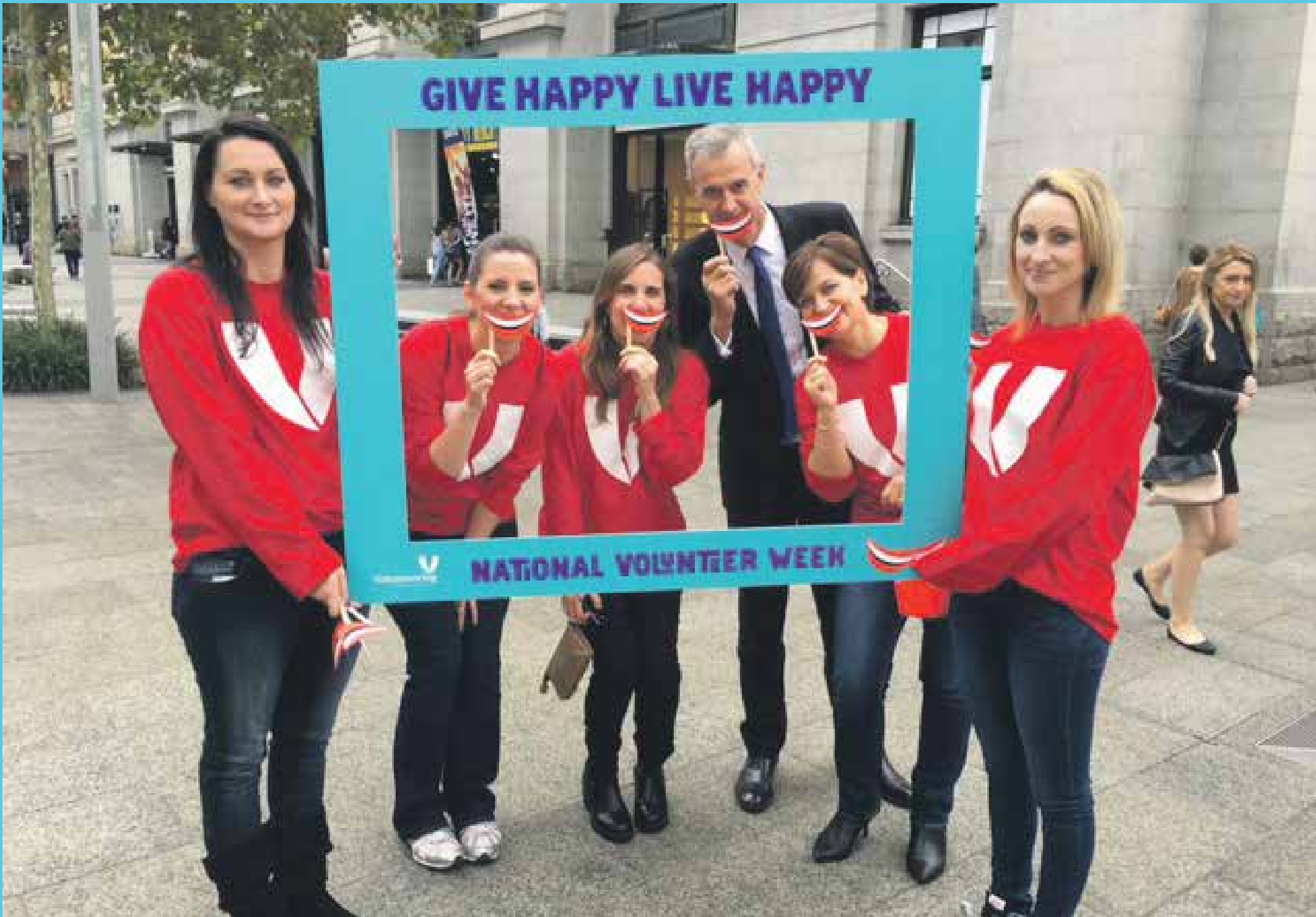


GiveHappy LiveHappy

ANNUAL REPORT 2016





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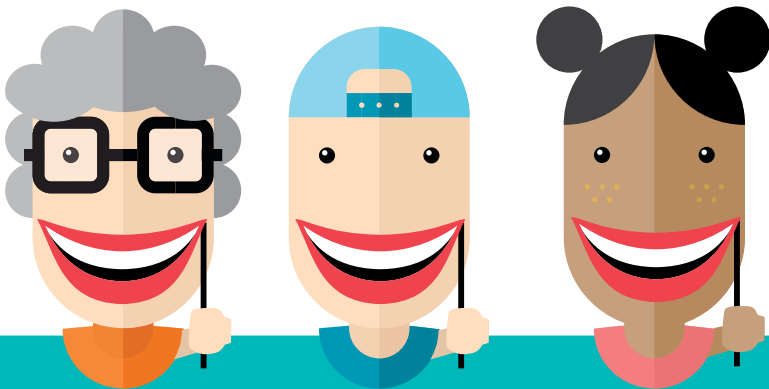
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VOLUNTEERING WA IS THE PEAK BODY FOR VOLUNTEERING IN WESTERN AUSTRALIA



