



ANNUAL report

2018 / 2019

Leading, advancing, celebrating volunteering in WA





Volunteering WA

PROUDLY REPRESENTS
OVER 600,000
VOLUNTEERS IN
WESTERN AUSTRALIA.

THE SOCIAL, ECONOMIC
AND CULTURAL VALUE OF
THEIR CONTRIBUTION IS
GREATER THAN
\$39 BILLION.



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Volunteering WA acknowledges the Whadjuk people of the Noongar nation, the traditional custodians of the land on which we stand, and we pay our respect to the elders past and present.

WHAT we do

ESTABLISHED IN 1988, VOLUNTEERING WA IS THE PEAK BODY FOR VOLUNTEERING IN WESTERN AUSTRALIA.



Since
1988

With a membership of over 700 volunteer-involving organisations we work in partnership with community, corporate, educational and government organisations to provide leadership, advancement and promotion of volunteering to achieve the greatest impact for Western Australia.

As the leading voice for volunteers and volunteer-involving organisations, we work to strengthen the sector and promote the benefits of volunteering and its value in transforming and enriching the communities in which we live.

our values

We use our integrity in all we do and are committed to being inclusive, collaborative and innovative.

our vision

For every Western Australian to enjoy a valued volunteering experience that enriches our State.

our mission

Leading, advancing and celebrating volunteering in Western Australia.

CORPORATE governance

VOLUNTEERING WA IS INCORPORATED AS THE VOLUNTEER CENTRE OF WESTERN AUSTRALIA (INC.) AND TRADES AS VOLUNTEERING WA UNDER WESTERN AUSTRALIA'S ASSOCIATIONS INCORPORATION ACT 2015.

...governed by a highly skilled and voluntary board of directors and directed by a professional leadership and operational team.

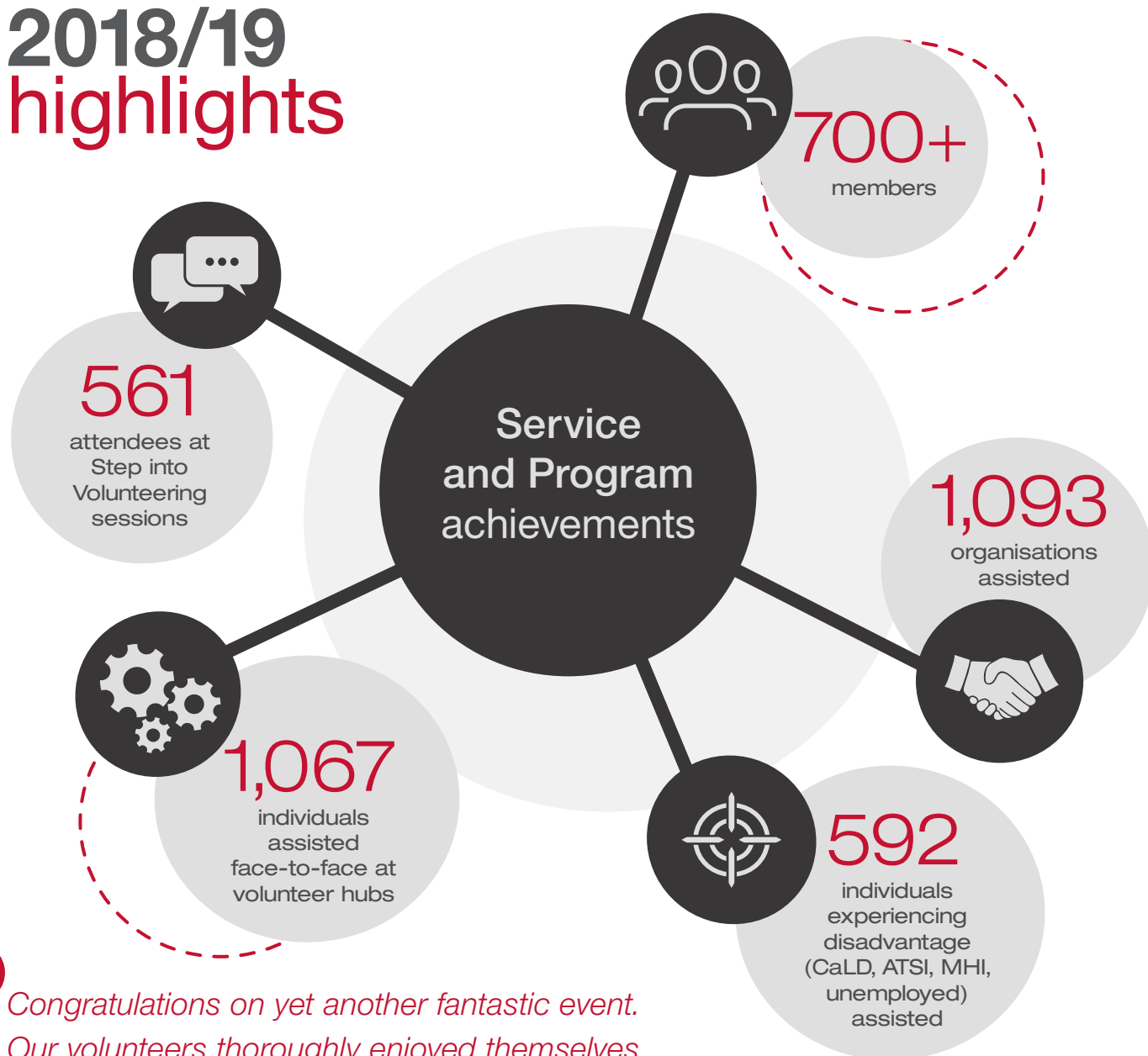
We are a membership-based, not-for-profit organisation with tax-exempt status. Volunteering WA operates under its Constitution governed by a highly skilled and voluntary board of directors and directed by a professional leadership and operational team.

The Board of Volunteering WA meets bi-monthly, providing stewardship and expert advice on matters relating to strategy, performance, compliance and accountability of the organisation.

Guiding the board in its responsibilities is the Finance, Audit and Risk Committee, the Governance Committee, the Research Committee, the Corporate Volunteer Council, the Tertiary Engagement Committee and other reference and working groups which provide specialist advice on an as-needs basis. Details of these can be found throughout the annual report.



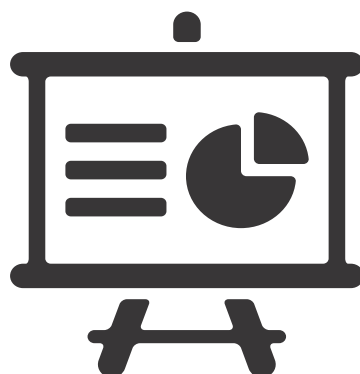
2018/19 highlights



Congratulations on yet another fantastic event. Our volunteers thoroughly enjoyed themselves and it was a wonderful day of celebrating their contributions.

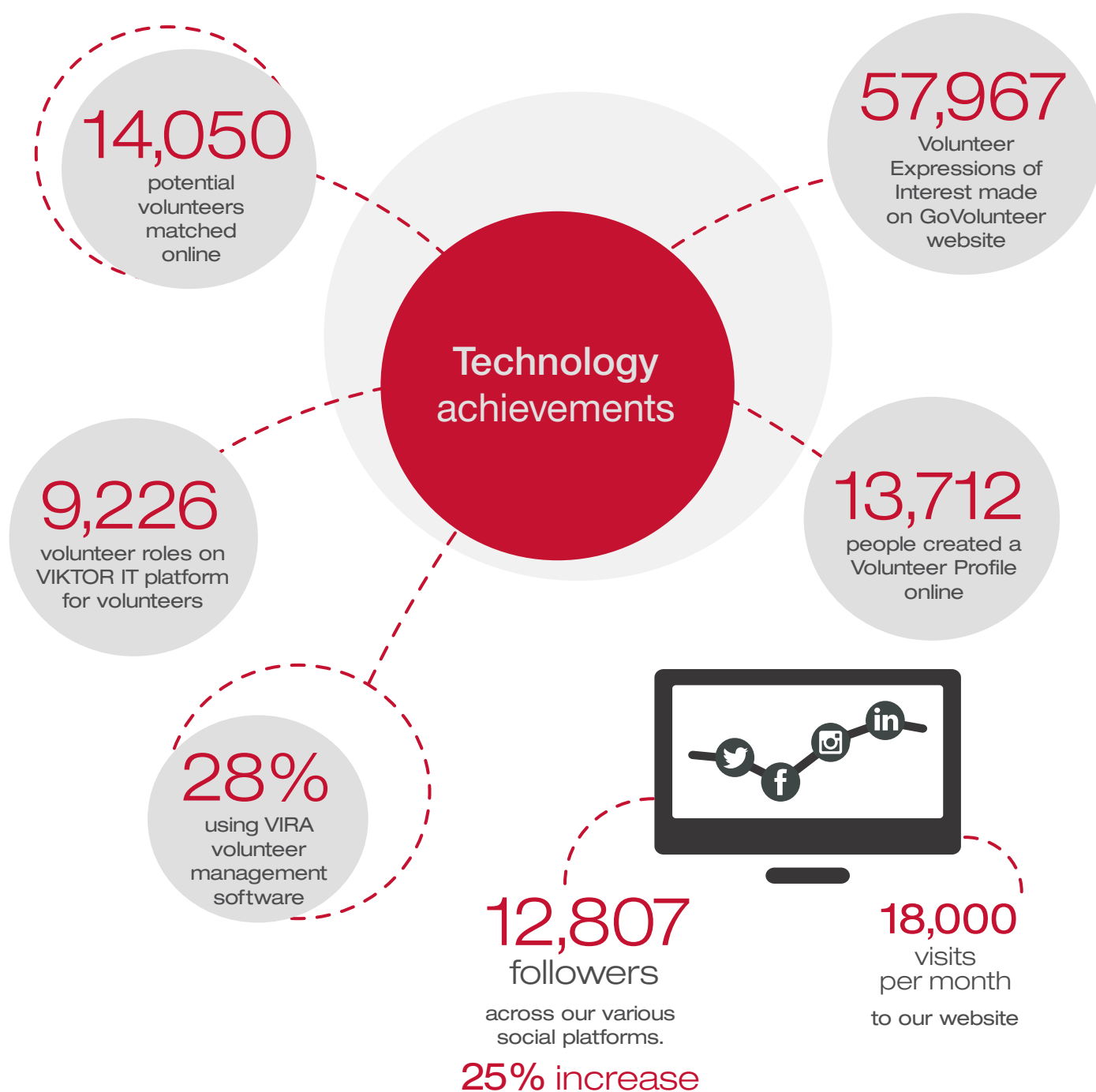
over
20,000+

guests
attended a
VWA supported
event



1,533

participated in
training at VWA
and hubs



OUR PEOPLE and supporters

OUR ORGANISATION THRIVES DUE TO ITS DEDICATED PEOPLE AND SUPPORTERS.

Volunteering WA's success lies in our people and supporters. It's through their commitment and hard work that we achieve our goals in delivering quality services to our stakeholders and in driving our mission to advance, lead and celebrate volunteering in WA.

High satisfaction levels and low staff turnover are positive indicators that our goal of becoming an employer of choice is being realised.

Our sincere thanks and gratitude is extended to all our staff, volunteers and interns for their shared passion, professionalism and commitment to our organisation.

Our people are at the heart of our organisation's purpose.

Their energy, enthusiasm and passion for community and volunteering is the greatest driver for our success.



