

VOLUNTEERING WA



ANNUAL REPORT 2022-23



Volunteering WA acknowledges the Traditional Custodians of Country throughout Western Australia. We recognise their continuing connection to land, waters and community and we pay our respect to them, their cultures, and to Elders both past and present.



Volunteering WA proudly commissioned artwork in support of our commitment to First Nations People and our Reconciliation Action Plan journey. The painting represents people coming together, creating new friendships and partnerships in support of one another and our communities.

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CHAIR REPORT

David Morrison

On behalf of the Board of Volunteering WA, it is with immense pride that I report a successful and extremely productive 2022-2023. The past year has underscored an unwavering commitment to learning from and building the capacity of our 791 valued member organisations across Western Australia.

We delivered programs across many sectors and regions, in extensive collaboration with community, government and corporate stakeholders, to reach new volunteers and maximise the quality and impact of existing volunteer programs.

With the new National Strategy for Volunteering 2023-33 focused on improving the volunteer experience and creating the conditions for volunteering to thrive, Volunteering WA is well on its way to meeting these outcomes. This year, we continued to invest in volunteer management training, expanded

our leading corporate volunteering program, and were proud to launch our new IT product INVOLVE, which has already begun to revolutionise volunteer coordination.

We responded to the call for more young volunteers by demonstrating the curriculum links achieved by student volunteers, as well as the work readiness benefits that come with volunteering. We also ramped up efforts to foster a more diverse, inclusive volunteering community.

As we move forward into the next year, Volunteering WA is poised for even greater achievements.

We are committed to expanding our reach, enhancing our support for volunteer involving organisations, and continuing to advocate for the critical role that volunteering plays in building stronger, connected communities. We sincerely appreciate the support from both federal and state governments to advance volunteering.

I would like to thank our hardworking staff and dedicated Board, as well as our supportive partners and committed members, all who share our vision of 'a society in which everyone is inspired to make a difference'.

Together, we will continue to make a positive impact on the lives of Western Australians.

David

David Morrison
Chair, Volunteering WA



CEO REPORT

Tina Williams

As the peak body for volunteering, Volunteering WA champions the sector working in close partnership with community, corporate, educational and government organisations to provide leadership, advancement, and promotion of volunteering in Western Australia.

This year has been one of collaboration, growth, and community impact, reflecting our strong commitment to embracing change and strengthening volunteering.

In 2022-23, Volunteering WA continued to be a passionate advocate for volunteer-friendly policies and practices. We engaged with policy makers on a range of issues, including the onerous red tape that can hinder volunteer involvement. Our Reduce the Burden campaign, with 31 WA peak body signatories, called on government to help streamline regulatory requirements and ease the onboarding processes for volunteers.

This year was one of invitations: we asked young people to volunteer as a way of preparing for the workforce, encouraged organisations to celebrate their changemakers, and called on anyone involved in the volunteering sector to feed in their views on a National Strategy for Volunteering. Launched earlier this year, the Strategy provides the

blueprint for a reimagined future for volunteering in Australia. It's a world-first initiative with a vision of placing volunteering at the heart of Australian communities.

We were proud to extend our reach and partner with other organisations through the Volunteer Management Activity program in delivering innovative solutions to encourage volunteering in underrepresented cohorts so they can access the benefits and meaningful experiences afforded by volunteering.

Once again, we provided extensive one-on-one support to hundreds of volunteer managers, placed over 3000 corporate volunteers into the community, launched INVOLVE to address volunteer management IT challenges, and administered funding to recognise volunteer contribution and to support the expansion of volunteering programs.

We farewelled the Hon Stephen Dawson MLC due to a portfolio change, and welcomed the new Minister for Volunteering, the Hon Don Punch MLA. We thank them both for their contributions through the Volunteering Community Reference Group.

With clear strategic pillars that align to the National Strategy, Volunteering WA will see new and exciting forms of volunteering emerge across Western Australia,

reshaping the public perception of volunteering, with a focus on making volunteering more accessible, meaningful, and inclusive.

I am so proud to work for an organisation whose membership is dedicated to harnessing the power of volunteering. My sincere thanks goes to the Volunteering WA team, our committed Board members and loyal volunteers for their tireless, industrious enthusiasm. The ongoing support of our many members and stakeholders buoys us all at Volunteering WA to continue our work to deliver services that address the challenges we face.

I look forward to a rewarding year ahead working together to build a stronger, more connected, and compassionate Western Australia.

Happy volunteering,

Tina

Tina Williams
CEO, Volunteering WA





Volunteering WA is the peak body for volunteering in Western Australia, working across community, government, corporate and education organisations to build capacity of volunteer involving organisations, and support volunteering.

We proudly represent thousands of organisations who utilise volunteers, 791 member organisations and over 523,000 volunteers throughout WA.

PURPOSE

Volunteering WA empowers people and communities to enrich Western Australia.

VISION

Our vision is for a society in which everyone is inspired to make a difference.

volunteeringwa.org.au

VOLUNTEERING WA STRATEGY

Volunteering WA's Strategic Priorities govern our peak body services, programs, products and projects.

ENGAGE	LEAD	ADVANCE
Connect Communicate Celebrate	Research Policy Advocacy	Training Advice Support
Promote volunteering and foster opportunities for participation and partnerships.	Unearth the latest trends in volunteering, and champion the needs and interests of the sector.	Support people and organisations to strengthen volunteering.

Volunteering WA is redefining, reframing and reimagining what volunteering looks like in Western Australia.

In 2023, Volunteering WA contributed to national strategy development, helping to bring cohesion to the volunteering ecosystem, and synergy towards shared strategic pillars.

NATIONAL STRATEGY FOR VOLUNTEERING 2023-33

In February, Volunteering Australia launched the National Strategy for Volunteering 2023-33, which was the result of a 12-month co-design process with the volunteering sector and state and territory peak bodies. Western Australia played a major role in consulting the sector, organising multiple workshops, seminars and surveys. Owned and designed by all of us, the National Strategy presents Australia's collective vision for a future where volunteering is at the heart of Australian communities. Western Australia's contribution to the Strategy is to be commended.

The development of the National Strategy for Volunteering has been a powerful undertaking in defining a road map which precisely articulates the most important priorities and objectives for communities to thrive over the next ten years. The success of the National Strategy hinges on unwavering engagement, steadfast commitment, and resolute action from the entire volunteering ecosystem.

Western Australia is at the forefront of leading the implementation of the National Strategy and aligning our priorities with the focus areas and strategic objectives.

WA GOVERNMENT ACTION PLAN

Volunteering WA has evolved and grown considerably over the past 10 years, increasing our programs and services to meet the changing needs and provide the most impact and support for our members and sector.

The WA Volunteering Strategy Action Plan 2023-2026 provides details of volunteering initiatives being undertaken across State Government to support strategy outcomes. Volunteering WA continues to work closely with the Department of Communities and national government counterparts to support the diverse and changing needs of volunteers in WA.



Volunteering WA empowers people and communities to enrich Western Australia through engaging, leading and advancing volunteering across the state.

CORE SERVICES

Membership | VIO Helpdesk | Volunteer recruitment and management | Advocacy and policy | Workshops | Corporate volunteering | Recognition and celebration | Research | Consultancy | Resources and tools

PRODUCTS

VIKTOR Platform for volunteer recruitment | INVOLVE Volunteer Management Platform | Self-paced online short courses | Foundation workshops for new managers | Monthly sector newsletter | Volunteering research newsletter | Volunteer benefits calculator | Fact sheets and guides | Tailored training for organisations

MEMBER-ONLY OFFERINGS

CEO roundtables | Member meetings | Membership newsletter | Discounts on training and events | Access to hundreds of corporate volunteers | Volunteer Managers Network | Continuous professional development program for volunteer managers | Access to pro-bono legal service

KEY ACTIVITIES 2022-23

Programs - YVolunteer Youth Pathway to Job Readiness | Volunteer Management Activity (VMA) | Expansion of Corporate Volunteering (Kalgoorlie Boulder) | Sector Support Development | Advocacy Program

Projects - Spontaneous emergency volunteer management system | National residential aged care and facilities recruitment and training

Campaigns/Events - Reduce the Burden advocacy campaign | National Volunteer Week | Student Volunteer Week | International Volunteer Day | WA Volunteer of the Year Awards | Annual Garden Party | Volunteer Managers Day | Volunteering WA Reconciliation Action Plan | National Volunteer Week celebration grants | Volunteer marketing grants for organisations | National volunteer management resource library |

Research - A roadmap to support regional volunteering across Australia | Volunteering in Clinical (hospital) Settings | Volunteering in aged care, with a focus on residents with dementia | Parent and Citizen (P&C) volunteers across WA

NETWORKS & ADVISORIES

Convened by Volunteering WA to provide advice to our organisation and sector

Volunteering Community Reference Group | WA Corporate Volunteer Council | Volunteer Resource Centre Network | People with Disability Advisory Group | New Migrant Advisory Group | First Nations People Advisory | Volunteer Managers Network | Volunteer Leaders Network | Research Network | Tertiary Engagement Committee

SUPPORTING VOLUNTEER ORGANISATIONS AND MANAGERS

Volunteering WA has championed the volunteering community enabling volunteer involving organisations to focus on making a difference in the delivery of their services. As the peak body, we are committed to being the go-to place for all things volunteering and providing reliable resources and advice to recruit, retain and grow a thriving volunteer community.

