

Annual Report 2023-24

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HELEN FREELAND

Message from the Chair



As Chair of the Centre for Volunteering Board, I am pleased to present the Annual Report for 2023-24. The report outlines the strategies adopted by The Centre and the results that have been achieved towards fulfilling our purpose. Under the leadership of CEO Gemma Rygate, the past year has been one of growth and continued resilience. The adaptive changes prompted by the pandemic have resulted in cohesive and highly productive teams that are delivering value for volunteer managers, funders and employees.

Key achievements in 2023-24

Building the evidence base

The Centre has continued working on a series of supplementary reports to the State of Volunteering Report launched at the end of 2023 to discover and understand more about volunteering in NSW. We are grateful for funding from the NSW Department of Communities and Justice, and expertise of the Centre for Project Development in collaborating with us on this work. The data in these reports comes directly from people involved in volunteering. It contributes to our knowledge about the sector, its demographics, leadership, motivators, and challenges so that we can be confident about our how we frame our advice and target our influence.

This research also helps us tailor the training and resources offered by The Centre to better meet the

needs of volunteers operating in a fluid environment. The Centre regularly meets with focus groups investing in relationships and exploring opportunities for collaborative work. It means that The Centre's team is attuned to local issues and can receive input on its advocacy work.

Annual Conference

The Annual Conference this year attracted a strong audience to hear quality speakers address topics of interest and importance to those working in the volunteering sector. The Centre has continued to host these much-anticipated annual events, excepting during the peak of the pandemic.

Volunteer of the Year Awards

Each year, across NSW, The Centre organises and runs the Volunteer of the Year Awards in which volunteers are nominated by their community to recognise their achievements. The awards celebrate the range of volunteering effort at the local and State level and celebrate the incredible range of volunteer activity across NSW. They also raise The Centre's profile as a source of expertise and help.

Continuing focus on governance

The Board is committed to making sure our governance is as robust as it can be. We see this as a vital response to an increasingly uncertain world. Our strategic direction and approach are regularly reviewed, we identify issues and risks

through environmental scanning, and draw on the knowledge of our directors and senior management team. Business continuity and succession plans are in place. Operationally, our policies and procedures are regularly reviewed to make sure they are fit for purpose in a changing environment.

Appreciation

On behalf of the Board of Directors, I would like to express my deep gratitude to our partners, sponsors, supporters, and all those who share our commitment to volunteering in NSW. We are grateful to the NSW and Commonwealth Governments for essential core and project funding. Our research indicates that there is a significant return on investment.

I am also deeply grateful to our leadership team and staff for their unwavering commitment, passion, and hard work. Every member of the team brings a high level of expertise and knowledge to the work of The Centre.

I thank our Awards Ambassador, Paula Duncan, who continues to support The Centre's work to our great benefit.

The Board and I are continually reminded how fortunate we are to have Gemma Rygate as our CEO. Gemma's fearless commitment to the Centre's work and her extensive networking and continues to enhance our efforts on a broad scale.

Finally, the role of non-Executive director is not financially remunerated and asks much of you in addition to your paid work and family commitments. I am immensely grateful that we have such a capable, generous, and willing group of directors without whom The Centre and I would be much the poorer.

Looking to the future, I am confident that The Centre for Volunteering will continue to thrive, connecting volunteer involving organisations to support communities across NSW.

Congratulations on your work in volunteering and thank you for your continued support.

Helen Freeland
Board Chair

GEMMA RYGATE

Message from the CEO



2023-2024 was a year of growth and renewal for The Centre. We welcomed the chance to continue collaborating with our partners in the sector and in Government through the NSW Volunteering Taskforce, the launch of the NSW Youth Volunteering Guidelines and the NSW Volunteering Charter, and working with the Department of Communities and Justice to better understand the needs of volunteer managers in NSW. Strong advocacy is essential for any peak body, and we have continued to advocate for the needs of the sector at a State and Federal level through submissions to Government and position papers on a range of issues.

Our advocacy is supported by current, rigorous, and engaging research into the sector, represented by the release of the 2023 NSW State of Volunteering Report. This important research updates the inaugural report released in 2021 and provides up-to-date insights into the needs, motivations, and value of volunteering in NSW. The State of Volunteering Report was commissioned by the Department of Communities and Justice, undertaken by the Centre for Project Innovation, and launched on December 1, 2023, by the Hon. Jodie Harrison MP, Minister with Responsibility for Volunteering. The findings of the report support the strong contributions of over 4.3 million volunteers in NSW and highlight the \$178 billion of value that they contribute to the NSW economy. While the sector continues to bounce back from the effects of the COVID-19 pandemic and ongoing

cost-of-living pressures, we know that the future of volunteering is secure with over 70% of young people volunteering in some capacity and nearly 75% of volunteers intending to maintain or increase their levels of volunteering over the next 3 years. Volunteering is an essential part of Australian society and a powerful community action.

The supplementary reports to the State of Volunteering Report, released in September 2024, will provide high-quality volunteering data and will explore the themes of volunteering in sport, older persons and volunteering, volunteering and youth, rural and regional volunteering, and women in volunteering.

The Volunteering NSW 2024 State Conference was held as an in-person event in Sydney in June 2024 and satellite conferences live streamed in Wagga Wagga, Tamworth, Broken Hill and Orange. It was an excellent day for information and networking for volunteer managers. Minister Jodie Harrison gave the inspiring opening address and keynote speaker, Annabel Crabb gave a thoughtful and moving speech, and gave some excellent responses to questions from the volunteer managers assembled in the room, setting the tone for a fantastic day.

We are grateful for the continued support that we receive from our funders, sponsors and supporters throughout the year that ensure that The Centre can continue to provide high-quality service and support for volunteering in NSW.

Hall and Wilcox have continued to provide Pro Bono legal advice to our members and the other State and Territory peak volunteering bodies, as well as professional development support to The Centre. Our Ambassador, Paula Duncan AM has continued to represent The Centre and emphasise the importance of volunteering to the community. I also acknowledge the support of our funders, the Department of Social Services and the NSW Department of Communities and Justice, and our Awards sponsors: ClubsNSW, the Principal Corporate Partner; the Department of Communities and Justice, the Principal Government Partner; Mint Awards, and SIXT Car and Truck Rentals for their generous contributions.

