



# 2023 Annual Impact Report



# Contents

<b>2022–23 at a glance</b>	<b>4</b>
<b>A message from our Chief Executive and Board Chair</b>	<b>5</b>
<b>Inside Volunteering Victoria</b>	<b>7</b>
<b>Our members</b>	<b>11</b>
<b>Advancing practice</b>	<b>14</b>
<b>Collaborating to build community</b>	<b>25</b>
<b>Advocating for the sector</b>	<b>40</b>
<b>Communicating our work</b>	<b>47</b>
<b>Summary of accounts</b>	<b>59</b>

# We are Volunteering Victoria

We promote and build vibrant, strong  
volunteering communities that are  
inclusive, respectful and sustainable.





# 2022-23 at a glance

**516**

Total members

**116**

New members

**430,000+**

Volunteers supported through membership

**574**

Sector support  
enquiries

**422**

Awards nominations

**126**

Special Interest  
Group Participants

**67**

Continuing Professional  
Development Program  
participants

**4**

Research and  
policy submissions

**2,837**

Resource downloads

**22**

Mentoring Program  
Participants



# A message from our Chief Executive and Board Chair

We are honoured to deliver this report together for the first time. Our Annual Impact Report shares our journey as a 'true peak', building an inclusive and thriving volunteering culture.



**Thu-Trang Tran**  
Chief Executive Officer



**Bronwen Clark**  
Board Chair

Volunteering Victoria appointed Thu-Trang Tran as CEO in January 2023 to steward our new **2022-2025 Strategy**. We thank Scott Miller and Antoine Guillemette for their leadership as CEO and Acting CEO respectively, steering the organisation and sector over a period of significant change due to the pandemic, changed federal and state funding strategies, and ministerial appointments.

The ethos and energy underpinning the new Strategy is to explore, build and shape broad system dynamics to:

- advance practice;
- advocate for the 'volunteering sector', and;
- collaborate cross-sector to build community.

We continue do this with and for all volunteers, communities and organisations, with a clear-eyed view of system-level impacts.

Significantly, we realised this principle through the design of a place-based statewide network of local partnerships; a unique model in the national landscape. This work focuses on delivering digital supports for organisations to advance volunteering engagement practices and break down barriers to volunteering.

As a state peak, we continue to press governments - of all three levels - during and post elections, in public forums and closed-room meetings, to make strategic investments to build up volunteering infrastructure. Notably, after rallying for a Victorian ministerial portfolio for volunteering, we are pleased that the Allan Victorian Government has appointed its first Minister for Volunteers in 2023.

We also humbly recognise that there is still much to learn about volunteering engagement practices, and an ongoing need to amplify leadership and stories of those from broader communities. Our Special Interest Groups and Community Giving in First Nations Communities Report ensures valuable experiences of diverse and First Nations peoples are infused into volunteering engagement and community building activities.

Further, we are practicing rigorous reflection to understand the collective impact of our collaborative work. For example, our flagship pioneering Continuing Professional Development Program is being evaluated by Monash University and receiving early validation for its impact in uplifting leadership practices in volunteering engagement over the past five years.

In our exploration of new stories and practices, we reflect and craft new frames of volunteering and 'volunteering involvement' that go beyond dichotomies such as 'formal' and 'informal', and silos such as 'skilled' and 'corporate' volunteering.

Our aim is to unearth and test assumptions about volunteering:

- volunteering is not just 'helping' a charity or a cause;
- volunteering is 'engagement', not just 'involvement';
- volunteering is central to community building and leadership;
- volunteering is a wellbeing activity, akin to exercising or sporting activity.

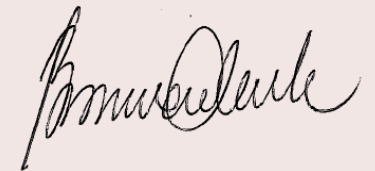
These starting points lead us to open new doors in new ways. For example, an emphasis on volunteering as a wellbeing activity leads to conversations about measuring wellbeing outcomes for volunteers themselves alongside that of volunteering programs. Thus investments into volunteering infrastructure are primarily about fostering community health and wellbeing (and not just about a 'shadow or unpaid workforce').

As you'll see in this report, we are excited to seed the cross-sector conversations beyond the 'volunteering ecosystem' to explore, build and shape strategies for impact. It is our belief – supported by the overwhelming evidence – that volunteering is an essential piece of the economic and social environment that cuts across sectors. Levers in government, business and community are needed to build up a volunteering culture for a happier and healthier society.

**We look forward to continuing this journey with you in 2024.**



**Thu-Trang Tran**  
Chief Executive Officer



**Bronwen Clark**  
Board Chairperson

# Inside Volunteering Victoria

**“Volunteering Victoria are comprehensive leaders in supporting both volunteers and volunteer managers to have a successful relationship and ensure volunteering is beneficial for all involved.”**

**– Grace Maynard,  
Victoria Tourism Industry Council**





## Our Purpose and Vision

We advocate, advise and facilitate for an inclusive and thriving volunteering culture. We do this with and for all volunteers, communities and organisations.

Our vision is for Victorians to be happier and healthier because they build their communities through volunteering.

## Our Strategic Goals 2022–25

- Ensure volunteering and community building is appealing and accessible to all Victorians.
- Equip volunteers and leaders of volunteers to have the greatest impact they can.
- Advocate for a better policy and funding environment for volunteering infrastructure.

## Our Values

### Collaboration

Volunteering is a whole of community effort. Volunteering is also a whole of government effort that we seek to forge.

### Inclusion

Volunteering needs to be more inclusive. We address systemic barriers and build strong foundations for all forms of volunteering practices.

### Innovation

Volunteering is innovation in community building. We support creative ways to meet community needs through volunteering.

### Integrity

We are transparent and accountable in our work. As the state peak body for volunteering, we take pride in being a representative voice for volunteers, organisations and the broader sector.

## Our Directors

**Bronwen Clark**  
Chair

**Andrew Coghlan**  
Co-Deputy Chair

**Bradley Smith**  
Co-Deputy Chair

**Veronica Chong**  
Treasurer

**Con O'Brien**

**Geoff Sharp**

**Kerry Uren**

**Ash Youkyoung Lee**

## Sub-Committee Members

**Craig Edwards**

**Anthony Lam**

## Our Staff

**Alexis Carydis** – Membership / Events and Business Support Officer

**Jenna Chia** – Senior Engagement & Indigenous Programs Officer

**Tanya Di Michele** – Acting Engagement Manager

**Jen Frees\*** – Communications Officer

**Gillian Garner\*** – Membership & Policy Officer

**Antoine Guillemette** – Engagement Manager / Acting CEO

**Susan Hoang** – Business & Quality Coordinator

**Helen Kierce\*** – Events Manager

**Maureen LeGassick\*** – Program Coordinator (VMA National)

**Jan Lucas** – Acting VMAC Convenor

**Hazel Maynard\*** – Sector Trainer

**Scott Miller** – Chief Executive Officer

**Jade McIlfatrick** – Senior Project Officer (Community Recovery)

**Kathryn Rehor\*** – Sector Growth & Operations Coordinator

**Liz Ross** – Business & Quality Officer

**Tordy Rowe** – Project Administration Officer (RACF)

**Sara Sterling\*** – Sector Growth & Operations Senior Manager

**Vittoria Tonin\*** – Sector Growth & Operations Manager

**Thu-Trang Tran\*** – Chief Executive Officer

**Peter Wingate** – Sector Support Officer

**Melissa Wright\*** – Sport Volunteering Liaison Officer

*\* Current staff, as of 1 July 2023*

## Contract Staff

**Taylor Hamling** – Web Developer

**Anna Rendall** – Graphic Designer

**Ish Rashad** – IT Specialist

**23** volunteers at  
Volunteering Victoria

**175** volunteer hours  
contributed

## Our Volunteers

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

**Evan Bichara**

**Alexandra Bignell**

**Donna Chinca**

**Vincent Ciardulli**

**Tom Conley**

**Julia Daly**

**Nicky Forster**

**Lexi George**

**Kristin Gillespie**

**Deandra Gomes**

**Ridhima Gulati**

**Rhiannon Hayes**

**Matt Huang**

**Maedbh Kern Oneill**

**Terri Miller**

**Darren Neilan**

**Liz Ross**

**Julia Rovey**

**Ricki Spencer**

**Christine Stankowski**

**Taylor Tran**

**Sue Walker**

**James Wilson**

## Meet a volunteer

### JULIA ROVERY

Advisory Group Member  
(Newly Arrived Migrants)



#### Tell us about yourself

I am from Brazil and arrived in Australia 3 years ago. I am passionate about inclusion and social justice, and have a Masters in Migration and Intercultural Relations. I am big on taking risks and following my passion wherever it may take me. I have lived in 5 countries so far and currently live in regional Victoria, where I support young people from a multicultural background to have better lives in Australia.

#### Why were you interested in joining the Advisory Group?

I was most interested in having the opportunity to make a positive change and to have a say on decisions that affect people like me.

