,930 Twitter followers (+0.1%)





0 938 Instagram followers (+30.9%)



906,915

Total reach

WEBSITE



Unique visits

90,268

New website visitors



Returning visitors



Total page views

OUR **MEMBERS**

Abbeyfield Australia Ltd Abigail Levy Access Health & Community Albury Wodonga Volunteer Resource Bureau Inc. Alex Read Performances Inc Alexis Carydis Alfred Health Aman Channa Amber Dick AMDA Foundation Limited AMES Australia Andrew Chang Animal Justice Party Anita Hoare Anna Cameror Antoine Guillemette ANZ Arcare Pty Ltd Ardoch Limited Aspergers Victoria Asylum Seeker Resource Centre (ASRC) Austin Health Australian Breastfeeding Association Victorian Branch Australian College of Professional Studies Australian Kookaburra Kids Foundation Australian Multicultural Community Services Australian Red Cross Australian Red Cross Lifeblood Australian Sports Museum Ltd (Melbourne Cricket Club) Bairnsdale Regional Health Ballarat Community Health Ballarat East Neighbourhood House Ballarat Foundation United Way Inc Banksia Gardens Community Services Banksia Palliative Care Service Banyule City Council Banyule Community Health Banyule Nillumbik Local Learning and Employment Network Baptcare **Bayley House** Bayside City Council Bayside Community Emergency Relief Bayside Community Information & Support Services Inc Bellarine Community Support Register Inc. Bendigo Kangan Institute Bendigo Volunteer Resource Centre 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 Bradley Smith Brainwave Australia Bree Vallance Bridges Connecting Communities Ltd Brimbank City Council Bronwen Clark Brotherhood of St Laurence Bruthen & District Neighbourhood House Buddha Way Cultivation Centre Calvary Health Care Bethlehem Cancer Council Victoria Cancer Support Angels Ltd Carlton Neighbourhood Learning Centre Carol Venn Carringbush Adult Education Castlemaine Health Castlemaine-Maryborough Rail Trail Catherine Roberts Catherine McAuley Services Ltd (CMSL) CatholicCare Victoria Central Bayside Community Health Services Centre for Multicultural Youth Centre for Participation Chelsea Community Support Services Christine Holliday Christopher McVerry Christos Tzamouranis 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 Colac Area Health Community College Gippsland Community Health Advancement & Student Engagement (CHASE) Community Information & Support Victoria (CISVic) Con O'Brien Connecting2Australia Conservation Volunteers Australia Coonara Community House (Volunteer for Knox) Council on the Ageing Victoria (COTA) Counterpart Country Fire Authority (CFA) Courage to Care (Vic) Inc Court Network Inc. Craig Edwards Cranbourne Information & Support Service Inc Crimcheck Ltd Croatian Catholic Welfare Crohn's & Colitis Australia Cystic Fibrosis Community Care (CFCC)

Dallas Beeston Dan Grav Dandenong Community and Learning Centre Daniel Shields Daniela Gullaci Darebin City Council David Milevski Dean Petrisevic Deanne Riddington Dementia Australia Department of Environment, Land, Water and Planning (DELWP) Diamond Valley Community Support Didi Bahani Samaj Victoria (DBSV) **Disability Sport & Recreation Limited** Donwood Community Aged Care Services Inc Dorothy Impey Home Doutta Galla Aged Services Doveton Neighbourhood Learning Centre Inc Down Syndrome Victoria DPV Health Drysdale Community Church Inc. FACH Eastern Health Eastern Volunteers Eating Disorders Foundation of Victoria Inc EdConnect Australia Emma Short Environment Education Victoria Epilepsy Foundation Extended Families Australia Inc Fairview Aged Care and Health Care Services Family Access Network Family Life Famsafe Fareshare Feminista Vinyl Fernlea Community Care Inc Fitted for Work Fitzroy Learning Network Fitzroy Legal Services Foodbank Victoria Football Victoria Frankston City Council Fronditha Care Fusion Oakleigh Youth and Community Centre Gabriel Norris Gateways Support Services Geelong Animal Welfare Society Geelong Art Gallery Gellibrand Community House genU Karingal St Laurence Geoff Sharp Georgie Stayches Gippsland Farmer Relief Incorporated GippSport Incorporated Girl Guides Association of Victoria Glen Eira City Council Glen Eira U3A Golden Plains Shire Council