The team, with Chair Craig Spencer, at the WA Volunteer of the Year Awards gala dinner

Volunteering WA volunteers

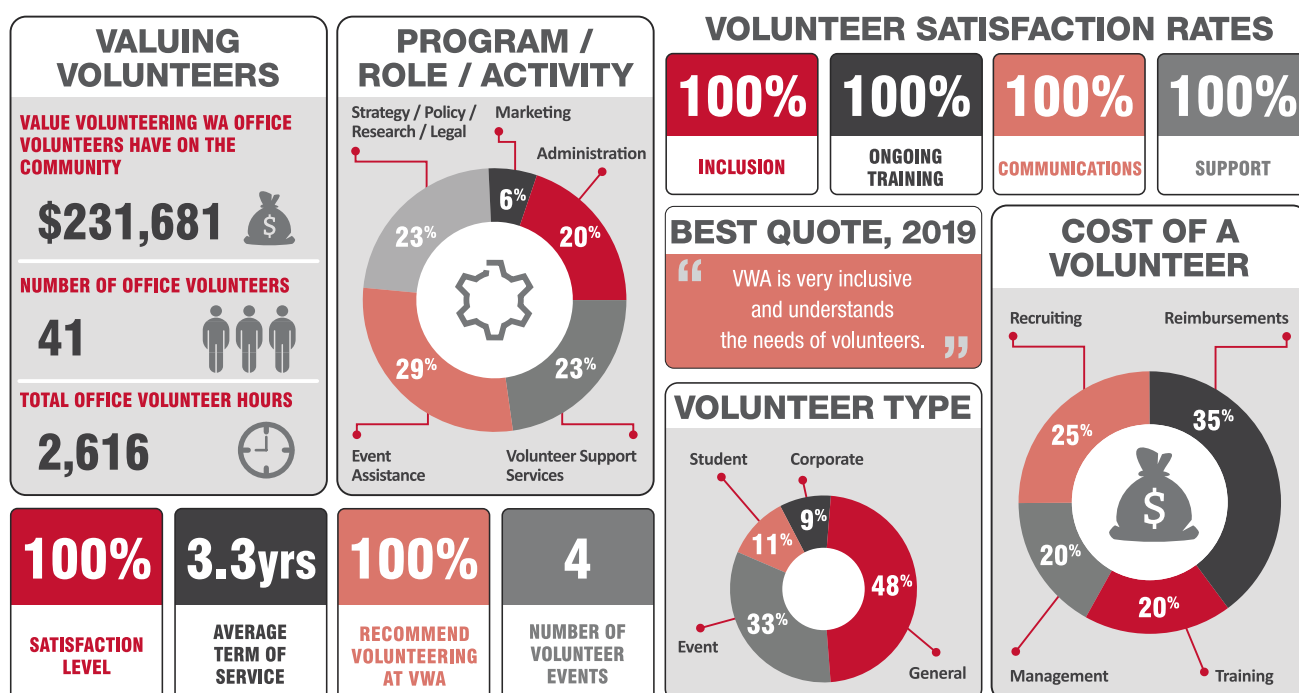
Volunteering WA is proud to have a team of 41 volunteers who help out with our programs and activities at our office in West Leederville, our hubs across the state and at many of our events.

They assist us in many different ways, from corporate projects to volunteer support services, and attend the various events we hold each year.

In 2018-2019 our volunteers contributed over 2,616 hours in the areas of strategy, policy, research, IT, events, legal, administration and volunteer support. Using the 'Volunteer Benefits Calculator' and taking into account volunteer expenses, we estimate a conservative value of our volunteers' contribution to be worth over \$231,681. A huge thank you to our dedicated volunteers.



The graphic below displays the breakdown of our activities and feedback from our volunteers.



Duke of Edinburgh Employer

Our organisation strongly values partnerships with other organisations and programs that align with our mission and values. This year we became committed Duke of Ed

employers in that we harness the value of The Duke of Edinburgh's International Award into our recruitment and staff development programs.



Australian Institute of Management WA (AIM) Pinnacle Awards

The AIM WA Pinnacle Awards recognise outstanding organisations across the corporate, government, community and not-for-profit sectors in Western Australia.

The Awards showcase outstanding business

leadership and achievements by organisations across all sectors and industries. Volunteering WA was delighted to be a 2018 finalist of the Corporate Social Responsibility Excellence Award.



Patron of Volunteering WA

We thank our Patron of Volunteering WA, His Excellency Governor Kim Beazley AC for his commitment to volunteering and our organisation.

VWA Chair Craig Spencer, Governor Kim Beazley and VWA CEO Tina Williams at the International Volunteer Day Garden Party at Government House Gardens



Our supporters

As the peak body for volunteering in Western Australia, Volunteering WA is committed to serving the needs and volunteers and volunteer-involving organisations so they can maximise their impact on the community. Through ongoing collaboration with our valued partners and supporters,

we continue to strive for every Western Australian to realise their potential to make a difference.

Our sincere appreciation is extended to all our stakeholders and supporters who have contributed to our success in 2018/2019.

Thank
you.



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



Australian Government
Department of Social Services



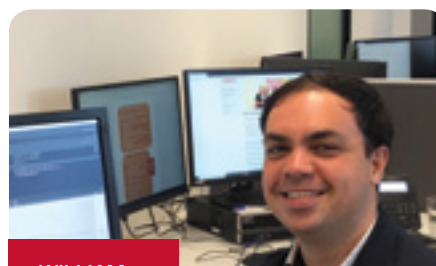
DREAM
CENTRE
Perth

Rob Carter
MEMORIAL TRUST



VOLUNTEER showcase

Volunteering at VWA helps me to feel integrated in a team and I'm happy I can make a contribution in an organisation that has such a high impact in our communities.



WILLIAM

JOINT CHAIR/CEO statement

AS THE PEAK BODY FOR VOLUNTEERING IN WA, WE ARE PLEASED TO REPORT ON A SUCCESSFUL AND PRODUCTIVE 2018-2019 YEAR IN COLLABORATION WITH OUR **700+ VALUED MEMBERS** FROM A WIDE VARIETY OF SECTORS. OUR SUCCESS IS THE COMMUNITY'S SUCCESS AND WITH THEIR PARTNERSHIP WE PRACTISE OPERATIONAL EXCELLENCE WHILE DEMONSTRATING OUR VALUES OF *INCLUSIVITY, INTEGRITY AND INNOVATION* IN EVERYTHING WE DO.



*We believe
that people
and strong
relationships are
the key to our
success.*

Creating strong partnerships and collaborations are key to realising our goals. Volunteering WA works with community, business, educational and government organisations to achieve the greatest impact. Together our work enables an annual contribution by volunteering of approximately \$39 billion to Western Australia and enables us to build strong and resilient communities.

With the vision 'For every Western Australian to enjoy a valued volunteering experience that enriches our state', we work closely with our key stakeholders to deliver successful programs to enrich people's lives.

Our corporate volunteering program continues to grow with the welcome addition of a new core corporate partner, BHP. We thank all our valued corporate members, in particular Woodside, Shell and Bankwest for their continued commitment to volunteering.

It is our privilege to be able to share the significant benefits of corporate volunteering with our members and extend our expertise in this area across other State peak bodies and organisations as they view Volunteering WA as the 'centre of excellence'.

We also achieved success across our core programs including the training of hundreds of volunteer managers and the provision of volunteering support services at our hubs throughout the state, including regional areas like the Northwest and the Wheatbelt. We thank the State and Federal Governments for supporting the essential services that enable us to address the challenges in the sector and grow volunteering in WA.

We continue to upgrade and develop our IT offering and have worked collaboratively with a number of organisations this year to produce customised IT solutions that leverage our

volunteer management database, VIKTOR. Our thanks go to all those who utilise our database and provide feedback to ensure it continues to meet the needs of the sector. In particular we thank Eduka for their ongoing support over the last 10 years.

Our high profile events reached new heights this year to ensure volunteering is recognised in Western Australia. Our valued partnership with Lotterywest highlights the efforts of volunteers across the state, and provides funding to volunteer-involving organisations to hold their own events to celebrate and thank their treasured volunteers.

We were thrilled that a founding member of the VWA Leadership Network, Jennie Loveridge, was the deserving recipient of the WA Excellence in Volunteer Management Award at this year's Volunteer of the Year Gala Dinner.

We believe that people and strong relationships are key to our success. Having a direct voice to the Minister for Volunteering, Mick Murray

MLA, through the Volunteer Community Reference Group, is vital for driving our mission and policy discussions.

Members of this key advocacy committee are strong champions for our voice to be heard.

Our sincere gratitude goes to the Patron of Volunteering WA, Governor Kim Beazley AC, who has been involved in several of our key events and is an enthusiastic and passionate champion for volunteers around our State.

We also thank Greg Paull for his ongoing support as Volunteering WA's honorary solicitor.

New members were welcomed to the Board during the year, bringing a wealth of experience and sector knowledge. Our staff numbers increased this year due to new programs and services, and our thanks go to each and every one of them for their hard work and dedication, the results of which are evident in this report.

We bade farewell to two long serving staff members, Maurene Palmer and Peter Hopps; their passion and

enthusiasm for volunteering shone over their ten years at Volunteering WA.

After twenty years in West Perth, we have moved to our new office in West Leederville. We thank City West Lotteries House for accommodating us for two decades and look forward to our continued journey at our new premises.

There is more to achieve in our sector and we stand ready to progress this work. Many organisations still struggle with attracting volunteers, and with stretched community organisations, volunteers are needed more than ever.

We are confident that with the ongoing support of our members, partners, Board and volunteers, Volunteering WA is ready for the challenges ahead in 2019-20 and we look forward to continuing our work to lead, advance and celebrate volunteering.

We hope this annual report inspires you to do the same.

Thank you for your support.

**Craig Spencer, CHAIR
Tina Williams, CEO**



Additional message from Tina

This is the last year of Craig's role as Chair of the Board, after a 6 year tenure. Craig has been instrumental in moving our organisation forward and has dedicated many hours to our organisation, in line with his long-term interest in community service. I personally extend my sincere thanks and gratitude to Craig for his stewardship of our Board, his commitment to helping us achieve our strategic goals and his contributions to the volunteering sector.

OUR COMMITMENT to improvement

DEVELOPING AND PRACTISING OPERATIONAL EXCELLENCE IS ESSENTIAL TO OUR SUSTAINABILITY AND THE FUTURE SUCCESS OF VOLUNTEERING WA.



Achieving
operational
excellence

The 2017-2022 Strategic Plan prioritised the need to develop continuous improvement processes within Volunteering WA.

We aim to achieve operational excellence by:

- Developing a continuous improvement culture
- Becoming an employer of choice

Volunteering WA has a staff champion who is six sigma green belt certified in business improvement methodologies and has been using her skills to train the wider team in streamlining business processes.

Employer of Choice

We have a goal to become an employer of choice and are building on our excellent employee survey results which indicate staff are very satisfied and feel positive about working at Volunteering WA.

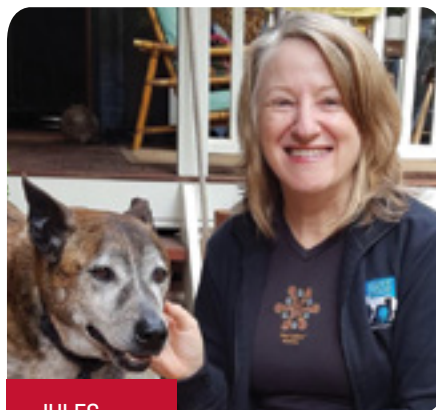
One initiative we have undertaken is becoming more conscious of providing a mentally healthy workplace.

We have a memorandum of understanding with Act-Belong-Commit and a staff champion committed to regular internal staff activities that promote positive mental health and well-being.