#### What do you hope to achieve through your membership in the group?

I hope that we can make volunteering more inclusive and culturally sensitive. I have volunteered my whole life and that brought me so much knowledge, understanding and opportunities. I would love for everyone to have that chance.

#### What are your top tips for organisations wanting to be more inclusive?

- Really listen to your staff and community.
- Make difficult conversations part of your everyday business.
- Make training available and mandatory (e.g. cultural responsiveness, trauma informed practices, Aboriginal Cultural Awareness, LGBTQIA+, disability etc).
- Run thematic working groups and draft action plans to implement sustainable change.
- Review your hiring and recruiting practices.
- Get feedback and risk not getting it 100% right the first time.



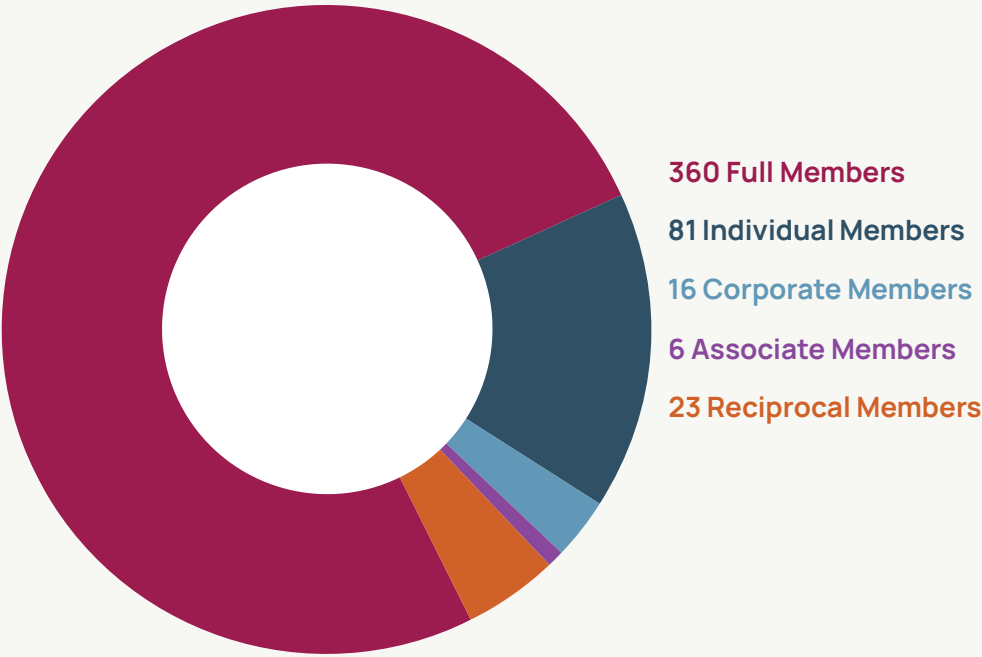
# Our members

Our Volunteering Victoria members support us in building a meaningful and inclusive volunteering community. We are proud to celebrate their respective impact across a diverse range of sectors and regions throughout Victoria.



# About our members

We welcomed 516 members throughout 2022-23, including 116 joining us for the first time. Community Services remains the largest sector represented in our membership, closely followed by Sport & Recreation and Health.



Industry Classification 2022–23			
Animal Welfare	12	Indigenous Australians	2
Arts & Culture	1	Local Government	40
Community Services	68	Mental Health	9
Disability Services	20	Migrant Services	8
Drug & Alcohol Services	1	Museums & Heritage	11
Education & Training	20	Religion	4
Emergency Response / Disaster Relief	12	Seniors & Aged Care	17
Environment & Conservation	7	Sport & Recreation	65
Family Services	13	Veteran Services	2
Health	59	Volunteering Support Services	9
Homelessness	7	Young People	7
Human Rights / Justice / Legal Services	6	Other	4

**Membership reach:  
Locations of Volunteering Victoria  
members in 2022-23**



## Top 5 drivers for membership:

- ▶ Access to resources
- ▶ Gain new ideas and strategies
- ▶ Training opportunities
- ▶ Access to advice and support
- ▶ Supporting the sector

## Highlights from our members:

- ▶ Staff professionalism (friendly, reliable, helpful, knowledgeable, responsive)
- ▶ Support, information and resources available
- ▶ Quality and value of training



# Advancing practice

We support you to support others. Our training and resources are designed to equip community leaders with best practice skills and tools to maximise the impact of their volunteer programs.



# Training and Workshops

We run regular training and workshops on topics related to managing volunteers effectively, which can also be customised to suit your organisation’s needs. Participants have the opportunity to learn from our experienced trainers, share knowledge and form networks within the sector.



## Public training

Between July 2022 and June 2023, Volunteering Victoria delivered free online training sessions on various aspects of best practice volunteer management. This training program was funded by the Commonwealth Volunteer Management Activity funding.



## Public courses delivered in 2022–23

Training topic	Sessions held	Participants
A-Z of Volunteer Management (Part 1)	4	88
A-Z of Volunteer Management (Part 2)	4	63
Building an Inclusive Volunteer Program	3	36
Coaching Volunteers Through Organisational Change	2	42
National Standards for Volunteer Involvement	3	64
National Standards for Volunteer Involvement: A Practical Follow-up	2	24
Targeted Recruitment and Engaging Young People	2	38
The Tuff Stuff: Volunteer Performance Counselling	3	48
The 3Rs: Recruitment, Retention, and Recognition	3	75

## What participants are saying:

"I found [the training] very practical in giving us some of the tools required to develop aspects of our volunteer programs... I've never had a moment in this role to reflect on how organisational values influence – or should influence – volunteer programs and their management. The discussion with staff from other organisations was very illuminating."

– Training Participant

"Attending training hosted by Volunteering Victoria is always a great idea. I attend as many opportunities as I am able. No matter the topic, and how versed I feel in it, I always come away with something new. I often use training as a refresher, which helps me to refine my ideas and often encourages me that I am heading in the right direction. Training also provides an opportunity to connect with others in the sector who are experiencing similar challenges or sharing a similar focus. This is both enlightening and very grounding. I always leave so thankful for the experience, and with a list of 'to do's' for our volunteer program."

– Jodi Batchelor, Austin Health

## Tailored training

Our tailored training service enables organisations or community groups to access customised training to meet their specific needs. Our expert trainers cover a wide range of topics and deliver contextualised material to suit the audience.

# 39

Tailored training  
sessions delivered

## What participants are saying:

"[Volunteering Victoria] provided a targeted, practical and informative presentation for our sector, who rely heavily on volunteers. Hazel was a pleasure to work with and very flexible in tailoring the content as needed for our audience. Our delegates left the session with thorough understanding on what they should be doing to redesign volunteer programs and recruitment strategies to meet the needs of modern volunteers."

– Grace Maynard, Victoria Tourism Industry Council

"[Volunteering Victoria] provided an engaging, practical and fun training session for our emerging volunteer leaders."

– Training Participant

"[Trainer] did a fantastic job of keeping all the participants engaged and working collaboratively. I'll definitely be recommending her to other council teams."

– Training Participant



## Case study: Family Life

“Family Life is dedicated to empowering its volunteers through comprehensive training and support. In collaboration with field experts, we tailor training to address the specific needs and aspirations of our volunteers, both personally and professionally.

Since 2021, we've partnered with Volunteering Victoria to offer specialised in-house workshops like 'Rights & Responsibilities of Volunteers and Boundary Setting' and 'Communication and Conflict Resolution' for our Op shops and Distribution Centre volunteers.

Hazel has been an amazing support throughout the process of tailoring both workshop sessions for our volunteers. She is a great trainer with a positive attitude and ensures volunteers are equipped with the knowledge and skills necessary for their roles. We highly recommend this enriching partnership with Volunteering Victoria.”

– Nes Davey, Volunteer Engagement Lead – Family Life





# Continuing Professional Development Program

The Continuing Professional Development (CPD) Program was pioneered by Volunteering Victoria in 2018 with the aim of raising the profile of volunteer management professionals.

Now in its fifth year, the 12-month program is designed to promote effective volunteer leadership as a distinct skill set for maximising volunteer engagement.

CPD offers a formal avenue to improve knowledge, skills and future employability through accreditation, with successful participants receiving the 'Professional Leader of Volunteers' (PLV) title for the following 12-month period.

**2022 CPD participants: 67**

**2022 completion rate: 85%**

**2023 CPD participants: 82**

**“The depth and breadth of learning and connection to our sector that [the] CPD Program engenders is truly invaluable and I'm extremely proud to have received accreditation.”**

- Peter Wingate, CPD participant

## Networking and Alumni event

For the first time, current participants, their managers and alumni were invited to come together and celebrate our sector-leading CPD program. The event kicked off with Speed Networking, allowing attendees to meet face-to-face and connect with other volunteer management professionals.

We heard from members Christine Stankowski (Lort Smith Animal Hospital) and Alice Dickins (Zoos Victoria) about their CPD journey so far, as well as Lachlan Preston (Ardoch) who spoke about the value of the program from a manager's perspective.