SECTOR COLLABORATION AND EXPERTISE

Volunteering WA values the knowledge of community partners across the State, who inform our work on the ground and contribute to our collective power at an advocacy and policy level. We work with members, regional affiliates, and advisory groups towards a shared vision where volunteering is at the heart of Australian communities.

Membership: Volunteering WA Membership

Building a resilient network of volunteer involving organisations

Being a Volunteering WA member provides organisations with access to a range of benefits and services. It is a demonstration and shared commitment to recognise the essential contribution of volunteering in our communities. Working together we strengthen our collective voice to harness the power of volunteering, to promote stronger, healthier, and inclusive communities.

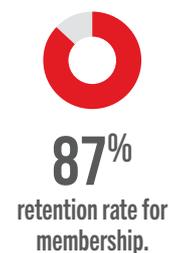
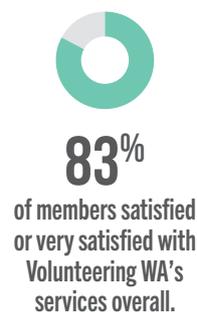
We responded to the growing needs of regionally based volunteer involving organisations through the expansion of our corporate volunteering program and increased online training and support services. We are delighted to report this resulted in a 25 per cent increase in regional affiliates.

In response to our membership survey, we developed a comprehensive membership strategy providing a greater range of benefits, advocacy and support initiatives to provide practical, up to date and relevant support.

Our annual member survey indicated that membership is valued by volunteer managers on a practical level, for access to volunteers and resources, staying updated with changes in the sector, connecting with the Volunteer Managers Network, and building knowledge and skills.

Valuing volunteer managers has a ripple effect at an organisational level, helping to build capacity and capability of volunteering programs. From an organisational perspective, the two biggest benefits of being a Volunteering WA member are that it shows commitment to volunteering and it provides access to influential and important network.

VOLUNTEERING WA MEMBERSHIP WAS AT A RECORD HIGH IN 2022-23, WITH 791 MEMBERS AND AFFILIATES.



“Can’t do my job without this membership. It’s a one stop resource and support network.”

“It’s an essential membership for any organisation involved in volunteer management.”

“I would always encourage organisations to become a member of Volunteering WA as it allows you to be up-to-date with best practice in volunteer management.”



| Volunteering WA Project Showcase, June 2023

Member Roundtable

On 31 May, 20 member CEOs participated in a roundtable on the National Strategy for Volunteering 2023-33; discussing how the Strategy would support organisations and the future of volunteering in Western Australia. Volunteering WA was the first volunteering peak in Australia to present the implementation phase. Sarah Wilson, National Strategy Director, gave a passionate overview of the Strategy, the development process, conditions for volunteering to thrive, and how organisations could actively support the vision.

Volunteering WA was a major contributor in the development of the National Strategy, and we are committed to being the front-runners in its implementation. We continue to work with our members and stakeholders to advance the shared vision of the Strategy and ensure volunteering is sustainable and at the heart of the Australian community.

National Volunteering Conference

The National Volunteering Conference was held on Ngunnawal Country, Canberra in February 2023 presenting opportunities to meet with our sector's change-makers and glean the latest, innovative and best practices in volunteering.

It was fantastic to see a large Western Australian contingent, with colleagues from Peel and South West Volunteer Resource Centres, Advocare, Teach Learn Grow, Department of Communities, and our IT Partner Eduka, in attendance.

Volunteering WA was proudly represented throughout the national conference program: delivering presentations on youth, innovation in volunteering technology and corporate volunteering; facilitating sessions; and exhibiting Australia's new volunteer management system, INVOLVE.



Volunteering WA have been a valued and important partner with People Who Care to assist and support our organisation. The impact they were able to help us achieve for the clients' properties we attended together has been life changing for the clients and beyond anything People Who Care could achieve alone. Thank you for your support."

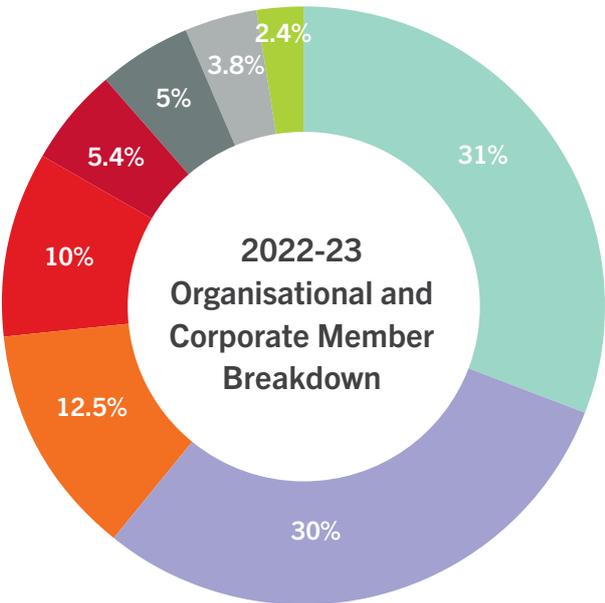
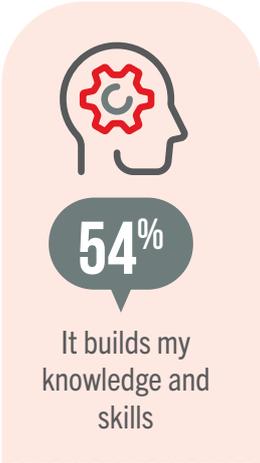
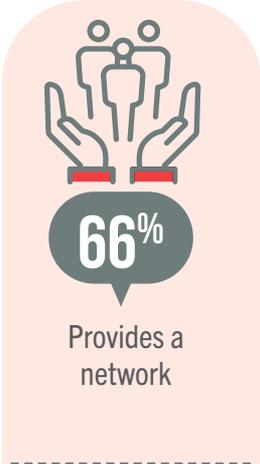
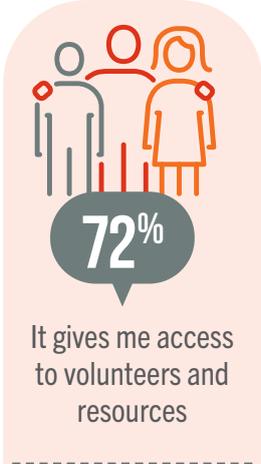
~ Ben Jaworski, Home Maintenance Supervisor at People Who Care (Volunteering WA member)

TOP BENEFITS OF MEMBERSHIP

Organisation



Individual



- NFP \$10k - \$500k
- NFP \$1.5m+
- NFP \$500 - \$1.5m
- NFP <\$10k
- Volunteer Resource Centres
- Local Government Agency
- Government Agency
- Corporate

Networks: 2022-23 Advisory and Network Members

Networks inform our work on the ground

Volunteering WA connects diverse stakeholders in the volunteering sector across metropolitan, regional and rural areas of Western Australia to facilitate conversation, connect thought leaders, and foster opportunities for participation and partnerships.

In 2022-2023, we facilitated committees with representatives from research bodies, tertiary providers, government and corporate sectors, emergency services, and experts within our national peak body counterparts,

to share success stories, foster excellence in volunteer leadership and ultimately improve support for volunteering organisations across Western Australia. We convened advisory groups with new migrant, people with disability, youth of First Nations background to gain insights, share stories and address barriers to volunteering.

We thank our 2022-2023 advisory and network members for their insights, discussions and valuable contributions that help us shape and reimagine the future of volunteering.

Volunteering Community Reference Group

Chaired by Volunteering WA and established under the direction of the Minister for Volunteering, the Volunteering Community Reference Group provides a direct voice from the sector to government.

- Minister for Volunteering (The Hon Stephen Dawson MLC was the Minister for Volunteering during the 2022-23 period – we thank Minister Dawson for his leadership and welcome Hon Don Punch MLA as our new Minister for Volunteering from 2023-24).
- Craig Spencer (Chair).
- Tina Williams (Convenor).
- Meredith Blais (Peak representative).
- Esme Bowen (Volunteer representative).
- Maija Hildebrand (Not-for-profit representative).
- Dan Minchin (Not-for-profit representative).
- Gemma Rapson (Corporate sector representative).
- Dr Megan Paull (Research representative).
- Sue Fielding (Department of Communities).
- Vikki Barlow (Local Government).
- Elizabeth Acason (Volunteer Resource Centre representative).
- Vicki Pollard (Volunteer Resource Centre - regional representative).

Volunteer Leadership Network

An expanding group of senior level volunteer managers who provide mentoring and meet every six weeks to discuss leadership and strategic issues around volunteer management.

Corporate Volunteer Council

The Corporate Volunteer Council brings together business leaders committed to workplace volunteering to share knowledge and inspire more volunteering in the corporate sector.

- Gemma Rapson (Chair), Woodside (to November 2022).
- Carlie Jones, RAC (Chair from November 2022).
- Heidi Madden, Bankwest.
- Katie Voss, Beyond Bank (to August 2022).
- Zoe Fulcher, Beyond Bank (from November 2022).
- Renate Chen, Deloitte.
- Kristy Thomas, RAC.
- Narelle Thomas, Rio Tinto.
- Hannah Wells, Rio Tinto.
- Danielle East, Woodside (to April 2023).
- Cath Cregan, Woodside (from April 2023).