VOLUNTEER showcase

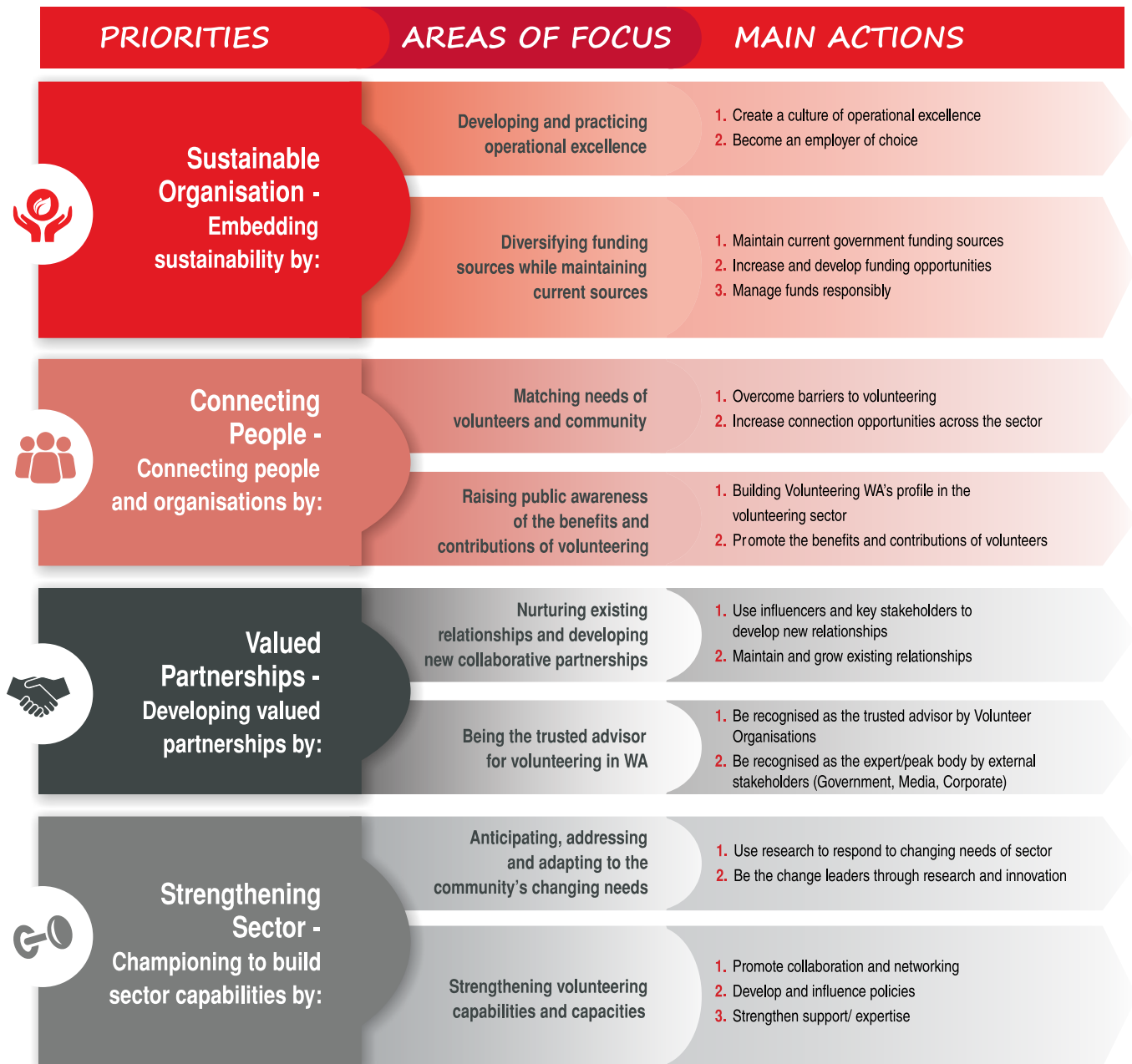
I started volunteering at the Dog's Refuge Home eight years ago as a walker, then as a fosterer, and now I have committed to a regular office shift. Spending time with the refuge dogs allows me to do something useful for my community and set an example for the change I want to see in the world. And of course, it's such a joy to spend time with the dogs!



JULES

Strategic Plan

Our strategic framework provides the roadmap for the growth and success of our organisation, and of volunteering across Western Australia.



MEET our Board



Craig Spencer

General Manager Strategy and Performance,
Royal Flying Doctor Service Western Operations
Chair Volunteering WA

Craig joined the Volunteering WA Board in 2013 and is currently the Chair. He is a fellow of Leadership WA, a member of the Australian Institute of Company Directors since 2006 and a graduate member of the Governance Institute of Australia.

Craig has a long term interest in community service. He is currently the community representative on the Bindoon Primary School Board and has been an emergency services volunteer for over 18 years with both the NSW State Emergency Service and the WA Volunteer Bushfire Service. Craig is also a keen advocate of the important role that traditional and social media can and should play in sharing knowledge and encouraging fact based public debate.

“Volunteering is such an important part of the strong social fabric of our society. The vastness of our nation often means that vital community services are delivered by volunteers.

The economic, social and cultural value of volunteering is very significant. Ensuring that community stakeholders recognise and value all volunteers is a key role of Volunteering WA as the peak body.

I am very proud to be involved with Volunteering WA in its role of promoting, supporting and encouraging volunteers and volunteering.”

Craig completes his tenure as Chair of Volunteering WA in October 2019.



David Morrison

Chief Executive Officer and
Managing Director of NeonLogic
Deputy Chair Volunteering WA

With over 20 years' experience marketing and advertising and developing and implementing strategies across a wide range of industries, David assists Volunteering WA to promote the cause of volunteering and the benefits it provides to the community and individuals alike. David was previously a Volunteering WA Board Director for 6 years and was previously appointed the WA representative on the national Volunteering Australia Board. His focus is on business strategies and operations with a view to creating a sustainable and diversified business model along with promoting volunteering through marketing strategy and partnerships development.

“I’m a big believer in the positive impact of volunteering and am currently a Director of Meerilinga Young Children’s Foundation. I also regularly volunteer with my children’s sporting and school activities. This follows in the footsteps of my parents who were both heavily involved in the community.”



Byron Mavrick

Mavrick Partners
Accountants

Treasurer Volunteering WA

Byron was a School Teacher/ Boarding Master for ten years and an Accountant for ten years, including five years as auditor to Volunteering WA. During this period Byron developed an excellent insight into VWA's core financial business and activities which has served the Board well with Byron's current role as Treasurer.

Byron has a strong commitment to volunteering. Although his working life has been very time consuming, over the past 20 years he has been able to contribute to various organisations at committee level to support their financial and governance responsibilities and is now supporting the volunteering sector through his commitment to Volunteering WA.



Belinda Salvoni

Senior Community
Development Officer,
City of Bayswater

Youth Director Volunteering WA

Belinda was elected in 2017 as the Youth Director of Volunteering WA. Having worked in the local government sector since 2010 in various leadership roles within community development and project management (currently Place Manager within Strategic Planning at the City of Bayswater), Belinda was keen to apply her skills, knowledge and experience to a meaningful board role in a NFP organisation.

As a 2017 Emerging Leaders in Governance Graduate, one of her focuses is ensuring VWA continues to remain agile in the changing face of volunteerism. Belinda has strong experience in strategy and policy development, project management and partnership development.

Belinda is a natural leader and has an ongoing commitment to learning and development as a professional and with her peers. She is active with her sector bodies and is a well-respected young professional within the sector. She enjoys providing a youth perspective and challenging the status quo as a Board Member.



Dr Megan Paull

School of Business,
Murdoch University

Board Volunteering WA

Dr Megan Paull is a senior lecturer at Murdoch University where she teaches in Management, including a unit in Leading and Managing Non Profit Organisations. Megan has had a long affiliation with Volunteering WA, having first been involved when undertaking research on managing change in volunteer involving organisations in the 1990s.

She has been a leader and driver of the Volunteering WA Research Committee since its inception in 2001. Megan continues to research difficult aspects of managing volunteers and prides herself on ensuring that the work undertaken in her research is communicated back to the community and to those who contributed to the research.

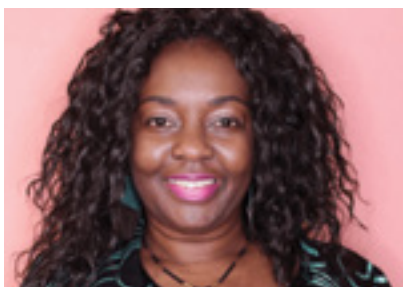
Megan was the WA representative on the Volunteering Australia Board until November 2018.



Tony Friday
 Partner at Brainbox
 Board Volunteering WA

Tony is a past director of Volunteering WA, serving the organisation for many years and across a number of committees, and rejoined the Board in 2016. He is well acquainted with the challenges that face the sector and has a diverse range of interests and experiences. Specific areas of professional expertise include political advocacy, strategic risk and corporate planning.

Tony is currently a partner at Brainbox, providing advisory services to take care of compliance, resolve issues and deliver outstanding performance for their clients.



Fadzi Whande
 Founder/Director Whande Group
 Board Volunteering WA

Fadzi's background ranges from launching telecommunication networks to addressing gender inequality, racism, discrimination, health disparities, financial literacy, unemployment and social disadvantage across various sectors in Africa, United Kingdom, USA and Australia. Her experience working with and in diverse sectors allows Fadzi to bring new perspectives to a range of issues. She is well regarded in the Diversity and Inclusion sector both locally and internationally and has been the recipient of various awards and accolades for her volunteer work. In 2018 Fadzi was named a Western Australian of the Year finalist and appointed an Australia Day Ambassador.

"Volunteering holds different meanings for different people but for me it is a way of life. I started volunteering at the age of 16 and have been an active volunteer since then. I have received far more benefits from volunteering than the services I have offered."



Justine Colyer
 CEO, RISE
 Board Volunteering WA

Justine has held several senior leadership positions across various organisations in the not for profit, government and private sectors. Her skills and experience lie in the areas of community services, strategic planning; risk, project and change management; governance, policy and advocacy; people management; and stakeholder management and engagement. Justine provides practical and hands on support in helping strengthen the sector through volunteering for grassroots causes to keep grounded in the reality of organisations which function wholly or mainly on the back of volunteer efforts.

"I believe that volunteers will play an increasingly important role in building a successful community, through the additional services that Not-for-Profits can offer via volunteer run programs, the value that volunteers bring to those they work with through social connection and kindness, and the value of volunteers themselves."



UWA Guild microvolunteering during National Volunteer Week



VOLUNTEER showcase

After I was involved in a bike accident that left me a paraplegic, I decided to build up my stamina and wellbeing by volunteering. I began volunteering at the Brightwater Kingsley transition care site where I visit twice a week and interact with 3-13 residents each session.

I always get to meet new people and after an initial adjustment period I've developed a fantastic connection with the residents. Volunteering has been an excellent way for me to be productive and give back to the community.



CLINT

REVENUE and expenditure

DURING THE LAST FINANCIAL YEAR VOLUNTEERING WA ACHIEVED A HEALTHY SURPLUS OF \$98,265 WHICH EXCEEDED THE PREVIOUS YEARS' SURPLUS OF \$14,894. THE RESULT WAS DUE TO COST SAVINGS, REVIEW OF PROVISIONS AND RECEIPT OF GRANT FUNDS FOR PURCHASE OF CAPITAL EQUIPMENT.

Revenue increased by 15% overall with growth in IT and other services by 44%, corporate volunteering programs by 16% and events and sponsorship by 5%. What makes this increase more impressive is the reduction in reliance on government funding sources from 50% of total revenue to 42%. \$378K of other grant income was recognised, including \$180K of Lotterywest

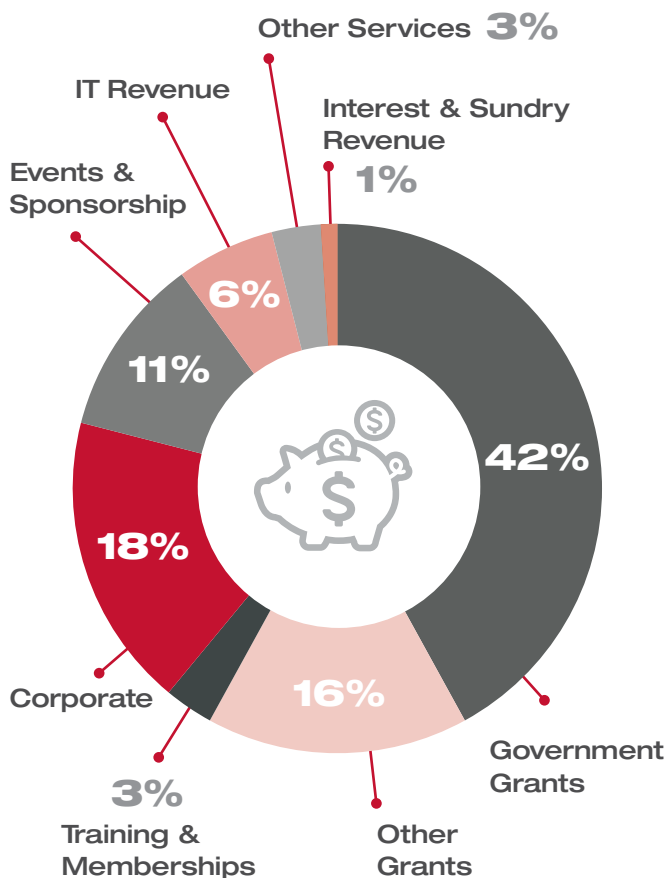
National Volunteer Week grants provided to volunteer-involving-organisations across the state.