## Meet some of our new CPD participants

### EVE REPO



Volunteer Coordinator  
– Western Health

#### Why did you join the CPD program?

I joined CPD with the goal of understanding how the sector is changing and developing, and then being able to bring that knowledge back to my own team with the aim of keeping the Western Health Volunteer Program relevant and up-to-date. Strengthening and expanding professional networks is a wonderful bonus.

#### What have been the benefits of participating in CPD?

On one level, CPD is a practical and efficient way to keep track of the professional development I was already doing. However, it is much more than a record-keeping system. After three years of COVID and re-deployments to other parts of my organisation, participation in CPD is a great way to show that the volunteering sector is alive, vibrant and evolving.

#### What do you see as the biggest challenge in your role as a volunteer manager / leader?

One of the emerging issues is the redefinition of our role from Coordinators/Managers of Volunteers, with its HR and compliance emphasis to Leaders of Volunteer Engagement. The latter speaks to how we can include every part of the communities we serve, so our volunteers reflect who we actually are.

### WENDY MACKAY



Volunteer Program Officer  
– RSPCA Victoria

#### Why did you join the CPD program?

I joined the Volunteering Victoria CPD program to expand my knowledge of volunteer coordination. Being relatively new to the field (although a long-time volunteer myself) I am very conscious that I have a lot to learn! Volunteer

Coordination should also be treated as a profession and requiring participants to regularly update their knowledge is an essential part of that.

#### What are you most looking forward to in the CPD program?

Being new to the program I am looking forward to learning more, as well as developing the connections and networks that are vital in any profession to succeed and grow.

#### What do you see as the biggest challenge in your role as a volunteer manager / leader?

My biggest challenge is learning to manage people – engaging volunteers is a very different skill set to managing paid staff! But building those relationships is also proving to be one of the most rewarding parts of the job.

# Mentoring Program

Our Mentoring Program brings together experienced senior leaders of volunteers with entry-level managers of volunteers. This program offers both professional and personal development opportunities for passionate individuals seeking to develop their skills and careers.

**22** 2023 Mentoring participants  
(11 pairs)

## Program objectives:

- strengthen the volunteering sector,
- build the capacity of its members, and;
- foster networking and peer relationships.

Volunteering Victoria endeavours to support the development of specialist skills and knowledge in the volunteering sector through collaboration and the exchange of insights, experience and wisdom. The program offers dedicated mentor training, ongoing support during the year for all participants, and a professional development activity.

## Meet some of our Mentoring participants

**KYLIE SEMPLE**  
Mentor



**Volunteer Services Manager –  
Epworth HealthCare**

### Why did you join the Mentoring program?

The decision to become a mentor was an easy one, driven by my desire to help others, share my knowledge, and make a positive impact. This is the third year I have been involved in the program and been able to positively

make a difference with other leaders of volunteers, supporting their desire to learn and grow in the role. I believe that it is a role that can be both personally fulfilling and professionally enriching.

### What have been the benefits of participating in the Mentoring Program?

The benefits I have experienced personally as a mentor include:

- personal fulfilment helping others succeed and grow;
- development of my own leadership and coaching skills;
- networking by opening doors to new connections and opportunities;
- gaining fresh perspectives from my mentee who may also have unique ideas and approaches to problems often that we all experience managing volunteers.

Being a mentor is a mutually beneficial experience that fosters personal and professional development, expands networks, and provides a sense of fulfillment and satisfaction. It's an opportunity for both mentors and mentees to learn from each other and grow together. I really look forward to our mentoring sessions!

### What do you see as the biggest challenge in your role as a volunteer manager / leader?

Being a leader of volunteers is incredibly rewarding, but it also comes with challenges. I think keeping volunteers engaged and motivated can be a significant challenge particularly with the ongoing pressure in many other areas of their life. It's important to be adaptable and patient when managing volunteers, as each person may have different motivations and constraints. Effective leadership and communication are key to overcoming this challenge and building a strong and committed volunteer team.



## ALICE SAUNDERS

### Mentee



Volunteer Program Manager  
– State Library Victoria

#### Why did you join the Mentoring program?

I joined Volunteering Victoria's mentoring program to connect with someone in the industry who could help me develop specific skills for volunteer management.

My goal was to gain guidance and knowledge to enhance both my professional and personal development, while connecting with someone who understood the context and nuances of volunteer management.

#### What have been the benefits of participating in the Mentoring Program?

Participating in the mentoring program provided me with a valuable platform to discuss projects, ideas and challenges. My mentor, Lachlan, created an environment where we could brainstorm and explore opportunities that supported my goals. Our collaboration allowed me to step back, gain insights into my challenges and equipped me with tools to refine my thinking. This, in turn, enabled me to make a compelling case for implementing a significant change in our Volunteer Program, which now supports us to deliver a program aligned with National Standards for Volunteer Involvement and our organisations strategic objectives while incorporating the volunteer voice.

#### What do you see as the biggest challenge in your role as a volunteer manager / leader?

While many assume that managing volunteers is challenging, I've known it to be the easier (more enjoyable) aspect of my role. The real challenge lies in persuading others of this perspective. I have found that my biggest challenge involves balancing my day-to-day responsibilities with advocating for the value of investing in volunteers, which is essential for our organisation's success. Volunteers contribute significantly to our mission, and their dedication and passion are key drivers for our impact in the community.



# Sport Volunteering Project

Throughout 2022-23 we partnered with Vicsport and Regional Sport Victoria to deliver a 12-month project to increase volunteer engagement and re-engagement in the sports volunteering sector across the state.

Sporting club focused resources were created to support local and community sporting clubs in their volunteering strategies and practices. These were broken down into six key steps of volunteer engagement, or the 'Sport Volunteer Action Cycle'.



As part of this funding, sporting clubs and associations were also offered one year of free membership with Volunteering Victoria to access expertise and further support for their volunteer engagement practices.

Overall, we onboarded 63 new members, along with a broader network of 176 sports group representatives across both metropolitan, regional and rural areas of the state. Combined, this membership network supports approximately 156,000 volunteers.

## Key stats

63

new Volunteering Victoria members

176

individuals in the sports group network

156

registered participants at webinars

Webinar 1: Project Overview  
(with guest speaker Kieren Perkins)  
Webinar 2: Planning and Recruitment

3,011

page views

1,319

factsheet downloads  
(30 June 2023)

## Outputs:

- Dedicated Sport Volunteer page on our website, housing a resource library to support all volunteers, community groups and organisations within the sport volunteering sector.
- **7 factsheets**
- **18 templates**
- **4 videos, plus recordings of the two webinars**  
(available on YouTube)
- Tailored training material developed to support clubs in using the volunteer engagement resources. This pre-prepared content can continue to be offered through Volunteering Victoria's in-house training services.
- Dedicated sport volunteering network established, involving various levels of sport support, such as sports clubs, peak bodies, local councils etc. The network can continue to facilitate peer-to-peer support and information exchange.

# SPORT VOLUNTEERS



Thrive  
with  
support

“A big shout out to all the team involved in the sports program. I chatted with a participant today and they gave the team glowing reviews. They were blown away by all the amazing resources and support that is available and [were] so happy to be able to use them and spread the word amongst fellow leaders in the sport sector.”



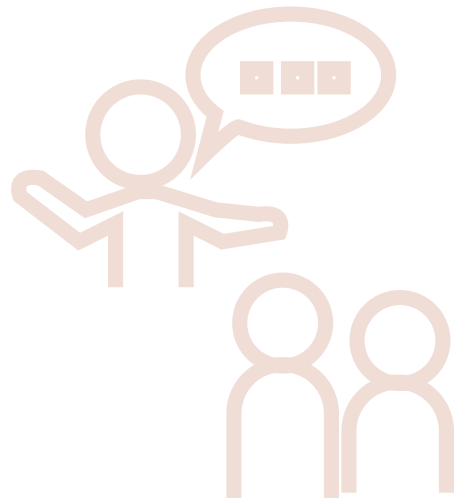
VICSPORT





## Consultancy Projects

Drawing upon our peak body expertise, Volunteering Victoria offers consulting services to evaluate and strengthen volunteer programs and help organisations achieve their mission and vision.



In June 2023, we undertook a consultancy with Good Shepherd Australia New Zealand (GSANZ) to support the development of a new volunteering strategy for their organisation.

Through a 3-month process of interviews, discussions and a desktop review, we developed a Roadmap outlining considerations for setting up their volunteer engagement program that was presented to the inaugural Volunteering Steering Committee we kickstarted for GSANZ. The Roadmap provides direction in identifying opportunities and sites for meaningful volunteer engagement activities, possible pilot projects and resource requirements. This was prepared using volunteer engagement principles drawn from the National Standards for Volunteer Involvement, which were then customised for GSANZ.

This project has enabled Volunteering Victoria to develop new resources to assist organisations to develop strategic volunteer frameworks.