OUR VISION

STRONG, CONNECTED COMMUNITIES THROUGH VOLUNTEERING

OUR MISSION

LEADING A COLLABORATIVE VOLUNTEERING EFFORT

OUR VALUES

WE BELIEVE IN THE POWER OF VOLUNTEERING

WE ARE INCLUSIVE, INNOVATIVE AND OPERATE WITH INTEGRITY

MEET OUR BOARD



CRAIG SPENCER
*Head of Community
Engagement, Bankwest*

Craig was elected to the Board in 2013 and is currently Chair of Volunteering WA. As the Head of Community Engagement for Bankwest Craig is responsible for building, implementing and maintaining a community engagement program which incorporates colleague volunteering, community sector relationships, sponsorships and partnerships including the Bankwest Curtin Economics Centre and the Bankwest Foundation.



DAVID MORRISON
CEO, Adcorp

David was elected to the Board in 2010 and is Deputy Chair. He is also a Board Member of Volunteering Australia. David has had many years' experience developing and managing pro-bono work and successful campaigns for not-for-profit groups and has assisted Volunteering WA in the development of a communications and branding strategy for both the organisation and for volunteering in general.



BEV EAST
*General Manager –
Social Outreach,
St John of God Health Care*

Bev was co-opted to the Board in 2013, elected as a member in 2014 and is currently Deputy Chair. Her experience prior to stepping into the not-for-profit sector includes working for nearly a decade with Woodside Energy and before that in senior advisory roles with both the State and Federal governments. Bev has a BA and a Grad Dip Business from Curtin University and is an alumni of Leadership WA. She has served on a number of NFP boards since 2010 because she believes that volunteering makes the world go around!



BYRON MAVRICK
Partner, Mavrick Partners

Byron was elected to the Board in 2015 and is the Treasurer. Byron is an Accountant and spent five years as an auditor to Volunteering WA, providing him with an excellent insight into our core financial business and activities. Byron enjoys volunteering with Kids Sailing on the weekends and most Saturdays can be found on the safety boat bobbing around in the water off Fremantle.



DR SUE BOYD

Sue was a co-opted member of the Board in 2010 and 2011 and was elected as a Board member in 2012. Sue had a distinguished 34-year career in Australia's foreign service and was one of the earliest woman Ambassadors. She has also had a long association with the University of Western Australia holding key volunteering positions including Guild President and as a member of the UWA Senate. Sue now contributes her valuable professional and leadership skills as a mentor.

MEET OUR BOARD



PATRIA JAFFERIES

Patria was co-opted to the Board in 2013 and elected as a member in 2014. Patria's strong background in business and marketing has led to a varied career spanning senior corporate roles in both Australia and the USA. She brings to Volunteering WA an excellent understanding of the corporate world.



TIM PRAILL

GM Strategy and Transformation, Navitas

Tim was elected to the Board in 2015. His previous role with the Boston Consulting Group led him to Volunteering WA, working with senior managers to provide support with developing the vision for the GoVolunteer system/operating model. Tim has extensive experience with the corporate sector in the areas of business transformation, cost reduction and due diligence.



PROFESSOR IAN REID

Adjunct Professor [Humanities], University of Western Australia

Ian was elected to the Board in 2014. He has had a long and distinguished academic career, was the inaugural Chief Executive Officer for the not-for-profit public company, Leadership Western Australia, and has served on half a dozen boards in the community benefit sector. He remains active in consultancy projects, in voluntary work, and in the writing of historical fiction.



KATHY REID

Partner, Minter Ellison

Kathy was co-opted to the Board in 2015. She heads up Minter Ellison's HR and IR team and advises on a broad range of employment law issues. Her particular focus on strategic issues has been of great value to the Volunteering WA Board. Kathy has also served for many years in community volunteering roles.



DR JOHN VAN BOCKXMEER

Chair, Fair Game WA

John was co-opted to the Board as the Youth Director in 2014, 2015 and 2016. He is an emergency and primary care doctor in the Pilbara and founder of the not-for-profit organisation Fair Game Australia. His voluntary work with Fair Game Australia has seen John receive many accolades, including Young West Australian of the Year in 2014 and winner of the Western Australian of the Year Community Award in 2016. John is passionate about ensuring young people continue to enrich their communities through volunteering.

JOINT CHAIR/CEO STATEMENT



As the peak body for volunteering in Western Australia we work actively to advance volunteering throughout the state. We represent **744** members from a wide variety of sectors and our role is to help these organisations and groups achieve their missions by growing volunteering in the community. We have enjoyed a productive year in extending our reach, collaboration and connections with organisations to promote what we do and by engaging with thousands of people who give their time to meaningful volunteering.