There was a corresponding 11% increase in expenditure with the growth in programs and service delivery. Being a service-based organisation, the majority of expenditure relates to staffing which has reduced to 64% of overall costs from 71%. Direct program, event and outgoing grant costs

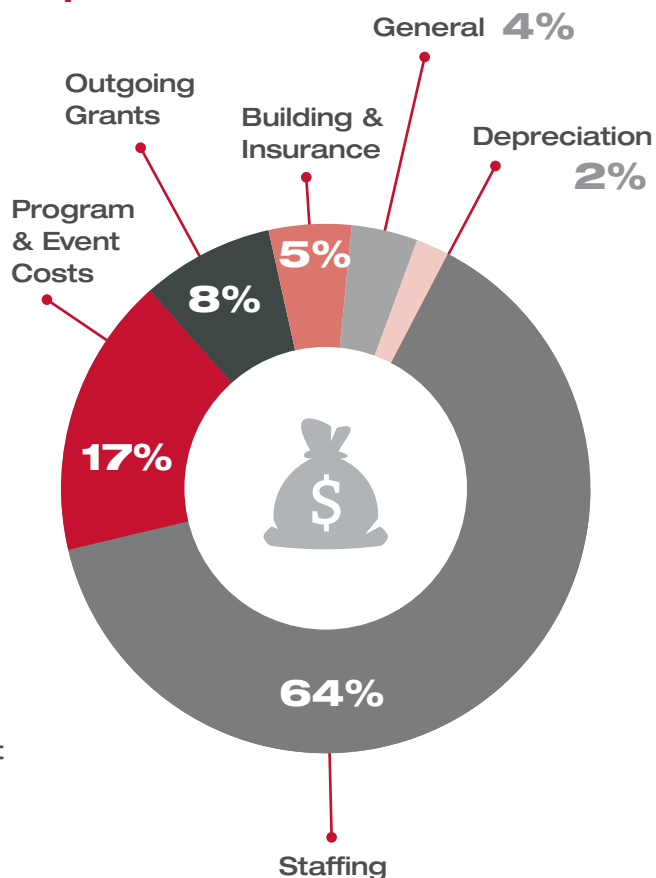
represent 25%, increasing from 16% last year. Administration and operating costs have been carefully managed and total less than 9% of revenue.

Volunteering WA has a strong and professional team of talented staff who deliver a wide variety of services on tight budgets with impactful outcomes. The results reported are testament to their hard work and dedication.

Revenue



Expenditure



Statement of Financial Position

The Statement of Financial Position is presented below and shows Volunteering WA to be in a strong, financially viable position with healthy cash reserves and manageable liabilities. The statement

includes accounting for the lease of premises in accordance with AASB 16 – Leases, which has been voluntarily adopted this year.

The 2019 / 20 operating budget forecasts a break even result

with further projected increases in revenue and expenditure. A full copy of the audited financial statements is available at www.volunteeringwa.org.au

VOLUNTEER CENTRE OF WESTERN AUSTRALIA (INC.) STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

ASSETS	2019	2018
CURRENT ASSETS		
Cash and cash equivalents	1,520,528	1,257,366
Trade and other receivables	351,286	174,677
Other current assets	27,152	16,402
TOTAL CURRENT ASSETS	1,898,966	1,448,445
NON-CURRENT ASSETS		
Property, plant and equipment	434,541	133,744
TOTAL NON-CURRENT ASSETS	434,541	133,744
TOTAL ASSETS	2,333,507	1,582,189
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	719,622	352,111
Lease Liability	26,467	-
Provisions	113,762	123,696
TOTAL CURRENT LIABILITIES	859,851	475,807
NON-CURRENT LIABILITIES		
Lease Liability	271,753	-
Provisions	27,660	30,404
TOTAL NON-CURRENT LIABILITIES	299,413	30,404
TOTAL LIABILITIES	1,159,264	506,211
NET ASSETS	<u>1,174,243</u>	<u>1,075,978</u>
EQUITY		
Retained Earnings	1,174,243	1,075,978
TOTAL EQUITY	<u>1,174,243</u>	<u>1,075,978</u>



independently
audited

Audit Governance

Volunteering WA engages Hewitt, Turner & Gelevitis as an external auditor to independently review its financial report 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 five times a year.

Byron Mavrick
Chair, *Mavrick and Partners*

Justine Colyer
CEO, *RISE*

Tony Friday
Partner, *Brainbox*

Andrea Cole
Senior Manager Finance and Human Resources, *Volunteering WA*

Tina Williams
CEO, *Volunteering WA*



VOLUNTEER showcase

I am a Volunteer Caregiver at St John of God, Murdoch Hospital.

I act as a companion offering patients conversation, games and puzzles to help them relax during their time in hospital.

It has been encouraging to see patients respond positively to the time I spend with them and very encouraging when they want to shake my hand when I leave.



BARRY

OUR membership

VOLUNTEERING WA IS COMMITTED TO PROVIDING TANGIBLE VALUE AND SERVICES TO OUR 700+ MEMBER ORGANISATIONS.

711

Total Members
and Affiliates
as at
30 June 2019

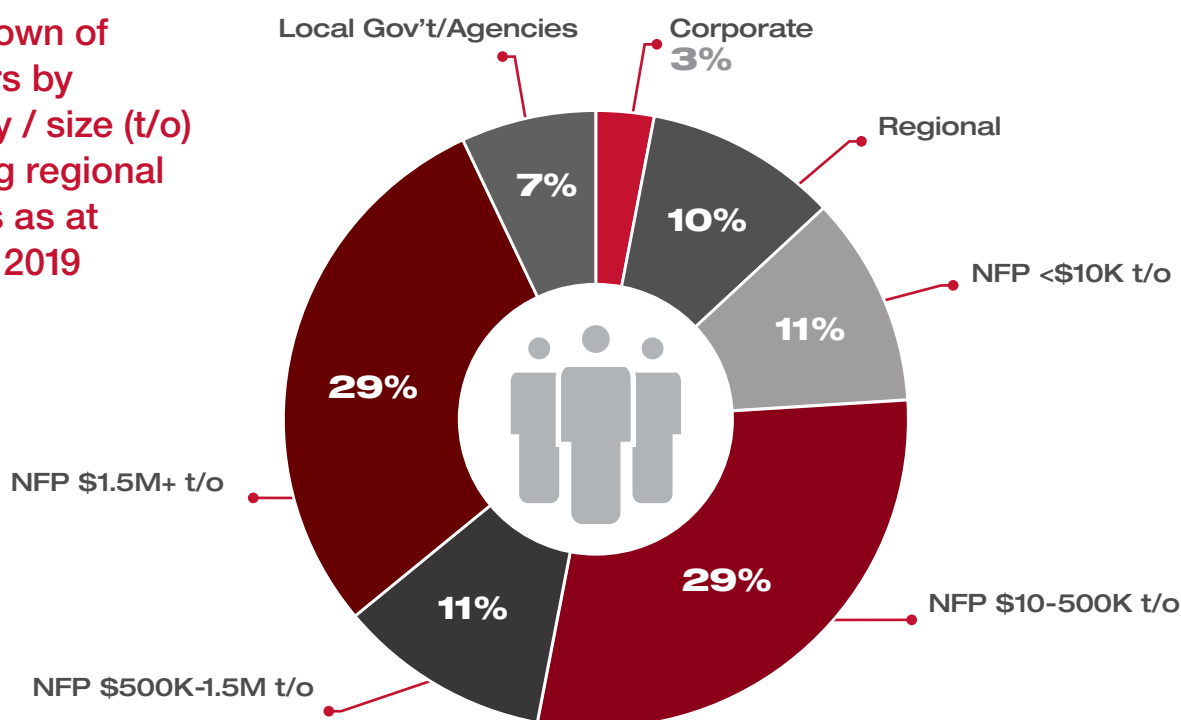
Our members consist of hundreds of organisations and individuals that believe in the power of volunteering – to underpin essential services; to address issues and advance causes; to promote stronger, healthier, more cohesive communities; to provide opportunities for everyone to contribute in a way that is meaningful for them and to enhance this State.

We also rely on members to fulfil our representative function as the peak body for volunteering in WA, and member feedback and participation inform our activities for advocating on their behalf.

Members play a vital role in capacity building and realising our mission of **leading, advancing and celebrating volunteering in WA**. Together, we extend our reach and consequently our impact in the wider community to build stronger sustainable communities.

Our organisational members range from small to large not-for-profit organisations, local government agencies and corporates. There has been an increase in the overall number of members and affiliates this year, with regional affiliates now being clearly identified through their association with the Wheatbelt and Pilbara regional volunteer hubs.

Break down of
members by
category / size (t/o)
including regional
affiliates as at
30 June 2019



Data from annual member survey

100%

of members are satisfied with VWA services with

87%

being very or extremely satisfied.

Source: Volunteering WA member survey Nov 2018.

Our annual member survey helps us to understand our members' needs and priorities to ensure we provide the services, advocacy and support that is relevant and most beneficial to the sector.

The most important peak body activities are:

- promotion of national standards and good practice
- representation of the sector's interests at State and Federal government levels

The most important services for members are:

- advance alerts about and access to grants
- access to VIKTOR, resources on our website and assistance with queries

The biggest challenge to an effective volunteer program is:

- not enough staff to supervise/support volunteers

What our members said about us

Comments from member survey



Member Services Coordinator Jane Mason (left) with one of our members Lisa Begley, Volunteer Manager at Rise



A bunch of lovely, enthusiastic people, thank you!



The services provided are awesome for volunteer organisations to get clarity, support and training in regards to volunteers.



It is really good to be supported by a passionate professional body like VWA who champions our interest and development in the volunteering sector.



Friendly, helpful, knowledgeable staff.



Volunteers help sort donations at a microvolunteering university event

VOLUNTEERING

Support Services (VSS)

Our Volunteer Support Services team brings great value to the communities they serve.

Volunteering WA manages six external volunteer hubs which make up the Volunteer Support Services Team. Guild Volunteering at UWA is in addition to this and is reported on page 62.

The hubs support volunteers and volunteer-involving organisations by providing volunteer matching services, best practice advice in volunteering and individualised support to volunteers and volunteer managers.

We have five regional and metro hubs that operate with federal funding provided by the Department of Social Services, in partnership with local organisations.

Our Volunteer Support Services team brings great value to the communities they serve with a special emphasis on assisting those experiencing disadvantage. The Joondalup Volunteer Resource Centre is run in partnership with the City of Joondalup.

Thank you to the Department of Social Services, City of Joondalup and our supporters for contributing to the success of the Volunteer Support Services in contributing to the value of their local communities:



Australian Government
Department of Social Services



Many thanks for your assistance and guidance when I visited the Volunteering hub, it is very much appreciated. It is often difficult to find a person who will listen and offer positive advice or guidance. You did both to great effect.



Wheatbelt Hub Coordinator Tanya holds a step session at Northam Senior High School

The Volunteer Support Services Team has had a positive impact throughout 18/19:



Volunteer Resource Centre Network in WA

There are 29 Volunteer Resource Centres in WA that work together in serving the community and providing local expertise. Six of the sites, shown in red, are managed by Volunteering WA.

REGIONAL

Albany
Broome
Busselton-Dunsborough
Esperance

Geraldton
Kalgoorlie
Kimberley
Nannup

Pilbara
Volunteer South West
Wheatbelt

11
Regional sites

PERTH AND SURROUNDS

Armadale
Bassendean
Cockburn
ECU Joondalup
ECU Mt Lawley
Fremantle
Gosnells
Joondalup
Kwinana
Melville
Murdoch

Nedlands
Peel
Rockingham
Stirling
Canning
Swan
Wanneroo

29
Volunteer
Resource
Centres

18
Metropolitan
sites

CONNECTING PEOPLE through technology



62
Volunteer
Resource
Centres
nationally
use VIKTOR

VIKTOR

VIKTOR is the national volunteering database developed by Volunteering WA and endorsed by all of the state and territory volunteering peak bodies across Australia. It continues to grow and connect people to their communities by providing organisations and Volunteer Resource Centres across Australia with the technology to reach out to potential volunteers.

This year 62 volunteer resource centres and 6,541 community organisations have used VIKTOR to list volunteer positions, with 9,226 active volunteer roles listed through VIKTOR at any time.

VIKTOR allows organisations to post opportunities to the SEEK Volunteer and GoVolunteer websites, as well as a number of other websites. This year 810,708 volunteers have visited GoVolunteer (a 34% increase) resulting in 57,967 expressions of interest being delivered through the website.

VIRA

VIRA is Volunteering WA's easy-to-use volunteer management system. Built by volunteer co-ordinators, for volunteer co-ordinators, VIRA simplifies and streamlines every facet of volunteer management. VIRA links

to both VIKTOR and the Volunteer Profile to reduce duplication and data entry. Several new features have been added to VIRA this year, including bulk hour entry and a sign in sheet to make data entry even easier.

VIRA is endorsed by all of the state and territory volunteering peak bodies, and Volunteering WA has worked closely with them this year to promote VIRA to organisations across Australia. We have run monthly VIRA demonstrations on site and online which give organisations interested in purchasing VIRA across Australia the opportunity to attend. 188 people from 90 organisations attended VIKTOR and VIRA training this year. We are pleased to report that our increased promotion of VIRA this year has resulted in a 28% increase in the number of organisations purchasing VIRA.

