



30th anniversary

ANNUAL REPORT
2017-2018



volunteeringWA

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.

Contents.

01

STRATEGIC PRIORITY:
SUSTAINABLE ORGANISATION

What we do 2

Corporate governance. 3

2017/18 highlights. 4

People and supporters 6

Joint Chair/CEO statement 10

30 year anniversary 12

Our commitment to improvement 18

2018 meet our Board 20

Revenue and expenditure 22

Audit governance 24

02

STRATEGIC PRIORITY:
CONNECTING PEOPLE

Our membership 25

Volunteer Support Services. 26

Connecting people through technology 30

National Volunteer Week 32

WA Volunteer of the Year Awards 34

International Volunteer Day 38

03

STRATEGIC PRIORITY:
STRENGTHENING SECTOR

Research and innovation 40

Sector support 42

Volunteering WA networking 46

Advocacy 48

Volunteer Community Reference Group 49

Tower of Strength campaign 50

04

STRATEGIC PRIORITY:
VALUED PARTNERSHIPS

Tertiary engagement 52

Emergency management 53

Homeless Connect Perth 54

Corporate volunteering 58

Corporate Volunteer Council 62

Other state peaks and organisations. 63

Guild Volunteering 64

What we do.



Established in 1988, Volunteering WA is the peak body for volunteering in Western Australia. 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. Established in 1988, 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 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 and Audit Committee (see page 24), the Research Committee (see page 40), the Corporate Volunteer Council (see page 62), the Tertiary Engagement Committee (see page 52) and other reference and working groups which provide specialist advice on an as-needs basis.



2017/18 highlights.



Volunteer Support Services achievements:



“The help I received was excellent, and the follow-up was also excellent. I am now gainfully ‘employed’ doing 15 hours a week volunteer work for the local museum – most enjoyable.”



People and supporters.



Our people

Our organisation thrives due to its dedicated and passionate people and supporters.

The teams continue to work exceptionally hard towards our mission with the strategic plan clearly at the forefront of all activities undertaken.

We strive to deliver our core business efficiently and professionally while creating a culture of operational excellence.

Our goal of becoming an employer of choice is being realised with increasing satisfaction and positive staff survey results.

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

“After twenty years of working in the public sector, I started volunteering my professional skills in the VWA office four years ago. Working with this group of committed and skilled people is great and to be able to support the broader volunteering community makes it even better.”

Raye, Office Volunteer

Volunteering WA Volunteers

Volunteering WA is proud to have a team of 38 volunteers who help out at our office in West Perth and also at our hubs across the state.

THEY ASSIST US IN MANY DIFFERENT WAYS, FROM CORPORATE PROJECTS TO VOLUNTEER SUPPORT SERVICES, AND ATTEND THE VARIOUS EVENTS WE HOLD EACH YEAR.

In 2017-18 21 volunteers contributed **2,800 hours** in the areas of strategy, policy, research, IT, events, legal, administration and volunteer support. Using the 'Benefits Calculator for Organisations' and taking into account volunteer expenses, we estimate a conservative value of volunteers' contribution to be worth over **\$221,000**. A huge thank you to our spectacular volunteers!



2018 Diversity Awards

The **Difference Maker Diversity Awards**, an initiative of the Engaging Young People on Aged Care and Community Boards Program, highlight how people and organisations are taking action, showing exceptional leadership, courage and commitment in promoting diversity to achieve better governance outcomes for their organisation and society. Volunteering WA was delighted to be a 2018 finalist in the Awards.

Volunteering WA volunteers - an overview of the value of our volunteers



In addition, we have further support from event volunteers including the **458** volunteers that assisted with Homeless Connect Perth.



Woodside team volunteering

Our supporters

As the peak body for volunteering in Western Australia, Volunteering WA is committed to serving the needs of 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 to ensure that every Western Australian can realise their potential to make a difference.

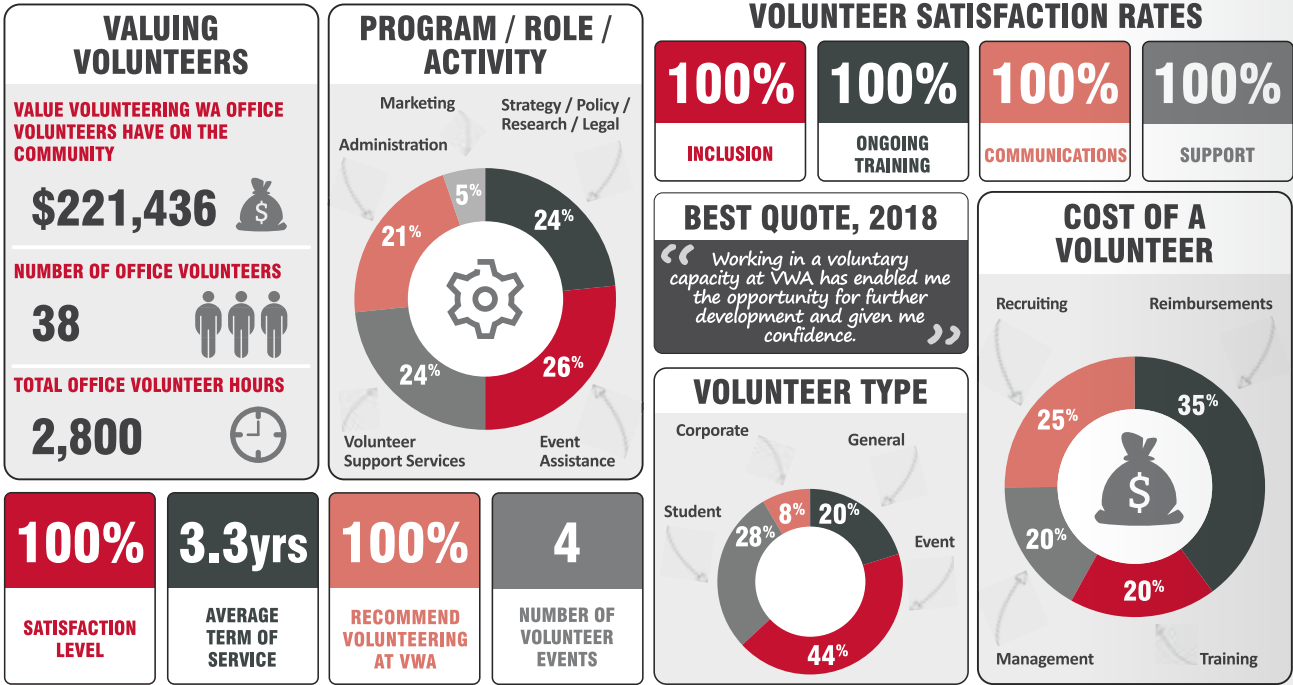
Our sincere appreciation and thanks is extended to all our stakeholders and supporters.



Government of Western Australia
Department of Communities



Australian Government
Department of Social Services



Continuing our leadership in the community.

JOINT CHAIR / CEO STATEMENT



We are proud to present the 2017-2018 annual report during Volunteering WA's 30th anniversary year. It is not only an opportunity to reflect on the achievements of the past year but also on the significant and ever-changing role the organisation has played in the West Australian community for the past three decades.

As the peak body for volunteering in WA, we continue to work in line with our strategic plan and we are pleased to report on a successful and productive year in collaboration with our 700+ valued members from a wide variety of sectors. We remain committed to practising operational excellence in order to ensure a strong Volunteering WA into the next thirty years and beyond.

... our work enables an annual contribution by volunteers of approximately \$39 billion to the economy and community of Western Australia.

Valuing partnerships is a key priority and Volunteering WA works in collaboration with community, business, educational and government organisations to achieve the greatest impact. Together our work enables an annual contribution by volunteers of approximately \$39 billion to the economy and community of Western Australia.

With a vision 'For every Western Australian to enjoy a valued volunteering experience that enriches our state', we have engaged with our key stakeholders to re-design our IT platforms so thousands of people can enjoy easier and seamless connections to volunteering and make their impact in the community.

Our corporate volunteering program continues to lead the way, and we acknowledge and thank all of our valued corporate members, in particular Woodside, Shell and Bankwest for their strong commitment to volunteering.

We have also achieved some tremendous results across our core programs including training, events and volunteering hubs throughout Western Australia. These results are due to our hard working staff and volunteers and the essential funding received from our State and Federal Governments.

With many of our members in the community sector facing challenges in securing funding, resources and volunteers, we continue our efforts to champion volunteering to build sector capabilities.

Having a direct voice to the Minister for Volunteering, Mick Murray, through the Volunteer Community

Reference Group is vital for driving our mission and policy discussions. We applaud all of our hardworking volunteers, staff, members, partners and supporters for their contribution to our work over the past year and acknowledge the Board and committees on their stewardship and strategic leadership of Volunteering WA.