Finally, I also thank the Board of The Centre for Volunteering and our wonderful team of staff and volunteers. Their hard work, energy, and dedication to our work is a vital part of what allows The Centre to reach its goals and achieve so much for our members and the NSW volunteering sector.

Gemma Rygate
Chief Executive Officer



About The Centre for Volunteering

Our Values

Excellence

We provide thought leadership and model best practice in volunteer management for volunteer-involving organisations in the sector and the wider community.

Collaboration

We value teamwork and seek opportunities to partner with stakeholders and external organisations to achieve positive outcomes in volunteering which benefits the sector and wider community.

Integrity

We act in the best interest of our valuable stakeholders and honour our commitments. We are accountable for our actions to maintain our reputation as a trustworthy and sustainable organisation.

Respect

We acknowledge different ideas and perspectives and embrace diversity. We recognise and value the contribution of others and treat everybody with dignity.

Inclusivity

We value diversity, equality, equity, cooperativeness, participation, community, and sustainability as fundamental for successful and inclusive communities.

Our Strategic Focus

The strategic focus for The Centre for Volunteering for 2023 – 2025 is to grow volunteering in NSW and to move towards more centralised and broader offerings, to ensure we continue to play a role in promoting and supporting volunteering in the NSW community. A key driver for The Centre is to remain relevant and connected with the community. We will focus on volunteer engagement and support and use research for evidence-based activity to promote excellent volunteer management. Our effort to build strong, diverse and inclusive communities through volunteering will be reflected in the diversity of the Board and The Centre's staff, its inclusive and sustainable culture, and a robust and effective social system of operating that encompasses respect and trust for each other.

There are four Key Focus Areas identified for The Centre for 2023-2025:

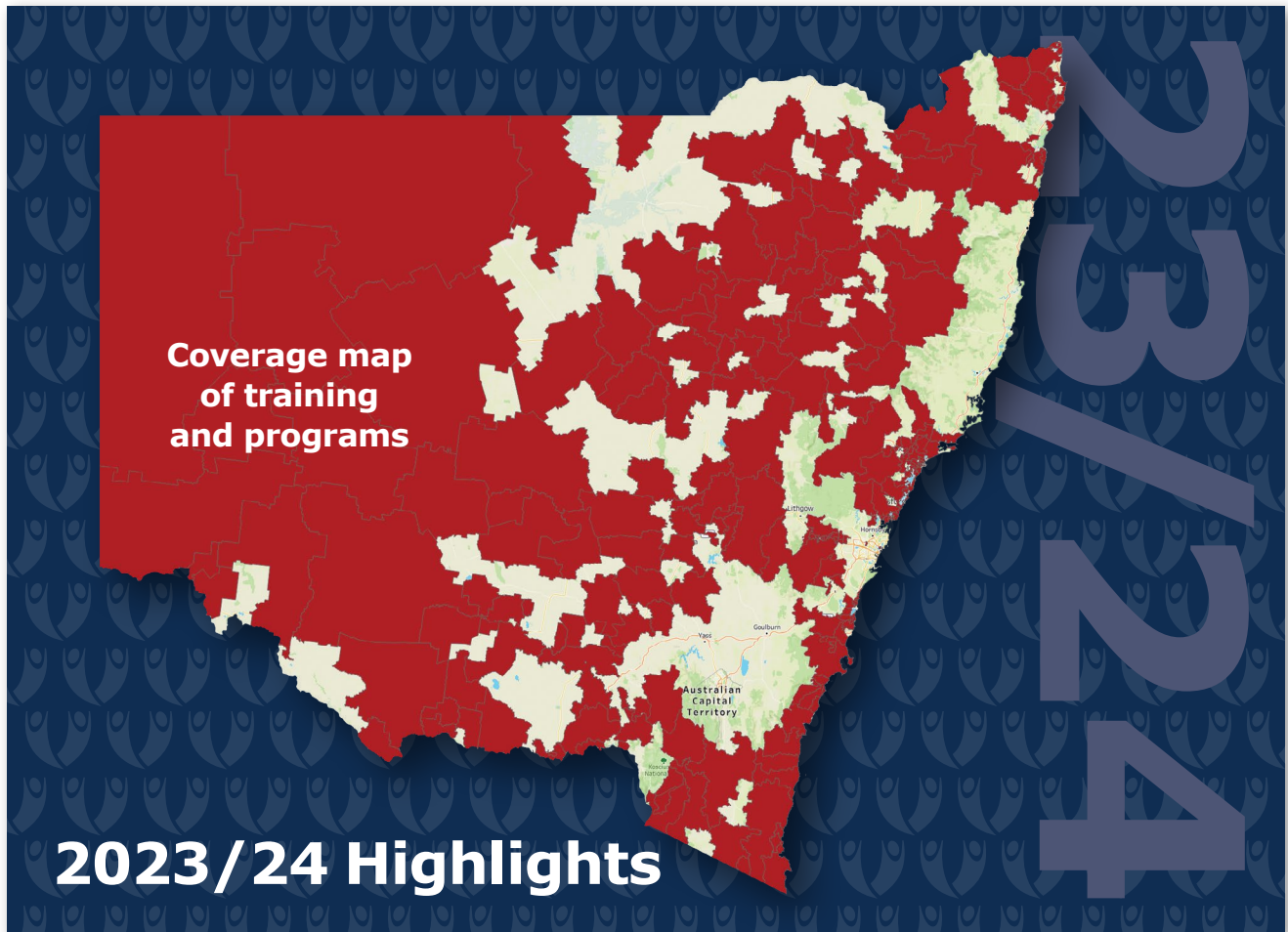
1. Strategic leadership and research
2. Systemic policy, engagement, advice, and advocacy
3. Sector capability building
4. Good governance at Board and Management level

Our vision

We build strong, diverse and inclusive communities through volunteering.

Our mission

To promote and support volunteering in the NSW Community. We do this through advocacy, policy development, leadership, engagement, sector training and development, recognition, and promotion.