Kym Anderson

Goldie Pergl Good Karma Effect Goulburn Valley Family Care Inc Goulburn Valley Hospice Care Service Inc Grampians Community Health Grampians Health Greater Shepparton City Council Green Maroon and Black Patrons' Club (part of MHSOBA Inc) Gregor Poole Greyhound Racing Victoria GriefLine Community & Family Services Inc. Guide Dogs Victoria Gumbuya World Habitat for Humanity Australia (Victoria) Hamilton & Grampians Visitor Information Centre Havden Menev Hazel Maynard Healesville Interchurch Community Care Inc Heide Museum of Modern Art Helen Coleman Helen Kierce Hepburn Shire Council Hobsons Bay City Council Holland Foundation Holy Fools Inc Honorary Justice Services Support Horsham Rural City Council Hume City Council Inclusee Limited Inclusion Foundation (e.motion21) Inclusion Melbourne Inc. Interchange Network Interchange Outer East IWInAUS - VIC Jade McIlfatrick Jan Lucas Janelle Szkwarek Jen Frees Jenna Chia Jennie Gale Jesuit Social Services Jewish Care (Victoria) Inc JoCare Julianne Neilsor Julie Leonidas Karina Hogan Katherine Apostolopoulos Kathryn Rehor Keep Victoria Beautiful Kelli Nunes Kellie McMaster Kelly Naughton Kids First Australia Kids in Philanthropy Kirsten Fullarton Knox City Council Kylie Gerber Kylie Semple

Latrobe City Council Latrobe Community Health Service Laureen Smith Laverton Community Centre League of Latin American Migrants Australia (LLAMA Inc) Lentil As Anything Ltd Lexie George Lifeline Geelong & South West Victoria Life's Little Treasures Limbs 4 Life Inc Linden New Art Link Community Transport Inc Linny Phuong Liz Ross Loddon Mallee Health Network Longwarry & District Lions Club Lord Somers Camp & Power House Lort Smith Animal Hospital Luz Bland Maelor Himbury Make A Difference Dingley Village Make a Wish Foundation of Australia MannaCare Mansfield Shire Council Maribyrnong City Council Marriott Support Services Ltd Maryborough Volunteer Resource Centre Maureen LeGassick McAuley Community Services For Women Melbourne City Mission Melbourne Fashion Festival Ltd Melbourne Legacy Melinda Jones Melissa Wright Melton City Council Mercy Connect Ballarat Mercy Health MHA Care Michelle Aitken MiSmart Life Mitchell Shire Council MND Victoria (Motor Neurone Disease Association of Victoria) Monash College Monash Health Monash University (Career Connect) Moonee Valley City Council Moreland City FC Mornington Peninsula Shire (Volunteering Mornington Peninsula) Mother's Day Classic Multicultural Women Victoria Murrindindi Shire Council Museums Victoria Myli - My Community Library Ltd National Council of Jewish Women Victoria National Stroke Foundation National Vietnam Veterans Museum NCN Health Neighbourhood Houses Victoria Neighbourhood Watch Victoria

Nillumbik Shire Council Niloufar Sadjady North Melbourne Language and Learning North Richmond Community Health Centre Northeast Health Wangaratta Northern Community Church of Christ Northern Health Office of the Public Advocate Old Treasury Building Olivia's Place Orygen Oxfam Australia Pakiza Syed Palliative Care South East Palliative Care Victoria Inc Pam Kappelides Pancare Foundation Inc. Pangerang Community House Inc. Parks Victoria Paul McInerney People Outdoors Perinatal Anxiety and Depression Australia (PANDA) Pets of the Homeless Ltd Phillip Island Nature Parks Pierrette Charbel Pinarc Disability Support Playgroup Victoria PMI Victorian History Library Polish Community Council of Victoria Public Record Office Victoria Puffing Billy Railway RAAF Museum Reclink Australia Regina Godfredson Renee Belsey Reynard Street Neighbourhood House Ricki Spencer Rivers and Ranges Community Leadership **RMIT** University Road Trauma Support Services Victoria Robin Boyd Foundation Ronald McDonald House Parkville Rose Jackson Rosy Satanek Rowena Morrison Roxburgh Park Magpies Football Club Roval Botanic Gardens Victoria Royal Flying Doctor Service Victoria Royal Victorian Association of Honorary Justices RSL Inc. VIC Branch RSPCA (Victoria) Inc Rye Community House Sacred Heart Mission Inc Sailors with Disabilities Inc Samarinda Ashburton Aged Services (SAAS) Sara Sterling Save the Children Scott Miller Scouts Victoria