Research Committee

- Professor Kirsten Holmes (Chair).
- Dr Peter Devereux, Curtin University.
- Associate Professor Patrick Dunlop, Curtin University.
- Elaine Healy, Uniting WA.
- Dr Jennifer Lajom, Edith Cowan University.
- Emerita Professor Judy MacCallum, Murdoch University.
- Dr Megan Paull, Murdoch University.
- Janice Redmond, Edith Cowan University (term ended during 2022-23).
- Kate White, Department of Communities.
- Meredith Blais, Volunteering WA.

Volunteer Resource Centres

Volunteer Resource Centres and Hubs across WA work together in serving the community and providing local expertise.

Regional

- Albany & Regional Volunteer Service.
- Broome Volunteer Resource Centre & Kimberley Hub.
- Busselton-Dunsborough Volunteers.
- Esperance Volunteer Resource Centre.
- Geraldton/Centacare Volunteer Services.
- Kalgoorlie Boulder Volunteer Centre.
- Manjimup Community Resource Centre.
- Nannup Volunteer Resource Centre.
- Peel Volunteer Resource Centre.
- Volunteer South West.

Perth and surrounds

- Armadale Volunteer Services.
- Bassendean Volunteer Resource/Referral Centre.
- Belmont Volunteer Resource Centre.
- Cockburn Volunteer Resource Centre.
- City of Fremantle Volunteering Development Program.
- Joondalup Volunteer Centre.
- Kwinana Volunteer Resource Centre.
- Volunteer Melville!
- Murdoch Volunteer Hub.
- Rockingham Volunteer Centre.
- Swan Volunteer Resource Centre.
- UWA Guild Volunteering.

New Migrant Advisory Group

- Rika Asaoka (Advisory Chair).
- Janete Reos, Metropolitan Migrant Resource Centre.
- Ephraim Osaghee, Australia Professional Bridge.
- Lechun (Carol) Zhang, Cockburn Chinese Community Association.
- Syed Muzaffar Ahmed, Ubuntu Australia.
- Krishna Karangiya, Kaleidoscope Community Services - City of Stirling.
- Lesley Lord, Communicare.
- Desiree Walsh, Volunteering WA.

Disability Advisory Group

- Eleanor Ingram (Advisory Chair).
- Melissa Northcott.
- Gareth Goodway, Ability WA.
- Kay Barnard, Youth Disability Advisory Network.
- Alana Kelly.
- Maddie Nicholas.
- Andrea Moss.
- Ryan Honschooten.
- Emma Ross.
- Shazzy Tharby, People with Disability WA.
- Desiree Walsh, Volunteering WA.

Volunteer Managers Network

A forum for volunteer managers to gain and share knowledge, learn from peers, and discuss industry issues.

First Nations Cultural Consultant

- Blak Unicorn

Volunteering Peak Bodies

Our volunteering peak bodies from across Australia come together monthly to collaborate and capitalise on collective resources, knowledge and capabilities.





Volunteering WA Research Network Event

RAISING THE PROFILE OF THE VOLUNTEERING SECTOR

Volunteering WA is recognised as the voice for volunteering by championing the needs and interests of the sector and unearthing the latest trends in volunteering.

Advocacy: Advocating for the volunteering experience

This year, Volunteering WA contributed to policy reforms and discussions in WA and nationally across a range of areas impacting on volunteering within:

- Aged care.
- Charities blueprint.
- Disability services.
- Disaster risk reduction and community resilience.
- Seniors.
- Screening.

Reducing the Burden of volunteer screening in WA

Our members and volunteers consistently report the cost of statutory volunteer screening is excessive and administration creates a significant barrier to volunteering. In 2022-2023, Volunteering WA increased our advocacy on this issue, with 31 peak bodies signing on to our campaign to Reduce the Burden, calling for:

1. Removing the volunteer screening charge.
2. Improving processes.
3. Facilitating portability.

We will continue to call on policy makers to change the regulatory framework and make it easier for volunteers to help those in need.

This past year, our policy and advocacy messages for both state and federal government centred on the following themes:

- Recognition of the diversity of portfolios which benefit and rely on volunteering.
- Greater and more explicit consultation with and recognition of volunteering sector.
- Funded national and state-based volunteering strategies.
- Increased investment in volunteering infrastructure and capacity.
- New approaches to adapt to changes in volunteer participation.

The federal government set an ambitious target to double philanthropy and volunteering by 2030 and tasked the Productivity Commission to report on how best to achieve this. Volunteering WA contributed to a submission on the issue this year and will make representation on this matter. Real time progress in our policy and advocacy work can be followed at volunteeringwa.org.au or in our monthly newsletter.

Volunteering Community Reference Group

Volunteering WA is proud to convene the Volunteering Community Reference Group (VCRG) which is a direct channel to the Minister and State Government and is represented by individuals with a variety of backgrounds, experience and expertise in the volunteering ecosystem. In 2022-23 the group focused on a wide range of issues affecting the sector, including the trend for increased informal volunteering, a slower-than-anticipated recovery from COVID-19 reflecting in delays for some organisations to fill volunteer positions, and legislative changes that were occurring at state and national levels. The VCRG highlighted the importance of proactively consulting the sector during the process of drafting changes, specifically addressing how volunteers and volunteering programs are often impacted by statutory changes primarily designed for paid workforces. VCRG Communiqués are available on the Volunteering WA website.

Research: Volunteering sector research

Volunteering WA has convened the research committee for many years, recognising the vital contribution research makes in informing evidence-based policy and supporting best-practice in our rapidly changing volunteering sector. This was recently reinforced through the introduction of the Volunteering WA research grants program which adds credence and funding investment to our proactive research committee and research network.

This year, led by our research committee and chaired by Professor Kirsten Holmes (Curtin University) we saw the successful completion of our first Volunteering WA research project. Curtin University led a report into the impacts of COVID-19 on volunteering in tertiary settings across three WA universities.

Along with the grant program we also supported research that underpinned the National Strategy for Volunteering 2023-33 and are funding and collaborating on several other research projects, including:

- A roadmap to support regional volunteering across Australia.
- Volunteering in Clinical (hospital) Settings.
- Volunteering in aged care, with a focus on residents with dementia.
- Parent and Citizen (P&C) volunteers across WA.

One of the highlights this year was hosting the Research Network, which brought together academics and practitioners with expertise in this area.

Another exciting research project, which commenced in June 2023, was the statistical collection phase of the WA State of Volunteering Report project. This report was last undertaken in 2015.

The updated report will seek to answer four questions:

- Looking back, what has been our recent experience with volunteering?
- What is our experience of volunteering today?
- What is the economic value of volunteering in WA today?
- Looking forward, what is the outlook for the sector?

Highlights from this study will be released at our State Conference in November 2023, with a full report to follow. This report will support members, stakeholders, and policy makers to better understand, advocate for and support volunteering across WA.

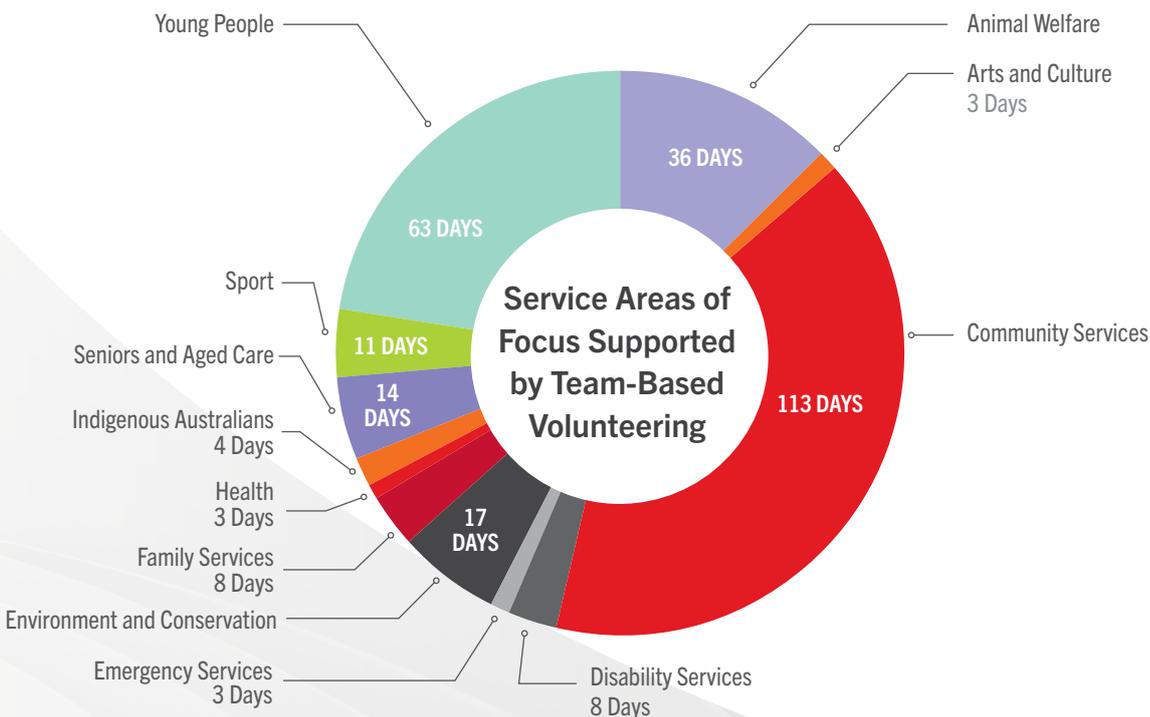
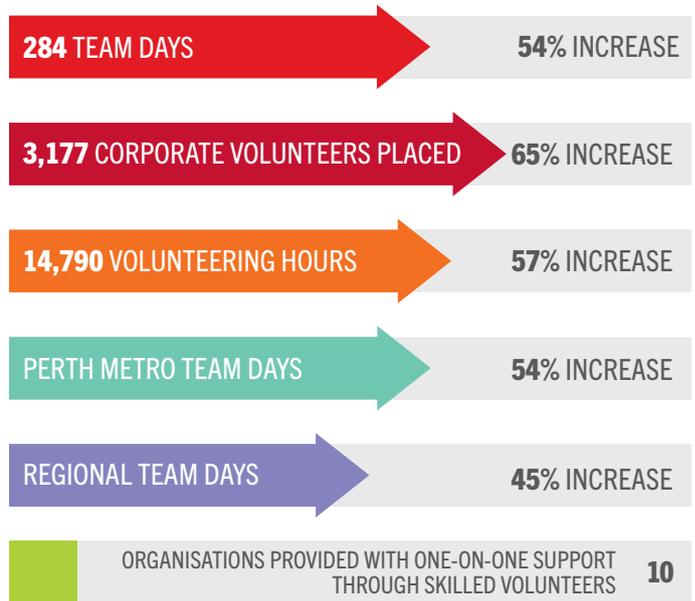
CONNECTING COMMUNITY ORGANISATIONS WITH THOUSANDS OF CORPORATE VOLUNTEERS