With the new definition of volunteering encompassing broader, more informal activities, we find that approximately 4 out of 5 WA residents give their time to the community, enriching our

quality of life and social cohesion.

Volunteering WA is proud of the impact we have in inspiring and enabling people and organisations to tackle the issues within our community. With many of us facing challenges in funding and resources we have been investing in new ways to strengthen the sector and help volunteer managers in recruiting, retaining and rewarding their volunteers. It is pleasing to report that Volunteering WA has achieved some great results over the year across our core programs, training, events and hubs and in particular, through the Volunteers in Sports Program, Corporate Volunteering Program and our IT offerings in connecting thousands of volunteers through our volunteering database.

For this we need to acknowledge and thank our dedicated staff at Volunteering WA, volunteers, our members, Board of Directors and all of our supporters.

Our gratitude also goes to Mara Basanovic, Volunteering WA's CEO for eight years, who left this year to take up the role of Volunteering Queensland CEO. Everyone has played a part in making this year a success.

This annual report is a snapshot of our work in 2015-2016. Thank you for your support – we are achieving this together.

CRAIG SPENCER
Chair

TINA WILLIAMS
CEO



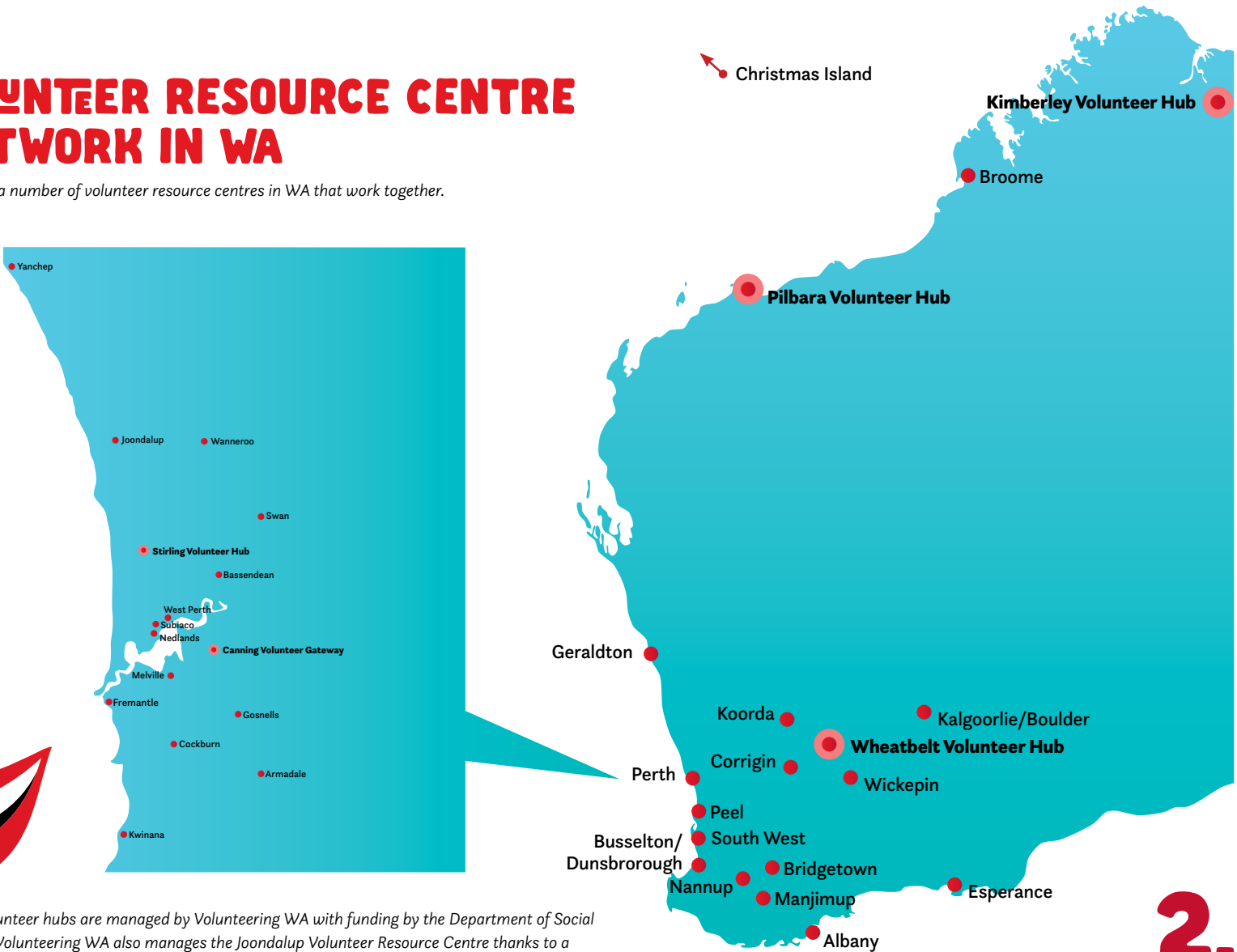
SECTION 1

MATCHING PEOPLE WITH THEIR PASSIONS



VOLUNTEER RESOURCE CENTRE NETWORK IN WA

There are a number of volunteer resource centres in WA that work together.