Our sincere gratitude goes to the outgoing Patron of Volunteering WA, the former Governor Kerry Sanderson for her three and a half years of dedicated service to Volunteering WA. We thank her for hosting our 30th anniversary event at Government House, which was a fantastic evening of celebration at such a special venue.

WE WISH TO ACKNOWLEDGE THE SIGNIFICANT CONTRIBUTIONS OF THE VOLUNTEER LEADERSHIP NETWORK AND VOLUNTEER COMMUNITY REFERENCE GROUP IN HELPING SHAPE THE FUTURE OF THE SECTOR AND ADVANCE VOLUNTEERING IN WA.

We were extremely honoured when the new Governor His Excellency The Honourable Kim Beazley AC agreed to be our new patron. He is already a staunch supporter of Volunteering WA and a champion for volunteers in the Western Australian community.

This annual report is a snapshot of our successes over the last year and a brief delve into our rich 30-year history.

As we enter our fourth decade, we look forward to continuing to lead, advance and celebrate volunteering in Western Australia. We hope that this report inspires you to do the same.

Thank you for your support.

CRAIG SPENCER Chair
TINA WILLIAMS CEO

Volunteering WA 30 years on.



Looking back and moving forward

Since opening its doors in 1988 Volunteering WA has flourished and grown to be the leader and innovator of the Western Australian volunteering sector, serving our State's 600,000 plus volunteers and thousands of volunteer-involving organisations.



1988

2018 MARKS THE 30TH ANNIVERSARY OF VOLUNTEERING WA AND WE NOW GLANCE BACK TO SEE HOW FAR WE HAVE COME OVER THE LAST THREE DECADES, AND MOST IMPORTANTLY, HOW MUCH SOCIAL IMPACT WE HAVE HAD THE PRIVILEGE OF DELIVERING TO COMMUNITIES ACROSS WESTERN AUSTRALIA.



Sheila Weigand, the first volunteer in the organisation's history, reads to children



Chairman, Steve Wiles at National Volunteer Week 1998 with Pauline Bagdonavicius, Department for Family and Childrens Services

How technology has changed!

In 1988, prospective volunteers read about volunteering positions in newspaper articles or heard about them via word of mouth. Volunteer records were kept manually and typed on a typewriter. By 1992, technological resources consisted of four computers, two printers and a photocopier.

Years later in 1999, VIKTOR was born, a database that allowed organisations to post opportunities onto the internet. VIKTOR is used by over 6,000 organisations.

As needs and technology have continually evolved over the last thirty years, our systems and processes have been updated and enhanced to make posting and finding volunteer positions as seamless for our users as possible.

'COMPUTERS WERE A NEW CHALLENGE FOR REFERRAL OFFICERS. MANY OF US WERE COMPLETELY COMPUTER ILLITERATE AND WE PRESSED ON WITH THE OLD METHODS, HOPING THE ELECTRONIC FUTURE WOULD SOMEHOW NOT HAPPEN.'

Excerpt from *The Challenge of Computers* by Dot Cant, Volunteer Trainer.

Patron for Volunteering

We have been fortunate to have the support and patronage of many distinguished West Australians throughout our organisation's history, including most recently, The Honourable Kerry Sanderson AC (retired on 30th April 2018) and the current patron, The Honourable Kim Beazley AC in his new role as the Governor of Western Australia. As our Patron, the Governor supports the work that Volunteering WA does as the peak body for volunteering in our State, and champions for volunteering in our communities.

“It was a privilege to be invited to be the Honorary Solicitor for Volunteering WA on its inception 30 years ago, and that remains the case to this day. Volunteering WA and all of the wonderful volunteers and volunteer organisations do fantastic work and strive to make WA a better place in which to live for all of us.”

Greg Paull, Principal of Cullen Macleod Lawyers and Honorary Solicitor, 1988 - present.

Events over the years

Excerpt from *We're Invited to the Garden Party* by Marian Brockway.

My neighbour charges in waving a piece of paper.

'I've got an invitation to the Garden Party. At Government House. Because of my work with the parks in our suburb.'

'No kidding? So have!! For my music.' I play the piano in nursing homes.

We've never been invited to the Garden Party before. It's a big event for volunteers held at the end of each year in the grounds of Government House. We have a conference on **What to Wear**.

Volunteering WA hosts several events during the year that recognise the incredible work volunteers do in their communities. Events include the WA Volunteer of the Year Awards, National Volunteer Week and International Volunteer Managers Day.

ONE OF THE HIGHLIGHTS OF THE CALENDAR YEAR IS THE GARDEN PARTY, AN EVENT WHICH ORIGINATED IN 1988 AND TAKES PLACE ON INTERNATIONAL VOLUNTEERS DAY ON 5TH DECEMBER. IT IS ATTENDED BY HUNDREDS OF PEOPLE INCLUDING THE GOVERNOR, MINISTERS, DIGNITARIES, OUR MEMBERS, STAKEHOLDERS AND, OF COURSE, OUR STATE'S WONDERFUL VOLUNTEERS.

Today, all volunteers in Western Australia are invited to attend the ceremony which takes place in the Government House gardens but in the event's earlier days, invitations were only open to people nominated by the public and by Members of State Parliament.



Annual Garden Party for Volunteers, 1992

30th year anniversary celebration

On Wednesday 11 April, The Honourable Kerry Sanderson AC, the Patron of Volunteering and Governor of Western Australia, hosted a delightful cocktail party for Volunteering WA staff, volunteers and guests where she congratulated and thanked the organisation for its outstanding 30 year contribution to our Western Australian community.

Her Excellency, The Honourable Kerry Sanderson AC, talks to guests



If it wasn't for the early vision of many people who dedicated their hearts and minds to Volunteering WA in the 80s, the organisation wouldn't be what it is today.

Life membership is given to a person honoured by the Association for outstanding service to The Volunteer Centre of Western Australia Inc and associated services through volunteer effort.

We are proud and grateful for the support of our following life members:



- Jan Knight
- Sallie Davies
- Keith Edwards

And those who have since passed:

- Edie Hoy Poy OAM CitWA
- Stephen Wiles
- Harry W Sorensen AO CitWA

Achievements over the decades

Corporate volunteering program - established the first ever Corporate Volunteer Council in Australia that leads and promotes corporate volunteering throughout the business community.

Lead agency in WA for International Year of Volunteers 2001 when the first WA Government Minister for Volunteering was appointed.

We have developed a sector-designed digital volunteering platform that matches, manages and reports on volunteering Australia-wide.

Our Research and Tertiary Committees share their expertise and promote volunteering within our sector.

Our outstanding volunteer management training program offers masterclasses and endorsements that match nationally-recognised qualifications.

Our Volunteer Leadership Network, advocating, influencing and mentoring others in the sector.

The establishment of the Ministerial Volunteer Community Reference Group.

“ It has been a truly remarkable journey and one we remain passionate about and committed to as we step into the next thirty years of strengthening our community through volunteering. ”

Current CEO, Tina Williams, reflects on the significance of the 30 year anniversary.



The office in 1999. Robert Solomon, far left front row, continues working at Volunteering WA today

The team now and then

Tina Siver was the first paid employee when she was appointed Director, assisted by volunteer Sheila Weigand who remained with the centre for many years.

A board of management was set up with Robyn Barrow as interim Chairperson followed by Jan Knight as inaugural Chairperson. In July 1990 when Tina resigned, Sallie Davies stepped across from the Board to fill in until a new Director was appointed. She eventually became the first Executive Director.

Today, Volunteering WA has 21 paid employees and 30 volunteers working across Western Australia in partnership with over 700 members. We manage seven volunteer hubs and partners with 23 Volunteer Resource Centres.



The team in 2018



thank you

Thank you to all of our supporters over the last thirty years!

Our commitment to improvement.

Developing and practising operational excellence is essential to our sustainability and the future success of Volunteering WA.

The 2017-2022 Strategic Plan identified 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

WE ARE DELIGHTED TO REPORT THAT, WITH THE ASSISTANCE OF BANKWEST'S PROCESS IMPROVEMENT TEAM, VOLUNTEERING WA'S MANAGER OF VOLUNTEER SERVICES, LORENA CASTELO, HAS ACHIEVED THE SIX SIGMA GREEN BELT CERTIFICATION IN BUSINESS IMPROVEMENT METHODOLOGIES.

Employer of choice

We are truly on our way to becoming an employer of choice.

Our recent staff survey delivered excellent results:

100%

100% agree their role is clearly defined and they know what is expected of them





93%

93% agree VWA has a clear strategic vision, which drives our work

93%

93% see themselves being at VWA in another 3 (or more) years

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.