The Volunteer Profile continues to be a great success across Australia with 13,712 volunteers creating their profile this year, including 892 who created one via the GoVolunteer App, bringing the total to 51,303 users. The Volunteer Profile gives volunteers the ability to record their own volunteer experience, receive recommended opportunities to their personal device and search and shortlist opportunities.

Helpdesk

Volunteering WA has provided daily helpdesk support to VIKTOR, VIRA, GoVolunteer, SEEK Volunteer and Volunteer Profile users across Australia for nearly a decade. We assist high volumes of users each year and pride ourselves in

the level of customer service we provide to those using our IT products and services. We ensure all users who contact us through the helpdesk receive the help and support they need and that they can speak to a member of the support team over the phone

when needed.

This year the helpdesk has responded to a total of 1,042 telephone calls, 5,405 emails and 2,758 support ticket requests, and also welcomed a new staff member to the helpdesk team.



The Helpdesk team

VIRA is a no-brainer for volunteer involving organisations. It is an invaluable tool for effective recruitment and retention of volunteers and organising events. Most of all, it continues to help me be productive in my role as a Volunteer Coordinator.

Do yourself a favour and get started with VIRA!

David Hall, Soldier On



51,303

Volunteer Profiles



6,541

Organisations



9,226

Volunteer Roles

THANK YOU for the tech support



We thank Eduka for their pro bono contributions in IT maintenance, support and development and SEEK Volunteer for their ongoing partnership with Volunteering WA and Volunteering Australia, and their commitment to the volunteer sector in Australia.



Thank you also to our volunteer Peak user groups, our IT supporters and partners for their contributions to our platforms. Working together we operate Australia's largest national Volunteer database to effectively match and manage volunteers across the nation.



VOLUNTEER showcase

My mother has always been a role model for me. She undertook voluntary work for over 30 years, so when I retired and a young friend suggested Parkinson's Western Australia needed volunteers, I accepted the offer.

I've been volunteering at Parkinson's WA for twenty years. My role in the office includes making up information and new member packs, filing and organising the team of volunteers for Appeal and Newsletter mail outs. What I really enjoy about volunteering is making new friends and being able to give back to my community. This experience has helped me realise how valuable not for profit organisations are.



PAT

DFES Emergency Services Volunteer Recruitment website – a partnership with Volunteering WA

For the first time, the Department of Fire & Emergency Services (DFES) in WA has partnered with Volunteering WA to produce a new targeted way of recruiting emergency service volunteers through a dedicated website.

The website offers location based searching across WA for all emergency services opportunities, with the ability to refine by service type, commitment, times, and more. Because of the links to Volunteering WA's VIKTOR database, any roles that are advertised on the DFES Emergency Volunteer Recruitment Website are also automatically advertised on the Volunteering WA, SEEK Volunteer and GoVolunteer websites.

Brigades, groups and units (emergency services volunteer teams) can enter volunteer opportunities using a new custom recruitment form specifically tailored to their needs which was developed as part of the project.

DFES staff also have the ability to log in to update role advertisements, review what's being advertised and other useful functions.

The platform is supported by Volunteering WA's helpdesk, through funding from DFES and provides phone, email and online assistance when required.



The close collaboration between Volunteering WA, DFES and developers Eduka has resulted in a recruitment website that gives phenomenal reach for minimal effort, thus reducing administration work related to recruiting volunteers and leaving more time available for other tasks.

DFES report a very positive response from volunteer teams and those who support their recruitment efforts, with a steady uptake in registrations and advertising. They have also maintained a close watch on the use of the website by the public and how it impacts people's decision to express an interest in emergency services volunteering. The pages and information are based on research designed to provide clarity around commitment and

expectations for prospective volunteers, helping them to consider important elements of the volunteering role before they take the next step toward volunteering.

DFES Manager of Strategic Volunteer and Youth Programs Jennifer Pidgeon said, "The collaboration with Volunteering WA and Eduka has been a great success. Using an existing system that many volunteers are already familiar with and the support we receive from Volunteering WA provides an excellent foundation for us to continue to refine and educate our teams on the art of effective volunteer advertising and other recruitment strategies."



NATIONAL Volunteer Week

NATIONAL VOLUNTEER WEEK (NVW) IS AN ANNUAL CELEBRATION HELD IN MAY TO ACKNOWLEDGE THE GENEROUS CONTRIBUTION OF OUR NATION'S VOLUNTEERS.



Many events were held around Perth and regional Western Australia to celebrate the week. In Perth, significant landmarks and buildings including Matagarup Bridge, the Bell Tower and the Perth Concert Hall, were lit up in red which is the colour of volunteering.

Our message of volunteering was also promoted on the big screen at Yagan Square throughout the week and represented by 'V' signs placed in various landmarks such as the University of WA.

The premier event of the week was the WA Volunteer of the Year Awards and more information on this is overleaf.

This year's National Volunteer Week theme was 'Making a World of Difference' and was particularly special as it celebrated 30 years since it was established in 1989.

Fabulous effort one and all! As a volunteer I certainly felt the love this week. Thank you!



UWA students in front of the 'V' signs on Oak Lawn representing some of our 600,000+ volunteers across WA



National Volunteer Week promotion at Yagan Square

Volunteer Week Grants

Lotterywest continued their generous ongoing support of Volunteering WA and National Volunteer Week by providing grants for many of our members and many volunteer involving organisations to hold celebration events during the week.

214 National Volunteer Week events were held across the State involving 16,287 volunteers. Many of these events, including BBQs with guest speakers and team bonding exercises like mini golf and morning teas, would simply not be possible without the grants. These events enabled organisations to thank their volunteers and to celebrate the contributions they make in their communities.

Thank you to Lotterywest and to all the grant recipients for recognising the many volunteers in their organisations who contribute so much to their communities. They never ask for acknowledgement or thanks but they truly deserve it.



We wouldn't be able to operate without our volunteers but we aren't always able to show how much we appreciate them. The grant allowed us to spoil them and give back just a little of what they give to us.

Thank you!

Lotterywest Grant recipient



RSLWA State President Peter Aspinall AM, VWA CEO Tina Williams and RSLWA CEO John McCourt JP at the National Volunteer Week celebration for RSLWA volunteers

WA VOLUNTEER of the Year Awards

THE PRESTIGIOUS WA VOLUNTEER OF THE YEAR AWARDS PROMOTE THE VALUE AND IMPORTANT CONTRIBUTION OF VOLUNTEERING TO THE SOCIAL, CULTURAL, ECONOMIC AND ENVIRONMENTAL WELL-BEING OF WESTERN AUSTRALIA AND PAY TRIBUTE TO THOSE VOLUNTEERS WHO INSPIRE AND PROMOTE THE SPIRIT OF VOLUNTEERISM THROUGH THEIR EXEMPLARY ENDEAVOURS.



Nominations for the awards were accepted for eight different categories suited to either individuals or organisations. This year there was a record number of nominations and after a rigorous selection process, three finalists in each category were invited to the prestigious Gala Presentation Award ceremony, held at the Crown Perth during National Volunteer Week.

370 guests, including His Excellency The Honourable Kim Beazley AC, attended the Gala Dinner which was a night of glitz, glamour and most importantly, recognition for the finalists and recipients.

The WA Volunteer of the Year Awards and Gala Dinner would not have been possible without award sponsors Bankwest, Department of Communities, Lotterywest, Community News, YMCA WA, Silver Chain, Office of Multicultural Interests and NeonLogic.

It was a great honour to be nominated and I'm humbled by the experience. Well done to Volunteering WA for this program.

Robert Tracey, Finalist in the 2019 People's Choice 'Spirit of Volunteering' Award



Award Finalists and Recipients at the Gala Presentation Dinner at Crown Perth

Congratulations to the 2019 Western Australian Volunteer of the Year Awards recipients

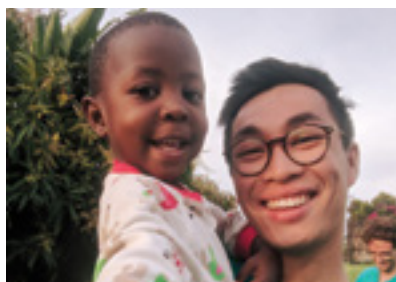


The WA Volunteer of the Year,
sponsored by Bankwest

Trevor Fisher

Trevor has volunteered for an incredible 50 years with various organisations in rural Western Australia. He is currently the coordinator of the Busselton Men's Shed. Trevor has been a member since its inception in 2010 when it was a small shed with a dozen members to the current impressive facility it has become with over 100 members and is a place where men from similar and varied backgrounds meet regularly and work on projects to help the community.

Trevor is the backbone of the Men's Shed and, under his direction, they have assisted the Busselton Community with various projects including the restoration of the old Busselton jetty train and passenger carriage and also the adjoining children's play area.



The WA Youth Volunteer of the Year, sponsored by
YMCA WA

Marcus Wong

Marcus is an inspiring 20 year old with a big heart and strong commitment to serving others through volunteering with various organisations including Mt Pleasant Baptist Church, Curtin University, Willetton SHS and Rafiki Africa Ministries.

At age 10 Marcus started raising funds through participation in World Vision's 40 Hour Famine. His volunteering as a filmmaker began at the age of 13 producing Riverview TV, which airs domestically and internationally. In late 2017, Marcus spent three months volunteering at Rafiki Africa Ministries, in Uganda. His passion is to use his skills of graphic design, film making and photography as tools of mass communication to tell stories from around the world to help the fight against social injustice.



The WA Lifetime Contribution to Volunteering Award,
sponsored by Silver Chain

Wendy Williams

Wendy Williams has been volunteering in the Shire of Goomalling for over three decades. Her volunteering began in the early eighties as a participant in the inaugural Community Builders Program, a committee member of the Primary School P&C, a founding member of the Goomalling and Districts Development Group and Board Member and Chair of the Goomalling & Districts Hospital.

Wendy also worked with the Dowerin Goomalling Nursing Home Fundraising Committee which realised the community contribution of \$200,000 towards the refurbishment of the Hospital and establishment of a dedicated Nursing home and Multi-Purpose Service facility.

Wendy has been tireless in working for the sustainability of the Community of Goomalling.



The WA Volunteer for Multicultural Communities Award, sponsored by the Office of Multicultural Interests

Peter Le

Peter was the inaugural President of the WA Branch of the Asian Australian Lawyers Association and held the position from 2016-2018. He is now a mentor at the association which promotes cultural diversity in the legal profession.

Peter also helped form the Asian Business Alliance, a peak body that represents Asian business councils, and has been President since 2018.

Peter has volunteered with the Westnam United Soccer Club for 28 years and has been a past president and secretary of the Club.

Peter has also been Vice President of the WA Vietnam Business Council for the last three years helping to promote and support the development of bilateral trade and investment between Australia and Vietnam.



The WA Excellence in Volunteer Management Award, sponsored by the Department of Communities

Jennie Loveridge

For the last 8 years Jenny has been the Volunteer Development Manager at Cancer Council WA. Jennie has developed and currently oversees a volunteer engagement and service delivery model that engages 1700 volunteers each year, across 25 diverse volunteer programs, and is administered by 18 Volunteer Coordinators/ Program Managers across Western Australia.

Jennie also works tirelessly in advocating and strengthening the volunteering sector by providing mentoring and leadership to other volunteer managers through the Volunteer Leadership Network, through her work on the Volunteering Australia National Standards Project Reference Group in 2014 and delivering volunteering presentations at various conferences. Her work is described as transformative and inspirational.



The WA Corporate Volunteer of the Year Award, sponsored by NeonLogic

Bankwest

The Virtual Operations Support Team (VOST) has been created through a partnership between Bankwest and Department of Fire and Emergency Services to build social media monitoring surge capacity during incidents that threaten Western Australian lives or property.

Working from Bankwest in Perth, VOST currently consists of 10 Bankwest staff members who are registered DFES volunteers. These skilled volunteers have been trained in social media monitoring and reporting techniques and have been operational across the last two bushfire seasons when the VOST was activated on several occasions.

The VOST supports the DFES Digital Communications Team when DFES communications resources are at capacity.

This unique corporate volunteering partnership is becoming pivotal to the communications strategies put in place to support the community during emergencies.