2,500
Attendees at
Award Ceremonies
(more than double 2022
attendance numbers)

Over

133K
volunteers
recognised at the
2023 NSW
Volunteer of the
Year Awards



More than
30
new member
organisations



Release of the 2023
State of Volunteering
report – largest
volunteer survey
in Australia



38.9M
views on 743
items across our
media campaigns
in 2023-2024



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Strategic Leadership and Research

The Centre continues to pursue its research program to better understand volunteering across New South Wales. Our research forms a strong base for our advocacy, training, and the resources that we offer the sector.

In addition to major projects, such as the State of Volunteering Report, The Centre produces additional research, case studies, and/or discussion papers to assist us in advocating for and supporting the sector as effectively as possible.

2023 NSW State of Volunteering Report

The Centre for Volunteering published its second State of Volunteering Report (SoVR) in December 2023. The Centre again commissioned The Centre for Project Innovation, formerly the Institute of Project Management, as the primary authors of the report and we were grateful for the continued support from the NSW Department of Communities and Justice in providing funding for the report.

The Launch Event for the Report was held on December 1st, 2023. It was attended by the Honourable Jodie Harrison MP, Minister with responsibility for Volunteering; Kellie May, Manager Volunteering and Youth, Department of Communities and Justice; report primary author Paul Muller, from The Centre for Project Innovation; and volunteer managers from across NSW.

The 2023 NSW SoVR ensures that The Centre has current, high-quality data that can be used when advocating for the sector, when designing resources, and providing training to volunteers and volunteer managers. The key findings from the report can be seen in this document and the full report can be found at <https://www.volunteering.com.au/2023-state-of-volunteering-report/>.

The Centre achieved extensive media interest in the 2023 NSW State of Volunteering Report across NSW and national channels. Two campaigns were conducted around the launch with a total reach of 22.7 million Australians across 463 media items. Highlights of this coverage included television interviews with *Channel 9 Sydney* and *Sky News Australia*, an article and editorial in the *Daily Telegraph*, and radio interviews on National News Radio, *2GB*, and *2DayFM*.





Attendees at the launch of the 2023 State of Volunteering Report © Michael Mannington Photography

Other research

The Centre continues to collaborate with research partners and academics across NSW, including engaging with staff at The University of Technology Sydney, The University of NSW, and The University of Sydney.

State of Volunteering Supplementary Reports

The Centre for Volunteering has been building on its 2023 State of Volunteering Report findings by conducting focus groups across NSW to facilitate the publication of five supplementary reports. We are appreciative of funding support from the NSW Department of Communities and Justice to conduct this research.

Focus group sessions were conducted in Eastern Sydney, Western Sydney, Dubbo, Bathurst, Tamworth, Wagga Wagga, and Newcastle across

March and April of 2024. Each location had focus groups on the themes of:

- Volunteering in Sport
- Older Persons and Volunteering
- Volunteering and Youth
- Women in Volunteering

Additionally, the theme of rural and regional volunteering was analysed based on information from all focus groups conducted outside of Sydney.

ARC Linkage Project

The Centre continues to advise researchers at the University of New South Wales on a project to explore the social isolation of older Chinese immigrants. Representatives of The Centre attended a presentation on the research delivered by UNSW and Chinese Australian Services Society (CASS) in November 2023. Interviews for this research project have been completed and we continue to collaborate with the research team at UNSW.

Leadership

Collaboration

The Centre regularly collaborates with other peak bodies and relevant parties in the sector. This includes:

- Collaborations with Dr Sojen Pradhan at UTS around emergency volunteering research grants.
- Collaboration with Brian Keogh (Australian Evaluation Society) to make a submission to assess the NSW Reconstruction Authority's grant program for emergency volunteering.
- Collaborations with ARC funded researchers at UNSW on the volunteering experiences of older Chinese migrants.
- Collaboration with the other volunteering peak bodies on the National VMA Coordination Group.
- Collaboration with member organisation Kids Giving Back on increasing volunteering in the 14-18 year old age bracket.
- Collaboration with Volunteering Australia on the National Strategy for Volunteering.
- Collaboration with Charles Darwin University to support the launch of their Value Student Volunteering Program.
- Collaboration with Tribal Warrior to produce the 10-episode "YarnUp" case study series across 2023-2024.
- Collaboration with St John Ambulance to host a forum in Sydney with Federal Minister with Responsibility for Volunteering, The Hon. Amanda Rishworth MP, local politicians, and other key volunteering stakeholders.
- Collaboration with Reconciliation Australia to advise on the development of a Reconciliation Action Plan framework for Volunteer-Involving Organisations.

The Centre also regularly attends meetings with various stakeholders in the sector including:

- Fortnightly policy group attended by the Deputy CEO and Director: Policy, Advocacy, and Research with the volunteering peak bodies of other states.
- Regular meetings attended by the CEO with the NSW Department of Communities and Justice, NSW Minister with responsibility for volunteering, The Hon. Jodie Harrison MP, NSW Human Services Peaks, and the Department of Social Services.
- Regular meetings attended by the CEO with the Forum of Non-Government Agencies, consisting of leader of NGOs on the community and health sectors.

- Monthly attendance at Volunteer Management Activity National Coordination Group meetings by the Deputy CEO and Director: Sector Development and Engagement.
- Monthly attendance by the Director: Policy, Advocacy, and Research at the National Strategy Research Working Group.
- Regular attendance by the Director: Education and Training and Director: Policy, Advocacy, and Research at the National Volunteering Research Group.
- Monthly attendance by the Manager: Stakeholder and Media Communications and Marketing and Communications Coordinator at national Volunteering Peak Body Marketing and Communication meetings.
- Fortnightly attendance at Volunteer Management Activity Learning and Development Project Group meetings by the Director: Sector Development and Engagement.
- Regular meetings of staff with our four advisory groups (First Nations Peoples, People Living with Disability, New Migrants, Regional Volunteer Managers).
- Regular meetings with CEOs of Volunteering Peaks.
- Community consultations conducted by staff at The Centre to determine the needs of regional communities.
- Continuous Improvement Committee meeting monthly.
- The Volunteer Leader Network Meetings for New Leaders and Remote and Regional Leaders.
- Attendance at the NSW Sector Support and Development Network forum to present on recruitment and retention of volunteers.
- Attendance at the Resilient Sydney Volunteering Forum in June 2024.
- Attendance at the Work Connect Expo, Multicultural Volunteer Work Experience Expo, and North Sydney Girls High School Careers Expo in May 2024. Presentation at the Strathfield Lord Mayor's Christmas Part to recognise community volunteering contributions in 2023.
- Attendance at the Taronga Zoo Volunteering Recognition event and a volunteer event with the Aboriginal Heritage Office during National Volunteer Week.
- Attendance at the relaunch of the NSW Volunteering Strategy and the NSW Volunteer Charter.