Corporate Volunteering

Volunteering WA manages a highly reputable, professional and comprehensive corporate volunteering service. The Corporate volunteering program provides valuable and meaningful volunteering experiences to corporate employees and much needed support and resources to the Western Australian community.

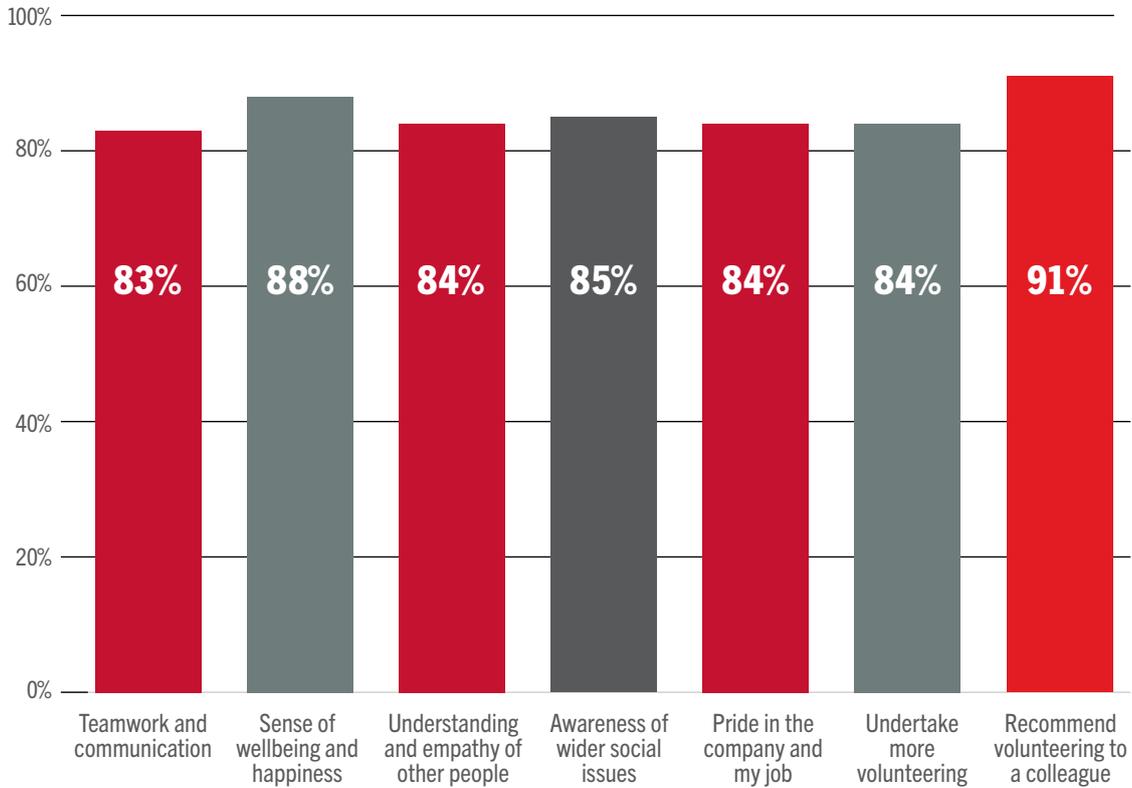
Each year, Volunteering WA's corporate volunteering program strives to work with community organisations across WA to provide much needed hands-on volunteer support. In 2022-23, we engaged with 78 community organisations (20% increase on last year and our highest engagement to date) and broadened our reach to include organisations in Tom Price, Paraburdoo and Kalgoorlie.

We are proud of the impact our corporate volunteering program had this year, with 3,177 volunteers placed into the community to support 78 organisations – a volunteering value of more than \$700,000.



REPORTED BENEFITS OF CORPORATE VOLUNTEERING

VOLUNTEERING HAS IMPROVED MY ...



SINCE VOLUNTEERING, I AM MORE LIKELY TO ...

UNDERTAKE MORE VOLUNTEERING **84%**

RECOMMEND VOLUNTEERING TO A COLLEAGUE **91%**



Woodside Energy Corporate Volunteers at Ronald McDonald House

“

The best part of my corporate volunteering experience was seeing and hearing the appreciation from families when getting food. Also enjoyable getting to know work colleagues who don't usually have opportunity to interface with.

~ Woodside Energy corporate volunteers at Ronald McDonald House

CORPORATE VOLUNTEERING PARTNERS IN 2022-2023

Bankwest | BHP | Horizon Power | Jason Windows | Perron Group | North West Shelf Shipping
| RAC | Rio Tinto | Thermomix | Woodside Energy

Community Groups Supported

- Anglicare
- Armadale Gosnells Landcare Group
- Australian Earth Science Education
- Baler Primary School
- Bicycles for Humanity
- Birds of Prey
- Care for Hedland
- Carnarvon Speedway
- Cassia Primary School
- Cat Haven
- Citizen Advocacy
- City of Karratha
- Conservation Volunteers Australia
- Dampier Community Association
- Dampier Seafarers
- Dismantle
- Dress for Success
- EPIC
- Esperance Community Care
- Foodbank
- Fortescue Golf Club
- Friends of Yellagonga
- Give Write
- Good Sammy
- Grandparents Raising Grandchildren
- Kaarakin Black Cockatoo Conservation Centre
- Kalamunda Mountain Bike Collective
- Kalgoorlie Boulder Community Garden
- Karratha Basketball Association
- Karratha Cart Club
- Karratha Community Garden
- Karratha Enduro & Moto-X Club
- Karratha RSL
- Karratha Scouts
- Lions Animal Farm
- Lisa's Kangaroo Retreat
- Little Things for Tiny Tots
- Living Proud
- Murujuga Aboriginal Corporation
- Newman Neighbourhood Centre
- Ngarluma Yindjibarndi Foundation Ltd
- Nintirri
- North Perth Community Garden
- One Tree Community Services
- Paraburdoo Children's Centre
- Paraburdoo Toy Library
- Paraplegic Benefit Fund
- Parkerville Child and Youth Care
- Patricia Giles Centre for Non-Violence
- People Who Care
- Perth City Farm
- PH Volunteer Marine Rescue
- Port Hedland Golf Club
- Port Hedland Netball Association
- Remida
- Roebourne DHS
- Ronald McDonald House
- Salvation Army
- SERCUL
- South Hedland Bowling Club
- South Hedland Primary School
- South Hedland Volunteer Fire & Rescue Service
- Southcare
- St Barts
- Teach Learn Grow
- The Beach Indoor Play Centre
- Tom Price Bowling Club
- Tom Price Community Garden
- Tom Price Men's Shed
- Tom Price Primary School
- Town Team Movement
- Trillion Trees
- Vinnies
- Volunteer Marine Rescue
- WA Wildlife
- WAAC
- Wadjak Northside
- Wickham One Tree
- Wintawari Guruma Aboriginal Corporation
- Woodvale Waters Friends of Beenyup Channel
- WYAC
- Yaandina Community Services
- Youth Involvement Council
- Zonta House Refuge Association

CORPORATE VOLUNTEERS ON THE HIGHLIGHT OF THEIR EXPERIENCE



Knowing that we have helped not only those that need it, but also the people who run Havenwell, because they would have had to do it all themselves.”