The WA Community Volunteer Organisation of the Year Award, sponsored by Lotterywest

Fair Game Australia

Fair Game is a health promotion and community development charity founded in 2010. With less than 2.5 full time employees, they rely on a team of over 200 volunteers to deliver their programs to some of the most remote and underserved communities in WA.

In 2018 volunteers donated 4,600 volunteer hours to deliver a unique health and fitness program to 3,000 participants and collecting, cleaning and distributing 6,000 pieces of recycled sports equipment.

Fair Game's ability to attract and retain dedicated, passionate volunteers is a major organisational asset and is integral to the organisation's long-term sustainability and progress in their mission to create an equitable, healthier and sustainable Australia.



People's Choice 'Spirit of Volunteering Award', sponsored by Community News

Peter Manwaring

Peter Manwaring has no direct connection to Cystic Fibrosis however he has spent years going above and beyond in his efforts to support fundraising activities and the people that suffer with the disease.

He coordinates a group of dedicated volunteers aged between 16 to 83 that host Bingo for Conquer Cystic Fibrosis events three times a week, with all proceeds going to research. The bingo sessions last three hours and attract hundreds of participants. Not only do the events provide an affordable social activity for people of all ages, but the event has raised \$1 million dollars which has made Peter the biggest supporter of the charity since 2011.

While families affected by Cystic Fibrosis are busy with treatments, appointments and hospital admissions, Peter and his volunteers are raising money to grant the gift of hope to the entire Cystic Fibrosis community in WA.



Children play as part of a Fair Game initiative



WA Excellence in Volunteer Management Award recipient Jennie Loveridge with His Excellency Governor Kim Beazley AC and Minister Simone McGurk MLA

Being nominated for an award by one of my peers was an unexpected thrill. None of us work for rewards such as this, but it has enabled me to accept and speak on behalf of the team at Cancer Council, who have worked with me for several years to develop the very best possible volunteer management model that we can.

It has also given me a platform to represent all Volunteer Managers and Coordinators, and to draw attention to their dedication and leadership in this field.

Jennie Loveridge, Volunteer Development Manager
at Cancer Council WA



His Excellency Governor Kim Beazley AC and YMCA CEO Ross Kyrwood (Award Sponsor) congratulate Marcus Wong on his Youth Volunteer of the Year Award

CONGRATULATIONS TO ALL OF THE INSPIRING 2019 AWARD WINNERS!

Thank you to our valued sponsors of the 2019 WA Volunteer of the Year Awards:



Government of Western Australia
Department of Communities



Department of Local Government,
Sport and Cultural Industries
Office of Multicultural Interests

A volunteer serves donated coffee to guests at a VWA event



INTERNATIONAL Volunteer Day

EACH YEAR ON DECEMBER 5, VOLUNTEERING WA PROUDLY CELEBRATES INTERNATIONAL VOLUNTEER DAY.

The special day, declared by the United Nations General Assembly in 1985, is designated to honour the extraordinary efforts of the millions of volunteers around the world and collectively thank them.

The theme for 2018 was *Volunteers build Resilient Communities*, which recognised volunteers worldwide – with a special focus on local community volunteers – who contribute to making their communities more resilient against natural disasters, economic stresses and political shocks.

To commemorate the day and to recognise the 600,000+ volunteers in our State, Volunteering WA upheld the annual tradition of hosting an exquisite garden party at Government House.

Over 500 people gathered together, including the Patron of Volunteering His Excellency The Honourable Kim Beazley AC, who thanked volunteers for contributing so much to their communities.

During the celebration, WA Volunteer Service Awards were presented by Minister for Volunteering, Hon. Mick Murray MLA, to 23 incredible volunteers who had generously volunteered at the same organisation for 25 or more years. Together they have contributed 835 years to volunteering.



His Excellency The Honourable Kim Beazley AC thanks volunteers during his address



VWA CEO Tina Williams welcomes guests to International Volunteer Day

Thank you

It was wonderful to see volunteer-involving organisations attend the Garden Party along with their valued volunteers who shared the special day with them. Thank you to event sponsor Department of Communities, The Government House Establishment, Perth Audio Visual and Ferngrove Wines for their continued support of this annual event.



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

FERNGROVE
GREAT SOUTHERN
WESTERN AUSTRALIA



RESEARCH and innovation

RESEARCH, COUPLED WITH INNOVATION, IS A KEY PILLAR OF VOLUNTEERING WA'S STRATEGY AND WE ACTIVELY SUPPORT RESEARCH INTO VOLUNTEERING RELATED ISSUES, TO PROVIDE NEW KNOWLEDGE AND EVIDENCE FOR MAKING INFORMED DECISIONS AND DEVELOPING GOOD PRACTICE.



Volunteering WA is the only Australian volunteering peak body with a dedicated research committee which advises and supports the leadership team and various committees on research-related issues in the sector. The research committee is also represented on the Board of Volunteering WA by Dr Megan Paull and recently welcomed Associate Professor Janice Redmond from Edith Cowan University as a new committee member.

Meeting quarterly, the committee shares information on current

volunteer related topics and research, through a wider network of researchers and practitioners with a purpose to conduct and promote research to encourage innovation and good practice, and ensure the growth and sustainability of volunteering.

The committee supports the publication of a Research Digest twice a year, comprising new and recent research within the sector. This is available on the research page on the Volunteering WA website.

The Research Committee members are:

Dr Sally Paulin, *Researcher / Consultant, Murdoch University, Co-Chair from Oct 2017*

Associate Professor Patrick Dunlop, *University of WA, Co-Chair from Oct 2017*

Dr Megan Paull, *Director of Postgraduate Research and Senior lecturer Murdoch University*

Professor Kirsten Holmes, *Curtin University*

Associate Professor Judy MacCallum, *Murdoch University*

Jo Brooker, *Strategy Officer, Department of Communities*

Dr Peter Devereux, *Adjunct Research Fellow, Curtin University*

Associate Professor Janice Redmond, *Edith Cowan University (appointed March 19)*

Tina Williams, *CEO, Volunteering WA*

Jane Mason, *Volunteering WA Research Champion and Committee Convenor*



Researchers at a networking event hosted by the VWA Research Committee

Engaging with the Volunteering Sector in 2018/2019

Volunteering WA hosted several research-related events over the past year.

In September 2018, the Research Committee hosted a successful networking event and mini conference incorporating presentations on twelve different research projects on issues relating to volunteering. It was attended by 23 academics at all stages in their career. Reflecting on the event, Dr Megan Paull, the founder of the original WA Research Network in the late 1990s, commented:

“I am pleased to see that the quality and quantity of research into volunteering has grown and we are still championing volunteering research in a way that is not replicated in other locations around Australia.”

In February 2019, Professor Kirsten Holmes and Associate

Professor Amanda Davies from Curtin University presented the findings of their research into The Social and Economic Sustainability of WA's Rural Volunteer Workforce, funded by the Bankwest Curtin Economics Centre.

The launch event was co-hosted by Volunteering WA and attended by over 50 people, including volunteer managers, other researchers, universities, local government and media representatives.

In June 2019, Dr Megan Paull and Dr Sally Paulin from Murdoch University presented the findings from the Jacaranda Project to an audience of over 20 volunteer managers from aged care organisations. The Jacaranda Project has been looking at volunteering in aged care settings and the concept of volunteer-sharing. This collaborative project is

supported by Volunteering WA, Murdoch University, Council on the Ageing WA, Southcare, Juniper, Amana Living, Melville Cares and the Aged Care Volunteer Coordinators Network (ACVC).



Jane Mason, Member Services Coordinator/Research Champion, VWA

SECTOR support

VOLUNTEERING WA PROVIDES SECTOR SUPPORT TO VOLUNTEER RESOURCE CENTRES (VRC), HUBS AND VOLUNTEER-INVOLVING ORGANISATIONS. THIS SUPPORT HELPS STRENGTHEN SECTOR CAPABILITY BY BUILDING CAPACITY AND ENABLING ORGANISATIONS TO DELIVER EFFICIENT AND EFFECTIVE VOLUNTEER SERVICES WHICH POSITIVELY IMPACT ON THE COMMUNITIES THEY SERVE.

The quality of
our volunteer
manager
training is
reflected by
our satisfaction
rating of
99%

Training

Volunteering WA is committed to delivering high-quality training for volunteers and volunteer managers. Gilda Davies, Volunteering WA's Training and Development Manager, is continually improving and developing new training to address the changing needs of the sector.

Volunteering WA's outstanding professional endorsement program is offered at three levels of professional endorsement ranging from Administrator, Coordinator and Manager. The Sector Leader (Master) is currently in development.

These endorsements provide professional recognition for those who manage volunteers. Achievements are recognised with a certificate at each level of attainment, providing a measurable standard for volunteer management in WA.

1, 450 people
from **849 organisations** attended a training session



TOP 3
Training Courses
in 2018 / 2019

1

Connecting and Supporting Volunteers
(Recruiting and Retaining)

2

Writing Winning Grant Applications

3

Key Issues of Volunteer Management

New training space

Our new training space in the West Leederville office is versatile and can accommodate people in one large room which opens up for networking and break-out sessions.



Participants of the Key Issues of Volunteer Management workshop, in the new training space

Volunteer Manager Endorsements

Volunteer Manager Endorsements provide professional pathways for Volunteer Managers and help raise the profile of volunteer management.

While we have seen a high turnover in the sector, this presents an opportunity for us to engage new people in professional development and create a career pathway for volunteer managers.

During the year, 13 organisations benefitted from their staff achieving Volunteering WA Volunteer Manager Endorsements. The endorsement requires volunteer managers to attend ten masterclasses and two base workshops.

Leadership

Volunteering WA strongly believes that leadership is about imparting knowledge and enhancing the capabilities of those who lead others.

With our large and diverse membership base, our training is tailored to suit those that are new to volunteer management through to the more experienced.

By providing valuable leadership training, we help build and strengthen the knowledge and capacity of the volunteering sector.

Volunteer Leadership Network

The Volunteer Leadership Network (VLN) is a group of senior-level volunteer managers who meet every six weeks to discuss leadership and strategic issues around volunteer management and the sector.

Members of the network continue to be engaged and work collaboratively on a wide range of projects to assist Volunteering WA to advocate for the sector.

The group has expanded to 26 influential members who have a common goal of advancing the volunteering sector and with a particular focus on volunteer management. Jennie Loveridge, a founding member of the VLN, was the recipient of the WA Excellence in Volunteer Management Award in 2019.



Jennie Loveridge with some members of the Volunteer Leadership Network

Consultancy

Volunteer involving organisations face challenges in ensuring their volunteer programs are not only sustainable, but also meet the needs and goals of the organisation in the face of changes in internal and external operating environments.

Volunteering WA has 30 years' experience in providing leadership, guidance and support to the volunteer sector. Drawing on this places us in a strong position to advise individual organisations on the challenges and opportunities ahead.

We are increasingly being approached to assist our members with developing volunteer engagement plans, volunteer strategic plans, volunteer management reviews, volunteer program assessments against the national standards, policy and procedures reviews and trouble-shooting specific aspects of volunteer management such as recruitment or retention.

During 2018-19 we successfully completed two projects and reviewed much of the framework for the provision of these services. We will be investing in the further development of these services over the coming year.



Woodside employees at a corporate volunteering team day at member organisation Dismantle

VOLUNTEERING WA

networking

Volunteer Resource Centre Network

The Volunteer Resource Centre (VRC) Network consists of 29 VRC centres throughout Western Australia and an additional 5 Community Resource Centres.

The VRC network meetings are convened by Volunteering WA each quarter to collaborate and provide insight into issues of importance within the sector.



VWA CEO Tina Williams, and Manager Training and Sector Development Gilda Davies, at a VRC networking catch-up



The Resource Network is an invaluable platform for the Centre Managers to share their knowledge, experience and the challenges we all have in providing the range of different service models that support volunteerism across WA. Our common goal and history of supporting one another through the open sharing of ideas and resources result in great outcomes for individual clients, member organisations and the sector as a whole.

Elizabeth Acason, Coordinator, Swan Volunteer Resource Centre

Volunteer Manager Network (VMN)

Volunteer Manager Networking sessions provide a forum for volunteer managers to gain and share knowledge, learn from peers, and discuss industry issues.

Six sessions were held around Perth and Albany over the last year, including the very popular 'Unravelling Wicked Problems Forum' with the theme *Time for Change*.



Participants of the networking session in Albany

Volunteer Manager Facebook Page

During the year we set up a private Facebook page for Volunteer Managers to share information, ask for peer advice and receive useful information from our Manager of Training and Sector Development. The page has been very well received and has now reached 100 members.