As the peak body for Volunteering in NSW, The Centre promotes and supports all aspects of volunteering and volunteer engagement. To achieve this, The Centre ran the following key programs during the 2023-2024 financial year:

- 2023 NSW Volunteer of the Year Awards
- 2024 National Volunteer Week Celebrations
- Three advisory group meetings held regularly on the topics of Disability, First Nations, and Newly Arrived Migrants.
- Administration of the Inclusive Volunteering Program.
- New Member Welcome Sessions and Member Spotlight Sessions to promote our services and the work of member organisations.
- Accreditation of Volunteer-Involving Organisations (VIOs) as an Exemplary Volunteer-Involving Organisation (EVIO).
- Regular Bridge to Volunteering Workshops to share information on volunteering with new volunteers via Zoom.
- The Continuing Professional Development Program to support and recognise volunteer managers' work towards best-practice volunteer management.
- Development, endorsement, and active use of our Reconciliation Action Plan (RAP) to foster engagement with First Nations Peoples.
- The National School of Volunteer Management [RTO90031].
- The Project Partnership Program running from 2022-2025.
- The Volunteer Manager Help Desk to offer volunteer management advice to Volunteer Involving Organisations and bespoke, in-depth support to members.
- The 2024 Volunteering NSW State Conference.

Volunteering Management Activity

The Centre for Volunteering continues to deliver the Volunteer Management Activity (VMA) on behalf of the Australian Government's Department of Social Services (DSS). The objective of the VMA is to increase opportunities for people to participate in the social and economic life of their community through volunteering. Excellent Volunteer Management is key to the volunteering experience.

The focus of the VMA is:

- The delivery of online services in volunteer management to build the capacity of VIOs;
- Breaking down barriers to volunteering faced by identified groups; and
- An increase in service coverage across regional, rural, and remote areas.

Systemic Policy, Engagement, Advice, and Advocacy

Advocacy

The Centre's work, including that of its members and their volunteers, is supported by ongoing advocacy efforts, including a range of planned communication activities and tools including campaigns, media, social media, online fora, and e-newsletters. The Centre proactively uses these channels to engage, inform and respond to and on behalf of its audience. The Centre regularly meets with Government Agencies and Peaks regarding volunteering and related policy and sector issues.

The Centre worked with its state peak volunteering body counterparts nationally to advocate on behalf of volunteers and our members on key industry issues. The Centre participated in meetings with Government agencies to promote volunteering, best-practice volunteer leadership, the work of The Centre and to encourage greater engagement with volunteering as a concept including:

- Department of Social Services
- NSW Department of Communities and Justice
- NSW Office of the Children's Guardian
- The Advocate for Children and Young People
- NSW Office of Sport
- NSW Council of Social Service (NCOSS)

The NSW Volunteer of the Year Awards program remains a significant means for advocating for the importance of volunteer recognition and the essential role volunteering plays in building cohesive, inclusive, vibrant, and resilient communities across NSW. The Centre participated in key committees and at various sector events and collaborated with relevant organisations to promote volunteering and best-practice volunteer management and to support organisations that engage volunteers, including:

- Adult Migrant Employment Program (AMEP)
- CEON (CEO Network of State/Territory Volunteering Peaks)
- NSW Department of Communities and Justice
- NSW Office of Sport
- The Centre for Project Innovation
- NSW Police
- Volunteer Management Activity committees

- Marketing and Communications peak body managers
- Inclusive Volunteering Program
- City of Sydney Council Aging and Disability Interagency Group
- COTA NSW
- NSW Department of Customer Service
- Duke of Edinburgh's Award
- Education and Training Out West
- FONGA (Forum of Non-government Agencies)
- Industry Training Advisory Board (ITAB)
- NSW Council of Social Service (NCOSS)
- NSW Health
- Commonwealth Department of Health
- NSW/ACT Young Achiever Awards
- Office of the Children's Guardian
- Regional Development Australia (RDA) Awards
- University of Sydney Business School
- Voluntas, Alternative Dispute Resolution
- Advocate for Children and Young People.

The Centre for Volunteering made the following policy submissions to the NSW and Federal Governments:

- The Federal Government's "Developing a Not-for-Profit Sector Development Blueprint" inquiry.
- The Federal Government's "A Stronger more diverse, and independent community sector" inquiry, including the initial inquiry and subsequent feedback on the released report.
- The NSW Government's ClubGRANTS review.
- The NSW Government's Wellbeing Framework.
- A pre-budget submission to the Federal Treasury in reference to the 2024-2025 Budget.
- The Federal Government Productivity Commission's "Future Foundations for giving" Philanthropy review.
- The Federal Government's review of the Australia and New Zealand Standard Classification of Occupations (ANZSCO) inclusion of volunteer managers as a discrete category.

The Centre, along with the other State/Territory Peaks, also contributed to Volunteering Australia's policy submissions on:

- A pre-budget submission to the Federal Treasury in reference to the 2024-2025 Budget.
- The Federal Government Productivity Commission's "Future Foundations for giving" Philanthropy review.
- The Federal Government's "Developing a Not-for-Profit Sector Development Blueprint" inquiry.
- The Federal Government's review of the Australia and New Zealand Standard Classification of Occupations (ANZSCO) inclusion of volunteer managers as a discrete category.

Launch of the NSW Volunteering Strategy and NSW Volunteer Charter

The CEO, Gemma Rygate and Director: Sector and Member Engagement, Rachel Rainbird attended the relaunch of the NSW Government Volunteering Strategy along with the Volunteer Charter at the Museum of Sydney on Tuesday 9 November. The revised Volunteering Strategy was the culmination of the efforts of the NSW Volunteering Taskforce, which Gemma chairs.