Seaworks Foundation Second Bite SEEK Limited Self Help Addiction Resource Centre (SHARC) Sharon Runciman Sharon Swoboda Shepparton Retirement Villages Inc Shona Smith 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 Sovereign Hill Museums Association 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 Stacey Barnes Star Health Group STARS Aged Services (St Theresa's) State Library of Victoria Stiven Daniel Story Dogs Sue Noble Sunassist Volunteer Helpers Inc Sunbury and Cobaw Community Health Sunshine Youth Space Swan Hill Neighbourhood House Swinburne University - Student Life Switchboard (Victoria) Inc Tamsyn Cole Tanya Di Michele Tarn Kruger TarraWarra Museum of Art Taylor Hamling Terence Shannon The Australian Association of Social Workers (AASW) The Bushfire Foundation Inc The Centre for Continuing Education Inc The Duldig Studio The Footpath Library Ptv Ltd The Good Samaritan Inn 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 Victorian Aboriginal Legal Service The Winged Horse Equine Welfare Inc Theresa Mangion

Thorne Harbour Health Tordy Rowe Torie Campbell-Gitsham Toy Libraries Australia Transgender Victoria Traveller's Aid Australia Trentham Neighbourhood Centre U3A Network Victoria Inc Uniting Agewell LTD Uniting Victoria and Tasmania University of Melbourne University of Melbourne Student Union (UMSU) VCC Emergencies Ministry Very Special Kids Vicki Renner Victoria State Emergency Service Volunteers Association (VicSESVA) Victorian Mental Illness Awareness Council Inc. Victorian State Emergency Service VICWISE INC Villa Maria Catholic Homes (VMCH) VincentCare Victoria Vision Australia Vittoria Tonin Volunteer Connect (Warrnambool City Council) Volunteer West Volunteering Geelong Wallara Australia Water Polo Victoria Wellsprings for Women Inc Wellways Wendy Taylor Western Emergency Relief Network Western Health Western United Football Club Whitelion Youth Agency Whittlesea Community Connections Wildlife Victoria William Sullivan Wilson Business Services Womens Federation for World Peace Australia Ltd Women's Information and Referral Exchange (WIRE) Woodend Neighbourhood House Workways Australia WorldSkills Australia Wyndham City Council Yackandandah Community Centre YACVic (Youth Affairs Council of Victoria) Yarra City Council Yarra Plenty Regional Library Yarra Ranges Shire Council Your Community Health Zoos Victoria

SUMMARY OF ACCOUNTS

Volunteering Victoria Inc.

Statement of profit or loss and other comprehensive income

For the year end 30 June 2022

Revenue	Note	2022 \$	2021 \$
Revenue	3	4,250,261	2,426,184
Expenses			
Employment related expenses		(1,305,888)	(910,065)
Marketing, training and program expenses		(432,309)	(225,959)
Office and premises expenses		(48,437)	(46,743)
Travel, accomodation and meeting expenses		(17,134)	(5,609)
IT and communication expenses		(85,909)	(122,104)
Finance and membership expenses		(31,270)	(35,765)
Depreciation expense	4	(10,828)	(5,448)
Program expenditure		(1,156,845)	(944,500)
Surplus for the year attributable to the members of Volunteering Victoria Inc	11	1,161,641	129,991
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to the members of Volunteering Victoria Inc		1,161,641	129,991

Statement of financial position

As at 30 June 2022

Assets

Cash and cash equivalents

Trade and other receivables

Other current assets

Total current assets

Non-curren	t assets
Property, pl	ant and equipment
Right-of-use	e assets
Total non-c	urrent assets
Total Asset	S
Liabilities	

Current liabilities
Trade and other payables
Lease liabilities
Employee benefits expenses
Revenues received in advance
Total current liabilities
Total Liabilities
Net Assets

Equity

Retained surpluses

Total Equity

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

Note	2022	2021
	\$	\$
5	1,712,806	573,000
6	57,380	104,548
	5,316	2,750
	1,775,502	680,298
7	10,363	3,521
	-	4,420
	10,363	7,941
	1,785,865	688,239
8	116,939	112,621
	-	4,553
9	38,463	38,171
10	25,329	89,401
	180,731	244,746
	180,731	244,746
	1,605,134	443,493
11	1,605,134	443,493
	1,605,134	443,493