# Collaborating to build community

Volunteering is a whole of community effort. We value working collaboratively with key strategic partners, members and stakeholders to promote, value and support effective volunteering and innovation in community building.





## Volunteer Management Activity

On 1 July 2022, the redesigned Volunteer Management Activity (VMA) 2022-26 program commenced. Eight consortiums were selected to lead delivery of this work in Victoria.

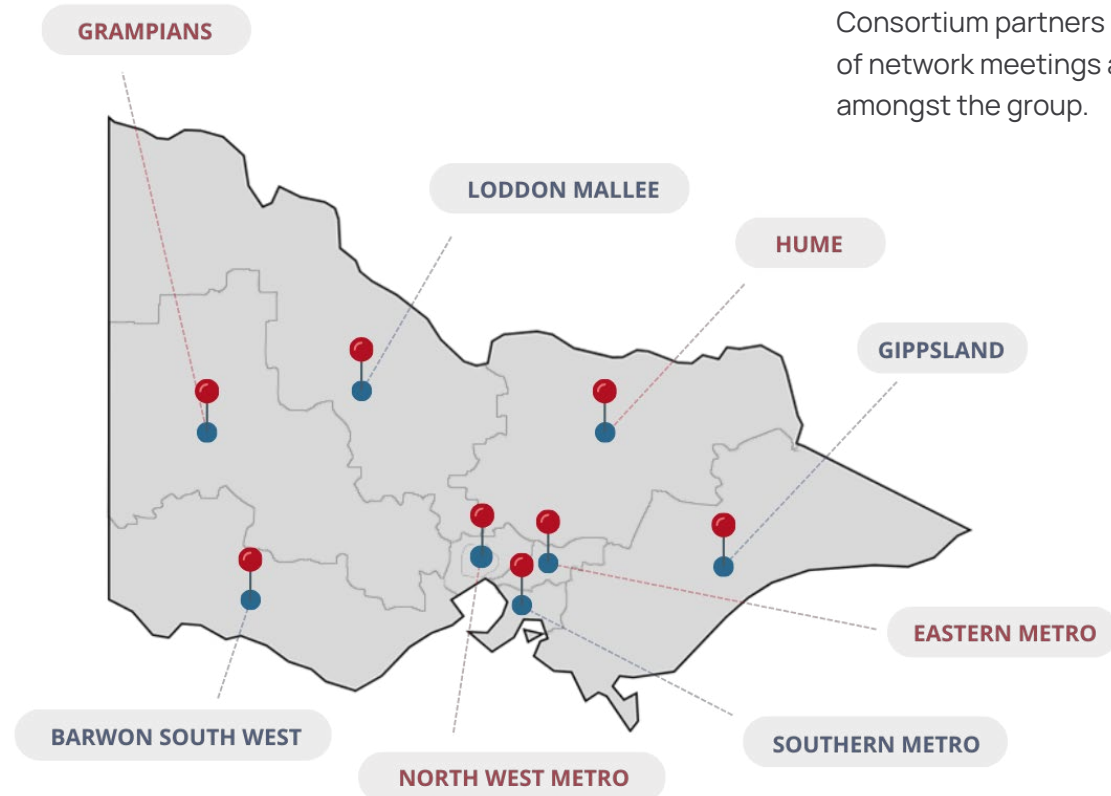
VMA focuses on supporting volunteer-involving organisations to:

- break down barriers to volunteering for identified priority groups;
- deliver online services to build their organisational capacity;
- drive best practice volunteer management.

The consortiums bring together a diverse mix of organisations, that are best placed to foster connections and understand local needs.

## Consortium Leads Network

The Consortium Leads form a collaborative network to support and coordinate the work across all eight regions. The group engage in meetings with Volunteering Victoria staff every 6 weeks, operating as a community of practice.



This offers an efficient way to:

- share program updates, resources, and ideas;
- identify collaboration opportunities;
- build relationships across the sector;
- facilitate peer-to-peer learning.

Consortium partners have commented on the benefits of network meetings and the culture that is flourishing amongst the group.



View our highlights  
from the first year  
of VMA

## Advisory Groups

In 2023 we launched Lived Experience Advisory Groups to work towards making the volunteering sector inclusive for three VMA priority groups:

- First Nations Peoples
- Newly Arrived Migrants
- People with Disability

The Advisory Groups enable the perspectives of each community to be incorporated into our activities, resources and services as the state peak body. Each of the groups meet regularly throughout the year to collaborate and share their lived experiences. These insights will inform the development of new resources to help break down barriers to volunteering for priority groups.

**“Just a very quick thank you for my inclusion in the Advisory committee. I enjoyed meeting you [and] the other members, and look forward to us all using our collective imaginations, skills, and lived experiences to [make] real differences to volunteering in Victoria for people with disability.”**

– Advisory Group member, 2023

## Building National Impact

Volunteering Victoria collaborates with state and national peak bodies to deliver projects that meet the needs of volunteers and local communities. These projects are enabled by Commonwealth VMA funding.

### Key insights:

**43%** named a lack of digital skills and knowledge in their organisation as a barrier to accessing online resources

### Addressing online accessibility

In early 2023, a national survey was conducted by volunteering peak bodies across Australia to measure digital inclusion in the volunteering sector.

This aimed to:

- identify any barriers to online access and technology use
- help organisations assess readiness to use digital resources
- assist in advocacy and funding efforts

Accessibility of online tools and resources was viewed to be dependent not just on access to technology, but staff and volunteers having the skills and knowledge to employ these tools effectively.

Over 630 organisations responded to the survey, with nearly half based in regional, rural or remote Australia. **Victoria was particularly well represented, making up 30% of total respondents; the most of any state or territory.**

**31%** reported lack of technology and internet impacting their access to online resources

**88%** believe online resources would be useful to help recruit, train and lead volunteers

The survey insights are invaluable in guiding the development of accessible online resources that meet the needs of organisations with volunteers. Further findings and a formal report were released in September 2023.



[View report summary](#)

## Refreshing the National Standards for Volunteer Involvement



The National Standards for Volunteer Involvement are recognised as the best practice framework to help organisations attract, manage, recognise and retain volunteers, and to manage risk and safety.

This year, these Standards are being refreshed to ensure they reflect the contemporary environment and continue to support the volunteering ecosystem. This has involved consultation with the volunteering community across Australia, who were invited to share ideas for improving the National Standards and how they are applied.

The refresh Standards are expected to be released towards the end of 2023, along with a suite of supporting materials.

## National Volunteer Management resources

This year a new Volunteer Management Resource Library was established to organise the best volunteer management resources in one place. The national collaboration aimed to avoid duplication and share resources that support a variety of learning styles and abilities.

Designed and supported by all volunteering peak bodies, the resources include policies, procedures, templates and checklists that provide clear guidance and practical tools for leading volunteers.



**Access the  
Resource Library**



## Special Interest Groups

Volunteering Victoria runs Special Interest Groups (SIGs) with a professional development component for the sector.

These are opportunities for volunteer managers and leaders to come together to:

- discuss emerging issues in the sector across a range of topics, and;
- expand their professional networks

### Leadership in Volunteering SIG

Supporting the interests, activities and advancement of volunteer managers and leaders.

#### Topics covered in 2022-23:

- Grants application for impact
- The importance of strategic investment in volunteer leadership development
- Leadership, gender and disability, and the power of stepping back
- Implementing the National Standards for Volunteer Involvement

### Inclusive Volunteering SIG

Supporting the inclusion of all Victorians into volunteerism.

#### Topics covered in 2022-23:

- Intersectionality and privilege in volunteering
- Creating an inclusive welcome for multicultural volunteers
- Approaches to creating accessible communications
- Introduction to Volunteer West's 'Culturally Inclusive Volunteer Toolkit'
- Engagement and relationship-building with local Indigenous networks
- Barriers to volunteering faced by marginalised people and shared solutions.

**126**  
Participants

Representation  
from

**68**  
organisations

Representation  
from

**55**  
regions  
across Victoria

### Top 3 benefits

1. Professional development
2. Keeping up with issues, trends and best practice in volunteer management
3. Opportunity for shared practice and problem-solving



# Transforming Volunteering: Training and Mentoring Program

The Transforming Volunteering Program was a pilot project designed to build skills and capacity for volunteer managers and leaders, through funding by the Victorian Government. 20 participants were selected from a diverse range of small to medium-sized organisations across the state and invited to consider new ways of volunteering, including attracting and retaining volunteers from more diverse cohorts (e.g. culturally and linguistically diverse, single parents, seniors, youth, etc).

Through a series of masterclasses, participants learned new skills, shared knowledge, and worked together on practical activities to reimagine volunteering and redesign volunteering roles.

These were followed by three one-to-one mentoring sessions to provide additional guidance and support in applying the learnings in their respective organisations.



## Masterclass 1: Developing a Contemporary Volunteer Strategy

Process walk-through of how to develop a volunteer strategy that will guide and support your program's growth and success.

## Masterclass 2: Supporting Diversity in your Volunteer Program

Exploring all aspects of a diverse volunteering program, including diversity in the means and mechanisms of volunteering, as well as diversity in volunteers.