PRIORITIES	AREAS OF FOCUS	MAIN ACTIONS
 Sustainable Organisation - Embedding sustainability by:	Developing and practicing operational excellence	<ol style="list-style-type: none"> 1. Create a culture of operational excellence 2. Become an employer of choice
	Diversifying funding sources while maintaining current sources	<ol style="list-style-type: none"> 1. Maintain current government funding sources 2. Increase and develop funding opportunities 3. Manage funds responsibly
 Connecting People - Connecting people and organisations by:	Matching needs of volunteers and community	<ol style="list-style-type: none"> 1. Overcome barriers to volunteering 2. Increase connection opportunities across the sector
	Raising public awareness of the benefits and contributions of volunteering	<ol style="list-style-type: none"> 1. Building Volunteering WA's profile in the volunteering sector 2. Promote the benefits and contributions of volunteers
 Valued Partnerships - Developing valued partnerships by:	Nurturing existing relationships and developing new collaborative partnerships	<ol style="list-style-type: none"> 1. Use influencers and key stakeholders to develop new relationships 2. Maintain and grow existing relationships
	Being the trusted advisor for volunteering in WA	<ol style="list-style-type: none"> 1. Be recognised as the trusted advisor by Volunteer Organisations 2. Be recognised as the expert/peak body by external stakeholders (Government, Media, Corporate)
 Strengthening Sector - Championing to build sector capabilities by:	Anticipating, addressing and adapting to the community's changing needs	<ol style="list-style-type: none"> 1. Use research to respond to changing needs of sector 2. Be the change leaders through research and innovation
	Strengthening volunteering capabilities and capacities	<ol style="list-style-type: none"> 1. Promote collaboration and networking 2. Develop and influence policies 3. Strengthen support/ expertise

VOLUNTEER showcase



Christine has paired her professional experience as a beauty therapist to contribute 19 years to volunteering for the Cancer Council Wig Service. Christine's role involves meeting with clients and helping them to choose products-wigs, turbans, caps or scarves-and demonstrating how they can be worn and cared for.

Christine Bilborough is a finalist in the 2018 WA Volunteer of the Year People's Choice 'Spirit of Volunteering' Award.

Meet our Board.



Craig Spencer

**Head of Community Engagement
Bankwest**

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 17 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.



Bev East

**Chief Executive Officer – Social Outreach
St John of God Health Care**

Bev joined the Board of Volunteering WA in 2014 and is currently Deputy Chair. Bev has significant experience serving on not-for-profit (NFP) Boards. She spent four years on the board of a women's health organisation until its amalgamation with a similar service and is currently Chair of Barking Gecko Theatre Company in Western Australia.

Prior to stepping into the NFP sector with St John of God, Bev worked with Woodside Energy. Her background also includes senior advisory roles with the WA Government, time as an adviser to a Federal Member of Parliament and extensive media experience as a radio producer and presenter and as a journalist on a daily newspaper.



Byron Mavrick

Mavrick Partners

Byron was a School Teacher/Boarding Master before becoming an accountant. As the previous auditor for Volunteering WA, Byron developed an excellent insight into the organisation's core financial business and activities which has served the Board well in his current role as Treasurer.

Byron has a strong commitment to volunteering and contributes to various organisations at committee level to support their financial and governance responsibilities.



Tony Friday

**CEO
Pilbara Regional Council**

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. He currently serves as a local government CEO, and has held a portfolio of corporate directorships spanning international consulting, property investment, business incubation, disability services and contemporary theatre.



Dr Megan Paull

**Director – Postgraduate Research
Senior Lecturer – Management
School of Business and Governance, Murdoch University**

Dr Megan Paull brings to the board of Volunteering WA her expertise developed both as a researcher, and as an active volunteer as well as accumulated expertise from teaching and consulting in volunteer-involving organisations for over 20 years.

Megan has been a leader and driver of the Volunteering WA Research Committee since its inception in 2001. A key focus of Megan's work is ensuring that volunteering research is communicated back to the community. Megan is also Volunteering WA's representative on the Volunteering Australia Board.



Belinda Salvoni (nee Grandoni)

**Senior Community Development Officer
City of Bayswater**

Belinda was elected in 2017 as the Youth Director of Volunteering WA. As Senior Community Development Officer within the Local Government Sector, Belinda is passionate about community engagement and participation, particularly how volunteering can build self-sustaining groups and networks within communities.

As a 2017 Emerging Leaders in Governance Graduate, one of her focuses will be ensuring Volunteering WA continues to remain agile in the changing face of volunteerism. Belinda has strong experience in strategy and policy development, project management, partnership development, social research and community development. She is looking forward to providing a youth perspective and challenging the status quo.



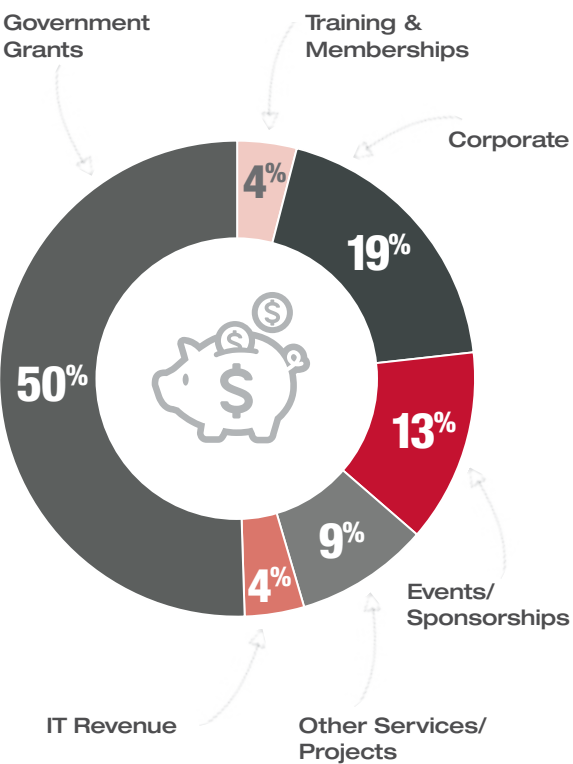
Tim Prail

GM Strategy and Transformation, Navitas Limited

Tim was elected to the VWA Board in 2015. His previous role with the Boston Consulting Group led him to Volunteering WA, working with senior managers to support the vision for the GoVolunteer system and operating model. Tim has extensive experience within the corporate sector, in particular the areas of strategy, operating model design, business transformation and corporate development.

Revenue and expenditure.

Revenue



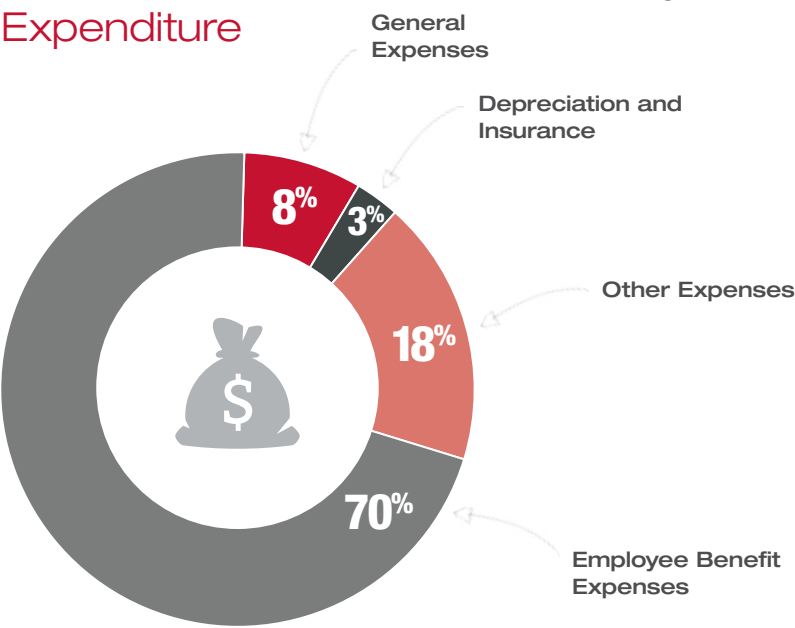
DURING THE YEAR VOLUNTEERING WA RETURNED A NET SURPLUS OF \$14,894 COMPARED TO \$123,766 THE PREVIOUS YEAR. MUCH OF 2016/17 SURPLUS REVENUE WAS DUE TO A GRANT WHICH WAS EXPENDED ON CAPITAL EQUIPMENT.

Although our overall revenue is slightly less than last year, tight control of budgets and spending have maintained a good result for the year end.

The accompanying diagram illustrates our efforts to diversify our income streams with 50% of revenue coming from government grants, 19% through our corporate partnerships, followed by 13% representing our events and sponsorships revenue.

The Expenditure diagram shows that the majority of our total expenditure is Employee Expenses (ie salaries and on costs). 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.