Volunteer Leadership Network (VLN)

The Volunteer Leadership Network is an expanding group of senior-level volunteer managers who meet every six weeks to discuss leadership and strategic issues around volunteer management. More information on the Leadership Network can be found on page 44.



Just a quick email to thank you for training yesterday. It was really thorough and very helpful. Your many years of experience shone through! See you at the next Volunteer Manager Networking morning tea!

Anne Wayne, Coordinator, The Claddagh Association

OUR Advocacy

AS THE PEAK BODY FOR VOLUNTEERING IN THE STATE, VOLUNTEERING WA ADVOCATES ON BEHALF OF VOLUNTEERS, VOLUNTEER RESOURCE CENTRES AND VOLUNTEER-INVOLVING ORGANISATIONS.



This involves building and maintaining beneficial relationships with State Government and agencies to ensure engagement and adequate investment for WA's volunteering sector.

Advocating for volunteers, we provide representation and support to individuals or groups on an 'as-needed' basis, or to advocate for volunteers collectively by working with volunteer-involving organisations, government, corporates and the community sector to provide the best environment and opportunities for volunteers.

Advocating for Volunteer Resource Centres and volunteer-involving

organisations (Volunteering WA members and the broader volunteering sector), we seek to influence the environment in which these organisations operate so that they can gain the maximum benefit from the involvement of volunteers. This may be by influencing government policy, corporate volunteering programs, media and local community, or by promoting good practice in attracting and managing volunteers.

Volunteering WA provides a range of factsheets and position statements to members, along with the pathway to bring issues to the attention of Government and industry bodies.



VOLUNTEER showcase

As a skill-based volunteer from Woodside Energy I am able to help not-for-profit organisations achieve their objectives by offering certain skills that meets specific needs. I am currently supporting City West Lotteries House in facilitating a strategic workshop and assisting Meerilinga to complete a Reconciliation Action Plan refresh.

Volunteering enables me to generate change in areas that I'm passionate about.



JAY

VOLUNTEER Community Reference Group

THE VOLUNTEERING COMMUNITY REFERENCE GROUP WAS ESTABLISHED BY VOLUNTEERING WA UNDER THE DIRECTION OF THE HON MINISTER FOR VOLUNTEERING, MICK MURRAY MLA.

The purpose of the group is to provide a direct voice on volunteering issues from the sector to government.

The Volunteering Community Reference Group meets quarterly

and provides the Minister with non-binding advice and information on trends and issues impacting the sector and feedback on the implementation of the State Volunteering Strategy.

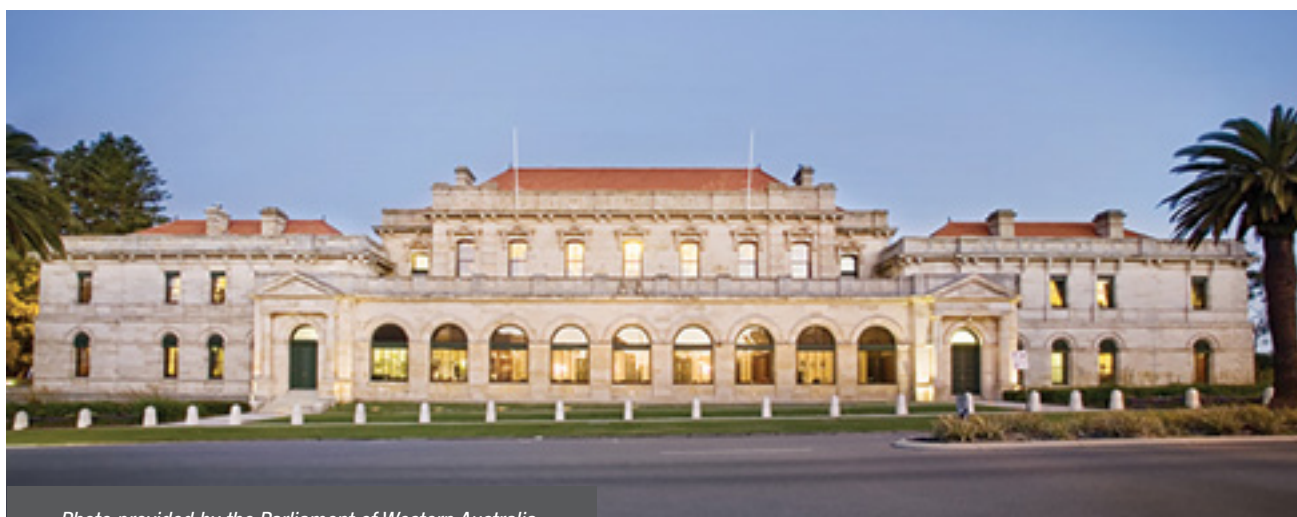


Photo provided by the Parliament of Western Australia

The Research Committee members are:

MINISTER	Hon Mick Murray MLA
CHAIR	Craig Spencer, <i>Chair Volunteering WA</i>
CONVENOR	Tina Williams, <i>CEO Volunteering WA</i>
VOLUNTEER REPRESENTATIVES	Esme Bowen, Dr Rambo Ramdianee
NOT-FOR-PROFIT REPRESENTATIVES	Maija Hildebrand, <i>Coordinator Volunteer Participation Australian Red Cross</i> ; Dan Minchin, <i>CEO Chorus</i>
CORPORATE REPRESENTATIVE	David Hansell, <i>Consulting Director Deloitte</i>
RESEARCH REPRESENTATIVES	Dr Megan Paull, Dr Patrick Dunlop
DEPARTMENT OF COMMUNITIES	Ben O'Rourke, <i>Executive Director – Inclusion Policy and Service Design, Strategy and Policy, Department of Communities</i>

TERTIARY engagement

EVERY UNIVERSITY IN WESTERN AUSTRALIA IS REPRESENTED ON THE TERTIARY COMMUNITY ENGAGEMENT COMMITTEE, CONVENED BY VOLUNTEERING WA.

The committee, which met once per quarter in 2018-2019, aims to share knowledge and ideas relating to student volunteering, as well as foster good practice in volunteer management on their respective campuses. University-based volunteer hubs are vital in providing meaningful volunteering opportunities for students as well as increased skills and community engagement experience during their tertiary education years.

Topics of interest for the Committee included: volunteer recognition, volunteer management systems, event volunteering and volunteer screening.



National Student Volunteer Week

National Student Volunteer Week was held between 13 – 19 August 2018 and is an annual event which aspires to challenge and celebrate young people who are striving to make change through volunteering.

Volunteering WA was very proud to support the week and the many events that took place in Perth, including an inter-university tree planting day in Lake Claremont, a baking trip at Ronald McDonald House, quiz nights, panel discussions, fundraisers and volunteering day trips.



VOLUNTEER showcase

I like to contribute my time to make the world a lovelier place. I volunteer with many different organisations including Cystic Fibrosis, St Bartholomew's House and Guide Dogs WA and last year was also involved in the inter-university planting event. I love that I can contribute to my community.



ERCHUAN, UWA STUDENT VOLUNTEER

EMERGENCY management

VOLUNTEERING WA IS A MEMBER OF THE STATE WELFARE EMERGENCY COMMITTEE, AND IS THE DESIGNATED ORGANISATION FOR MANAGING SPONTANEOUS VOLUNTEERS DURING AN EMERGENCY.

We are also members of the Community Engagement subcommittee of Western Australia's peak emergency management body, State Emergency Management Committee (SEMC).

WA SUSTAINABLE Development Goals Network

VOLUNTEERING WA IS A MEMBER OF THE WA SUSTAINABLE DEVELOPMENT GOALS (SDG) NETWORK.

The purpose of the network is to engage with the community to build and strengthen community support for the SDGs; identify baseline indicators; and establish a reporting framework that will allow tracking of WA's progress on the SDGs. Volunteering plays a key role in providing the support and services that will help achieve these goals.



WA PEAKS Forum

Volunteering WA is a member of the WA Peaks Forum. The Forum is an independent group of non-government human services sector peak bodies that work together to identify common policy priorities, undertake strategic planning, create joint initiatives and advocate to government for the best interests of human services, service users and the wider WA community.

HOMELESS CONNECT Perth

ON ANY GIVEN NIGHT IN WESTERN AUSTRALIA, AROUND **9,000 PEOPLE** ARE EXPERIENCING HOMELESSNESS.



Volunteering WA is proud to host Homeless Connect Perth, a one day event based on a one-stop-shop model of immediate service provision to homeless people in our communities. As a partnership between Volunteering WA and the City of Perth, the event brings together volunteers, government organisations, businesses and community groups to provide a diverse range of free essential

services to people experiencing or who are at risk of homelessness.

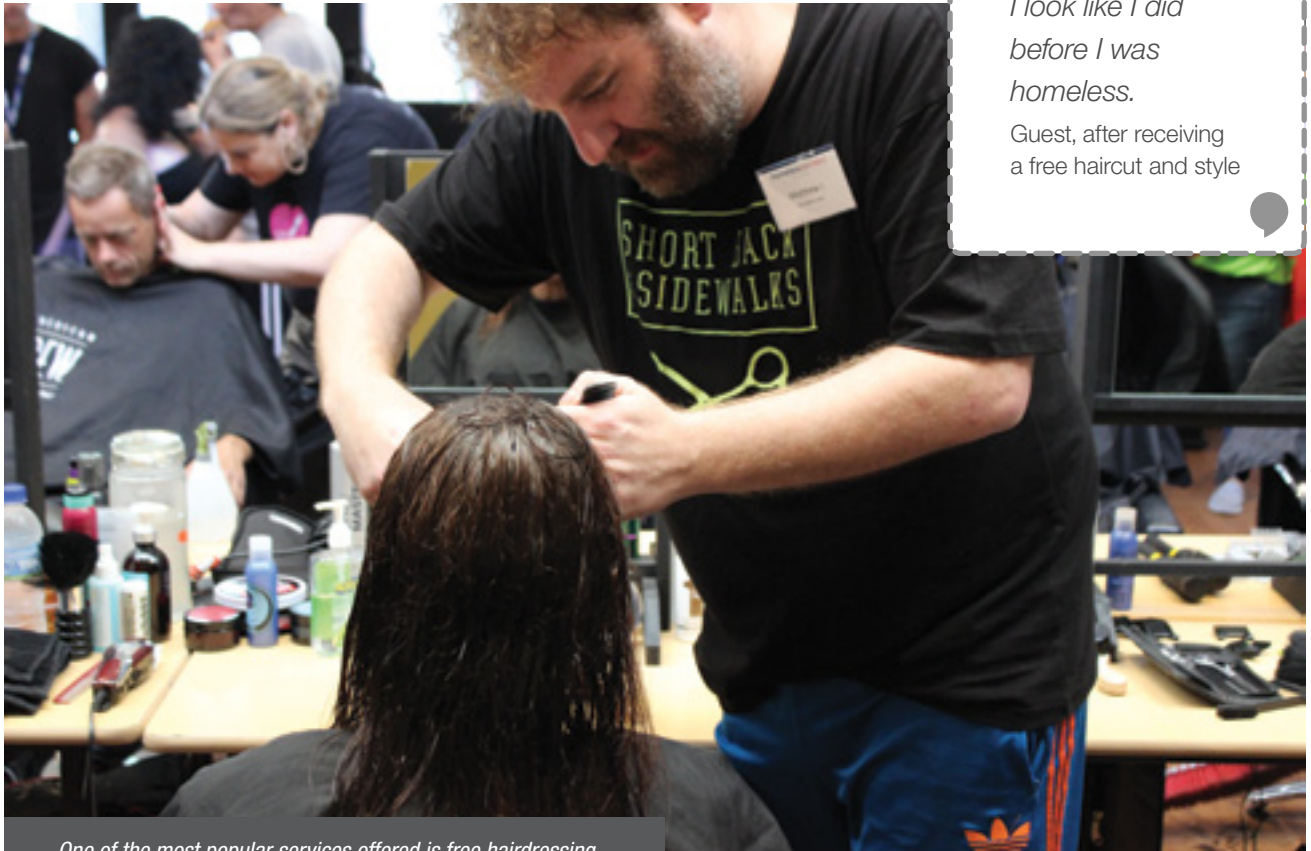
Homeless Connect is a huge undertaking involving hundreds of volunteers, supporters, donors and a remarkable team of dedicated staff.

It is an event that is life changing for so many people and we thank everyone for their contribution to this event.