Helped
2,236
individuals experiencing disadvantage

VOLUNTEERING CENTRES AND HUBS

Our hubs work collaboratively in their local community to build the capacity of organisations and further strengthen the existing volunteering presence. The hubs offer free volunteering advice on local opportunities to the

general public. They also provide support to organisations with any volunteer management queries. The hubs have a strong focus on using volunteering as a tool to promote social cohesion and stronger, connected communities.

Supported
117
volunteer-involving organisations



Volunteers are happier, healthier and sleep better than those who don't volunteer - doctors should recommend it!

GUILD VOLUNTEERING

Guild Volunteering is a joint venture between Volunteering WA and the UWA Student Guild, and is leading the way in best practice through: empowerment; encouraging the development of student-led initiatives; providing leadership and education in the area of student volunteering and the recognition of the contribution of student volunteers through UWA Student Guild and UWA transcript recognition.

From the UWA Crawley Campus, Guild Volunteering provides micro, event and long-term volunteering, as well as regional trips, skills-based volunteering and virtual volunteering. Guild Volunteering is dedicated to finding valuable volunteer opportunities which complement students' degrees, contribute to their personal and professional development, and connect them to their peers and to the local and wider community.

In 2015/16 Guild Volunteering has:

- Engaged **33** student Program Directors, to lead local community programs, engaging student volunteers (increase of 175% since last financial year)
- Made **905** volunteer referrals (increase of 50% since last financial year)
- Listed **243** community organisations volunteering roles on the Guild Volunteering website (increase of 58% since last financial year)
- Increased the number of transcript recognised community organisations to **83** (increase of 93% since last financial year)



An amazing

21,295

hours of student volunteering



VOLUNTEERS IN SPORT

Volunteers in Sport, a collaboration between the Department of Sport and Recreation and Volunteering WA, aimed to support sport and recreation clubs in Western Australia to recruit, retain, manage, train and upskill volunteers. Last year **130+** volunteers were recruited to sport and recreation roles. The legacy of the Volunteers in Sport project is the enhanced readiness of sport and recreation groups to take on a new generation of community volunteers.

GoVOLUNTEER

GoVolunteer continues to be the biggest eVRC in Australia. This year we have assisted over **6,800** organisations to advertise volunteer opportunities, and over **463,020** people have visited GoVolunteer, resulting in over **38,870** expressions of interest being delivered through the website.

The Volunteer Profile continues to be a great success across Australia with over **10,260** volunteers creating their very own Volunteer Profile this year. The Volunteer Profile gives volunteers the ability

to record their own volunteer experience, receive recommended opportunities and search and shortlist opportunities.

Over
463,020
people visited GoVolunteer



Photo courtesy of Community Newspaper Group

"I recommend all organisations that need cultural change about volunteers or are wanting to recruit volunteers should engage with Volunteering WA."

- Royal Life Saving Society WA



96%
of volunteers say
that it “makes
people happier”²

SECTION 2

MAKING OUR SECTOR STRONGER





TRAINING

Volunteering WA provides high quality volunteer management training to enhance sector capacity and foster good practice.