## Masterclass 3 and 4: Supercharging the Volunteer Lifecycle

Deep dive into leading practice, case studies and real-world examples on key aspects of the volunteer lifecycle.

**“The program helped me to clarify that I was on the right track and together with the trainer and resources offered [will be] able to develop the foundations of a sustainable volunteer program.”**

– Program participant



## National Volunteer Week 2023

The theme for National Volunteer Week 2023 was '**The Change Makers**'.

Held on 15-21 May 2023, National Volunteer Week was a celebration of our power to drive change and ensure volunteering is inclusive of all members of the Australian community. **We are the change makers.**

**NATIONAL** 15-21 MAY 2023  
**VOLUNTEER**  
**THE CHANGE MAKERS WEEK**

We were delighted to invite our members and supporters across the sector to attend our 2023 event at the Docklands, in Melbourne. The morning commenced with a stirring Welcome to Country by Uncle Tony Garvey from the Wurundjeri Land Council. As her first large scale event as Volunteering Victoria CEO, Thu-Trang Tran then gave a short address acknowledging both the in-person and virtual attendees who joined us from across the state, celebrating their collective impact in the Victorian community and beyond.

Our keynote speaker, Jasmine Nguyen (Brimbank City Council) showcased great energy and passion in detailing her own volunteering journey that lead her to become Brimbank's first Vietnamese-Australian Major and youngest Councillor. She also shared her personal tips for engaging young people and the value to be gained from harnessing their enthusiasm.





Our panel of inspiring young change makers were then invited to share their unique experiences affecting change within their communities, and their pathways and approaches to creating impact.

Our thanks to:

- **Libby Fisher** – Founder of Libby's Koala & Wildlife Crusade
- **Mohamed Semra** – Co-founder of Endeavour Youth Australia
- **Nevo Zisin** – author and transgender rights activist

Their stories each illustrated the immense power of volunteering to drive change and build community, whether through traditional formalised roles or more contemporary volunteering paradigms. Our panellists also shared views on the importance of recognising our own power and value and using it to help others.

**“Small actions add up, and that’s what makes a change maker.”**

– Jasmine Nguyen



# Inclusive Volunteering

## Community Giving in First Nations Communities Report

As part of grant funding from the Australian Government, Volunteering Victoria partnered with Community First Development to understand practices of community giving in First Nations communities in Gippsland.

### The project aimed to:

- Provide a platform for the voices and experiences of the First Nations community in Gippsland
- Develop a better understanding and knowledge base for the volunteer sector on diverse forms of community giving
- Explore socially constructed barriers that impact on the capacity to contribute to Community
- Provide feedback to government on the priorities, strengths and needs of community

### Outcomes:

Participants in the yarn ups described:

- Unpaid contribution to community as intrinsic to their culture and everyday lives
- A deep sense of obligation and a commitment to supporting each other
- That they did not consider contributing to community as 'volunteering'

**"When you're doing things for community you don't realise you're volunteering, you're just happy to do it without any question."**

**"We do it because we don't want people to miss out. Some people have more opportunities than others, but it doesn't mean they should miss out."**

**"Going back to culture, it's just something that you do; you share with each other and make sure that everyone gets a hand up and step up. It's the equality that we want in community."**

- Yarn up participants



## Key insights:

First Nations community members all described constant and sustained community giving within their communities, supporting each other and addressing inequities and community need. This consumes much of their free time and energy, while also placing a significant burden on community members in the absence of appropriate funding and resources.

## Acknowledgements:

Our thanks to Community First Development and Gippsland & East Gippsland Health Co-operative for their partnership in this project, as well as the community members who generously shared their experiences.



COMMUNITY FIRST  
DEVELOPMENT



[View full report](#)







## Reconciliation Action Plan Engagement

We are dedicated to building an organisation and volunteering community that prioritises the voices of Aboriginal and Torres Strait Islander peoples and respects their histories and cultures.

Over the past year, we have continued our commitment to reconciliation through concrete actions outlined in our Reflect Reconciliation Action Plan (RAP). The RAP program provides a framework for our organisation to leverage our structure and diverse sphere of influence to support the national reconciliation movement.



### **RAP Action:** Establish an Aboriginal & Torres Strait Islander Advisory Committee

A First Nations Advisory Group has been established to progress our commitment to reconciliation. Volunteering Victoria strives to prioritise the self-determination, experiences, and goals of First Nations Peoples in the development of organisational resources, programs, and activities that address barriers to volunteering or community giving.

Recruitment was conducted from October 2022 to April 2023, with the inaugural meeting taking place in June 2023.





**RAP Action:** Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.

### Birrarung Wilam (River Camp) Walk with Koorie Heritage Trust

In September 2022, Volunteering Victoria staff participated in a guided walk with Koorie Heritage Trust, a First Peoples arts and cultural centre in Melbourne. The Cultural Experiences program includes a tour of the Birrarung Marr (Yarra River) and other sites of cultural significance at Federation Square.

Through our experienced Koorie guide, we developed a deeper and more meaningful understanding of the land on which Melbourne is located and the significance of the Birrarung Wilam to the local Kulin peoples.





## Website Accessibility Review

We aim to foster an equitable and accessible volunteering sector that ensures everyone has equal opportunity to participate in volunteering, in all its forms and definitions.

As the state peak body, we recognise our unique position as a leading source of knowledge and expertise to the sector.

As such, it is essential to ensure our information and services are accessible to as many people as possible.

As part of this commitment, we engaged Intopia to conduct an independent accessibility review of the Volunteering Victoria website against the Web Content Accessibility Guidelines (WCAG) 2.1 A & AA.

Over the past year, we have implemented close to 200 specific recommendations for our website, prioritising those of a critical nature that may have prevented those with disabilities or using assistive technology from accessing content or completing a task on our site.

We remain committed to progressing our understanding of best practice content development and invite ongoing feedback from those with accessibility requirements.



# Advocating for the sector

As the state peak body, we embrace the opportunity to be a voice for the sector, by advocating on key issues impacting volunteers, organisations and communities. Through consultation with our members and the broader community, we strive to secure a better policy and funding environment for volunteering in Victoria.



## 2022 State Election Campaign

In the lead up to the Victorian State Election in November 2022, we launched a 'Volunteers Vote' campaign to ensure all election candidates saw the value of volunteering and committed to supporting Victoria's volunteers.

**Specifically, we advocated for five key priorities:**

1. Create a dedicated Ministerial Portfolio for Volunteering.
2. Ensure the volunteering workforce is accounted for and recognised in all Victorian Government workforce strategies.
3. Allocate appropriate and sustainable investment for the Victorian Volunteer Strategy to implement priority actions.
4. Develop a well-resourced and coordinated spontaneous volunteer engagement strategy.
5. Secure the future of Victoria's place-based volunteering infrastructure.

Letters were sent to all Victorian election candidates asking for their commitment to volunteering and our election priorities. Pleasingly, 20 responded to confirm their support for Victoria's volunteers.

We look forward to continuing working with the Victorian State Government to address these priorities and strengthen volunteering in Victoria.





## Leadership and Election Forum

As part of our State Election campaign, we hosted a Leadership and Election Forum in September 2022, held at The Hall (NAB Building) in Melbourne's Docklands. The Forum was a valuable opportunity for representatives from Victoria's political parties to discuss their perspective on volunteering issues and share their commitment to supporting Victoria's volunteers and volunteer organisations.

### Panellists:

- Josh Bull – Australian Labor Party
- Gabrielle di Vietri – Greens Party
- Cindy McLeish – Liberal Party
- Emma Sinclair – Reason Party

Mark Pearce, CEO of Volunteering Australia, delivered the keynote address on the state of volunteering in 2022, highlighting the immense value provided by our nation's volunteers.

## Panel Discussion

Moderated by **Antoine Guillemette**



**Josh Bull**  
Australian Labor Party



**Gabrielle di Vietri**  
Greens Party



**Cindy McLeish**  
Liberal Party



**Emma Sinclair**  
Reason Party



## 2023-24 Budget Submission

Our submission to the 2023-2024 Victorian State Budget was informed by consultations with our members and partner organisations, and focused on three priority areas:

- Strengthening the volunteer sector
- Addressing barriers to volunteering
- Promoting inclusion and diversity in volunteering

**The nine budget recommendations were the focus of our advocacy efforts in 2023:**

1. A Ministerial Portfolio for Volunteering.
2. A well-resourced spontaneous volunteer strategy and coordinate response.
3. Investment in Volunteer Support Services as part of Victoria's place-based volunteering infrastructure.
4. Research into volunteering trends and practices.
5. Subsidised insurance coverage and training for small volunteer-involving organisations.
6. Inclusion of volunteering into all government workforce strategies.
7. Evidence-based and sustainable inclusion and diversity training for organisations.
8. A fund to reduce financial barriers to volunteering for diverse communities.
9. Investment in volunteering initiatives for young people

This is complemented by ongoing calls for the State Government to deliver on its vision and commitments in the Victorian Volunteer Strategy.



