



**VOLUNTEER CENTRE OF
WESTERN AUSTRALIA (inc)**

**ANNUAL
REPORT**

2014



volunteering^{WA}

“ Today and every day the generous effort and contribution of volunteers needs support and recognition from us all – individuals, community, business and government. As well as a simple ‘thank you’, volunteers require excellent resourcing, management and protection to maximise the impact of their endeavours. Volunteers don’t just do the work, they power our community and make it work.

They are an unyieldingly optimistic group of active, caring citizens who truly keep Western Australia in good working order.”

MATTHEW RUTTER
*Chair, Volunteering WA
on behalf of the Board of Directors*



Matthew Rutter
Chair



Peter Clough
Deputy Chair



Craig Spencer
Deputy Chair



John Poulsen
Treasurer



David Morrison
*Volunteering WA Representative on
the Board of Volunteering Australia*



Dr Sue Boyd



Professor
David Gilchrist



Patria Jafferries



Graham
Lovelock



Paul Lynch



Dr John van
Bockxmeer

“ Volunteering is a powerful vehicle that connects and engages people in tackling challenges, needs and aspirations that can impact and transform individuals, communities, the economy and the continued development of our state and nation. It is imperative that we continue to recognise and support the efforts of our volunteers and the volunteer involving organisations they sustain. With your support and their support everyone will benefit.”



MARA BASANOVIC
CEO, Volunteering WA

Volunteering WA believes in the power of volunteering and has one singular vision – strong, connected communities through volunteering.

As the peak body for volunteering in Western Australia, Volunteering WA leads a state-wide collaborative volunteering effort – supporting thousands of volunteer involving organisations to activate hundreds of thousands of Western Australians to take positive action that changes our community.

Through a rich network and partnership with volunteer involving, corporate, educational and government organisations, Volunteering WA's work enables an annual contribution by volunteers of approximately \$11billion to the economy and community of Western Australia.

Here is just a snapshot.

Volunteering WA acknowledges and thanks the many valued partners, supporters and investors that make it possible for us to carry out our good work and deliver meaningful, enduring outcomes to communities across Western Australia.



Government of Western Australia
Department of Local Government and Communities



Australian Government
Department of Social Services



diverse members across Western Australia

ENHANCING SECTOR CAPACITY AND CAPABILITY

Our members and the broader volunteering sector benefit from a large range of networking, training and organisational development opportunities on a range of topics. These include volunteer management, best practice, good governance, key issues and continuous improvement. Volunteering WA delivers services, supports research and resource development, and advocates for relevant policy and infrastructure so that the capacity of the sector is enhanced and the volunteering experience is enriched.

Membership increased by 10% during this year.

Experienced Volunteering WA staff are on hand to offer customised assistance and advice to existing and potential member organisations that may benefit from an array of services offered through general and specialist programs.

Training and Development – a snapshot

1,196 potential volunteers attended 'Step into Volunteering' training.

1,071 volunteer managers trained.

670 volunteer involving organisations assisted with training and development.

Most popular training courses:

- Key Issues of Volunteer Management.
- Human Resource Management.
- National Standards for Volunteer Involvement.

Research and Policy – an overview

Volunteering WA works in partnership with other key organisations to be a recognised, credible voice in volunteering research and policy development. Research and policy initiatives being undertaken, planned, supported and shared include:

- Policy and procedures compendium - completed.
- Position statement compendium – in progress.
- 'Volunteering to Learn' research project – supporting partner.
- 'Creating and sustaining a strong future for volunteering in Australia' – supporting partner.
- Economic value of volunteering in Western Australia – in planning.
- State of Volunteering in WA report – in planning.
- Revision of 'A Common Purpose' – a resource to better engage volunteers from CaLD backgrounds – in progress.
- Homeless Connect Perth feasibility study – in progress.
- The Perron Foundation Research Scholarship - current.

Advocacy for Volunteering – working to strengthen volunteering

In collaboration with the National and all State and Territory peak bodies for volunteering, Volunteering WA has worked to strengthen and support the Western Australian and broader Australian volunteering sector through advocacy in the areas of:

- Work for the Dole and its impact on volunteering.
- Employment Services 2015 - 2020 and its impact on volunteering.