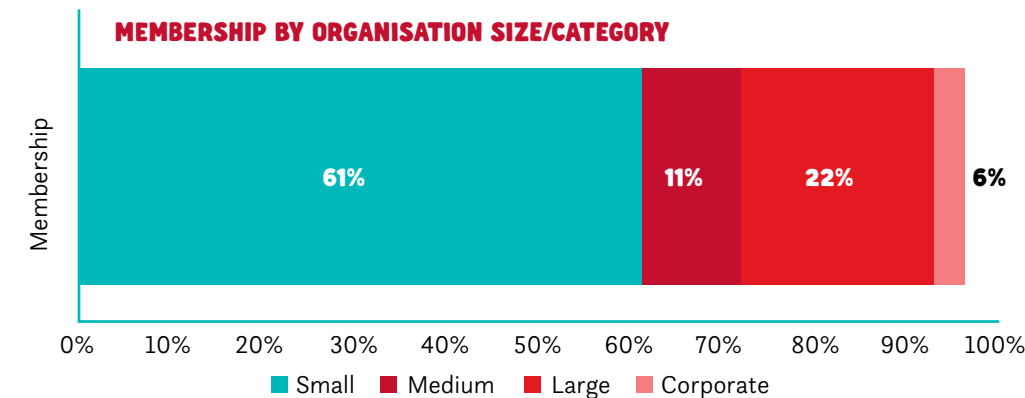
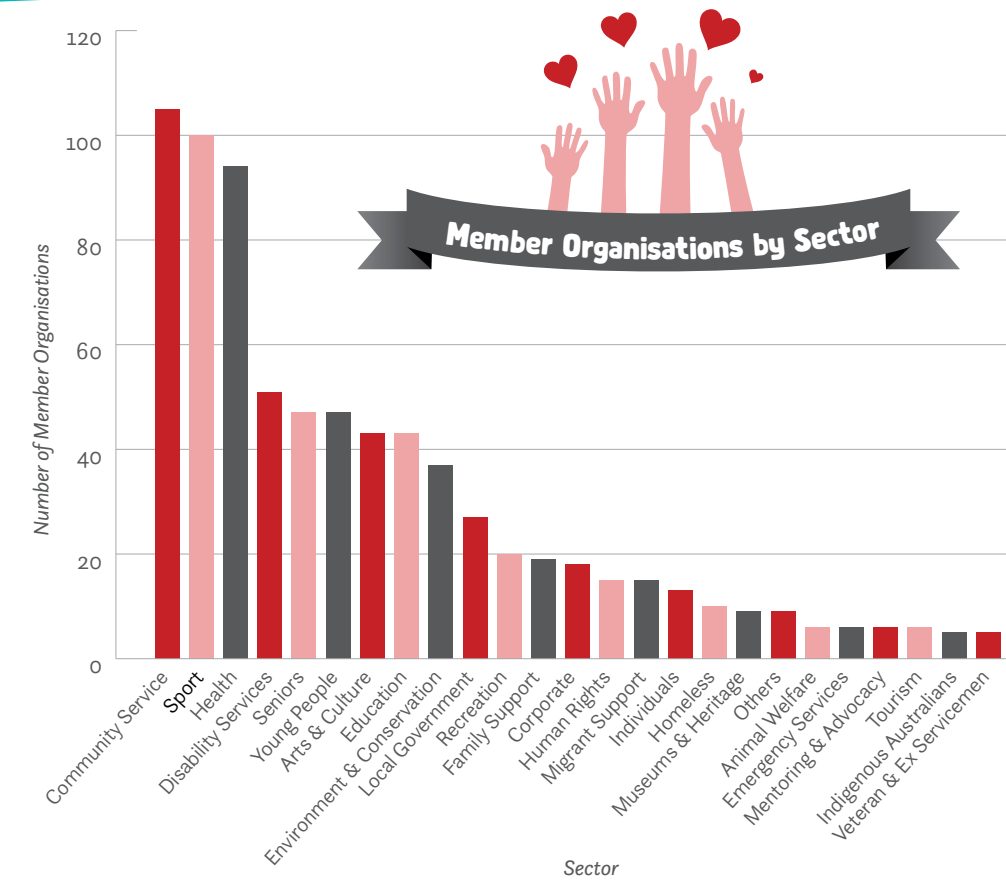
1,356 people were trained from **821** different volunteer-involving organisations across WA. Training courses delivered included Key Issues of Volunteer Management, ABCs of the XYZ and Boomer Generations, and the Masterclass Series.

The Volunteer Manager Network continues to attract great numbers, with **194** participants over 6 sessions.

The Volunteer Leadership Network of experienced volunteer managers aims to advocate for volunteer managers and the sector, and to address the gender imbalance in volunteer management.

Trained

1,356 people from
821 organisations



MEMBERSHIP

Volunteering WA's engagement with members is a key priority. We respond to an average of 11 enquiries per day from members on a variety of different service focus areas.

Membership has increased by **9.3%** this year to **744** members. An in-depth review of our membership and what we offer is underway with the aim of rolling out a new membership package in the coming year.

CONSULTATIONS

Volunteering WA provided valuable information and advice to sport and recreation clubs on recruiting and managing volunteers as part of the Volunteers in Sport project, funded by the Department of Sport and Recreation. We delivered **22** workshops, reaching **115** clubs, and developed a comprehensive suite of **68** resources for clubs to use to manage volunteers.

LEADERSHIP AND ADVOCACY

We played a key role in leadership and advocacy through:

- Input into the the National Volunteering Conference Content Committee, chaired several sessions, and also represented WA at the Research Roundtable.
- Input into the Definition of Volunteering
- Being the volunteer voice both at federal and state government levels
- Driving growth in the community, government and corporate sectors
- Working with other peak volunteer State and Territory peak volunteer organisations

Membership has increased by 9.3% this year to 744 members



RESEARCH

In addition to a Volunteering WA representative, membership of the Research Committee includes researchers from major universities in WA and a representative from the Department of Local Government and Communities. This ensures that Volunteering WA is aware of the latest volunteering trends here in Australia and globally, provides researchers direct access to volunteer-involving organisations for their studies, and fosters a productive collaboration in the research space. This year the committee introduced the Research Digest, a webpage displaying bi-annual scoping of research publications, reports and projects relevant to Western Australia's volunteering sector, with report summaries and links to detailed publications (where available). This excellent resource is accessible at volunteeringwa.org.au/research

Members of the Research Committee also took part in the Research Roundtable as part of the National Conference on Volunteering.