**We are pleased that a new Ministerial Portfolio for Volunteers was created through the appointment of Hon. Ros Spence MP in October 2023. We have since briefed the Minister on our priorities and look forward to building Victoria's volunteering support infrastructure with her leadership.**

## Policy Submissions

Formal submissions and position papers are an important part of our policy and advocacy work. Throughout 2022-23 we made submissions across several policy reviews at both state and national levels.

### Response to Building a Stronger Kindergarten

#### Workforce

April 2023

**“Volunteering is a key pathway to employment in early childhood education; yet we note that the funding package does not identify and support the significant role of volunteering activity in the sector.”**

### Submission to ANZSCO Comprehensive Review

#### – Round 1 Consultation

May 2023

**“The role of Volunteer Managers or Volunteer Coordinators are highly skilled positions that are undervalued and lack recognition. Volunteer Managers are not currently listed or identified in ANZSCO with their own unique code.”**

### Submission to Productivity Commission

#### Philanthropy Inquiry

May 2023

**“Volunteering is a critical and distinct form of philanthropic giving that requires consideration, planning and investment to sustain and grow voluntary contribution.”**

### Submission to Inquiry into the 2022 Flooding Event in Victoria

June 2023

**“Victoria lacks a dedicated system to manage both the influx of volunteers during a crisis and the management of [these] volunteers... who play a critical role in community recovery and resilience.”**

### Statement on the Voice to Parliament

Volunteering Victoria published a position statement on the Voice to Parliament in May 2023, endorsing the campaign for a 'Yes' vote.

**“Volunteering Victoria supports Aboriginal and Torres Strait Islander communities and their right to self-determination, truth-telling, treaty, and a Voice in Parliament.”**

We support healthy democratic debate in a manner that people feel safe and informed in coming to their own decision on this important referendum question.

View full statement





## Government Relations

We engaged several Ministers, Members of Parliament and their departments to discuss the needs of their respective sectors and the importance of enhancing the capacity of volunteer engagement.

Importantly, this entails positioning volunteering engagement as a strategic investment that governments, philanthropists, and organisations should prioritise. We continue to advocate that well-designed and strategic volunteer placements have the potential to unlock goodwill and cultivate meaningful relationships. Community-based volunteering fosters mutual supports, ultimately strengthening communities and delivering both wellbeing and economic benefits.

### Overview of engagement:

- Briefings to incoming Minister for Disability, Ageing and Carers and Parliamentary Secretary for Volunteers
- Follow up meetings with Minister Blandthorn and Parliamentary Secretary Sheena Watt
- Ongoing relationship building and advice to several government departments:
  - Victorian Department of Families, Fairness and Housing (DFFH)
  - Victorian Department of Education
  - Victorian Department of Jobs, Skills, Industry and Regions
  - Commonwealth Department of Social Services
  - Ongoing engagement with the Worker Screening Unit to facilitate the development of an online NDIS volunteer check process

## Peer peak networks

Volunteering Victoria engages regularly with its network of peaks across the volunteering and community services portfolios at the local, state and national levels. Collaboration across the sector enables us to maximise impact as a coordinated coalition of voices, and ensure volunteering is funded, supported and seen as a vital rubric of community building.

### Overview of engagement:

- Quarterly national network meetings of peak bodies for volunteering
- Monthly national Policy Group meetings
- Monthly national Marketing & Communications Network meetings
- Regular collaboration with Victorian Council of Social Service (VCOSS)
- Participation in the Victorian Volunteer Support Network (VVSN)



# State Volunteering Awards

422

nominations

8

Award categories

Our 2023 Volunteering Awards are currently underway, in partnership with the Victorian State Government. The Awards formally recognise, celebrate and thank volunteers and volunteer-involving organisations for their extraordinary and selfless contributions to Victorian people, communities, culture and environment.

This year we received 422 nominations across eight Award categories; more than double the number received in the previous year.

## Individual Awards:

Young Volunteer

Volunteer Commitment

Volunteer Leadership

Volunteer Impact

## Organisation Awards:

Inclusive Volunteering

Volunteering Partnerships

Volunteering Innovation

Grassroots Volunteering

The Volunteer of the Year, the **Dame Elisabeth Murdoch Award**, will be selected from outstanding candidates in the individual volunteer categories.

This year we will also be awarding a new **Volunteering Excellence Award**, recognising an exceptional volunteer-involving organisation and selected from outstanding candidates in the organisation categories.

Finalists will be invited to attend an Awards Ceremony at Government House.

# Communicating our work

Stay updated on our latest work and initiatives. We leverage various communication platforms to foster engagement and amplify the voice of our vibrant volunteering community.



## Newsletters

Our monthly 'Volunteering Matters' newsletter shares the latest Volunteering Victoria news and sector updates, including:

- upcoming training, workshops and events
- volunteering activities and research
- updates on our advocacy initiatives

Over the past year, we have introduced regular 'Spotlight' features into the newsletter. These included:

- **Member Spotlight** - celebrating our members' achievement and impact across a diverse range of sectors
- **Resource Spotlight** - highlighting useful resources for best practice volunteer management and engagement
- **Global Giving Spotlight** - exploring unique practices of volunteering and community giving around the world

# 9,093

Subscribers

# 33.4%

Average open rate





## Website

**198,751**

Unique visits

**78,973**

New website visitors

**13,868**

Returning visitors

**263,233**

Total page views

## Social Channels



**8,479**

followers

**115,088**

reach



**2,534**

followers

**66,017**

reach



**4,928**

followers

**23,063**

reach



**1,122**

followers

**3,128**

reach

**207,296**

Total reach

## Media Coverage

In line with our strategic values, we welcome opportunities to promote and support volunteering, including highlighting the successes and challenges of the sector. This year we secured considerable coverage across traditional media, particularly during the National Volunteer Week national media campaign.



## National Volunteer Week 2023:

In Victoria, 208 items of coverage were secured throughout the week, achieving an estimated reach of over 46.9 million people. This was the highest recorded reach of any state or territory, with the overall campaign results far exceeding previous National Volunteer Week campaigns.

### TV:

- SBS World News

### Radio:

- ABC Radio Melbourne
- RPP FM, Mornington Peninsula

### Print:

- The Courier, Ballarat
- The Conversation, Australia and New Zealand



## Media enquiries

As a reputable voice for the sector, we also continue to receive regular media enquiries on topics related to volunteering. Throughout 2022-23, we responded to a number of requests including those from The Sunday Age, Community Radio Gippsland FM, Herald Sun, Sky News, and Kensington-Flemington Newspaper.

### Key messages:

1. Volunteering is a valuable wellbeing activity, providing a strong sense of purpose. This is key to redressing social issues such as loneliness and mental illness.
2. Adequate funding and support for volunteering infrastructure is crucial. This means local places and skilled people who can support community members to easily engage in safe and meaningful volunteering experiences.
3. We need greater equity and inclusion in volunteering and to recognise diverse forms of community giving, particularly those in First Nations and multicultural communities.

## 2022 Annual General Meeting

Our Annual General Meeting was an opportunity to reflect on our achievements of the past year with our valued members, supporters and staff.

The year was a busy one, as we continued on our mission to promote and build a vibrant, strong volunteering community that is inclusive, respected and sustainable.

Official proceedings were followed by a presentation from Dr Arthur Stukas and Sarah Wilson on their research paper 'Understanding Motivations to Volunteer'. Their research was prepared as part of Volunteering Australia's Volunteering Research Papers Initiative, aiming to capture evidence on a wide range of topics related to volunteering and outline key insights for policy and practice.



## Presentations

### National Volunteering Conference

The Volunteering Victoria team are thrilled to have joined over 500 volunteer leaders on Ngunnawal Country for the 2023 National Volunteering Conference, held in February.

Our Senior Engagement Officer, Jenna Chia, presented our First Nations Community Giving project in the 'Focus on First Nations' session. This highlighted the role we all must play in elevating the voices and strengths of First Nations communities and challenging the barriers we put up to participation.

CEO Thu-Trang Tran then facilitated an inspiring 'Innovating for Impact' session, with presentations from Kate Thiele (Meals on Wheels Australia), Simon Vaughan (Huber Social), Dannika White (Be Collective) and Penny Aquino (The Salvation Army Australia).

Congratulations to the Volunteering Australia team on delivering such a successful event and providing the opportunity to collectively reimagine the future of volunteering.

**20 NATIONAL  
23 VOLUNTEERING  
CONFERENCE**  
**THE FUTURE IS NOW**





# 2023 NATIONAL VOLUNTEERING CONFERENCE

THE FUTURE IS NOW





## Australian Community Transport Association National Conference

Volunteering Victoria was delighted to be invited to participate in the panel on volunteering at the Australian Community Transport Association National Conference in June. The event highlighted the important role volunteers play in providing both vital care and transport for community members.

Everyone benefits from new perspectives and lived experiences, creating better support for the community. It was fantastic to see such interest in engaging diverse communities, notably through presentations from Volunteer West on its inclusive volunteering toolkit and EV Strengthening Communities on new ways to engage volunteers.