- The Green Army Initiative.
- Volunteer Insurance.
- Australian Charities and Not-For-Profit Commission reforms.
- Harmonisation of National Police and Working with Children Checks for volunteers.
- Volunteer rights, protection and mediation.
- National volunteer communications strategy.
- Workplace reforms and work health and safety.
- Involving volunteers at times of emergency and strengthening community resilience at times of emergency.
- Valuing volunteering.
- Volunteering infrastructure and addressing service gaps.
- Supporting a National Volunteer Referral Database and shared technology.



Volunteering WA is actively contributing to:

- National Standards for Volunteer Involvement Review Steering Committee and Working Group.
- Volunteer Rights and Advocacy Working Group.
- National Review of the Definition of Volunteering Steering Committee.
- State Emergency Management Community Engagement Sub-committee.
- Chamber of Commerce and Industry (WA) Social Policy Committee.
- Minister's Multicultural Advisory Committee.

“Facilitated networking through Volunteering WA is vital to the success of our volunteer program. We gain so much and take what we learn back to our organisation.” ~ VOLUNTEER MANAGER



18,860

Western Australians assisted towards volunteering

CONNECTING PEOPLE WITH OPPORTUNITIES TO SERVE THEIR COMMUNITY

Accessing volunteer roles that match the interests and skills of individual volunteers has never been easier. Volunteer involving organisations in need of volunteers list their positions on Australia's state-of-the-art national volunteer matching websites, GoVolunteer/SEEK Volunteer. These websites are powered by Volunteering WA's national volunteer database, VIKTOR Online. Opportunities can be searched 24/7 by prospective volunteers motivated to help others and do good.

In Western Australia, Volunteering WA:

- Assisted **18,860** individuals towards volunteering.
- Monthly website visits are **40,000+**.
- Developed unique access and management portals for emergency and spontaneous volunteers, sport and recreation volunteers, event volunteering, youth volunteering and skills-based corporate volunteering.

Nationally our volunteer database – VIKTOR Online:

- Is used by **40+** volunteer resource centres around Australia.
- Lists **19,500+** active volunteer opportunities for **5,892** volunteer involving organisations.
- Processed **167,000** expressions of interest during the year.
- **4,000+** users have created their own unique 'Volunteer Profile' and are automatically matched with suitable opportunities.
- Increased speed of search functionality by **400%**.
- New 'Quick Referral' feature designed to allow rapid referrals during times of high numbers of walk-in, telephone and promotional event referrals.
- Continued transformation through increased development, functionality and application.

Our national volunteer matching websites – GoVolunteer/SEEK Volunteer:

- Is a successful **14** year partnership between SEEK, The Boston Consulting Group, Eduka – we do web stuff, Volunteering Australia and Volunteering WA.
- Managed by Volunteering WA on behalf of Volunteering Australia.
- Helpdesk responded to and resolved **2,160** support requests and processed **448** registration requests from volunteer involving organisations.
- Promoted volunteering to **1,335,766** people who actively engaged with the websites.
- Assisted **5,892** volunteer involving organisations find the right people to support their work.
- Connected **128,840** volunteers nationally with causes that help build stronger communities.



“I found the perfect position online in a matter of minutes. Now I help other people find volunteer work.” ~ GOVOLUNTEER USER



18-25 year olds referred to volunteer positions

CONNECTING YOUNG PEOPLE INTO VOLUNTEERING

Young people want to make a positive difference and help their community. Volunteering WA in collaboration with Western Australia's five University Volunteer Hubs and a growing number of youth-led volunteering organisations makes volunteering happen every day. By creating pathways to positive volunteering experiences and a lifelong appreciation of and commitment to service, volunteering will grow and be sustained.