The Volunteering Charter was launched by Minister Jodie Harrison and attended by a broad range of organisations, their CEOs and the various commissioners of the Emergency Services. The Charter codifies best practice and principles for the sector.

Podcast

The Centre has continued its two podcast channels which collect and present key case studies on volunteering in NSW. The *Voices of Volunteering* podcast channel includes two series: *Let's Talk Volunteering*, which showcases insights into recent changes and research in the volunteering sector, and stories of Best Practice from and for people within the sector; and the *Local Legends*, which shares stories of community spirit, including the impact of volunteering on local and broader communities.

16 episodes of the podcast have been presented to date with more than 580 listens aggregated across Spotify, Apple Podcasts, and Google Podcasts.

2024 National Volunteer Week Forum

The Centre held its annual National Volunteer Week Forum at NSW Parliament House on Monday 20 May 2024, with approximately 60 guests in attendance. The theme of this year's National Volunteer Week was "Something For Everyone".

Speakers included, the The Hon. Jodie Harrison MP, Michael West from the Metropolitan Local Aboriginal Land Council, and Kate Johnson from the Hunter Volunteer Centre and Lake Macquarie & Newcastle Suicide Prevention Network.

Recognition

NSW Volunteer of the Year Awards

The NSW Volunteer of the Year Awards is an annual awards program launched in 2007 by The Centre for Volunteering to recognise the outstanding efforts of the millions of volunteers in NSW, and to promote the importance of volunteering to the community. All nominated volunteers are recognised at 25 regional ceremonies throughout NSW, including the Volunteer Leader ceremony in November, and finalists presented at the State Gala Ceremony in December. Each of these ceremonies provides a vehicle to promote volunteering, VIOs and excellent volunteer management. The NSW Volunteer of the Year Awards program is one of The Centre's key advocacy campaigns to recognise the incredible dedication, effort and community service of our state's volunteers, volunteer leaders and volunteer teams.

Regional Award Ceremonies

NSW is segmented into 25 regions for the purpose of the Awards to allow for maximum coverage and accessibility. Between Monday 14 August and Tuesday 24 October 2023 The Centre hosted an Award ceremony for each region. More than 2,500 volunteers, nominators and guests attended across NSW throughout this period, more than doubling the number of attendees from the previous year. At each regional ceremony, all finalists were acknowledged, and category winners and the Volunteer of the Year for the region were announced. The winners from each award category then progressed to represent their region at the 2023 NSW Volunteer of the Year State Gala Ceremony held on Thursday 7 December 2023.

This year, the regional ceremonies were attended by 160 VIPs across NSW, including Federal and State members of Parliament, mayors, council members and sponsors. The 2023 NSW Volunteer of the Year Awards program received a substantial number of nominations across all categories, with significant increases in team and individual nominations, with the program acknowledging over 133,000 volunteers in total across the state.

2023 Nominations and Award Winners

2023 Nomination Breakdown	Young	Adult	Senior	Volunteer Team	Total
Blue Mountains	0	66	43	3,333	3,442
Central Coast	15	77	63	3,572	3,727
Central Sydney	81	282	80	3,632	4,075
Central West	34	69	49	12,458	12,610
Far West	0	2	6	4,168	4,176
Hunter	10	59	62	3,744	3,875
Illawarra	6	48	45	5,431	5,530
Mid North Coast	1	35	24	3,749	3,809
Mid Western Sydney	97	188	59	4,025	4,369
New England/Northern Inland	3	68	39	4,657	4,767
North Shore	157	220	182	2,346	2,905
North Western Sydney	26	76	34	3,307	3,443
Northern Beaches	36	147	102	6,801	7,086
Northern Rivers	1	78	28	3,736	3,843
Orana	0	2	4	4,313	4,319
Outer Western Sydney	42	138	17	5,318	5,515
Riverina	4	43	23	11,457	11,527
South Coast	0	9	9	4,758	4,776
South Western Sydney/Macarthur	23	83	47	7,292	7,445
Southern Inland	3	8	5	4,221	4,237
Southern Sydney	52	92	34	5,286	5,464
Sydney City/Eastern Suburb	71	242	139	12,238	12,690
Upper North Shore	50	166	95	3,139	3,450
Western Sydney	77	36	13	5,256	5,382
Non-Specific Region	8	19	4	21	52
Employee Volunteer of the Year	N/A	6	N/A	604	610
Not-For-Profit Voluntary Governance Award	N/A	8	N/A	33	41
Volunteer Leader of the Year	N/A	30	N/A	34	64
TOTALS 2023	797	2,297	1,206	128,929	133,229

Volunteer Leader Recognition Ceremony

The Volunteer Leader Recognition Ceremony was held at NSW Parliament House on Friday 3 November 2023 to coincide with Volunteer Managers' Day. This ceremony recognised volunteers and professional leaders of volunteers in the award categories of: Employee Volunteer of the Year, Not-For-Profit Voluntary Governance Award and Volunteer Leader of the Year. Finalists in each category were announced and progressed on to the State Gala Ceremony.

NSW Volunteer of the Year State Gala Ceremony

The 2023 Volunteer of the Year Awards State Ceremony was held on Thursday 7 December, at Norths Cammeray. There were over 320 attendees in person, including volunteers, volunteer managers and VIPs (State Members of Parliament, Principal Sponsor Partners, the Department of Communities and Justice and ClubsNSW, other major supporters and government representatives). With the support and expertise of Salty Dingo Productions, the event was livestreamed through The Centre for Volunteering Facebook page to all those who could not attend in person, giving the ceremony a wider reach and allowing guests to go back and re-watch.

Her Excellency, The Governor of NSW, Hon. Margaret Beazley AC, KC sent a video message of support and the NSW Premier, the Hon. Chris Minns sent a written message that was read out during the ceremony. The Awards Patron, the Hon. Jodie Harrison MP attended, giving an address to the guests. To add to the festivities on the day Paula Duncan AM – Ambassador of the NSW Volunteer of the Year Awards, organised for performances from the award-winning artist Russell Morris with Troy Downward, along with up-and-coming artist Jade Steg.