Expenditure



Statement of financial positon

The accompanying Statement of Financial Position shows Volunteering WA to be in a strong financial position with Net Assets of \$1,075,978 compared to \$1,061,084 last year. We have adequate cash reserves to manage current and future projects. Our budget for the 2018-2019 financial year forecasts a 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.

VOLUNTEER CENTRE OF WESTERN AUSTRALIA (INC.) STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018		
	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,257,366	1,135,682
Trade and other receivables	174,677	414,485
Other current assets	16,402	36,473
TOTAL CURRENT ASSETS	1,448,445	1,586,640
NON-CURRENT ASSETS		
Property, plant and equipment	133,744	180,127
TOTAL NON-CURRENT ASSETS	133,744	180,127
TOTAL ASSETS	1,582,189	1,776,767
LIABILITIES		
CURRENT LIABILITIES		
Trade and Other Payables	352,111	553,981
Provisions	123,696	129,773
TOTAL CURRENT LIABILITIES	475,807	683,754
NON-CURRENT LIABILITIES		
Provisions	30,404	21,929
TOTAL NON-CURRENT LIABILITIES	30,404	21,929
TOTAL LIABILITIES	506,211	705,683
NET ASSETS	1,075,978	1,061,084
EQUITY		
Retained earnings	1,075,978	1,061,084
TOTAL EQUITY	1,075,978	1,061,084



The latest dollar replacement value volunteering hourly rate is **\$41.72**.
Australian Bureau of Statistics (ABS)

VOLUNTEER showcase



For the last five years I've been volunteering for Volunteering WA, most recently with the Marketing and Communications team. What makes me come in every week? I love giving back to the community. Also, I relish the opportunity to learn new skills and interact with other like-minded staff and volunteers.

Kathryn,
Volunteering WA office volunteer



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 and Audit 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*

Tim Prall
General Manager, *Navitas Ltd*

Tony Friday
Chief Executive Officer, *Pilbara Regional Council*

Peter Hopps
Chief Financial Officer, *Volunteering WA*

Tina Williams
Chief Executive Officer, *Volunteering WA*



Our membership.

95%

of members are satisfied
or very satisfied with
services provided

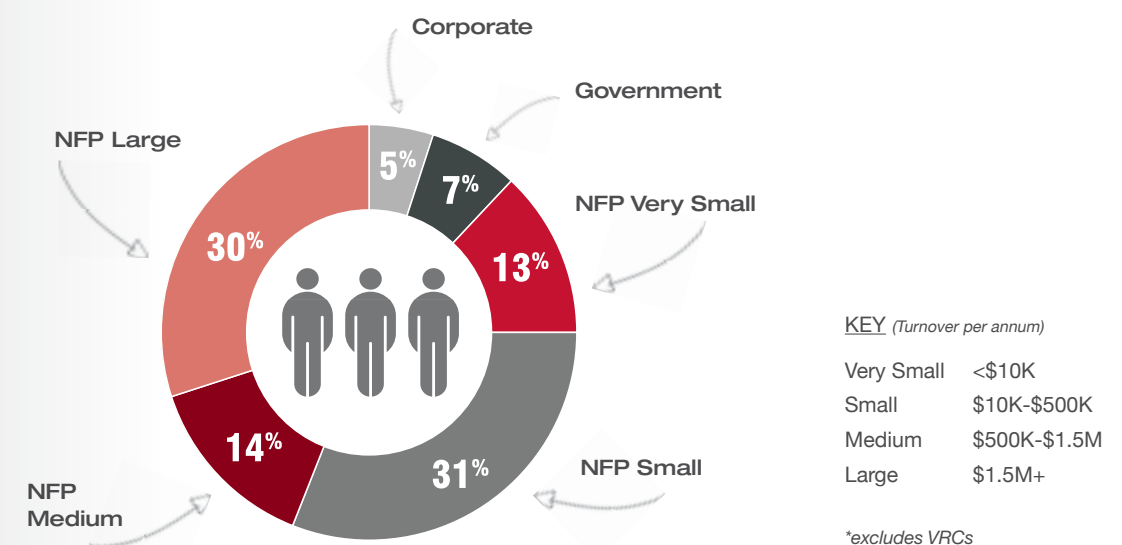
Source: Volunteering WA
member survey Nov 2017

Volunteering WA builds stronger sustainable communities, by providing leadership and support to volunteer-involving organisations throughout the State. Thanks to the support and valuable feedback from our members, we are able to address the challenges and opportunities within the sector and work collaboratively to build volunteer capacity in our communities and achieve our mission of **leading, advancing and celebrating volunteering in WA**.

Volunteering WA was proud to represent **706 members and affiliates** in 2017-18.

As shown below, our organisational members range from small not-for-profit to large organisations, government and corporates.

Organisational members by category/size (turnover) 2017-18*



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 our member organisations and groups.

The biggest challenges member organisations face:

- Not enough staff to carry out work supporting volunteers
- Constant turnover of volunteers

The services most valued by individual volunteer managers:

- Access to VIKTOR, the online volunteer recruitment and referral database
- Training

The services most valued by volunteer organisations:

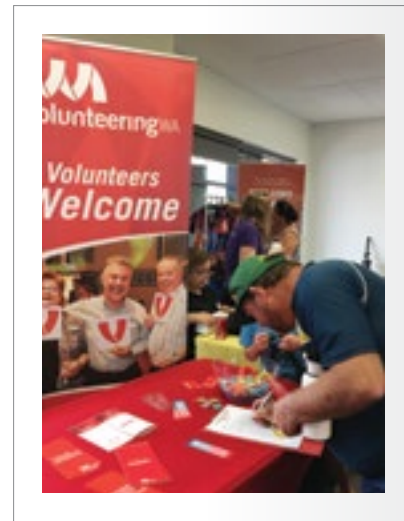
- Promotion of good practice through National Standards
- Promotion of research into volunteering-related issues

Volunteer Support Services (VSS).

Volunteering WA manages seven external volunteer hubs which make up the Volunteer Support Services Team. 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. The Joondalup Volunteer Resource Centre is run in partnership with the City of Joondalup while the UWA Guild Hub is run in partnership with the University of Western Australia Guild. Our VSS team bring location-based services and great value to the communities they serve with a special emphasis on assisting those experiencing disadvantage.



Potential volunteer registers at our Pilbara Volunteer Hub

Our supporters

Thank you to the Department of Social Services and all our supporters and partners that contribute to the success of the VSS supporting their local communities.



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



Australian Government
Department of **Social Services**



“Without Volunteering WA, I wouldn't have the confidence or skills to begin my journey as a volunteer. Thank you!”



Volunteer Resource Centre Network in WA

There are 30 Volunteer Resource Centres in WA that work together in serving the community and providing local expertise.

REGIONAL

Albany
Broome
Busselton-Dunsborough
Esperance
Geraldton
Kalgoorlie
Kimberley
Nannup
Pilbara
Volunteer South West
Wheatbelt

PERTH AND SURROUNDS

Armadale
Bassendean
Cockburn
ECU Joondalup
ECU Mt Lawley
Fremantle
Gosnells
Joondalup
Kwinana
Melville
Murdoch
Nedlands
Peel
Rockingham
Stirling
Canning
Swan
UWA Guild
Wanneroo

(Locations listed in red are managed by, or in partnership with, Volunteering WA)



“Thank you for pointing me in the right direction, I was very overwhelmed when I moved to Australia and Volunteering WA helped me find an organisation that could utilise my language skills.”

Connecting people through technology.

VIKTOR is the national volunteering database developed by Volunteering WA. 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 volunteers.

This year over **75** volunteer resource centres and **5,773** community organisations have used VIKTOR to list volunteer positions with **8,000** 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 **606,239** volunteers have visited GoVolunteer (a 4% increase) resulting in **32,628** expressions of interest being delivered through the website.

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 talks to both VIKTOR and the Volunteer Profile to reduce duplication and data entry, and was recently promoted at the national volunteering conference. VIRA is constantly being updated and has had several upgrades this year, including volunteer and position tagging capabilities as well as improved reports and exports.

THE VOLUNTEER PROFILE CONTINUES TO BE A GREAT SUCCESS ACROSS AUSTRALIA WITH 13,861 VOLUNTEERS CREATING THEIR PROFILE THIS YEAR, BRINGING THE TOTAL TO 58,742.

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.

The GoVolunteer App also continues to connect volunteers to opportunities with 1,639 volunteers downloading the app this year, bringing the total to 6,991.

Volunteering WA provides daily helpdesk support to VIKTOR, VIRA, GoVolunteer, SEEK Volunteer, Volunteer Profile and GoVolunteer App users across Australia. The helpdesk continues to provide a high level of customer service and this year has responded to a total of 1,176 telephone calls, 6,015 emails and 2,053 support ticket requests.