Youth Volunteering – a snapshot

- **1,042** secondary students referred to volunteer positions, 50+% more than last year.
- **7,038** 18-25 year-olds referred to volunteer positions, an increase of 80+% from last year.
- Collaborated with the University of Western Australia and the University of WA Student Guild to introduce an Australia-first agreement to jointly promote service learning and volunteering. Service learning embeds volunteering into students' coursework and recognises the reciprocal benefits of volunteering for organisations and students alike. As at July 2014, **19** service learning units are in place. Each unit involves community engagement as a significant core activity.
- **4** Tertiary Community Engagement Committee meetings held with stakeholders from all five Western Australian universities.
- Supported a major national youth volunteering research project, 'Volunteering to Learn'.
- Promoted student volunteering and cross-university volunteering during National Student Volunteer Week.
- Facilitated productive partnerships and closer relationships between all five University Volunteer Hubs and their local volunteer involving organisations.
- Annually present the Western Australian Youth Volunteer of the Year Award.
- Support, lead and invest in partnership initiatives, scholarships, mentoring and innovation to build capacity and capability of volunteering endeavours and contributions by young people.

A closer look at the University of WA Guild Volunteer Hub

Five-fold increase in student visits to the Volunteer Hub's new office.

28,306 website volunteer opportunity views.

Over **8,072** hours of volunteering recognised in 2013/14.

877 volunteer hours given to regional communities.

387 volunteer hours given to sport and recreation organisations.

19 service learning units ready for 2015.

VOLUNTEER SUPPORT – A LOOK AT JOONDALUP AND WEST PERTH

This year Volunteering WA involved **876** volunteers internally in our operations, projects and service delivery. Volunteering WA thanks each and every one of its valued staff, paid and unpaid – we could not do our work without your commitment, generosity, expertise and dedication.

A number of our volunteers work at the Joondalup and West Perth Volunteer Resource Centres, both managed by Volunteering WA. Service delivery at both Centres has increased markedly with greater numbers of potential volunteers presenting for face to face referrals and 'Step into Volunteering' training. Although most volunteer matching takes place online, many people who experience barriers to volunteering prefer to speak and be guided into volunteering by a skilled volunteer referral officer, particularly those experiencing limitations with language, health issues, disabilities and use of technology.

Joondalup – a snapshot

Volunteering WA's successful partnership with the City of Joondalup has seen the Joondalup Volunteer Resource Centre grow from strength to strength. The Centre enjoys active support from its local community.

- **138** community organisations regularly supported.
- **238** sport, recreational and social groups also being contacted and offered assistance.
- **2,360** volunteer related enquiries.
- **1,516** online referrals.
- **840** face to face contacts at promotional events and from walk-ins.
- **1,600+** hours contributed by voluntary Joondalup Volunteer Resource Centre staff.

West Perth – a snapshot

- **47** speaking engagements.
- **17** key committees with representation from Volunteering WA.
- **3** online specialist portals developed.
- **16** brochures and fact sheets published.
- **42** newsletters and research digests published.
- **46** resource and training manuals produced.
- **3,600** e-newsletter subscribers, **987** Facebook and **1,570+** Twitter followers.
- **41,000** monthly website visitors provided with information.

Both Joondalup and West Perth have enjoyed the support of and partnership with sponsors the City of Joondalup and Beyond Bank throughout the year.



“Each of us has the chance to make a difference through even the smallest of actions.” ~ ADNAN VISRAM, UNIVERSITY OF WA STUDENT VOLUNTEER



corporate volunteers placed in 34
not-for-profit organisations

HELPING ENGAGE BUSINESS WITH THE COMMUNITY THROUGH VOLUNTEERING

Companies bring time, skill, talent, an array of resources and a genuine commitment and interest in strengthening the capacity and capability of not-for-profit organisations to meet critical needs. Volunteering WA provides an intermediary service to ensure everyone is well matched, fully informed and supported and that corporate volunteering outcomes are mutually beneficial for the employee, company, not-for-profit organisation and the broader community.

Corporate Volunteering – the numbers

1,129 corporate volunteers placed this past year.

60+ corporate volunteering days provided.

20 corporate members of Volunteering WA.

34 not-for-profits participated as placement organisations.