2023 NSW Volunteer of the Year Award Winners

2023 Volunteer of the Year

**Leanne Hillman,
Victims and Witnesses of
Crime Court Support (VWCCS)**

2023 Young Volunteer of the Year

**Rebecca Ju,
United Nations Association of Australia**

2023 Adult Volunteer of the Year

**Anthia Kollaras,
SES Waverley Woollahra**

2023 Senior Volunteer of the Year

**Leanne Hillman,
Victims and Witnesses of
Crime Court Support (VWCCS)**

2023 Volunteer Team of the Year

Bear Cottage Volunteer Team

2023 Employee Volunteer of the Year Built Team (volunteer at ReLove Inc.)

2023 Not-For-Profit Voluntary Governance Award Sydney Children's Hospitals Foundation Gold Committee Co-Chairs

2023 Volunteer Leader of the Year Raise Foundation Volunteer Engagement Team

Additionally, The Centre awarded Special Commendation Awards to the New South Wales State Emergency Service, the New South Wales Rural Fire Service, Marine Rescue New South Wales, St John Ambulance NSW, and the Country Women's Association for their outstanding contributions to communities across New South Wales during this year.





The Hon. Jodie Hanson, MP and the winners of the NSW Volunteer of the Year Awards © Salty Dingo



The Centre For Volunteering CEO Gemma Rygate and The Centre For Volunteering Ambassador Paula Duncan AM © Salty Dingo



Musician Jade Stig performing for attendees at the NSW Volunteer of the Year Awards State Gala © Salty Dingo



Attendees at the NSW Volunteer of the Year Awards State Gala
© Salty Dingo



The Hon. Jodie Harrison MP giving an address at the NSW
Volunteer of the Year Awards State Gala © Salty Dingo



The Hon. Jodie Harrison, MP, and winners of the special commendation award from the SES, the Country Women's Association, Marine Rescue NSW, and St John's Ambulance NSW © Salty Dingo

Engagement

The Centre for Volunteering facilitates engagement across the sector. The Centre works with other peaks, volunteer support services and VIOs to build strong, connected, resilient communities through volunteering.

Membership

During the 2023-2024 financial year, we have onboarded over 30 new member organisations. Apart from interest in the Volunteer Referral Service offered by The Centre, organisations join as members to engage with their peak body for assistance, bespoke support and professional development, networking and engagement with the sector.

Since updating our member benefits last year, feedback suggests that these are more relevant to potential and existing members. Our members seek support, advice and guidance from The Centre to navigate the continually changing environment. There is strong evidence that organisations seek to stay current and constantly improve, to remain dynamic within their sector.

During this financial year we have also held New Member Information sessions online to introduce new members to our website, resources and supports, as well as build stronger relationships and links (knowing who to approach/talk to) between members and our staff.

Member Benefits and Services

Members of The Centre for Volunteering are individuals and organisations involved in the volunteering sector. Membership provides opportunities to meet with like-minded professionals, to network and exchange ideas across all aspects of volunteering.

Member benefits include:

Access to pro bono legal services from Hall & Wilcox

Hall & Wilcox provides free specialist legal advice to members through their Pro Bono legal department (conditions apply).

Assistance with volunteer recruitment through our Volunteer Referral Service (VRS)

Through VRS, we can assist you with:

- Listing and updating volunteer roles on the National Volunteering website
- Role descriptions – we can help you compose volunteer role advertisements
- A unique opportunity to advertise skilled volunteer roles in Help Desk, in the Sydney Morning Herald
- Candidate screening for specific volunteer roles
- Promotion of your events and skilled volunteer roles to our subscribers
- Members' volunteer roles are promoted regularly across social media and in tailored emails.

Ongoing telephone support with Volunteer Manager Help Desk

Need advice? Our exclusive Volunteer Manager Help Desk is available from 10am to 4pm, Monday to Friday. This includes:

- Document and policy review of your organisation's specific resources, such as volunteer onboarding documents
- Tailored one-on-one advice regarding your organisation's policies and procedures
- One-on-one bespoke mentoring

The National Standards for Volunteer

Involvement consultation

See how your organisation sits against The National Standards for Volunteer Involvement with a complimentary, 2-hour consultation. Learn about the gaps you may have and move forward with a reliable action plan to manage necessary change.

Monthly networking events: Spotlight Sessions

Join our monthly Spotlight Sessions where a range of expert speakers present topics relevant to the sector for debate and discussion. Take this opportunity to meet, learn and share with other volunteer managers.

Continuing Professional Development (CPD) Program

Our member-only CPD Program is a formal avenue to up-skill and acknowledge the professionalism of your staff. It involves participating in a certain number of professional development activities to attain certification as a Professional Leader of Volunteers.

Fantastic professional development opportunities

Enjoy reduced rates on a range of workshops (under our CPD Program), masterclasses, and nationally recognised, accredited training courses delivered through the National School of Volunteer Management.

Volunteering NSW State Conference

Bringing together experts, academics and industry leaders, the Volunteering NSW State Conference is the primary forum in the state for leadership and best practice in volunteering. Members receive discounted prices on tickets to attend the conference.

Volunteer management system: Involve

Receive a 25% discount on the license for Involve, the national, Australian designed and hosted volunteer management system.

Use of Membership logo

Elevate your organisation by proudly aligning with the state's peak body for volunteering with our exclusive membership logo.

Promotion of your organisation

Enjoy increased visibility through our social media channels, monthly e-newsletter and case studies.

Advocacy for volunteering and the not-for-profit sector

Influence the national agenda on volunteering and the not-for-profit sector, receive policy analysis, and enjoy a complimentary Associate Membership of Volunteering Australia.

Voting rights

As a financial member of The Centre, you are entitled to vote at our Annual General Meeting.

Member social events

Take this opportunity biannually to meet, network, share knowledge and experiences, and build all-important relationships with other volunteer managers.

Social Media, Website, and Marketing

Our social media engagement continues to be strong, mainly through our Facebook and LinkedIn Accounts. The Centre has been experimenting with multimedia social media content which is proving effective, especially with carousels and video content. We continue to use our social media channels to support national volunteering campaigns such as the National Volunteer Week and National Student Volunteer Week campaigns.

Our updated website continues to be a strong platform for The Centre to support volunteering in NSW, with resources and the Knowledge Base achieving 231,363 views.