## Neighbourhood Houses Victoria Conference

In May, our CEO Thu-Trang Tran was invited to present as a keynote speaker at the 2023 Neighbourhood Houses Victoria Conference, alongside Parliamentary Secretary Sheena Watt MP. This was an exciting opportunity to speak to 350 delegates across the community services sector and share our insights into volunteering coordination as a key strategy for building local neighbourhoods.





# Our members

Abbeyfield Australia Ltd	ANZ	Australian Multicultural Community Services	Baptcare Ltd	Boroondara Aged Services Society (BASS Care)
Access Health & Community	Aquatics and Recreation Victoria	Australian Red Cross	Baseball Victoria	Boroondara Volunteer Resource Centre
ACHPER Victoria	Arcare Pty Ltd	Australian Red Cross Lifeblood	Bayley House	Bradley Smith
AFL Victoria	Archery Victoria Inc	Australian Sailing	Bayside City Council	Brainwave Australia
African Music and Cultural Festival Inc.	Ardoch Limited	Australian Sports Museum Ltd (Melbourne Cricket Club)	Bayside Community Emergency Relief	Bridges Connecting Communities Ltd
Albury Wodonga Volunteer Resource Bureau Inc.	Aspergers Victoria	Badminton Victoria	Bayside Community Information & Support Services Inc	Bridget Hosking
Alex Read Performances Inc (NFP)	Asylum Seeker Resource Centre (ASRC)	Bairnsdale Regional Health	Bellarine Community Support Register Inc.	Brimbank City Council
Alexander Carson	Athletics Victoria Inc.	Ballarat Community Health	Bendigo Volunteer Resource Centre	Bronwen Clark
Alfred Health	AusCycling Limited	Ballarat East Neighbourhood House	Better Place Australia	Brotherhood of St Laurence
Ally Watson	Austin Health	Ballarat Foundation United Way Inc	Beyond Zero Emissions	Bruthen & District Neighbourhood House
Amber Community	Australian Breastfeeding Association Victorian Branch	Banksia Gardens Community Services	Bicycle Recycle Shed	Buddha Way Cultivation Centre
AMDA Foundation Limited	Australian Camps Association	Banksia Palliative Care Service	Big Group Hug Ltd	Bushwalking Victoria
AMES Australia	Australian College of Professional Studies	Banyule City Council	BirdLife Australia	Caleb Hayhoe-Castle
Andrew Chang	Australian Jigsaw Puzzle Association	Banyule Community Health	Blake Briskin	Calisthenics Victoria
Animal Justice Party	Australian Kookaburra Kids Foundation	Banyule Nillumbik Local Learning and Employment Network	BlueCross Community & Residential Services	Calvary Health Care Bethlehem
Anita Hoare				Campaspe Shire Council
Antoine Guillemette				Cancer Council Victoria

Cancer Support Angels Ltd	City of Melbourne	Counterpart	Dhelkaya Health	Epilepsy Foundation
Carlton Neighbourhood Learning Centre	City of Monash	Country Fire Authority (CFA)	Diamond Valley Community Support	Equestrian Victoria
Carol Venn	City of Port Phillip	Courage to Care (Vic) Inc	Disability Sport & Recreation Limited	Erin Goedhart
Carringbush Adult Education	City of Stonnington	Court Network Inc.	Disabled Wintersport Australia	Erin Parker
Castlemaine-Maryborough Rail Trail	City of Wodonga	Cranbourne Information & Support Service Inc	Donwood Community Aged Care Services Inc	Extended Families Australia Inc
Catherine McAuley Services Ltd (CMSL)	Claire Kartsidimas	Cricket Victoria	Dorothy Impey Home	Family Access Network
CatholicCare Victoria	Claire Lowe	Crimcheck Ltd	Doutta Galla Aged Services	Family Life
Central Bayside Community Health Services	Claudia Wong Friman	Croatian Catholic Welfare	Doveton Neighbourhood Learning Centre Inc	Fareshare
Centre for Multicultural Youth	Colac Area Health	Crohn's & Colitis Australia	Down Syndrome Victoria	Feminista Vinyl
Centre for Participation	Colac Mallet Sports Club Inc	Cynthia Zhu	DPV Health	Fencing Victoria Inc
Charlton Croquet Club	Communities Council of Ethnic Issues (CCOEI)	Cystic Fibrosis Community Care (CFCC)	Dragon Boat Victoria	Feonyx (Kirsten) Holden
Charlton Neighbourhood House	Community College Gippsland	Dallas Beeston	Drysdale Community Church Inc.	Fernlea Community Care Inc
Chelsea Community Support Services	Community Health Advancement & Student Engagement (CHASE)	Dandenong Community and Learning Centre	EACH	Field And Game Australia
Christine Stankowski	Community Information & Support Victoria (CISVic)	Daniela Gullaci	Eastern Health	Fitted for Work
Christopher McVerry	Con O'Brien	Darebin City Council	Eastern Volunteers	Fitzroy Learning Network
City of Ballarat	Connecting2Australia	Dean Petrisevic	Eating Disorders Foundation of Victoria Inc	Fitzroy Legal Services
City of Casey	Conservation Volunteers Australia	Deanne Riddington	EdConnect Australia	Foodbank Victoria
City of Greater Bendigo	Coonara Community House (Volunteer for Knox)	Dementia Australia	Emma Short	Football Victoria
City of Greater Dandenong	Council on the Ageing Victoria (COTA)	Department of Environment, Land, Water and Planning (DELWP)	Emma Hartley	Frankston City Council
City of Kingston			Environment Education Victoria	Friends for Good Inc
				Froniditha Care
				Fusion Oakleigh Youth and Community Centre
				Gabriel Norris

Gateways Support Services	Grampians Health	Holland Foundation	JoCare	League of Latin American Migrants Australia - LLAMA INCORPORATED	Lyn Maloney
Geelong Animal Welfare Society	Greater Shepparton City Council	Holy Fools Inc	Judo Victoria	Leisure Networks	Ma Elvira Arugay
Geelong Art Gallery	Green Maroon and Black Patrons' Club	Honorary Justice Services Support	Jules Camilleri	Life Saving Victoria	Maccabi Victoria Inc
Gellibrand Community House	Greyhound Racing Victoria	Horsham Rural City Council	Julianne Neilson	Lifeline Geelong, South West Victoria and West Melbourne	MacKillop Family Services
genU Karingal St Laurence	Griefline Community & Family Services Inc.	Hume City Council	Julie Leonidas	Life's Little Treasures	Maelor Himbury
Geoff Sharp	Guide Dogs Victoria	Ice Sports Victoria	Julie Schesser	Linda Jukes	Make A Difference Dingley Village
Georgie Stayches	Gumbuya World	Impact Recovery Ltd	Kath Cooney	Linden New Art	Make a Wish Foundation of Australia
Gillian Garner	Habitat for Humanity Australia (Victoria)	Inclusee Limited	Katherine Apostolopoulos	Link Community Transport Inc	Mallee Sports Assembly
GippSport Incorporated	Hamilton & Grampians Visitor Information Centre	Inclusion Melbourne Inc.	Kathryn Rehor	Lisa Wilson	MannaCare
Girl Guides Association of Victoria	Hayden Meney	Indian Association of Bendigo Incorporated	Keep Victoria Beautiful	Little Athletics Victoria	Maribyrnong City Council
Glen Eira City Council	Hazel Maynard	Interchange Network	Kelli Nunes	Living the Dream Foundation Inc.	Marijke Fotia
Glen Eira U3A	Healesville Interchurch Community Care Inc	Interchange Outer East	Kew Croquet Club Inc	Liz Ross	Marriott Support Services Ltd
Golden Plains Shire Council	Heide Museum of Modern Art	IPC Health	Kids First Australia	Loddon Mallee Health Network	Maryam (Nina) Chegini
Good Karma Effect	Helen Kierce	Jacqueline McLean	Knox City Council	Longwarry & District Lions Club	Maryborough Volunteer Resource Centre
Goulburn Valley Family Care Inc	Helen Coleman	Jan Lucas	Kunal Jain	Lord Somers Camp & Power House	Maureen LeGassick
Goulburn Valley Hospice Care Service Inc	Hepburn Shire Council	Jen Frees	Kylie Semple	Lort Smith Animal Hospital	Mayra Lopez de la Torre
Grahame Mitchell	Hills Creative Alliance	Jenna Chia	Kym Anderson	Luz Bland	McAuley Community Services For Women
Grampians Community Health	Hobsons Bay City Council	Jennie Gale	Latrobe Community Health Service		Melbourne AMEP
		Jeremiah Rockwell	Laureen Smith		Melbourne City Mission
		Jesuit Social Services	Laverton Community Centre		
		Jewish Care (Victoria) Inc	LEAD Loddon Murray		