INNOVATION

The national volunteering database, VIKTOR, developed and managed by Volunteering WA, continues to grow, with over **5200** organisations using the system to recruit volunteers. Volunteering WA provides support to all users throughout the year via our helpdesk service, responding to **530** telephone calls, **1,795** emails, and over **300** support ticket requests.

We delivered **17** training sessions relating to the VIKTOR database to **125** attendees.

vol.org.au is a new website describing VIKTOR, providing detailed information about the system, and highlighting the features and capabilities that users can access.

The helpdesk has also continued to provide daily support to GoVolunteer, SEEK Volunteer and Volunteer Profile users nationally. The helpdesk maintains a high level of customer service and plays an important role in

supporting both volunteers and organisations.

This year the GoVolunteer helpdesk has provided **246** days of support, responding to **425** telephone calls, **675** emails, **1764** support ticket requests, and processing over **400** registration requests.

TERTIARY ENGAGEMENT

Volunteering WA convenes the Tertiary Community Engagement Committee, bringing together volunteer centre/hub representatives from all 5 Western Australian universities. This committee fosters collaboration and discussion on topics relevant to the university setting, such as transcript recognition for student volunteering, micro-volunteering and 'voluntourism'.

National Student Volunteer Week is a highlight of the tertiary volunteering calendar, which in August 2015 saw a variety of activities take place, including a huge inter-university planting day.

95%
of volunteers
say that
volunteering
is related to
feelings of
wellbeing³



SECTION 3

HOW WE THANK AND RECOGNISE VOLUNTEERS





NATIONAL VOLUNTEER WEEK

The central message for National Volunteer Week was 'Volunteering is something to smile about', and our awareness campaign included red 'V's and smiles appearing in prominent locations around Perth,

and buildings shining red on the eve of the first day of National Volunteer Week.

We took to the streets and erected 'volunteer pop-ups' around Perth CBD during lunch-time

with volunteers giving away 'red smiles' for people to use to take a selfie, and then post it on social media under the hashtag #givehappylivehappy. We also provided red smiles to our stakeholders, and encouraged

them to post their photos on social media. The campaign was hugely successful, with Volunteering WA trending on Twitter throughout the week, and hundreds of hits on Facebook and Twitter.



WA VOLUNTEER OF THE YEAR AWARDS

More than 350 guests attended the Gala Dinner Awards Presentation of the WA Volunteer of the Year Awards on Wednesday 11 May 2016. Without doubt, these exceptional award recipients inspire the community with their commitment, passion and dedication to the betterment of Western Australia.

AWARD WINNERS

Steve Gates, Western Australian Volunteer of the Year Award (back left)

Meg Rodgers, The West Australian People's Choice Award (back right)

Greg Elliott, Western Australian Volunteer Award for Ethnic Communities (3rd row far left)

Dr Ciara Stapleton, Western Australian Youth Volunteer of the Year Award (3rd row middle)

John Poulsen, Squire Patton Boggs, Western Australian Corporate Volunteer of the Year Award (2nd row far right)

Tony Lightman, Kings Park Guides, Western Australian Community Volunteer Organisation of the Year Award (2nd row inside left)

Shyama Fernando, Western Australian Excellence in Volunteer Management Award (front inside left)

Hank Koster, Western Australian Lifetime Contribution to Volunteering Award (front inside right)





INTERNATIONAL VOLUNTEER DAY

The annual International Volunteer Day Garden Party was a wonderful opportunity for volunteers to come together and be acknowledged for their time, compassion, generosity, and enormous contribution they give to their community through volunteering.

Our 2015 event, attended by Her Excellency Kerry Sanderson AC, Governor of Western Australia and Patron of Volunteering WA, and the Minister for Volunteering, The Honourable Tony Simpson MLA, was held in the stunning grounds of Government House. Almost **500** volunteers enjoyed delightful refreshments and entertainment as they celebrated this special and wonderful day of well-deserved recognition.

Volunteering results in a 'helper's high', a powerful physical and emotional feeling experienced when directly helping others⁴





SECTION 4

WORKING WITH OTHERS



“This project has proven that there is enormous value in having access to skills-based volunteers. We are very impressed with the standard of professionalism of Volunteering WA and Iwona, our volunteer facilitator. I wish we had known about this years ago!”

Caron Stewart, South West Aboriginal Land and Sea Council (SWALSC)

CORPORATE VOLUNTEERING

Volunteering WA’s corporate volunteering program continues to go from strength to strength. This year we connected **59** different volunteer-involving organisations with corporate volunteers.

92% of employees surveyed reported increased pride in their company.

100% of skills-based volunteers surveyed would choose to volunteer their professional skills again, and **87%** of recipient organisations reported that the skills-based volunteering project helped to increase the organisation’s capacity or capability.