Media Campaigns

Five targeted media campaigns were conducted during FY 2023-2024 covering television, print, digital and radio outlets across the state. These covered the whole of NSW, and, at times, were syndicated to areas in other states as well. Certain specific campaigns, such as the campaign to promote the regional Awards ceremonies, targeted specific areas in NSW while others were broader in aim.

In July 2023 a media campaign was carried out to promote the survey for the NSW State of Volunteering Report. The coverage consisted of 46 radio items and 10 TV segments, with interviews completed by Gemma Rygate, Dr Ben Hillier and Mark Rushton. Highlights included a segment on *Channel 9 Sydney*, which syndicated to a further eight outlets, *Sky News*, *ABC Illawarra*, *92.9 FM* (three syndications), *2Day FM*, *2ST* (two syndications) and *2GB* (two syndications). *Koori Radio* mentioned the State of Volunteering Survey statistics on air, which syndicated to an additional 31 stations. The Centre also secured an article for the *North Shore Times*, *Wentworth Courier* and *Mosman Daily*.

From August to December 2023, media promotions helped to raise awareness for the NSW Volunteer of the Year Awards and the value of volunteering overall. This included 46 promotions with a substantial reach of 2,029,858 people. A press media kit was also developed and shared with key stakeholders and partners to promote the Awards to their networks.

In December 2023 another campaign was carried out to promote the release of the NSW State of Volunteering Report. CEO Gemma Rygate completed interviews across television and radio including *ABC Radio Newcastle* (nine syndications), *Channel 9 Sydney* (seven syndications), *National Radio News* (326 syndications), *2NM*, *2SM* (41 syndications), *2GB* (four syndications) and *Sky News Australia*. *The Daily Telegraph* updated their previous article to include the 2023 report findings and this was syndicated across 12 other online publications. The Centre secured an opinion editorial for Gemma Rygate in *The Daily Telegraph*. The report was mentioned online by HR Leader (one syndication), *The New England Times* (three syndications) and the *St George & Sutherland Shire Leader*. The Centre secured further coverage with on air mentions of the report findings by *WSFM 101.7* and *96.5 Wave FM*.

From March to June 2024, a campaign was undertaken to raise awareness about nominations for the 2024 NSW Volunteer of the Year Awards. Overall, The Centre secured a total of 90 items of coverage, with an estimated reach of 5.6 million people in NSW. Gemma Rygate completed interviews with ABC Radio Sydney (two syndications), 2GB Rural (33 syndications) and 2SM (41 syndications). Last year's Volunteer of the Year winners, Leanne Hillman and Brian Roy, also completed radio interviews with Hope 103.2 and ABC Riverina. The Centre secured coverage with *The Sydney Morning Herald*, *Peninsula Living*, *Lismore App*, *Bankstown-Canterbury Torch* and *Auburn Review*. Television coverage was secured with NBN Tamworth through an on-air mention of The Awards in their news bulletins.

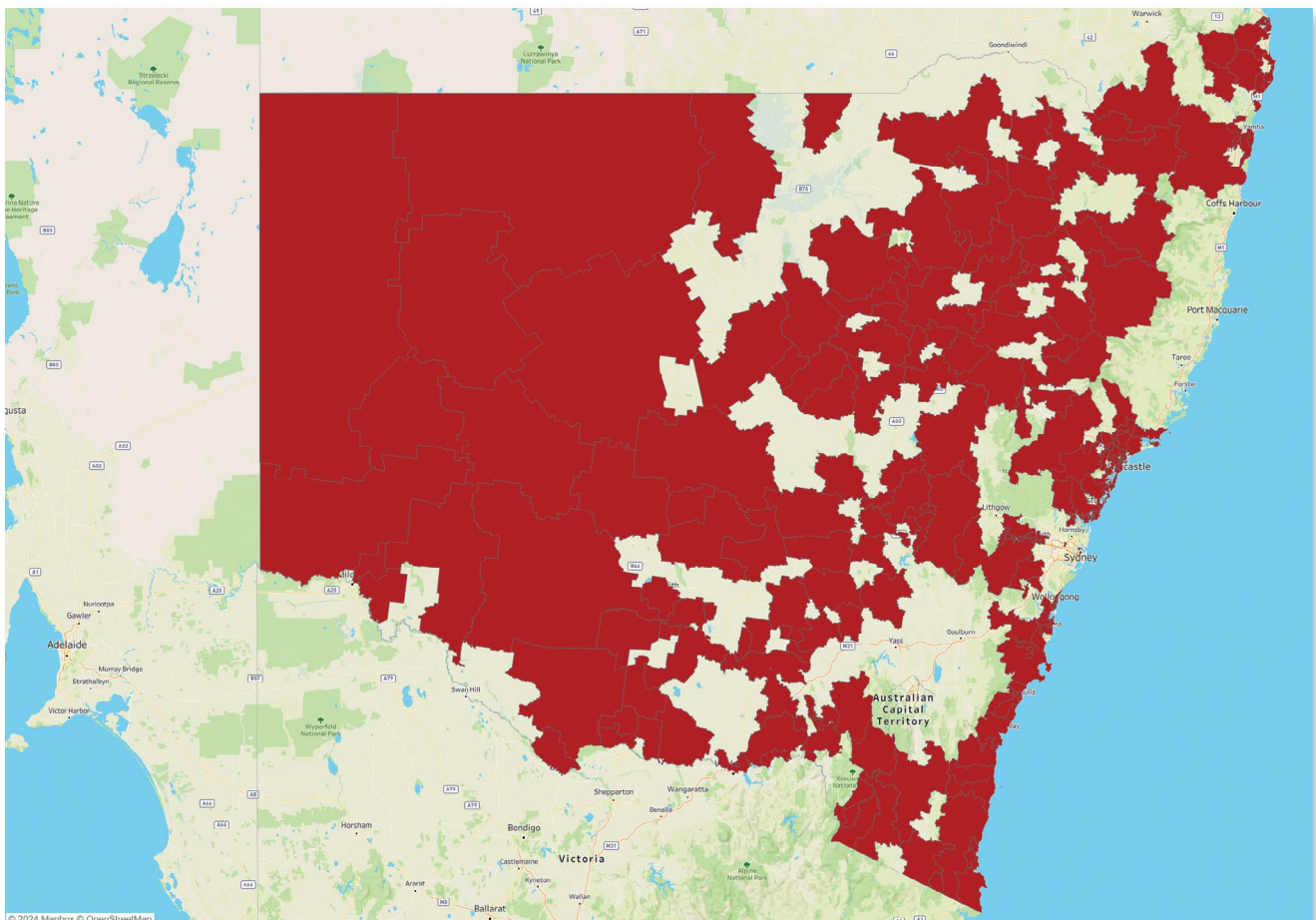
In May 2024, the final campaign was carried out to promote the 2024 NSW Volunteering Conference. The CEO completed interviews across print, digital and radio. An interview was secured with *The Daily Advertiser* for local case study, Kathryn Bredin. Radio highlights include Gemma's interviews with