~ Perron Group corporate volunteers at Havenwell



Knowing you are helping to put a smile on a less fortunate child's face when they receive a pack you helped make.

~ Rio Tinto corporate volunteers at Give Write



| BHP at WA Wildlife

HELPING IMPLEMENT BEST PRACTICE IN VOLUNTEER MANAGEMENT

Volunteering WA empowers people and communities to enrich Western Australia through engaging, leading and advancing volunteering across the state. Each day we strengthen the volunteering community by responding to the changing needs of the sector, through collaboration, leadership and support.

Training: Volunteer management workshops

Professional development for volunteer coordinators and managers

Our commitment to the professional development of volunteer managers meets a core strategic priority for Volunteering WA and aligns with the National Strategy for Volunteering. Our delivery of innovative and practical workshops, courses, and network meetings supported experienced and emerging volunteer management professionals.

In 2022-2023, our team facilitated workshops as part of our scheduled calendar and provided customised on-site training for organisations across Perth, Peel, Wheatbelt and Southwest. We continued to support and expand professional development by engaging facilitators to deliver new content across 18 external workshops.



International Volunteer Managers Day Forum 2022



280
participants attended a
training session from across
156
organisations

The content for Volunteering WA's annual training and development calendar is directed through volunteer manager surveys, feedback through the Volunteer Leadership and Volunteer Managers Networks and sector-wide trends. Seven new workshop topics were introduced in 2022-23:

- An introduction to attracting young volunteers.
- Developing an actionable plan to attract and retain young volunteers.
- Understanding volunteer management, challenges and opportunities.
- Guiding volunteer managers through effective leadership.

- Designing volunteer roles and position descriptions.
- What is networking and why is it important for volunteer involving organisations.
- The value of face-to-face engagement in an online world.

To increase our reach across WA and support people who were short on time, many of this year's workshops were facilitated online. These workshops have been developed to strengthen volunteer engagement by concentrating on dedicated topics or breaking down a topic into modules. Flexible learning was advantageous for volunteer managers and allowed them to access resources or videos when they have been unable to attend in person.

All Volunteering WA's training and resources are designed to build volunteer management and organisational capacity which has the additional outcome of improving the volunteer experience.

Volunteer Managers Network

Volunteering WA's Volunteer Managers Network is a highly valued, interactive forum for volunteer managers to connect with peers and hear from guest speakers on topics directed by their interests and needs. This year's discussion themes focused on conflict resolution and setting personal boundaries, recruiting and retaining volunteers, and benefits of networking for professional development.

Consultancy: Volunteering WA's Consultancy Service

Volunteering WA provides fee-based consultancy services to the volunteering sector, across many areas of the volunteer management mix. The service provides member organisations with additional support through volunteer program audits and advice on improvements and strategic planning.

In 2022-23, a highlight consultancy project was working with Department of Local Government, Sport and Cultural Industries (DLGSC) Wheatbelt to undertake community consultations and gap analyses with regional clubs and groups to measure the effectiveness of current volunteer management services.

Volunteering WA surveyed 67 volunteering organisations, associations, clubs and community groups to identify the needs of volunteers and volunteer managers in regional WA, and specifically the Wheatbelt. The consultancy project team used this valuable feedback to make recommendations of specific workshop topic areas that needed to be developed and delivered to support volunteer managers and strengthen their programs.



International Volunteer Managers Day Forum 2022



When I started in volunteer management in 2011, I loved attending these meetings to pick the brains of other volunteer managers, see how they were doing things and to get new ideas. Now, I love attending them to pass on my knowledge, learn about trends in the wider volunteer sector and network and connect with my peers.

~ Katie Ronald – National Volunteer Program Coordinator, Bush Heritage Australia

VIOHelp: Helpdesk for volunteer managers

Volunteering WA's VIOHelp desk is a free service that provides sector expertise to volunteer managers and aims to answer queries.

This year we responded to 163 enquiries through VIOHelp, assisting 154 different organisations. In addition to helping answer the burning questions for volunteer managers, the trending queries provide Volunteering WA with rich data that helps direct which resources, advocacy efforts and training workshops are most in demand by the sector.

The dedicated helpdesk continues to be a valued resource for volunteer involving organisations with the top three 2022-23 topics being:

1. Passenger transport drivers' authorisation rules for volunteers.
2. Honorarium and reimbursements to volunteers.
3. Conflicts between board members, and between volunteers and staff.

VMA: Volunteer Management Activity

The Volunteer Management Activity (VMA) is funded by the Australian Government Department of Social Services and exists to build the capacity of volunteer involving organisations, through online volunteer management services, and breaking down barriers to volunteering for identified priority groups.

2022-23 was a busy year for our teams as we successfully delivered VMA national and jurisdictional projects and initiatives:

- Consulted with priority group advisory committees and consultants (People with Disability and New Migrants Advisory Groups, and Blak Unicorn - First Nations Consultants).
- Delivered innovative projects across Western Australia through grants.
- Developed self-paced online volunteer management courses.
- Co-presented training on special interest topics targeted at priority group volunteering.
- Developed national messaging on the value of volunteering and volunteer managers.
- Launched a national resource library for the sector.
- Conducted research into barriers to volunteering and online accessibility.
- Contributed to a refresh of the National Standards for Volunteer Involvement.
- Improved our online volunteer recruitment platform.

Expansion of priority groups

In 2022-23 the federal government expanded the priority groups with the addition of three new groups* to be supported through the VMA:

- First Nation Peoples.
- People with Disability.
- Newly Arrived Migrants.
- Vulnerable Women*.
- Youth (12 – 18 years)*.
- Unemployed*.

Our People with Disability and New Migrants Advisory Groups continued for a second year, with a review to reflect on the past two years of achievements and positive outcomes.

Grants: Administered funding

Through the VMA, Volunteering WA provided grants to seven partner organisations to deliver projects between July 2022 – June 2023, including:

- **Befriend Inc:** Reconnecting with community.
- **Peel Volunteer Resource Centre:** Disability is no barrier, partnering with Foodbank Peel.
- **Volunteer South West:** Creating safety and comfort for newly arrived migrant volunteers.
- **Multicultural Services Centre of WA:** Home cook to professional caterer through volunteer mentoring.
- **Fair Game Australia:** Changing lives through sport and promoting health to my mob.
- **Teach Learn Grow:** Yarning with young people.
- **Town Team Movement:** Connection to place through youth changemaking.

A showcase was held in Perth in June 2023, with more than 100 volunteer managers and coordinators attending to hear the outcomes and insights from the funded projects and connect with other organisations to share knowledge and experiences of inclusive volunteer management practices. We thank our project partners and commend them on their project achievements. They are wonderful examples of how people from priority groups can enjoy contributing to their community through meaningful volunteering.



Australian Government
Department of Social Services



Volunteering WA Project Showcase, June 2023

New national knowledge base

Supported by VMA, Volunteering WA contributes to a national library of resources to support organisations and volunteer managers to manage and lead volunteers, in partnership with our state and territory volunteering peak body counterparts.

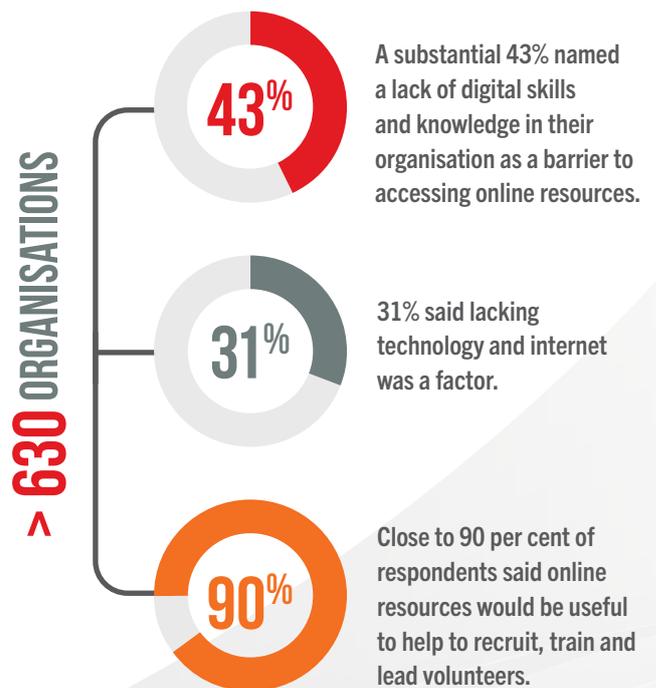
2022-23 resources included more than 130 policies, procedures, templates and checklists to provide clear guidance and practical tools for leading volunteers.

All resources align with the National Standards for Volunteer Involvement and help support best practice.

National survey measuring digital impact on volunteer involving organisations

A national survey was conducted this year by volunteering peak bodies across Australia to measure digital inclusion in the volunteering sector. This groundbreaking survey provided insights into the online accessibility challenges faced by organisations with volunteers. Over 630 organisations responded, with nearly half based in regional, rural or remote Australia. These survey results are invaluable in guiding the development of accessible online resources that meet the needs of organisations with volunteers.

DIGITAL IMPACT SURVEY



Youth: Pathways to Job Readiness Program

Young people face multiple barriers in accessing volunteering opportunities, including lengthy onboarding processes, inflexible opportunities, and a mismatch between the advertising channels organisations use to promote volunteering opportunities and those that youth access.