Today lets people on the street know that there are people out there who care and that we are not alone. Guest



Kitchen volunteers ready to serve a hot lunch to guests



*I look like I did
before I was
homeless.*

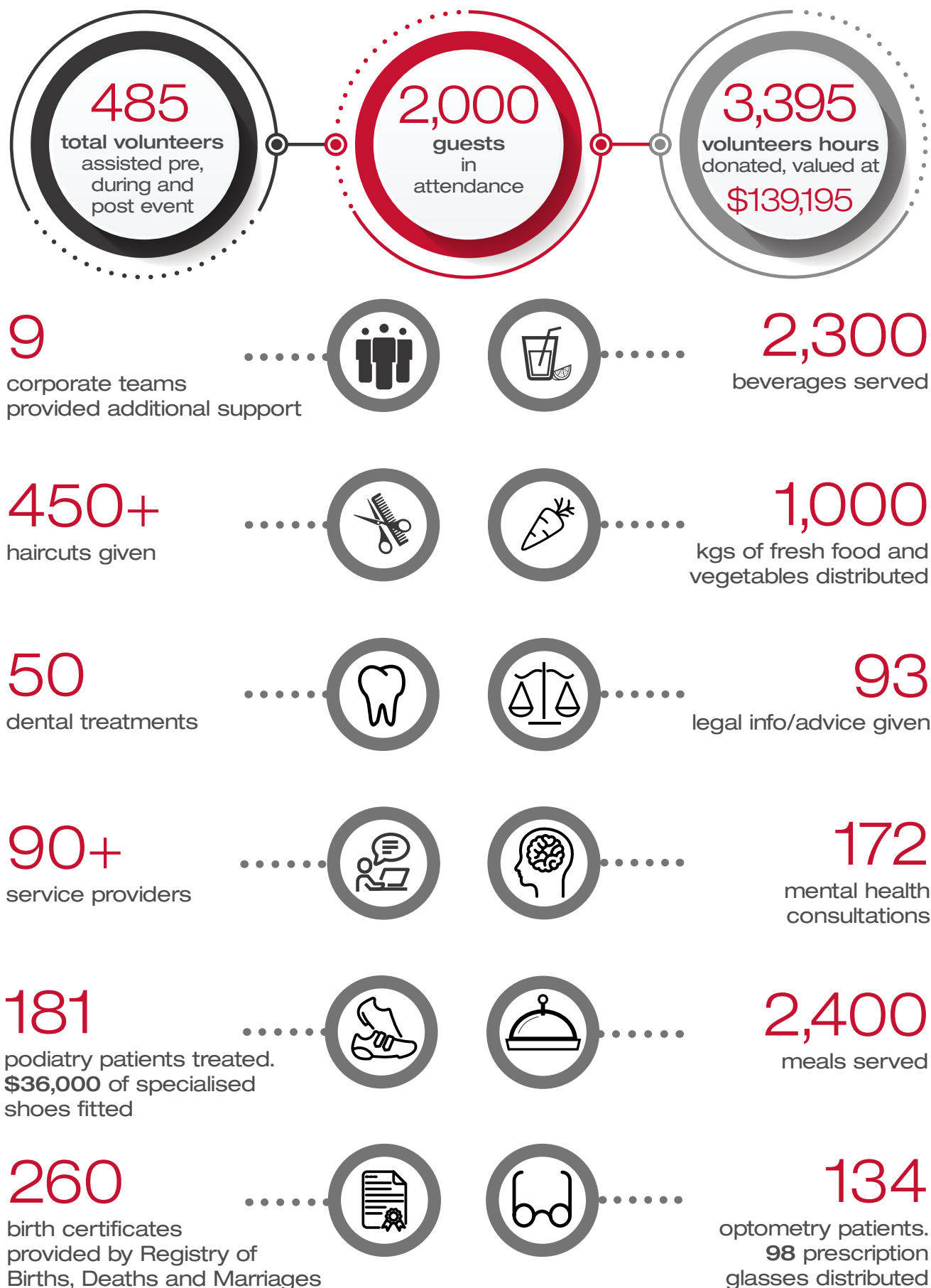
Guest, after receiving
a free haircut and style

One of the most popular services offered is free hairdressing



Free-of-charge optometry services are offered to guests

Here is a small snapshot of what we were able to achieve this year:





Queues of people line up at the free shop facility

Was living on the streets four years ago. Came to Homeless Connect and got a referral to a drug and alcohol rehab centre. I'm now clean for four years and now have been given a Homeswest home!! Guest

Thank you

Thank you to these generous sponsors for making Homeless Connect Perth possible.

Major Sponsors:



CITY of PERTH



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



Rob Carter
MEMORIAL TRUST



We wish to extend a huge thank you to all our other generous supporters who are listed on the Homeless Connect Perth website.

homelessconnect.volunteeringwa.org.au

CORPORATE volunteering

THROUGH COLLABORATIVE PARTNERSHIPS WITH MEMBER VOLUNTEER-INVOLVING ORGANISATIONS AND COMPANIES, VOLUNTEERING WA WORKS TO BUILD COMMUNITY CAPACITY THROUGH ITS HIGHLY SUCCESSFUL CORPORATE VOLUNTEERING PROGRAM.

Volunteering is such a rewarding experience. Having the opportunity to make a difference in someone's day and getting to know people that you may not ever have met otherwise, is priceless.

Skilled Volunteer

Our team works with community groups to identify and structure projects that utilise skilled expertise or team-based volunteer support from the corporate sector. Careful project-scoping ensures corporate volunteers can work on meaningful community projects that strengthen the beneficiary organisations and their service provision. In addition to the benefits for the community and the participating company, corporate volunteers gain new skills and an increased awareness of community needs.

This year, Volunteering WA has entered into a multi-year partnership with BHP to administer their employee volunteering program, with team and skills-based opportunities.

Working with BHP and our existing partners Woodside, Shell and Bankwest, has increased the pool of corporate volunteer resources available to our not for profit members.



Woodside team members spend the day volunteering at Kanyana Wildlife Rehabilitation Centre

Corporate members during 2018-2019

- Alcoa
- Bankwest
- Beyond Bank
- BHP
- BP Australia
- CBRE
- Deloitte
- HBF
- Minnovare
- Lotterywest
- RAC WA
- Rio Tinto
- Shell Australia
- Woodside

**In the last
12 months
Volunteering
WA's work
resulted in:**

923

employees

placed into team-based volunteer roles which helped **27** community organisations.

76

corporate teams

placed into volunteering activities, equating to **6,922** volunteer hours.

31

skilled volunteers

corporate volunteers matched to skilled roles, contributing **218+** hours of high-impact assistance.

corporate volunteering

contributed **\$546,687**

in value to the WA community in 2018/2019.



Three Bankwest volunteers gardening at Native Arc

Feedback from Corporate Volunteers and beneficiary organisations on Skills-Based Volunteering (SBV)

100% of volunteers said they would participate in skills-based volunteering again

100% of community organisations said they would prefer to use a skilled volunteer instead of a cash donation, if given a choice

100% of community organisations said they would use skilled volunteers again

90% of SBV participants would recommend volunteering to a colleague

92% of community organisations said the project met with their expectations



Jay was fantastic to work with; a very humble and inclusive 'expert' that I feel very privileged to have had the opportunity to work alongside of, and learn from. How he went about the workshop preparation process was excellent, and you could see that the time and effort he committed to prior preparation ensured perfect performance when it came to delivery of the workshop. I loved his easy facilitation style and his keen sense of humour which he managed to interweave into aspects of our discussion.

Trish Slee, City West Lotteries House

Feedback from Corporate Volunteers on Team-Based Volunteering

92%

said that they would recommend team-based volunteering to a colleague

86%

agree that Volunteering improved their team work and communication

86%

agree that volunteering increased awareness of wider social issues

86%

would talk more positively about the company

84%

agree that volunteering increased their understanding and empathy with other people

86%

would take up volunteering again

Maryam, our skills-based volunteer from Bankwest, has helped us come to grips with the functionality of Mailchimp as well as teaching us the fundamentals of capturing and keeping an audience.

Volunteering WA and Maryam have our sincere gratitude. We would never have achieved such a professional outcome without them.

Dot Hoareau, Operations Manager at the Spirit of the Streets Choir

Putting yourself in a different environment, with different challenges, and working with different stakeholders provides an opportunity to broaden your perspective and appreciation for the community and the challenges faced by those in your primary line of work.

Corporate Volunteer



Four BHP volunteers at the Cancer Council's Milroy Lodge varnishing deck chairs.



Shell team making pizzas in the Foodbank community kitchen

CORPORATE Volunteer Council

THE CORPORATE VOLUNTEER COUNCIL (CVC) IS A COALITION OF BUSINESSES THAT RECOGNISE AND PROMOTE THE IMPORTANCE OF WORKPLACE VOLUNTEERING AND HOW CORPORATE VOLUNTEERING PROGRAMS CAN BENEFIT ORGANISATIONS.



A number of events are held throughout the year to share good practice in corporate volunteering and to encourage and help more businesses to implement effective volunteering programs.

To kick off National Volunteer Week 2019, senior staff members from some of Perth's largest businesses joined forces to volunteer with Dismantle's BikeRescue, a dynamic youth development program that integrates hands on skill-building, to engage and mentor young people who need support.

The CVC also promoted corporate volunteering by organising a panel session at the 2018 Social Impact Festival. The panel featured a skilled volunteer from Bankwest as well as an informative presentation on utilising corporate volunteers by Native Arc.



Members of the CVC volunteering at Dismantle, a member organisation that restores bikes for disadvantaged people

OTHER STATE PEAKS and organisations

VOLUNTEERING WA IS A MEMBER OF THE CEO NETWORK OF NATIONAL/STATE/TERRITORY VOLUNTEERING PEAK BODIES.

The purpose of the network is to collaborate and capitalise on the collective resources, knowledge and capabilities of its members for the benefit and advancement of the Australian volunteering sector.

Working collaboratively, Volunteering WA contributes to the national strategic and operational volunteering agendas and is a communication conduit on the issues and opportunities impacting the Volunteering Australia Executive and all State/Territory entities.

The CEO network is extremely beneficial to Volunteering WA and the success of the Tower of Strength campaign to retain Federal Volunteer Management funding is testament to this valuable relationship.



Members of the CEO network take part in a volunteering activity at Bethanie West Perth Social Centre

GUILD Volunteering

GUILD VOLUNTEERING IS A JOINT VENTURE BETWEEN VOLUNTEERING WA AND THE UWA STUDENT GUILD. GUILD VOLUNTEERING CONNECTS STUDENTS TO MEANINGFUL VOLUNTEER OPPORTUNITIES BOTH ON CAMPUS AND IN THE COMMUNITY THROUGH PARTNERSHIPS WITH OVER 230 NON-PROFIT ORGANISATIONS.



In 2018/19, 1891 UWA students volunteered for 3208 opportunities, amounting an incredible 51,447 hours. These hours were accrued through a combination of group-led excursions, with partner organisations for whom Guild Volunteering advertised 607 roles and through student leaders running volunteer projects.

In early 2019, the eight month project with ASeTTs, The City I Belong To, which connected over 40 Syrian and Iraqi refugees with UWA students, culminated in an exhibition of art projects completed by young people. The success of this project has led to plans for the development of an ongoing mentoring project.

Guild Volunteering is focussed on increasing student leadership capacity in volunteer coordination and has supported students to develop new projects including Wellbeing volunteers, Photographers for Good, Greenbatch (plastic recycling plant) and more.



Guild volunteers in the Homeless Connect Perth warehouse

Guild Volunteering has created many opportunities to promote student volunteering including a volunteer fair, in collaboration with UWA Careers Centre, which attracted 25 exhibitors. The Volunteering and Social Impact Fiesta, organised during National Volunteer Week, included a mass micro volunteering activity where students lent a hand at volunteering on six different stations, including packing safe sex packs for WA AIDS Council and newborn baby packs for Little Things for Tiny Tots. National Student Volunteer Week included excursions, networking sessions, annual student volunteer awards and an inter-university tree planting excursion attended by 100 students from all five WA universities.

1891
UWA students
volunteered
for **3208**
opportunities,
= 51,447
hours



UWA students create origami hearts with message of hope for people in detention during National Volunteer Week

VWA CEO Tina Williams accepts a Lotterywest Grant from Lotterywest Senior Grants Development Officer Lee Grmas and Hon. Minister Mick Murray MLA





Making a world
OF DIFFERENCE





Level 1, 3 Loftus Street | West Leederville WA 6007

T: (08) 9482 4333

E: info@volunteeringwa.org.au

W: www.volunteeringwa.org.au

ABN: 24 028 468 144