“I've been using VIKTOR and VIRA for a few years and find both systems to be intuitive and easy to use. Most of all, they enable my organisation to effectively recruit and manage volunteers.”

Jessica Harris – Membership Coordinator, Volunteering and Contact ACT



Thank you

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.



WA delegates visit the VIRA display booth at the National Volunteering Conference in Sydney



Amaroo Village uses the VIRA system to manage its volunteer database. It is extremely convenient having all our volunteers' information (both basic and specific) at our fingertips, but kept in a secure program. The reports it can produce improve all the time and make management of the volunteer team much easier. It certainly helps me, as the Volunteer Coordinator, work smarter not harder.

Kelly Cracknell – Village Lifestyle and Volunteer Coordinator, Amaroo Care Services Inc

VIKTOR is key to the provision of our service delivery. It allows us to effectively assist individuals to find appropriate volunteer roles and to easily promote our member organisations' volunteer opportunities. We have a membership of over 200 Not-for-Profit organisations and community groups and could not successfully fill these roles without the VIKTOR database and its links to SEEK Volunteer and GoVolunteer. 80% of our applications come from these websites.

Elizabeth Acason - Coordinator, Swan Volunteer Resource Centre



National Volunteer Week.



National Volunteer Week (NVW) is an annual celebration held in May to acknowledge the generous contribution of our nation's volunteers.

This year, with thanks to Lotterywest grants, 235 events including award ceremonies, morning teas and volunteering expos were held across our State to say thank you to the thousands of people that volunteer and to acknowledge their contribution.

In addition, we lit up significant Perth buildings including the Bell Tower and Elizabeth Quay in red (the colour of volunteering), placed 'V' signs at various landmarks and built a giant volunteering jigsaw in the city mall with involvement from the Minister for Volunteering. We truly celebrated everything volunteering and this year's theme of 'Give a little, Change a lot.'

This year's theme represented the millions of volunteers worldwide who have made a positive and profound impact in their communities and on society, through giving a little time.

Minister for Volunteering Mick Murray MLA joins the team from Volunteering WA for a jigsaw puzzle celebrating the week's theme



Volunteer Week Grants

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

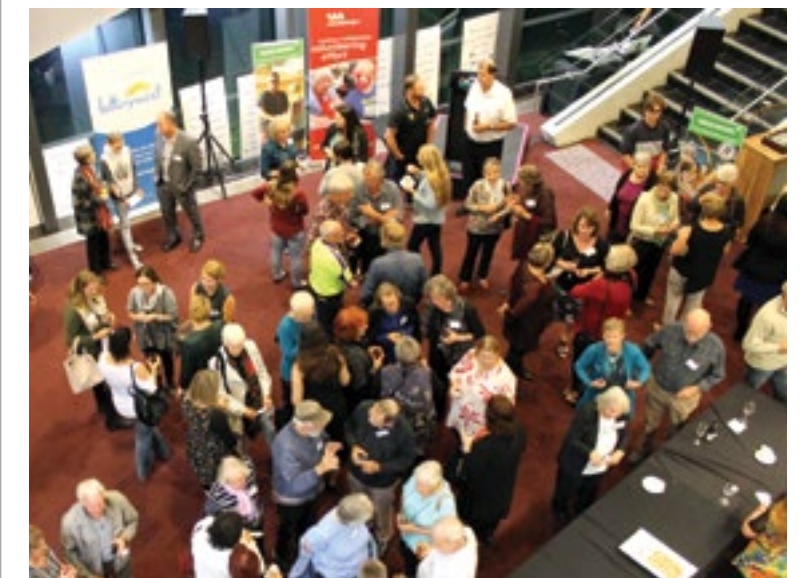
With assistance from the generous grants, many volunteer-involving organisations around the State were able to hold various events such as morning teas, BBQs and volunteer expos.

During the week, a total of **235** events were held across the State involving **16,129** volunteers.

Thank you Lotterywest and congratulations to all the grant recipients who were able to recognise the many volunteers in their organisations that contribute so much to their communities.



Thank you to our valued supporters
- Albany National Volunteer Week event



WA

Volunteer of the Year Awards



More than 300 guests, including His Excellency The Honourable Kim Beazley AC, attended the prestigious Gala Dinner Awards Presentation of the Volunteer of the Year Awards on 24 May 2018, as part of National Volunteer Week celebrations.

The prestigious award ceremony, held at Hyatt Regency Perth, was an incredible night of glamour, glitz and, most importantly, recognition for the finalists and recipients.

The awards honour amazing individuals and organisations who do not otherwise seek recognition for themselves, showing them how much their work is valued by the community. They raise the profile of volunteering and show how volunteers are the fabric of our society. All of them contribute so much to their communities and we stood together as a State to thank each and every one of them and recognise their valued contribution.



Finalists and recipients at the Gala Presentation Dinner



Congratulations to the 2018 Western Australian Volunteer of the Year Awards recipients



The WA Volunteer of the Year Award,
sponsored by Bankwest Foundation

Ken Blackie

Ken Blackie is a founding member of the Whitfords Volunteer Sea Rescue Group and has been fundamental to the growth of the group from a small group of local people in 1972 using their own boats to a group of 120 highly-trained volunteers providing a 24 hour, 365 day a year service to the community that helps people in distress on the water.

Ken is also a volunteer skipper and has been involved in countless rescues, recoveries, missing boat/people searches, boat assistance calls and capsizes.



The WA Youth Volunteer of the Year Award,
sponsored by Chorus

Paul Garlett Australian Red Cross

Paul has been a volunteer youth worker at Australian Red Cross for two years delivering FoodREDI workshops to his local community and passionately helping with most facets of day-to-day operations.

He has also coached netball for eight years and volunteers at Beatball, a local basketball tournament in partnership with Noongar Sport, City of Kwinana and Red Cross which attracts over 100 young people each Friday night. In addition, he also coaches young girls learning netball and is an influential mentor to the youth in his local community.



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

Beth Smith A Strong Heart for the Pilbara Town of Roebourne

For the past 40 years Beth Smith has volunteered in various roles around Roebourne in Northwest WA. For the past two years Beth has volunteered every day to run the Roebourne District High School Canteen, making sure that each child is provided with a healthy morning tea and lunch and that no child goes without. She also mentors and trains local women to work in the canteen.

In 1986 Beth, along with her husband Marshall, set up Mingullatharndo Community (5Mile) 10km outside of Roebourne, which is a drug, alcohol and violence-free community that they self-manage. Beth drives the community's children into the town every day so they can attend school. She has also spent 20 years volunteering at the Pilbara Aboriginal Church.

Congratulations!

Congratulations to all of the 2018 Award winners!



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

Mario Matassa

Chorus

Mario Matassa is a valued volunteer at the Chorus Multicultural Activity Centre in Bull Creek where he runs the kitchen and advocates for attendees to have a healthy eating lifestyle while remaining active.

Mario has been a committee member of the Associazione Nazionale Famiglie degli Emigrati (ANFE) for the past 15 years which caters for the elder members of the Italian Community in and around Fremantle by providing outings, trips and social gatherings. He also uses his accountancy background to help non-English speaking people to prepare their tax returns.



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

Nicole Woods

DFES and Gingin Fire and Rescue Service

Nicole has been a volunteer with the Gingin Volunteer Fire and Rescue Service since 2008. In July 2012, Nikki was elected as Captain and now has a strong focus on younger members who have the aspiration and drive to progress in the Volunteer Fire and Rescue Service. She introduced social media to the Brigade to assist in recruitment of younger members and a training and mentoring programme to develop member's capabilities.

By growing the numbers to 19 active members, she has helped to secure the future of this vital emergency service for the Gingin community and all people who visit or drive through the community.



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

Chevron

Chevron Australia has been partnering with United Way WA on corporate volunteering and workplace giving programs since 2009.

In 2017, Chevron Australia's employees logged an impressive 3,247 volunteer hours across Western Australia – during both personal and work time and more than 250 individuals supported more than 35 projects across the State. In Onslow, the company's residential employees and their family members contributed more than 1,700 hours to help the local community.



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

EdConnect Australia

The EdConnect program supports children and young people from kindergarten to senior school through the support of a one-on-one mentoring program. This program gives young West Australians the assistance they need to develop vital life skills, stay engaged in their education and have the best chance to realise their potential. With over 900 volunteers working in over 150 schools in the Metro, South West and Pilbara regions, EdConnect supports over 800 students one to one, in a mentoring relationship, and gives around 10,000 students extra access to support in classrooms.



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

Ruby Eagle

Aquarium of Western Australia

Ruby has consistently volunteered weekly at AQWA for over 24 years, taking little more than a few months off. Ruby participates in the children's activities at AQWA such as badge-making craft and educates them about the marine environment and how important it is to preserve it. As an ex-teacher, Ruby's passion is to pass on the information she has gained over the years in regards to ocean conservation and to open people's minds to the wonders of the ocean.