As part of our Pathways to Job Readiness program, Volunteering WA provided quarterly training to volunteer involving organisations to help them reduce barriers and create more youth-friendly volunteer opportunities that foster skills development for future employability of young people.

In 2022-23, 30 organisations attended training sessions on the topics on attracting and retaining young volunteers.

“The training was great and I feel excited to implement some of my learnings!”

“I learnt that in order to attract and retain young volunteers the organisation must be relevant and look after their [young person’s] needs, value their opinion and give back to them in ways money can’t buy.”

“It was interesting to hear a different perspective and an understanding of what currently motivates young people to volunteer and how we can adapt our practices to encompass those.”

The revamped youth volunteering platform, YVolunteer.org.au has all the resources and tools for young people seeking volunteering. During the 2022-23 financial year, the YVolunteer platform was used by 16,500 people with the *Opportunities* section being the most popular. Over 1,300 young people used the Getting Ready online learning modules, and video guides on how to get started with volunteering. Ongoing information sessions in education settings were held to promote the YVolunteer platform to young people and educators. Feedback was particularly strong from educators, many of whom reported they would incorporate the learning modules into their service-learning programs.

“Your presentation gave the boys the initial insight in to all the areas of service that are available, and I have since used the valuable information that you presented.” **Scotch College**

The Pathway to Job Readiness program was made possible with the support of the Department of Communities, and was expanded into the Peel and South West regions with support from Lotterywest. Peel and Volunteer South West Volunteer Resource Centres worked with local volunteering organisations to reduce barriers to volunteering, and engaged directly with young people at local schools and career fairs.



“Volunteering at Bunbury Volunteer Bushfire Brigade has been an amazing experience for me. As soon as I started, I felt welcomed and included. I started learning new skills like radio communications, map reading, rolling hoses and also how to put out a fire and the correct strategies to do so depending on what sort of fire it is. Volunteering has also improved my skills in confidence, communicating with others and making new friends. Being a part of the Bunbury Bushfire Brigade Cadets has given me insight of what the volunteers do for the community as well as being good role models, keeping us all safe and making sure the environment is taken care of.”
Youth Volunteer, Bunbury



Our member organisations, after their initial hesitation, have really taken on our suggestions about creating positions for youth volunteers or making their positions more inclusive to make it possible for younger volunteers to fill these.”

~ Volunteer South West



Government of **Western Australia**
Department of **Communities**

Emergency: Spontaneous emergency volunteering system

Volunteering WA recognises that natural hazards are an inherent part of the Western Australian landscape and a risk that Western Australians must manage and endure. As the number of emergencies have increased, Volunteering WA is working to improve WA's capability in managing emergencies effectively, and defining clearer pathways for volunteers to assist.

In 2022-23, Volunteering WA secured funding from the Australian Government National Disaster Risk Reduction (NDRR) grant program to develop a streamlined Spontaneous Volunteer Management System for WA, which will be aligned and integrated into emergency management settings at all levels.

As part of this new project, Volunteering WA started to build trusted partnerships with existing agencies, volunteer involving organisations and communities to facilitate collaboration during emergencies at all levels. By documenting best practice and reviewing spontaneous volunteer engagement in recent disasters we aim to increase our knowledge of local spontaneous volunteer

capability which will then be shared with the sector.

Over 4,500 people have so far registered their details on Volunteering WA's emergency volunteering platform (emergency.volunteer.org.au) to become a volunteer during an emergency. The platform connects people who have a desire to step up during times of crisis with organisations in their community coordinating a response. Plans are underway to create community awareness of this work through a communications campaign to be run across WA next year. Relevant training programs and support will also be provided to assist with the attraction, recruitment and retention of spontaneous volunteers.

We extend thanks to the members of the Project Steering Committee:

- Andrew Sanders – Department of Communities.
- Kate White – Department of Communities.
- Susie Moir – WALGA.
- Karina Skipworth – Red Cross.
- Catharine Phillips – Department of Fire and Emergency Services.



| Spontaneous emergency support volunteers help communities recover and respond in times of need

BUSINESS OPERATIONS: LEADING TECHNOLOGY FOR THE VOLUNTEERING SECTOR

Volunteering is proud of our long-standing commitment to the provision of IT systems and platforms which serve the volunteering sector in WA and Australia wide. Our state and territory counterparts, Volunteer Resource Centres, volunteer involving organisations and local governments utilise this technology across Australia.

In 2022-2023, our business operations team focused on upgrading existing volunteering IT systems to ensure we continued to deliver the latest innovation for volunteer recruitment and management platforms. Volunteering WA's continued investment in IT supports volunteer involving organisations and managers by improving the way they recruit and manage volunteers online.

INVOLVE: Volunteer Management Platform

This year, we were excited to launch Australia's new volunteer management platform, INVOLVE. Made for volunteer coordinators, managers, and administrators to track, plan and seamlessly mobilise their volunteers in one easy-to-use platform, INVOLVE streamlines workflow so volunteer managers can spend less time on manual processes and more time on what matters: working with their volunteers.

More than 170 people attended one of INVOLVE's platform demonstrations, showing just how hungry the sector is for an intuitive and homegrown volunteer management product.

"INVOLVE is incredibly simple, flexible and powerful in its ability to customise and maintain all phases of your volunteer lifecycle, from onboarding to scheduling, reporting, recognition and much more."
Wendy Gauci, EverAbility Group

Emergency volunteering portal

Volunteering WA's emergency volunteering platform (emergency.volunteer.org.au) has so far enabled 4,573 people to register their details to become a volunteer during an emergency. Upgrading the platform and integrating it with the INVOLVE volunteer management platform, is in current development. The platform connects people who have a desire to step up during times of crisis with organisations in their community coordinating a response.

VIKTOR: Volunteer recruitment and advertising

VIKTOR, our national database and volunteer referral and recruitment system continues to play an extremely important role in supporting Volunteer Resource Centres and organisations that advertise volunteering opportunities. In 2022-23, we released a simpler single-page version of this app (ViktorLite), making it even easier for volunteer managers to create and advertise volunteering opportunities. From event volunteering, micro-volunteering to skilled volunteer positions, the platform helps organisations list more targeted opportunities.



Enhanced referral system for Volunteer Resource Centres

In 2022-23 we began work on developing an enhanced referral system for Volunteer Resource Centres (VRCs), to streamline the referral process for both the VRCs and prospective volunteers. The update will also ensure volunteers still have the option to connect in-person with Volunteer Resource Centres to find a volunteer opportunity.

With the community and nature of volunteering continually changing, Volunteering WA's ongoing investment in IT plays a vital role in giving volunteers across Australia updated tools to search, view and express interest in volunteering opportunities easily and quickly.

OUR IMPACT: VOLUNTEERS AND COMMUNITY

Volunteering has a powerful impact when it is accessible to all and reflects our diverse communities.



Volunteering WA is redefining, reframing and reimagining what volunteering looks like in Australia

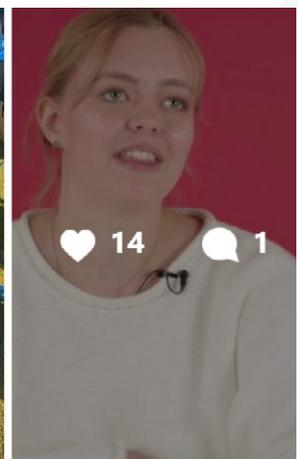
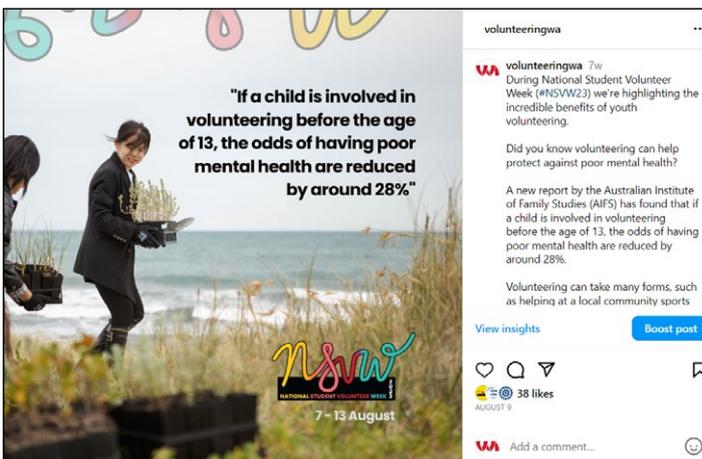
PROMOTING VOLUNTEERING AND FOSTERING OPPORTUNITIES FOR PARTICIPATION

The 2022-23 year was extremely productive across all our marketing, communications and events activities.

Volunteering WA brought attention to the decline in volunteering through our advocacy and policy work, media campaigns, and community engagement. To reach a wider audience, we published several opinion editorials and held interviews with The West Australian, Business News, AIMWA Workplace Conversations,

ABC Radio, Channel 10 News, Nine News, and regional newspapers.

Having a strong presence across numerous communication channels and social media platforms helps Volunteering WA connect with volunteer managers, organisations and sector stakeholders. Platforms such as Instagram and Tiktok helping us promote volunteering to the general public (and prospective volunteers).