We facilitated **554** employees into team volunteering, donating a total of **3,202** hours to the community. We also introduced a customised volunteer portal for Woodside that is already helping over **30%** of employee volunteers engage with team and skills-based volunteer opportunities.

“Volunteering WA is the perfect organisation through which our employees’ energy and skills can be harnessed to benefit the community.”

Jo Ferrie, Woodside

“Volunteering WA has played a critical role in the growth and evolution of the Bankwest employee volunteering program. This helps ensure the best possible outcomes for the not-for-profit and volunteer.”

Wendy Gauci, Bankwest



business leaders dedicated to corporate volunteering

CORPORATE MEMBERS DURING 2015-2016

acQuire	National Australia Bank
Adzoo	Newmont Mining
Ajilon	PTTEP Australasia
Alcoa	RAC
AutumnCare	Rio Tinto
Bankwest	Sage Foundation
BP Australia	Santos Ltd
Commonwealth Bank	SEQTA
Deloitte	Squire Patton Boggs
EY (Ernst and Young)	Western Power
JDSi Consulting Engineers	Woodside

Thank you to the Corporate Volunteer Council leadership team.



The Corporate Volunteer Council held the following events:

Corporate Volunteering During Emergency Response and Recovery Efforts
sponsored by RAC

Building Volunteer Engagement in the Corporate Sector
sponsored by Squire Patton Boggs

Give 1 Night: a celebration of corporate volunteering
sponsored by Woodside, Squire Patton Boggs, Deloitte, Bankwest and Alcoa



HOMELESS CONNECT

Homeless Connect Perth is a one-day event that connects government agencies, the corporate and community sectors, and volunteers in providing a diverse range of free essential services to people experiencing homelessness. These services include: accommodation assistance; counselling; legal advice; employment services; free GP, dental, podiatry and optometry services; budget/financial counselling; identification (Births/Deaths/Marriages); massage & skin treatments; free shop facility with food, clothing, and toiletries; personal hygiene (haircuts and

showers); meal service; sporting and arts activities.

Homelessness cannot be solved in one day, but becoming reconnected into the community can be achieved. Hundreds of services in Perth assist the homeless and those at risk of homelessness. What makes Homeless Connect Perth innovative is that it brings these service providers directly to people, in one location in Perth, and on one day. Having hundreds of smiling volunteers on hand to guide people around as hosts also makes Homeless Connect so special.

“Really good hairdresser, very kind and considerate. First time here, will come back. Been united with family from around WA. All up a wonderful day! Thank you to everyone!”

Guest at Homeless Connect



More than
1,500
guests attended



Services ranged from health checks and accommodation advice to companionship, fun and food. Guests lined up from 7.00am to see doctors at the Mobile GP; an overwhelming flood of guests waited to see the optometrists; and there was an increase over previous years in the number of guests seeking dental assistance.

106

service providers from all levels of government and not-for-profit agencies were on site with more than **200** staff (volunteer and paid).

3,000+

More than **3,000** service provider contacts were made on the day. A number of service providers reported seeing more than **200** guests.



More than
1,200

meals were served from the dining room including take away packs for young recovering drug addicts and elderly rough sleepers.



In the park, over
1,000

cups of coffee were distributed from the coffee van; **1,200** fresh orange juices were squeezed; and **750** bacon & egg rolls provided.



Guests were able to have a shower and a haircut [**200** haircuts on the day], have a meal, replenish food stocks, obtain new hygiene items and underwear, bedding and select donated clothing, shoes, toys and books.



Dental Foundation had **15** staff and **9** volunteers attend – dispensed more than
\$20,000
of dental services

HOMELESS CONNECT THE NUMBERS



**The experience of helping others
provides meaning, a sense of self-worth,
a social role and health enhancement⁸**



ANZAC DAY
Volunteering WA was contracted by the Returned Services League (RSL) WA to recruit, train, and manage volunteers to support the first post centenary (101st) Anzac Day Parade March on 25th April 2016.

Despite bouts of very bad weather, the event was a great success and the volunteers did a fantastic job. **138** volunteers were recruited to support **6,000** parade participants and more than **10,000** spectators.