7,280 volunteer hours donated.

Volunteer Feedback: *Volunteering improved my...*

Teamwork and communication – **85%**.

Sense of well-being and happiness – **85%**.

Pride in my company – **83%**.

Awareness of wider social issues – **83%**.

Ability and pride in talking positively about my company – **86%**.

Desire to undertake more volunteering – **86%**.

Skills-based Volunteering - a valuable new initiative

- Skills-based Volunteering provides a wonderful, new and extremely valuable avenue through which Volunteering WA is able to support its members. This has greatly enhanced our relationship with member organisations.
- A Skills-based Volunteering Pilot project was undertaken in late 2013 following increasing enquiries from corporations.
- Partnership with Woodside, Bankwest, NAB and Churchill Consulting provided valuable insights, expertise and guidance.
- Six-month pilot provided a proven model highlighting both successes and challenges.
- A 'high-touch' model, fee for service Skills-based Volunteering program has been introduced.





CORPORATE VOLUNTEER COUNCIL

- The Corporate Volunteer Council is a coalition of business leaders with an interest in corporate volunteering.
- The Council meets regularly to discuss trends, issues, good practice, governance, measurement and networking opportunities related to corporate volunteering in Western Australia.
- Founding members Alcoa, Atlas Iron, Bankwest, Deloitte, Squire Patton Boggs and Woodside organise quarterly networking events.
- The second annual Give1 night was successfully presented by Giving West and Volunteering WA in October 2013. Members participated in a panel discussion on different aspects of their corporate volunteering program.
- The Council has developed a strategic plan and set of guiding principles and directions for the future.

“ The project continues to live and add value ... a single small donation has an immediate impact but is not lasting. Our skills-based social media project has the potential to deliver a financial return far greater than a single, small donation. It provides a platform to promote the cause and directly impact the lives of people in need.” ~ FOODBANK EMPLOYEE



inspirational Volunteer of the Year Award recipients honoured

RECOGNISING EXCELLENCE

Each year National Volunteer Week provides an opportunity to highlight the vital role and contribution of volunteers in our community and to say, 'thank you', to the more than six million Australians and 600,000 Western Australians who generously give of themselves through volunteering. Volunteering WA hosted the annual Western Australian Volunteer of the Year Awards presented at an inspirational Gala Dinner and Awards Presentation attended by 352 guests from all sectors of the volunteering community. Nine Awards were presented in honour of exemplary voluntary contribution and achievement.

2014 Western Australian Volunteer of the Year Award Recipients and Partners



HIS EXCELLENCY MALCOLM MCCUSKER AC CVO QC AND MRS TONYA MCCUSKER

*Western Australian Spirit of Volunteering Award
presented by*



JOHN NAGLE

*Western Australian Volunteer of the Year Award
presented by*

**McCusker
Charitable
Foundation**



MIRANDA CUMMINGS

*Western Australian Youth Volunteer of the Year Award
presented by*





JOAN MUHLING

*Western Australian Lifetime Contribution to Volunteering Award
presented by*



FRAN RAFFERTY

*Western Australian Excellence in Volunteer Management Award
presented by*



WOODSIDE ENERGY LTD

*Western Australian Corporate Volunteer of the Year Award
presented by*



CONQUER CYSTIC FIBROSIS

*Western Australian Community Volunteer of the Year Award
presented by*



AARON SAWMADAL

*The Edie Hoy Poy Volunteer Award for Ethnic Communities
presented by*



PETER RUDD

*The West Australian Newspaper People's Choice Award
presented by*





sport and recreation volunteers recruited

NEW WAYS OF WORKING TO SUPPORT SPORT AND RECREATION CLUBS

The Volunteers in Sport project, funded by the Department of Sport and Recreation supports sport and recreation clubs to find, recruit and retain volunteers from the university and corporate sectors to fill primarily non-playing areas of need. These include governance, accounting, instructing, IT, websites, officiating, tournaments, events, administration, maintenance, policies and procedures, grant writing and more.