Through Volunteering WA's campaigns, we aim to showcase the diversity of people and motivations within volunteering.

We presented insights from our youth advertising campaign to over 300 volunteer managers at the National Volunteering Conference in Canberra, and during the Australian Sports Commission's national youth volunteering webinar:

"The content from Volunteering WA was the information that I thought was the most useful, applicable and relatively 'new'. I thought a lot of the other content was just buzz words and the same volunteering information that has been spoken about for years, but hasn't led to a significant increase in volunteering or the volunteer experience."

VWA Volunteer Bingo

Some people are hesitant when they first think about trying volunteering. With so many options and so much demand for help, prospective volunteers might be unsure of what to expect. So Volunteering WA conducted an experiment to see just how common the perceived benefits of volunteering really were... introducing Volunteer Bingo!

Through funding from the Australian Government Department of Social Services, we created an interactive game for organisations to play at volunteer information sessions as an icebreaker or as a way to showcase the incredible benefits and experiences that can be achieved through volunteering. Support to organisations also included tips on how to replicate the game to use as a marketing tool for social media.

Volunteer Bingo is an innovative tool to showcase the diversity and benefits of volunteering. The initiative enabled volunteering organisations tell those stories through the mechanism of #VolunteerBingo.

www.volunteeringwa.org.au/bingo



Volunteering promoted to
319,000
people through social media platforms



18,866
social media followers
(26% increase).



45+
published print, radio and television pieces



1,100
posts across social media networks to promote volunteering activities and resources for volunteer managers



75,505
users visited the Volunteering WA website to search volunteer experiences, download resources, access grants and stay updated with sector news



Created 3 new brand accounts for
INVOLVE



If a child is involved in volunteering before the age of 13, the odds of having poor mental health are reduced by around 28%.

Despite being only 13, Brady has demonstrated a deep commitment to community work, and it is truly remarkable. Since the age of 9 through his extensive volunteer work, Brady has proven himself to be a role model for other young people and a natural leader.

Whether it is through fundraising efforts at SecondBite, volunteering his audio and visual skills and knowledge at his school's youth theatre, emceeding fundraiser quiz nights, making hampers for the homeless, motivating his peers, or simply being a listening ear to those in need, Brady goes consistently above and beyond in his service to the community.

As an enthusiastic volunteer on patrol at Quinns Beach, Brady achieved 109.25 hours of Surf Life Saving surf patrol in just three months, he patrolled the highest number of hours across the whole of Western Australia and was acknowledged by Surf Life Saving WA of this outstanding achievement for an U13 in the first year on patrol.

Brady has made a concerted effort to listen to and incorporate the perspectives of young people into his volunteer activities, recognising that their unique insights and experiences are crucial to achieving meaningful impact.

EVENTS: CONNECTING, COMMUNICATING, AND CELEBRATING THE POWER OF VOLUNTEERING

Our flagship events celebrate volunteers, volunteer managers and volunteering programs to raise awareness of our community and ensure the contribution of volunteers is recognised and celebrated.

International Volunteer Day Garden Party

International Volunteer Day, mandated by the UN General Assembly, is celebrated around the world on 5 December each year and recognises the outstanding contribution that volunteers make in their communities. With over 523,000 volunteers in Western Australia, International Volunteer Day is a day for mass celebration and alongside a strong media campaign, we celebrated the occasion with the annual International Volunteer Day Garden Party in the gardens of Government House.

It was a sea of red and beaming faces on 1 December 2022, as we brought 507 volunteers together for the annual Garden Party. Hosted by our Patrons, His Excellency the Honourable Chris Dawson APM, Governor of Western Australia and Mrs Darrilyn Dawson, with a special address from the Minister for Volunteering, the Hon Stephen Dawson MLC, we celebrated the immeasurable contributions of Western Australia's volunteers.

This year we were thrilled to showcase this event to our volunteering peak body counterparts, with CEO Mark Pearce (Volunteering Australia), Gemma Rygate (Centre for Volunteering, NSW), and Dr Antoine Guillemette (Volunteering Victoria) joining us for a wonderful afternoon.



International Volunteer Day Garden Party 2022



National Volunteer Week (NVW)

National Volunteer Week (15 - 21 May 2023) was a celebration of our power to drive change and ensure volunteering is inclusive of all members of the Australian community. The theme for NVW2023 was The Change Makers. Key activities included social and traditional media campaigns, national and state digital resources and downloads, National Volunteer Week Grants supported by Lotterywest, the WA Volunteer of the Year Awards, sector engagement activities, and the Light up Perth Red campaign.

National Volunteer Week Grants

Supported by Lotterywest, each year during National Volunteer Week, Volunteering WA offers volunteer involving organisations small grants to celebrate and thank their volunteers.

We had incredible engagement and acknowledgement from grant recipients across social media and traditional media.

- **175** Western Australian volunteer organisations received NVW support thanks to Lotterywest for a total of \$194,000 distributed across the state.
- **100%** of recipients were satisfied/very satisfied with the grants program.



Thank you to Volunteering WA and Lotterywest for the opportunity to take a step back and say thank you to our hardworking volunteers. There is a lot that happens behind the scenes when running a not for profit, a lot that goes unrecognised. The grant provided us with a chance to give that recognition to our team and build our team communication and sense of community.”

~ Pine View P&C (2023 Recipient)



WA Volunteer of the Year Awards

Each year during National Volunteer Week, Volunteering WA delivers the annual WA Volunteer of the Year Awards, to recognise and celebrate the outstanding contribution of Western Australian volunteers, volunteer involving organisations, corporate volunteering programs, and volunteer managers at work within our community.

In 2022-23, we received 228 nominations across seven categories (30% increase from the previous year) and our 21 judges had the incredibly difficult task of shortlisting nominees to just 22 finalists.

This 6-month volunteering recognition program culminated in a spectacular gala dinner held during National Volunteer Week, and was attended by 317 finalists, family and friends, and representatives from the volunteering sector. The fabulous Nadia Mitsopolous from ABC Radio returned as our Master of Ceremonies.



Volunteering WA was proud to congratulate the incredible 2023 WA Volunteer of the Year Award recipients:

- **Vicki Pollard, Peel Volunteer Resource Centre**
WA Excellence in Volunteer Management, presented by INVOLVE
- **Susanne Becker-Hamersley, Bunbury Multicultural Group**
WA Volunteer for Multicultural Communities, presented by Office of Multicultural Interests, Department of Local Government Sport and Cultural Industries
- **Amanda Draper, South West Mathematics Association, St John Ambulance, Bunbury sporting clubs**
WA Lifetime Contribution to Volunteering, presented by Silverchain
- **Samuel Thomas, Sam's Spares (19 years old)**
WA Young Volunteer of the Year, presented by Stan Perron Charitable Foundation
- **Rahul Seth, Activate Mental Health**
RAC WA Volunteer of the Year, presented by RAC
- **REIWA (nominated by The Salvation Army)**
WA Excellence in Corporate Volunteering Award, presented by NeonLogic
- **Friends of the Community**
WA Community Volunteer Organisation of the Year Award, supported by Lotterywest



| National Student Volunteer Week 2022

National Student Volunteer Week (NSVW)

National Student Volunteer Week (8 – 14 August 2022) is an opportunity to acknowledge the impact that student volunteers make through volunteering. The 2022 theme was Passion. Opportunity. Change, and explored how students could realise their dreams and effect change across the world.

Each year, Volunteering WA runs social media campaigns to engage and celebrate student volunteers across the state, shares volunteering stories with media, and delivers the annual Inter-University beach clean-up.

In 2022, we partnered with PerthNRM, Curtin University, UWA Guild Volunteering, and Notre Dame University where 40 students planted 1,000 seedlings and removed microplastics, along Leighton Beach near Fremantle. The Hon Stephen Dawson MLC Minister for Volunteering joined our CEO Tina Williams and Board Members Linda Gimondo and Karesa Dias to thank our student volunteers with a special NSVW address, and recognised Volunteering WA's youth volunteering project, funded by Department of Communities.

Channel10 News braved the howling winds and rain to help us promote the impact of student volunteering.





| Volunteering WA Team - WA Volunteer of the Year Awards 2023

OUR PEOPLE

PEOPLE AND CULTURE

Volunteering WA is committed to being an Employer of Choice and fostering an inclusive and friendly workplace culture. We are proud to report that the feedback from our 2022-23 staff survey was extremely positive, with a 100% result for having a healthy, inclusive and friendly workplace.