138
**Anzac Day volunteers
made the DAY!**



**Just a few hours
of volunteer work
makes a difference in
happiness and mood⁵**

SECTION 5

FINANCE & GOVERNANCE

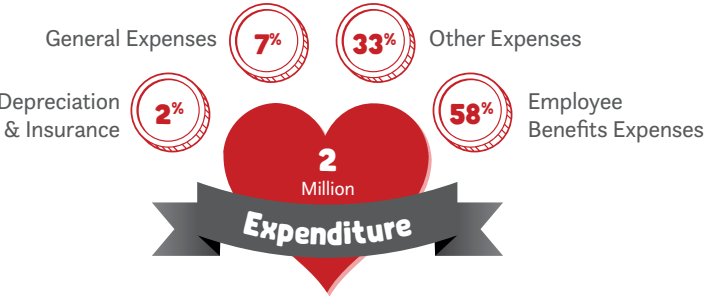
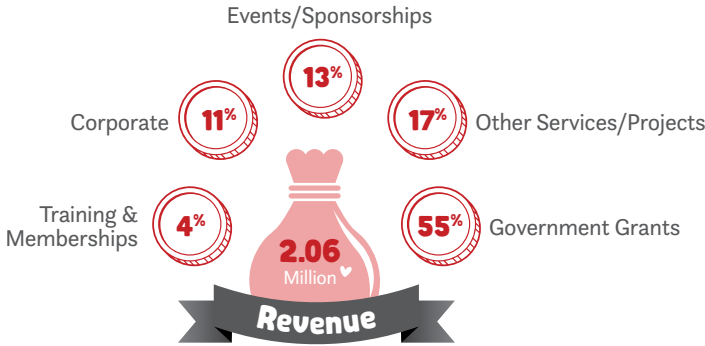




Volunteering is highly associated with greater health and happiness⁹

FINANCIAL REPORTING

Volunteering WA's financial year ended on 30th June 2016. Our Chairperson and Treasurer jointly signed off on the Annual Financial Reporting process on behalf of the Board. A copy of the financial report for year-ended 30th June 2016 is available on volunteeringwa.org.au



REVENUE AND EXPENDITURE

During the year Volunteering WA returned a net surplus of **\$70,631** compared to **\$41,877** the previous year. Although total revenue was down slightly on the previous year, total expenditure was correspondingly decreased and this has contributed to a satisfactory result overall. The accompanying diagram illustrates that just over half of our revenue comes from Government grants (**55%**) but we continue to seek other sources of revenue. In particular the services provided to our corporate partners continue to grow strongly and contribute to total revenue.

The Expenditure diagram shows that the majority of our total expenditure is Employee Expenses (ie salaries and on costs). Employee expenses have increased this year but this has facilitated significant savings in other areas. Volunteering WA is fortunate to have a talented team of people experienced in the volunteer sector and it is this experience which assists greatly in undertaking our various projects and events on time and within budget.





STATEMENT OF FINANCIAL POSITION

The accompanying Statement of Financial Position shows Volunteering WA to be in a strong financial position with Net Assets of **\$937,318** compared to **\$866,687** last year. We have adequate cash reserves to manage current and future projects. Our budget for the 2016-2017 financial year forecasts another surplus and therefore we expect our financial position to continue to remain strong. Other than normal trade creditors and provisions, Volunteering WA remains debt free.

A full copy of the financial report is available at volunteeringwa.org.au.

**Altruistic emotions and behaviours
are associated with greater
well-being, health and longevity⁶**

VOLUNTEER CENTRE OF WESTERN AUSTRALIA (INC)

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

	2016 \$	2015 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,435,555	1,087,831
Trade and other receivables	22,608	327,203
Other current assets	20,496	24,013
TOTAL CURRENT ASSETS	1,478,659	1,439,047
NON-CURRENT ASSETS		
Property, plant and equipment	55,674	80,735
TOTAL NON-CURRENT ASSETS	55,674	80,735
TOTAL ASSETS	1,534,333	1,519,782
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	459,173	512,075
Provisions	118,115	76,262
TOTAL CURRENT LIABILITIES	577,288	588,337
NON-CURRENT LIABILITIES		
Provisions	19,727	64,758
TOTAL NON-CURRENT LIABILITIES	19,727	64,758
TOTAL LIABILITIES	597,015	653,095
NET ASSETS	937,318	866,687
EQUITY		
Retained earnings	937,318	866,687
TOTAL EQUITY	937,318	866,687

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 an incorporated not-for-profit organisation with status as a Public Benevolent Institution.

FINANCE & AUDIT COMMITTEE

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

Chair, Byron Mavrick
Mavrick and Partners

Ms Bev East
*General Manager,
St John of God Health Care*

Dr Sue Boyd
Director

Dr John Van Bockxmeer
Chair, Fair Game WA

Mr Peter Hopps
Chief Financial Officer, Volunteering WA

Ms Tina Williams
Chief Executive Officer, Volunteering WA



A strong correlation exists between the well-being, happiness, health and longevity of people who are emotionally kind and compassionate in their charitable helping activities⁸



SECTION 6

OUR SUPPORTERS



THANK YOU TO THESE VALUED PROGRAM PARTNERS, SPONSORS AND SUPPORTERS



Government of **Western Australia**
Department of **Local Government and Communities**



Australian Government
Department of **Social Services**



Department of
Sport and Recreation



CITY of **PERTH**



THANK YOU TO THESE GENEROUS SPONSORS FOR MAKING THE WA VOLUNTEER OF THE YEAR AWARDS POSSIBLE

Presenting Partner &
Individual Award Partner



Individual Award Partners



The West Australian



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 Volunteering WA

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