Melbourne Fashion Festival Ltd	Multicultural Women Victoria	Northern Health	Pinarc Disability Support	Royal Flying Doctor Service Victoria	Shona Smith
Melbourne Legacy	Murrindindi Shire Council	NRL Victoria	PMI Victorian History Library	Royal Victorian Association of Honorary Justices	Shrine of Remembrance
Melbourne University Sport	Museums Victoria	Office of the Public Advocate	Polish Community Council of Victoria	RSL Inc. VIC Branch	Sin Yi Chong
Melissa Wright	Myli - My Community Library Ltd	Old Treasury Building	Pony Club Victoria	RSPCA (Victoria) Inc	Solve Disability Solutions
Melton City Council	National Council of Jewish Women Victoria	Olivia's Place	Proud 2 Play	Rye Community House	Sonia Butterworth
Mercy Connect Ballarat	National Stroke Foundation	Orygen	Puffing Billy Railway	Sacred Heart Mission Inc	South East Volunteers
Mercy Health	National Vietnam Veterans Museum	Oxfam Australia	RAAF Museum	Sally Colpoys	South Gippsland Shire Council
Merri Health	NCN Health	Paddle Victoria	Rail Trails Australia	Samantha Rogers	South Port Day Links
Merri-bek City Council	Neighbourhood Watch Victoria	Pakiza Syed	Reclink Australia	Samarinda Ashburton Aged Services (SAAS)	South Shepparton Community Centre Inc
MHA Care	Netball Victoria	Palliative Care South East	Regina Godfredson	Sara Sterling	South West Sport Inc
Michelle Aitken	Nick Miller	Palliative Care Victoria Inc	Regional Sport Victoria	Sarah Alderson	Southern Peninsula Community Support
MiSmart Life	Nicole Battle	Pam Kappelides	Reynard Street Neighbourhood House	Save the Children	Sovereign Hill Museums Association
Mitchell Shire Council	Nillumbik Shire Council	Pancare Foundation Inc.	Ricki Spencer	Scope Australia	Span Community House Inc.
MND Victoria	North Melbourne Language and Learning	PANDA	Riding for the Disabled Assoc of Victoria	Scouts Victoria	Sport Climbing Victoria
Moira Shire Council	North Richmond Community Health Centre	Pangerang Community House Inc.	RMIT University	Seaworks Foundation	Sports Central
Monash Health	Northeast Health Wangaratta	Parks and Leisure Australia (VIC/TAS)	Robin Boyd Foundation	Second Bite	Sports Focus
Monash University (Career Connect)	Northern Community Church of Christ	Parks Victoria	Ronald McDonald House Parkville	SEEK Limited	SportsGrid Pty Ltd
Mornington Peninsula Shire (Volunteering Mornington Peninsula)		Paul Mc Inerney	Ronda Manire	Self Help Addiction Resource Centre (SHARC)	Squash and Racquetball Victoria
Mother's Day Classic		People Outdoors	Rowing Victoria	Sharon Runciman	St John Ambulance Australia (Victoria)
Motorcycling Victoria		Pets of the Homeless Ltd	Royal Botanic Gardens Victoria	Shepparton Retirement Villages Inc	
		Phillip Island Nature Parks			
		Pierrette Charbel			



St John of God Health Care	Swan Hill Neighbourhood House	The Salvation Army	Valley Sport	Volunteer CONNECT (Warrnambool City Council)	Women's Information and Referral Exchange Inc (WIRE)
St Kilda Mums	Switchboard (Victoria) Inc	The Smith Family	Very Special Kids	Volunteer West	Women's Federation for World Peace Australia
St Mary's House of Welcome	Table Tennis Victoria	The Victorian Aboriginal Legal Service	Vicki Riley	Volunteering Geelong	Woodend Neighbourhood House
St Vincent de Paul Society Victoria	Tamsyn Cole	The Westsider Community Newspaper	Vicsport	Watceilia Varso	Workways Australia
St Vincent's Hospital Melbourne	Tanya Di Michele	The Winged Horse Equine Welfare Inc	Victoria State Emergency Service Volunteers Association (VicSESVA)	Water Polo Victoria	WorldSkills Australia
Stacey Odwazny	TarraWarra Museum of Art	Theresa Mangion	Victorian Amateur Football Association	Wellsprings for Women Inc	Wyndham City Council
Star Health Group	Taylor Hamling	Thorne Harbour Health FKA (Vic AIDS Council)	Victorian Council of Churches Emergencies Ministry Ltd	Wellways	Xingyu Chen
STARS Aged Services (St Theresa's)	Tennis Victoria	Thu-Trang Tran	Victorian Croquet Association	Wendy Taylor	Yackandandah Community Centre
State Library of Victoria	Terence Shannon	Toy Libraries Australia	Victorian Mental Illness Awareness Council Inc.	Western Emergency Relief Network	Yarra City Council
Steve Kennett	The Australian Association of Social Workers (AASW)	Transgender Victoria	Victorian Soaring Association	Western Health	Yarra Plenty Regional Library
Stiven Daniel	The Bushfire Foundation Inc	Traveller's Aid Australia	Victorian State Emergency Service	Western United Football Club	Yarra Ranges Shire Council
Story Dogs	The Centre for Continuing Education Inc	U3A Network Victoria Inc	Victorian Water Ski Association	Whitehorse City Council	Your Community Health
Stroke Association of Victoria	The Footpath Library Pty Ltd	Ultimate Victoria	VincentCare Victoria	Whitelion Youth Agency	Zoos Victoria
Sue Jakob	The Good Samaritan Inn	United ITF Taekwon-Do Australia Inc	Vision Australia	Whittlesea Community Connections	
Sue Noble	The Johnston Collection	Uniting Agewell LTD	Vittoria Tonin	Wildlife Victoria	
Sunassist Volunteer Helpers Inc	The Lost Dogs Home	Uniting Victoria and Tasmania	Villa Maria Catholic Homes	William Sullivan	
Sunbury and Cobaw Community Health	The Royal Melbourne Hospital	University of Melbourne		Wilson Business Services	
Susan Hoang	The Royal Victorian Eye & Ear Hospital	University of Melbourne Student Union (UMSU)		Wimmera Regional Sports Assembly	
	The Royal Women's Hospital				

# Summary of accounts

## Statement of Profit or Loss or Other Comprehensive Income

For the year ended 30 June 2023

	Note	2023 \$	2022 (restated) \$
<b>Revenue</b>			
Grants		2,294,236	3,162,689
Memberships		95,376	102,476
Training & Consulting services		23,459	76,768
Conference income		–	91,876
Interest income		15,795	350
Profit on sale of plant & equipment		410	–
Other income	2	16,195	2,102
<b>Total revenues from ordinary activities</b>		<b>2,445,471</b>	<b>3,436,261</b>
<b>Expenses from ordinary activities</b>			
Employee benefits expense		(1,161,820)	(1,305,888)
Marketing, staff/volunteer and program expenses		(173,731)	(432,309)
Office & premises, and postage & freight expenses		(49,630)	(48,437)
Travel, accommodation and meeting expenses		(22,240)	(17,134)
IT, communication and website expenses		(46,243)	(88,909)
Finance and membership expenses		(34,240)	(28,270)
Depreciation & amortisation expense		(7,118)	(10,828)
Grant disbursements		(876,923)	(1,156,845)
Finance costs		–	–
<b>Total expenses from ordinary activities</b>		<b>(2,371,945)</b>	<b>(3,088,620)</b>
Net Surplus		<b>73,526</b>	<b>347,641</b>
Other comprehensive income		–	–
<b>Net comprehensive surplus for the year</b>		<b>73,526</b>	<b>347,641</b>

# Summary of accounts

## Statement of Financial Position

As at 30 June 2023

	Note	2023 \$	2022 (restated) \$
<b>Current Assets</b>			
Cash and cash equivalents	3	1,487,329	1,712,806
Trade and other receivables	4	127,174	62,696
<b>Total Current Assets</b>		<b>1,614,503</b>	<b>1,775,502</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	5	2,528	10,363
<b>Total Non-Current Assets</b>		<b>2,528</b>	<b>10,363</b>
<b>Total Assets</b>		<b>1,617,031</b>	<b>1,785,865</b>
<b>Current Liabilities</b>			
Trade and other payables	6	127,385	116,939
Grants & memberships received in advance		574,070	839,329
Provisions	7	50,916	38,463
<b>Total Current Liabilities</b>		<b>752,371</b>	<b>994,731</b>
<b>Total Liabilities</b>		<b>752,371</b>	<b>994,731</b>
<b>Net Assets</b>		<b>864,660</b>	<b>791,134</b>
<b>Equity</b>			
Retained surplus		864,660	791,134
<b>Total Equity</b>		<b>864,660</b>	<b>791,134</b>



# Contact us:



[info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au)



**(03) 9052 4524**



[volunteeringvictoria.org.au](https://volunteeringvictoria.org.au)



**Volunteering Victoria acknowledges the Bunurong Boon Wurrung and Wurundjeri Woi Wurrung peoples, the traditional custodians of the land on which our office stands, and we pay our respects to them, their culture and their Elders past and present.**