Ruby has volunteered all over the world including as a teacher in the Marshall Islands with Australian Volunteers International. She also volunteers weekly at the Airport assisting people with directions and check-in procedures.

Thank you to the sponsors

A special thank you to our generous sponsors for making the 2018 WA Volunteer of the Year Awards possible. It is with their support that we can continue to celebrate volunteers and all that they contribute while raising the profile of volunteering in Western Australia.

WA Volunteer of the Year Awards 2018 are presented by Volunteering WA with presenting partner and Individual Award Sponsor, Bankwest Foundation.

Thank you to the sponsors of the WA Volunteer of the Year Awards 2018.

Presenting Partners:



Individual Award Sponsors:



International Volunteer Day.

5 December was declared as International Volunteer Day by the United Nations General Assembly in 1985 to highlight the fine qualities of our global community and the volunteers who contribute to it.

IN AUSTRALIA, 5 DECEMBER HAS BEEN DESIGNATED AS A SPECIAL DAY TO HONOUR THE EXTRAORDINARY EFFORTS OF THE MILLIONS OF VOLUNTEERS AND TO COLLECTIVELY THANK THEM.



Her Excellency, The Honourable Kerry Sanderson AC with Volunteering WA CEO Tina Williams, at the Garden Party

To commemorate International Volunteer Day 2017, Volunteering WA held an exquisite garden party at Government House for 500 people. The guest list consisted of volunteers and supporters, member organisations and dignitaries that all came together to celebrate this most significant day.

During the celebration, eight WA Volunteer Service Awards were presented by Minister for Volunteering Mick Murray MLA. Three of the recipients had each volunteered for over 50 years with one organisation and the other five recipients were recognised for over 25 years of service.



Attendees of the Garden Party at Government House, 2017

Thank you

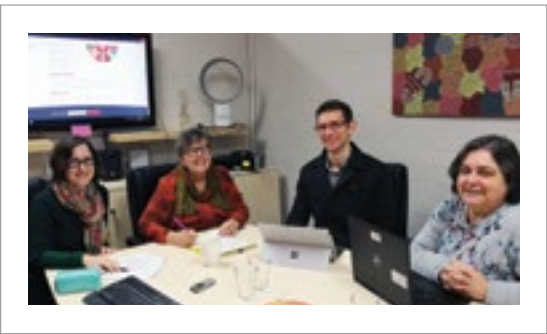
It was wonderful to see volunteer-involving-organisations attend with their volunteers and sharing the special day with them. Thank you to Department of Communities, the Government House Establishment, Perth Audio Visual and Ferngrove Wines for their continued support of this annual event.



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



Research and innovation.



Research, coupled with innovation, is a key pillar of Volunteering WA's Strategy.

Research Committee

Volunteering WA is the only Australian volunteering peak body with a dedicated research committee. Meeting quarterly, the committee aims to share information on current research on volunteer-related topics, between researchers and between researchers and practitioners, to conduct and promote research to encourage innovation and good practice, and ensure the growth and sustainability of volunteering.

- The Research Committee members are:
- Dr Sally Paulin, Honorary Research Associate, Murdoch University, Co-Chair from October 2017
 - Dr Patrick Dunlop, Senior Lecturer, UWA, Co-Chair from October 2017
 - Dr Megan Paull, Director of Postgraduate Research and a senior lecturer, Murdoch University, Chair until October 2017
 - Professor Kirsten Holmes, Curtin University
 - Associate Professor Judy MacCallum, Murdoch University
 - Dr Peter Devereux, Adjunct Research Fellow, Curtin University
 - Jo Brooker, Strategy Officer, Department of Communities
 - Tina Williams, CEO, Volunteering WA
 - Jane Mason, Member Services Coordinator/ Research Champion, Volunteering WA

“ I believe there is a volunteer in each and every one of us, and it's one of my life's missions to unleash that volunteer in as many people as I can. ”

Dr Rambo Ramdianee, volunteer and member of the Volunteer Community Reference Group



Engaging with the Volunteering Sector in 2017/18



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 Volunteering WA website.



Dr Megan Paull participated in panel sessions, and Professor Kirsten Holmes, and Dr Djurre Holtrop, also from WA, presented their research to practitioners from all over Australia at the Volunteering Australia National Conference in June 2018.



In June 2018, Dr Megan Paull presented a workshop to the Volunteer Managers Network on the subject of valuing volunteer managers and how they can advocate for their role and the sector as a whole.



During the year, the Committee established the WA Researchers Network to bring together researchers interested in volunteering as a subject of research. The network held its first event in February 2018 and discussed ideas for enhancing the accessibility and practical impact of academic research and issues volunteer-involving organisations face.



In December 2017 Dr Kirsten Holmes, together with a research team from across Australia and overseas, presented a workshop to volunteer managers to promote the findings and recommendations from the final stage of their research into good practice in Recruiting and Retaining Volunteers.



Sector support.



Volunteering WA provides sector support to Volunteer Resource Centres (VRC), hubs and volunteer-involving organisations. This support helps strengthen sector development by building capacity and enables organisations to deliver efficient and effective services which positively impact on the communities they serve.

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.

In 2017/18 Volunteering WA continued its program which offers three levels of professional endorsement ranging from Administrator, Coordinator and Manager. The Sector Leader (Master) will be developed in 2019.

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.

THE PROFESSIONALISATION OF VOLUNTEER MANAGEMENT HAS BEEN ONE OF OUR TOP PRIORITIES THIS YEAR AND THIS IS REFLECTED THROUGH THE QUALITY OF OUR VOLUNTEER MANAGER TRAINING AND THE SATISFACTION RATING OF 97.4%.



TOP 3 Training Courses in 2017 / 2018

1. Writing Winning Grant Applications
2. Leadership Masterclass
3. Key Issues of Volunteer Management

feedback from training participants



"A vibrant presenter and lots of great interaction and engagement. It was great as it was very rewarding. Thank you."

"I can't thank you enough, and Volunteering WA, for the wonderful training and insight you have provided for me over the years."

"VWA workshops are run very professionally and offer a forum to stimulate new pathways and fresh thinking."

Volunteer Manager Endorsements

Another successful initiative that Volunteering WA has continued are the Volunteer Manager Endorsements which provide professional pathways for Volunteer Managers and help raise the profile of volunteer management.

During the year, four Volunteer Managers completed the year-long Volunteer Manager Endorsement program and another 13 are on their way to completion, already earning Administrator or Coordinator Endorsements.

In addition to the full suite of workshops delivered in West Perth, Volunteering WA was also pleased to deliver fee-for-service training to 14 organisations across the State on a range of topics.

- Nungarin CRC
- People Who Care
- Peel VRC
- City of Joondalup x 2
- Linkwest conference x 2
- Nedlands VRC
- Department of Local Government, Sport and Cultural Industries
- Albany and Regional Volunteer Service
- City of Bayswater
- Citizens Advice Bureau
- Esperance VRC
- City of Wanneroo
- Adult Learning Centres (webinar)
- Cities of Armadale and Gosnells



Megan Davis receiving her Volunteer Manager Endorsement



“It’s great to discuss volunteering issues / trends with peers – also ways to make volunteering sustainable for the future. It’s a great support system!”

Leadership

Volunteering WA strongly believes that leadership is about imparting knowledge to those who can lead others.

With our large and diverse membership base, our training programs are tailored to suit those that are new to volunteer management through to those who have a few years’ experience. 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 an expanding group of senior-level volunteer managers who meet every six weeks to discuss leadership and strategic issues around volunteer management. Now in its second year the VLN continues to attract new members.

The set-up and work of the network was front-and-centre during a full 90 minute panel discussion at the National Volunteering Conference in Sydney in June 2018.

FEEDBACK SHOWED OTHER STATES AND TERRITORIES OPENLY ADMIRE OUR ABILITY TO BRING EXPERIENCED VOLUNTEER MANAGERS TOGETHER IN AN ENVIRONMENT WHERE MEMBERS SHARE RESOURCES AND WORK COLLABORATIVELY ON A WIDE RANGE OF PROJECTS.

Examples of the work done by the VLN include the VWA Mentoring Program, presenting at the National Volunteering Conference in Sydney and the Volunteer Manager Endorsements.

With 18 dedicated members supporting over 50,000 volunteers, we are excited by where this influential group is heading.

Members of the Volunteer Leadership Network with the Governor, Her Excellency, The Honourable Kerry Sanderson AC



Consultancy

Volunteering WA provides a high-quality consultancy and/or audit service to volunteer-involving organisations that require an evaluation of their volunteering programs. The consultancy service helps organisations to align themselves with the National Standards for Volunteer Involvement. It also provides guidance for continuous improvement in recruiting and managing volunteers and creating effective volunteering policies and procedures.