Volunteers in Sport – an overview

- Recruited **246** volunteers in a variety of roles.
- **2,000** volunteer hours given.
- Supported **30+** clubs.
- **155** separate volunteer placements took place at **52** events.
- Developed a dedicated Volunteers in Sport online portal which is now widely used. Clubs post volunteer opportunities and volunteers register their profiles to find positions of interest.
- Clubs report high rates of satisfaction and positive outcomes.



Volunteer Feedback – *Volunteering has...*

- Helped me gain new skills – **72%**.
- Improved my adaptability – **90%**.
- Enabled me to interact with people of different ages – **93%**.
- Enabled me to interact with people of different backgrounds – **76%**.
- Increased my self-confidence – **93%**.
- Improved my teamwork and communication – **90%**.
- Enhanced my sense of well-being and happiness – **93%**.



Department of
Sport and Recreation

Funded by the State Government through the Department of Sport and Recreation.
Sport and recreation builds stronger, healthier, happier and safer communities.



First time volunteering for a massive event, met lots of new people and was inspired by the athletes and am reminded of my own fitness goals and journey.” ~ A VOLUNTEER IN SPORT PROJECT VOLUNTEER



meals served to homeless and at risk guests

THE HELPING HANDS OF VOLUNTEERS STRENGTHENING CONNECTIONS AND BELONGING

In partnership with the City of Perth and with the support of Santos, the Petroleum Club of WA, the Bell-Vista Group of Companies and other valued sponsors, Homeless Connect Perth uses the power of volunteers to connect those who are homeless or at risk of homelessness to a welcoming, accessible, 'one-stop-shop' model of service delivery. Homeless Connect is about a whole of community approach to addressing some of the immediate needs of those experiencing homelessness and doing it tough. Through the helping hands and caring hearts of volunteers hope, dignity, joy and an awareness that the well-being and life of all Western Australians matters, is fostered.

Homeless Connect Perth 2013 – what was provided

- 850 guests attended on the day.
- 3,200 service provider contacts were made on the day.
- 346 volunteers assisted pre, during and post event.
- 5,234 volunteer hours donated valued at \$164,085.90
- 1,000 hot meals, 1,000 coffee cart beverages and 900 freshly squeezed orange juices.
- 327 housing and accommodation enquiries.
- 102 medical and health appointments.
- 63 eye tests and glasses.
- 39 dental treatments including multiple extractions.
- 10 hearing tests and aids.
- 19 youth and 19 general legal services.
- 165 haircuts.
- 26 showers.
- 23 electoral roll registrations.
- 25 tax enquiries.
- 55 Centrelink appointments.
- 26 birth certificates.
- 87 youth counselling and services.
- 57 family reconnect enquiries.
- 115 substance abuse referrals.
- 93 mental health services.
- 186 counselling and services contacts.
- 35 facials and hand treatments.
- 50 travel assistance enquiries.
- 33 podiatry.
- 28 reflexology.
- 6 truckloads of donations, including clothing, footwear, toiletries, toys, books, street swags, food.



“A beautiful day for everyone. It really helps everyone out. People talk to you and some people need that. You even meet your family and friends, that you may have not seen for a while.” ~ HOMELESS CONNECT GUEST



volunteers signed the Volunteer Red Ribbon in honour of all Western Australian volunteers

RECOGNISING, POSITIONING AND PROFILING OF VOLUNTEERING

*Each year, Volunteering WA coordinates a number of high profile recognition events to raise awareness of the value of volunteering. 2013 saw Volunteering WA celebrate its 25th anniversary. In partnership with the Bell-Vista Group of Companies, Volunteering WA launched the Volunteer Red Ribbon project. Volunteers from across Western Australia signed the 600-metre long red ribbon. The year culminated in a symbolic wrapping of the red ribbon around Government House on 5 December, International Volunteer Day, a significant occasion on the annual volunteer calendar. During this year, **13,760** volunteers attended Volunteering WA recognition events.*

The Volunteer Red Ribbon ...