Patrons

His Excellency The Honourable Chris Dawson AC APM
Governor of Western Australia
and Mrs Darrilyn Dawson

Board Members

- David Morrison, Chair.
- Linda Gimondo, GAICD Deputy Chair.
- Pat Scally, Deputy Chair.
- Libby Hewton, Treasurer.
- Justine Colyer, Board Member.
- Karess Dias, Board Member (Youth Director).
- Craig Spencer, Board Member.
- Vivian Molan, Board Member.
- Emeritus Professor, Gary Martin Board Member.



| Volunteering WA volunteers – Annual Volunteer Garden Party

Volunteers

A heartfelt thank you to Glenda Gallacher, Maurene Palmer, and Rosemary Van – our volunteers who provide constant sparks of joy, wisdom and support; and to our Life Members Jennie Loveridge, Sallie Davies, Jan Knight and Keith Edwards for your dedication and ongoing support.



| Hon Stephen Dawson MLC, Tina Williams, David Morrison, His Excellency The Honourable Chris Dawson AC APM and Mrs Darrilyn Dawson



| Volunteering WA Board and Hon Stephen Dawson MLC - WA Volunteer of the Year Awards 2023

STAFF MEMBERS

Tina Williams, Chief Executive Officer

ENGAGE

Traci Gamblin

Executive Manager Engagement

Cecily Clay

Manager Corporate Volunteering

Holly Hazel

Manager Marketing and Communications

Savannah Spence

Events Coordinator

Catherine Kelly

Corporate Events Coordinator

Amy Johnston

Corporate Events Coordinator

Steff Jacobs

Corporate Events Coordinator

Gloria Jacob

Regional Community Engagement Coordinator (to January 2023)

Kelly Nunn

Regional Community Engagement Coordinator (Pilbara)

Monika Takkel

Regional Community Events Officer (Port Hedland/Newman)

Karla Hitchcock

Regional Community Events Officer (Tom Price/Paraburdoo)

LEAD

Meredith Blais

Executive Manager Policy and Advocacy

BUSINESS OPERATIONS

Andrea Cole

Executive Manager Finance/HR

Tara Doyle

Executive Manager Business Operations

Alana Cox

Executive Assistant

Robert Solomon

Manager IT Services

Donnelle Curnow

Assistant Accountant

Felicity Smith

Customer Support Coordinator

Rhiana Robbins-Beattie

Systems Support Officer

Nicola O'Brien

Administration Officer

ADVANCE

Jen Wyness

Executive Manager Sector Services

Melanie Baker

Manager Volunteer Management Activity

Louise Giles

Manager Training and Development

Jane Mason

Manager of Member Services

Antonia Taylor

Youth Volunteering Manager

Simon Order

Volunteer Management Activity Coordinator

Desiree Walsh

Volunteer Management Activity Coordinator

Sumayyah Ahmad

Emergency Services Project Coordinator

SPECIAL PROJECTS (Contractors and Consultants)

Emily Lees Consultancy Projects | **Laura Koh** Emergency Volunteering Project Consultant



Volunteering WA's Annual Volunteer Day, at Little Things for Tiny Tots



FINANCE REPORT

The Volunteering WA audited Financial Report for the year ended 30 June 2023 is presented on the [Volunteering WA](#) website.

During the 2022/23 financial year Volunteering WA has sustained a strong financial position through careful management of resources to ensure ongoing financial viability. Diverse income streams from a range of corporate partners, NFP clients, member volunteer involving organisations and government departments have been maintained and grown over the year through a rich variety of programs and services offered.

Total revenue has reduced slightly this year as some projects for the development of IT systems and other one-off initiatives were finalised, reflected in a reduction in grant revenue by 17% compared to the previous year. Conversely the Corporate Volunteering program has continued to expand with existing and additional corporate partners. The program directly supports nearly 80 not-for-profit organisations based in Perth and the regions across a variety of sectors, bringing much needed resources through committed corporate volunteers.

Expenditure has increased with direct program costs and outgoing grants to Western Australian volunteer involving organisations representing 35% of total costs. Volunteering WA highly values its people and invests in its workforce with 48% of expenditure related to staffing, which is on-par with the previous year. Administration and operating costs continue to be tightly managed and represents only 5% of costs.

A conservative decision has been taken to fully expense the previously capitalised value of IT development costs in this financial year. This represents a one-off, extraordinary expense of \$478,500 recognised in the profit and loss. Volunteering WA has chosen to fully expense the IT development costs as opposed to amortising the cost over the useful life of the asset. This has resulted in a reported deficit of \$331,601, however this is not a reflection of the healthy operating position and financial strength of the organisation.

Audit Governance

Volunteering WA engages Hall Chadwick as an external auditor to independently review its financial systems and reporting and to uphold the integrity of the reporting process.

Not For Profit Status

Volunteering WA operates as a not-for-profit incorporated association with status as a Public Benevolent Institution.

Finance, Audit and Risk Committee

Members of this Committee are appointed by the Board on an honorary basis and meet 5 times per year.

Elizabeth Hewton (*Chair*)

Justine Colyer

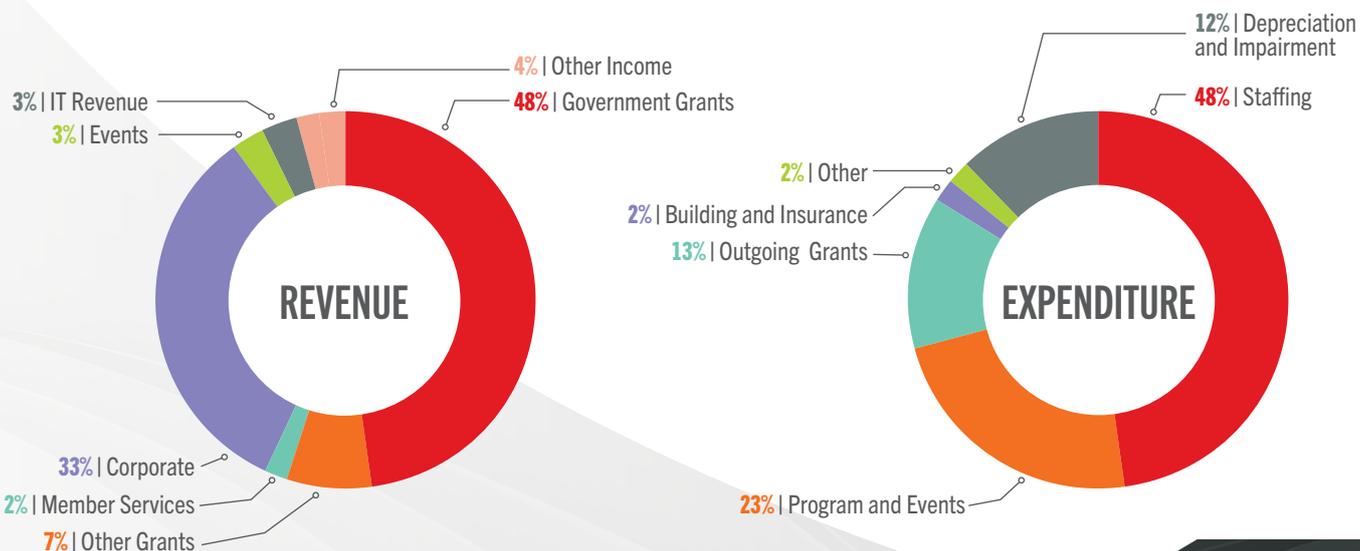
Pat Scally

Vivian Molan

Linda Gimondo

Andrea Cole - *Executive Manager Finance and HR*

Tina Williams - *CEO*



WHAT WE'RE EXCITED ABOUT FOR 2023-24

There are many programs and projects underway, and to tease just a few of our highlights for 2023-24:

Western Australia's State of Volunteering Report 2023

Volunteering WA, in partnership with the Institute of Project Management (IPM), is conducting the most in-depth survey of volunteer management in Western Australia of the past eight years.

In 2015, the team at Volunteering WA released a report which provided, for the first time, an economic, cultural and social snapshot of volunteering in WA. This piece of work was instrumental in helping to raise the profile of the contribution of volunteers in this vast state, and their critical role in our economy and community. It also provided an insight into the volunteering organisations that facilitate this involvement, their modes of engagement and challenges.

We are currently undertaking a project to develop an updated WA State of Volunteering Report in 2023. Hundreds of volunteer involving organisations and volunteers were surveyed, with this data underpinning the report.

The volunteering ecosystem has changed substantially since 2015 and we look forward to launching the findings of the report in 2023-2024.

Volunteer Management Impact Tool

We are excited to be developing a prototype tool for measuring volunteering impact and outcomes. This will be extremely valuable to members in demonstrating the power of volunteering and benefits within their organisations and communities.

Thanks to the following members, we are on the way to developing a prototype Impact Measurement Tool:

Australian Breastfeeding Association WA; Bethanie Group; Bush Heritage WA; Department of Biodiversity Conservation and Attractions; Muslim Women's Support Centre WA; Hollywood Private Hospital; Little Things for Tiny Tots; Mosaic Community Care; Rise Network; Scouts WA; Silver Chain; Solaris Cancer Care; St John of God Subiaco Hospital; and The Salvation Army (WA).

We hope to take organisations through the volunteering impact process in 2023-2024 to refine the tool and share it with the sector.

Family Volunteering Project

We have commenced work on a family volunteering project which will be announced in the coming year. Family volunteering provides an opportunity for families to come together and make a difference. Our community based, family focused, model of volunteering is based on research from around the world and incorporates the benefits of volunteering for participants of all ages.

2023 Volunteering WA State Conference

Over 200 delegates will join Volunteering WA on Tuesday 14 and Wednesday 15 November 2023 in Perth for two days (and three streams) of keynotes, discussions, and workshops analysing the latest volunteering research, trends, techniques, and case studies to help volunteer involving organisations make the greatest impact in the community. We are giving members the forum, the tools, the stats, and the stories, to help our sector come together and advocate for the volunteering experience.



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