We have been pleased to assist several of our members with customised consultancy support this year and see some excellent results from this service.

“The network provides a sense of belonging and a growing clarity about what we might be able to do to advance the cause of the sector together.”

VOLUNTEER showcase



“I was happy to receive the WA Volunteer of the Year Awards (People’s Choice) as it wasn’t just a recognition of my work at the aquarium but also of the many volunteers all over Australia and the world that help to bring an awareness that we all need to look after our natural environment.”

Ruby Eagle, Recipient of the WA People’s Choice Spirit of Volunteering Award

Volunteering WA networking.



Volunteering Australia CEO
Adrienne Picone, Tina Williams
and WA VRC Managers at the Peel
Volunteer Resource Centre

Volunteer Resource Centre Network

The Volunteer Resource Centre (VRC) Network consists of 30 centres throughout Western Australia and an additional six Community Resource Centres. The VRC network meetings are convened by Volunteering WA each quarter to discuss, and provide insight into, issues of importance within the sector.

During the year Volunteering Australia CEO Adrienne Picone, travelled to WA to meet members of the VRC in person.

Adrienne said, "One of the highlights of my first year at Volunteering Australia was getting out of the office and meeting some of the VRCs across the country. I was delighted to be invited to join the thriving VRC Network in WA, and hear firsthand about some of the challenges the sector is facing in WA. VRCs are integral to safe and effective volunteering, and ensuring that volunteering is valued and recognised."

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.

Attendee numbers were up by **23%** from last year with **168** people from **143** organisations attending six sessions throughout the year.

23%

increase in
attendees



"The Volunteer Manager Network meetings are always excellent, interesting and relevant and are a great place to share knowledge."

Volunteer Manager

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.

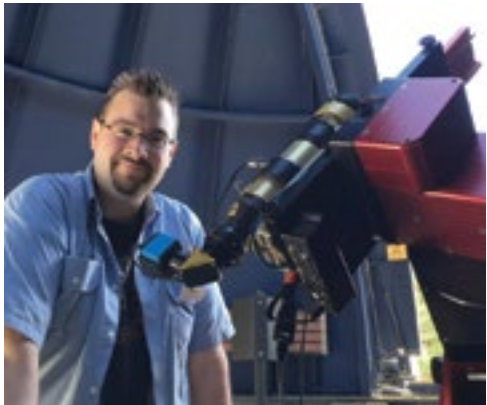
"Being a volunteer coach for the Special Olympics Basketball has enabled me to both connect and contribute to my new community since moving to Perth from overseas in 2015. I have learnt so much from the people that I coach. They continually inspire me with the spirit and joy they bring to each and every training session."

Annie Withrow, Volunteering WA staff member



Our advocacy.

VOLUNTEER showcase



“ Even as a young boy, I always loved space and astronomy. Now I get to fulfill my dream by volunteering at the Perth Observatory as host of the night sky tours. I want to get other kids interested in this fascinating world of astronomy. I’ve learnt a lot on the job, that’s what makes it interesting. ”

Matt
The Perth Observatory Volunteer Group won the prestigious WA Community Volunteer Organisation of the Year Award in 2017.

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 and the corporate and community sectors 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 in the organisation. This may be by influencing government policy, the corporate sector, 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 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.

The members of the Volunteering Community Reference Group are:

Minister: Hon Mick Murray MLA	Not-For-Profit Sector Representatives: Maija Hildebrand
Chair: Craig Spencer, Chair, <i>Volunteering WA</i>	Dan Minchin
Convener: Tina Williams, CEO, <i>Volunteering WA</i>	Corporate Representative: David Hansell
Volunteer Representatives: Don Bartlem Esme Bowen Dr Rambo Ramdianee	Research Representatives: Dr Megan Paull Dr Patrick Dunlop
	Department of Communities: Scott Hollingworth



Photo provided by the Parliament of Western Australia

Tower of Strength campaign.



The 'Tower of Strength' National Volunteer Support Services Advocacy Campaign was a collaborative effort by Volunteering Australia, the State and Territory Peak bodies and federally-funded Volunteer Support Services. The successful lobbying effort involved promoting safe, effective and sustainable volunteering programs, and how their existence was dependent upon the retention of designated Federal Government funding. The campaign resulted in Volunteer Support Service (VSS) funding being retained until June 2021.

THE DEPARTMENT OF SOCIAL SERVICES HAS COMMISSIONED INDEPENDENT CONSULTANTS TO REVIEW THE VSS ROLE NATIONALLY. THESE RESULTS WILL HELP SHAPE THE FUTURE OF VSS AND DETERMINE THEIR STRUCTURE BEYOND JUNE 2021.

Volunteering Australia commissioned research into the VSS and their impact on communities. This research is available on the Volunteering Australia website.



The VWA team in Perth City spreading the message of volunteering



Tertiary engagement.



Notre Dame students help out at a Rottnest Island clean-up

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 2017-18, 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.

Once again, an inter-university planting took place at Friends of Lake Claremont during National Student Volunteer Week, showing how large challenges can be tackled when individuals come together.

Emergency management.

Volunteering WA is a member of the State Welfare Emergency Committee, in its designated role as the manager of spontaneous volunteers during an emergency.

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

WA SDG Network.



Volunteer Managers workshop on SDGs and Volunteering, presented by WA SDG Convenor, Dr Peter Deveraux

Volunteering WA is an active member of the WA Sustainable Development Goals Network (SDG).

The purpose of the network is to engage meaningfully 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's CEO Tina Williams sits on the WA Peaks Forum. The Forum is an independent group of non-government human services sector peak bodies who 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.



Homeless Connect Perth is a one-day event based on a one-stop-shop model of immediate service provision to homeless people in our communities. It is a partnership between Volunteering WA and the City of Perth, bringing together volunteers, government organisations, business and community groups to provide a diverse range of free essential services to people experiencing or who are at risk of homelessness. This year, the event celebrated its tenth anniversary of helping those in need.

HOMELESS CONNECT PERTH IS A HUGE UNDERTAKING INVOLVING HUNDREDS OF VOLUNTEERS, SUPPORTERS, DONORS AND A REMARKABLE TEAM OF DEDICATED STAFF.

Volunteering WA is proud to host an event that is life-changing for so many people and we thank everyone for their contributions to this event.

“Good vibe. Feels like I am part of a community. Really well-organised and everyone is polite and kind. No-one has spoken down to me and I love the free hugs.”

Guest

Volunteers serving lunch to guests



“This day is better than Christmas for us.”

Guest

A team of voluntary hair stylists with guests at Homeless Connect Perth

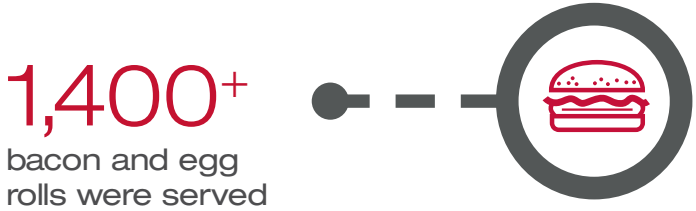
“It was one of the best volunteering experiences I have had. It was a beautiful day and everyone was keen to help in any way they could. The guests were all so kind and grateful. I can't wait until next year.”