- Travelled around Western Australia for six months visiting **15** regional locations and **40** metropolitan and outer metropolitan suburbs.
- Was wrapped around Government House on International Volunteer Day, 5 December, as a symbol of the enormous, valuable gift that volunteering bestows on the community.
- **530** volunteers and guests from **84** volunteer involving organisations witnessed the tying of the Red Ribbon at the International Volunteer Day Garden Party in the grounds of Government House.
- Highlighted the magnitude and diversity of Western Australia's volunteering community.
- Attended more events than any Perth 'A List' guest including major sporting and community events, VIP dinners, fun runs, school fetes, fundraisers, and more.
- Measured over **600** metres and displayed **40,000+** signatures, messages and drawings from volunteers and supporters of volunteers of all ages and backgrounds.
- Promoted and unified volunteers by providing a joyous platform for the sharing of stories and experiences.





This has been one of the best days of my life in Australia. I have met so many wonderful people and heard so many beautiful stories.” ~ RED RIBBON

VOLUNTEER RECENTLY ARRIVED FROM THE PHILIPPINES TO SETTLE IN AUSTRALIA

NATIONAL VOLUNTEER WEEK 2014

National Volunteer Week 2014 was held 12 – 18 May and focussed on the theme, ‘Volunteers – powering our community’. An extensive and far-reaching radio, print and electronic media and public relations campaign promoted both National Volunteer Week, with its myriad events held in communities around the state, and the Western Australian Volunteer of the Year Awards, a highlight of the week.

A twelve-page National Volunteer Week 2014 lift out was published in The West Australian newspaper on Monday 12 May featuring stories that celebrated volunteers and volunteer involving organisations.

Volunteering was highlighted during the week with the placement of the volunteering red ‘V’ symbols in prominent City of Perth locations. A number of iconic Perth buildings and bridges were lit up in red during the evenings. The City of Perth contributed a large-scale planting of the red ‘V’ volunteering symbol, featuring red and white petunias, at the Causeway entry to the City.

ANZAC Day Perth Volunteers

Volunteering WA partnered with the RSL (WA Branch) to successfully recruit, train and manage volunteer ambassadors for the 2014 Perth ANZAC Day commemorations at the Dawn Service, the Parade, the Main Service and the Gunfire Breakfast.

- Volunteer duties included - parade marshals, event ‘runners’, assisting veterans to parade positions, parade signage management, parade support, registration and information booths, appeal collectors, Dawn Service assistance, working with cadets, ushering and Gunfire Breakfast support.
- **160** volunteers were recruited, trained and worked in a co-operative spirit to ensure the commemoration went seamlessly.



Emergency Volunteering

Volunteering WA was activated to recruit, screen and manage spontaneous volunteers and coordinate material and in kind donations during the evacuation and recovery phase of the devastating Parkerville/Stoneville fire in January 2014. Staff from Volunteering WA also supported the Shire of Mundaring in the aftermath of the emergency.

Through the generosity of supporter Eduka – we do web things, valuable new features were designed and added to Volunteering WA’s VIKTOR Online system. The features enabled Volunteering WA to effectively gather and pass on vital information not only about volunteers and material and in kind donations, but also

in regard to emergency accommodation, animals and other specific needs.

As a member of the State Welfare Emergency Committee and the State Emergency Management Community Engagement Sub-committee, Volunteering WA contributed to the post emergency review and is working closely with committee members to lay foundations for the effective involvement of volunteers in emergency preparedness, evacuation, recovery and long term community resilience.



632 diverse members across Western Australia

18,860 Western Australians assisted towards volunteering

7,038 18-25 year olds referred to volunteer positions

1,129 corporate volunteers placed in 34 not-for-profit organisations

9 inspirational Volunteer of the Year Award recipients honoured

246 sport and recreation volunteers recruited

1,000 meals served to homeless and at risk guests

40,000+ volunteers signed the Volunteer Red Ribbon in honour of all Western Australian volunteers



ONE SINGLE VOLUNTEER DOING ONE GOOD DEED

be it large or small, is all that it takes to change a life and change the world

THANK YOU TO WESTERN AUSTRALIA'S 600,000+ VOLUNTEERS





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