Volunteer

A small snapshot of what we were able to achieve this year



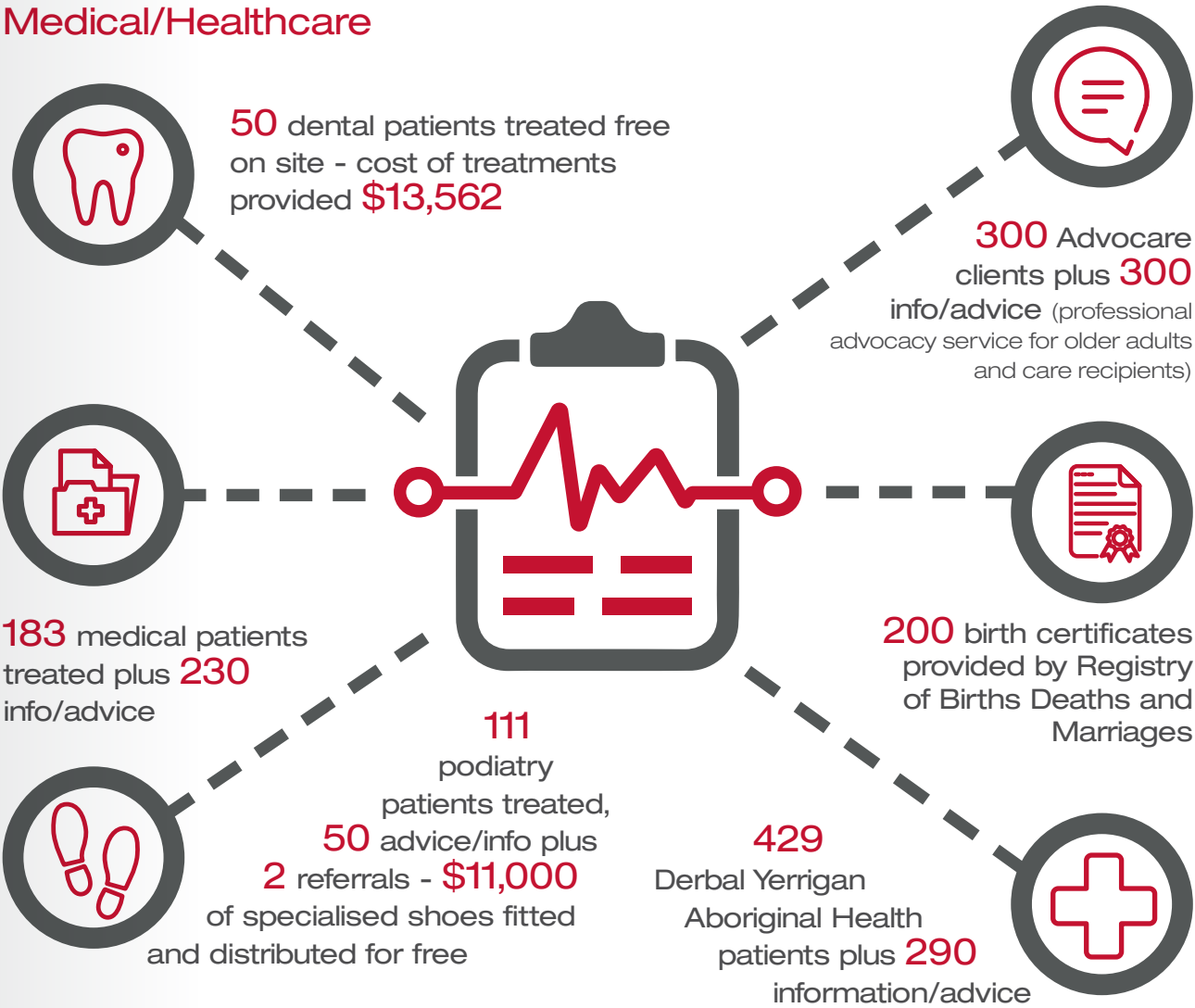
Food / Refreshments



Ancillary Services



Medical/Healthcare



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

Major Sponsors:



We also 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.



This year
Volunteering WA
connected:

800
employees

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



54
corporate teams

were placed, equating to
6,000 volunteer hours.



15
skilled volunteers:

corporate volunteers
matched to skilled roles
379+ hours of high-impact
assistance.



Our work with corporate volunteering has grown exponentially in recent years, with many wonderful companies keen to develop their corporate social responsibility programs and utilise our services to find suitable volunteer projects for their employees. Success of the corporate volunteering program would not be possible without the strong relationships we have with both our corporate partners and community organisation members.

The benefits of corporate volunteering for both businesses and employee volunteers are far-reaching and highlights reported in 2017-2018 include:

- Community connection
- Teamwork
- Skills development
- Making a difference
- Employee engagement
- Pride
- Understanding and empathy
- Awareness raising



Volunteering WA continues to broker relationships between businesses and not-for-profit organisations to provide effective corporate volunteering management in both team-based and skills-based activities.

corporate members during 2017 - 2018



thank
you

ATCO Gas

Bankwest

Beyond Bank

BP Australia

Deloitte Touche Tohmatsu

HBF Health

Lotterywest

MCS Security

PTTEP Australasia

RAC WA

Rio Tinto

Shell

Synergy

Woodside

Feedback from Corporate Volunteers on Team-Based Volunteering



96%

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

90%

agree that
volunteering improved
their team work and
communication.

90%

agree that volunteering
increased their
awareness of wider
social issues.

Team of volunteers from Shell support one of their
community partner organisations, Wirrpanda Foundation





Two Woodside volunteers cleaning out cockatoo enclosures at Karrakin Black Cockatoo Reserve

Feedback from Corporate Volunteers on Skills-Based Volunteering



100%

of volunteers said they would do 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 that said they would use skilled volunteers again

“When people who want to help connect with those who need a helping hand, everyone benefits. This is where our partnership with Volunteering WA generates so much value. Creating opportunities for our people to use their time and skills to assist those in need helps build stronger communities.”

Gemma Rapson, Manager of Social Investment, Woodside Energy Ltd.

“Volunteering is an integral part of the culture of working at Bankwest, with the volunteering program giving our people the opportunity to invest their two days of volunteer leave in a range of opportunities from team volunteering, to mentoring, to applying their professional skills to benefit the community.”

Volunteering WA's support to connect the community sector to volunteers from the business sector ensures that volunteering is both successful and sustainable for all involved, and helps introduce a potential new pool of volunteers and supporters to the work of that community organisation.”

Wendy Gauci,
Manager Volunteer Programs,
Bankwest



Individual Bankwest volunteer at Baptistcare Gracehaven at a day spent interacting with the residents



Small team from Realmark at Nulsen Op Shop

Corporate Volunteer Council.



Dr. Haski-Levanthal presenting at the Corporate Volunteer Council event

The Corporate Volunteer Council (CVC) is a group of business leaders who are dedicated to the promotion of workplace volunteering and how Corporate Responsibility Programs can benefit organisations. A number of events are held throughout the year to share good practice in corporate volunteering and to encourage more businesses to implement effective volunteering programs.

To mark International Volunteer Day on 5 December, the CVC held a breakfast sponsored by Deloitte with corporate volunteering expert, Dr Debbie Haski-Levanthal, who outlined the business case for volunteering and how volunteering through the workplace unlocks meaningfulness and purposefulness at work. The event was at maximum capacity, with representatives from a broad range of business sectors present.

Members of the CVC get challenged to a fierce game of chair hockey with Bethanie West Perth Social Centre clients



The Corporate Volunteer Council organised their first-ever joint volunteering event, where twelve senior staff members from seven of Perth's largest business came together at Bethanie West Perth Social Centre to lend a hand during morning tea and participate in games with approximately 15 social centre clients. This event was extremely successful in breaking the cycle of social isolation. Held during National Volunteer Week, it tied in well with the theme of 'Give a little, Change a lot' theme, representing the millions of volunteers who make a significant impact in their communities by giving a little of their time.

The CVC also promoted corporate volunteering by providing speakers to conferences in Western Australia. Representatives from Woodside and Bankwest spoke at the Chamber of Commerce and Industry Human Resources Conference on the Engagement Benefits of Corporate Volunteering, while Volunteering WA presented at the HBF Wellness for Business Conference on the wellness benefits of corporate volunteering.



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 of the Australian volunteering sector.

Working collaboratively, Volunteering WA is able to share information, knowledge, resources and ideas on volunteering, help drive the national strategic and operational volunteering agendas and be an effective communication conduit between the Volunteering Australia Executive and all State/Territory entities on volunteering issues and matters.

This membership is extremely beneficial to Volunteering WA and the success of the Tower of Strength campaign is testament to this valuable relationship.

Guild Volunteering.



Guild Volunteering students at UWA celebrating National Volunteer Week

Guild Volunteering is a joint venture between Volunteering WA and the University of Western Australia (UWA) Student Guild. Located at the UWA Crawley campus, Guild Volunteering aims to connect UWA students to volunteer opportunities both on campus and in the community, and to resource and facilitate a culture of student volunteering at UWA that is diverse, meaningful and inclusive.

The Numbers

Guild Volunteering listed more than **606** roles on the volunteer database, assisting over **3,142** students (a **25%** increase from last year) into volunteering who contributed approximately **58,041** volunteer hours (a **66%** increase) to the community.

Volunteer regional trips to support community groups in Albany and Margaret River were a huge success as well as a project in partnership with the Association for Survivors of Torture and Trauma (ASeTTS) to host a series of events and activities to welcome newly-arrived Syrian and Iraqi refugee children and teenagers to their community.

National Volunteer Week saw a number of events including volunteer day trips, a Q&A panel with student volunteer leaders and a Volunteer Fair which brought over 20 community partners and clubs to campus, encouraging students to come down and find a volunteer opportunity whilst also enjoying refreshments and entertainment. It was a great way of saying thank you to our current student volunteers.

National Student Volunteer Week was packed with exciting events including an inter-university planting event at Friends of Lake Claremont, volunteer day trips, micro volunteering, a Volunteer Management Networking session for student volunteer leaders and clubs and our annual Student Guild Volunteer Awards which recognised the contributions of our amazing student volunteers.



Give a little
TO CHANGE A LOT.



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