2ST Power FM, 2TM, Triple M Central West and 2SM (41 syndications), as well as further coverage secured through an on air mention with *Koori Radio* (31 syndications). Print and digital coverage was also secured with *The New England Times* and *The Daily Liberal*, which syndicated to four further local papers across the Central West region.

Community Consultation and Engagement

The Centre has continued to engage with VIOs and volunteers in regional, rural, and remote NSW. Through this consultation with the volunteering community, The Centre continues to identify trends, needs and gaps in learning, and is able to develop accurate, community informed resources to build the capacity of the volunteering sector.

The communities covered in our engagement during this financial year can be seen below. 100% of stakeholders who interacted with The Centre reported that their views were sought on issues affecting the sector/and or community.



NSW Regional Consultations 2023-24

Sector Capability Building

The role of The Centre for Volunteering is to enhance the experience of volunteering in the community by assisting organisations and individuals to maximise their potential through the provision of high-quality volunteer management, education, and training activities. The National School of Volunteer Management [RTO code 90031] is The Centre's registered training organisation.

Bespoke Member Support

Bespoke assistance has commenced, which involves ongoing, customised assistance in areas such as document and policy advice and design, volunteer website page information advice, Volunteer Management System research and advice, and general advice on volunteer programs. A sample of organisations involved during the year were:

- The Society of Genealogists
- RSL NSW
- Justice Advocacy
- Kids with Cancer Foundation

Inclusive Volunteering Program

The Inclusive Volunteering Program supports VIOs to become more inclusive with their volunteer programs and offers support and placements for volunteers with a disability or on a mental health recovery journey. During the 2023-24 Financial Year, the Program supported 70 participants by referring them, engaging them, and placing them in active volunteering roles.

The program also delivered monthly Inclusion Workshops to 53 organisations to support them to build more inclusive workplaces for all volunteers. The Centre is proud of the role that we have played in this program and the hard work of the program coordinators Alice Anderson and Tony Ward in assisting people from all backgrounds to access volunteering.

Bridge to Volunteering

Bridge to Volunteering is a two-hour workshop that runs online each week and offers an introduction to volunteering. It is free for volunteers and people interested in volunteering and aims to introduce people to what volunteering is, the benefits of volunteering, how to get involved, and the opportunities available. During the 2023-2024 financial year, 38 Bridge to Volunteering sessions

have been run with 611 registrations. Two custom Bridge sessions were also run for international student groups.

Reconciliation Action Plan

The Centre was pleased to officially launch its Reflect Reconciliation Action Plan (RAP) on 30 November 2023, following its endorsement by Reconciliation Australia. We continue to progress the remaining deliverables for our Reflect RAP and have commenced internal talks to explore the possibility of developing an Innovate RAP, the next level after Reflect.

As part of our RAP activities, The Centre organised a smoking ceremony for National Reconciliation Week on 3 June 2024 at our Rocks office in Sydney. We were glad to host this event alongside employees from other Volunteering Peak Bodies and are thankful to the Metropolitan Local Aboriginal Land Council for conducting this ceremony for us. The Centre for Volunteering is committed to reconciliation with First Nations Peoples, and we wanted to cleanse our workplace so we can move forward together. We continue to work toward meeting the goals of our RAP, which involves regular meetings with our advisory groups, conducting internal training with staff, promoting external workshops to develop staff knowledge of First Nations Peoples, and attending the Indigenous Policy and Practice Working Group with the other state volunteering peak bodies. We have also been working with Reconciliation Australia to provide advice on the development of a type of RAP aimed at best meeting the needs and abilities of VIOs.



Raymond Weatherall from the Metropolitan Local Aboriginal Land Council conducting a smoking ceremony for The Centre for Volunteering © The Centre for Volunteering

Certificate IV in Co-ordination of Volunteer Programs

Under the National School of Volunteer Management [RTO 90031], The Centre offers a Certificate IV in the Coordination of Volunteer Programs (CHC44015), the nationally recognized accredited vocational qualification specifically for professional volunteer leaders. We are pleased that nine students were certified this financial year. The completing students were from NSW, Victoria, and Western Australia.

Cert II and I

The Centre continued to offer the Certificate I (CHC14015) and II (CHC24015) in a blended delivery model with students undertaking training online via zoom interactive support workshops. During the 2023-2024 financial year, The Certificate 1 course had 26 graduates, and the Certificate II had 3 graduates.

Professional Development

The Centre continues to run Masterclasses for Certificate IV students and CPD participants to assist in the professional development of volunteer managers. 12 workshops have been run over the past financial year with 151 registrations. We have also noted that there is an increase in video views, currently at 812, over the last financial year. This suggests that volunteer managers are looking to engage with content when it suits them, not when it is scheduled into a particular time and day. Topics for our sessions included:

- Managing Volunteers and the Law
- WHS Safety, Risk and Insurance Volunteers
- How to Succeed on Social Media
- Leading Disruption: Engaging volunteers
- Engaging Volunteers with Change
- Volunteer Change Management Essentials
- Unconscious Bias, Diversity and Inclusion
- Fearless Feedback
- Fond Farewells
- Advance Communication for Volunteer Leaders
- Meaningful Meetings
- Leading Teams for Performance

Volunteer Manager Helpdesk

The Volunteer Manager Helpdesk managed 318 enquiries, covering a vast variety of topics including best practice volunteer management, governance and risk management, volunteer engagement, national standards for volunteer involvement, Centre for Volunteering resources, and recruiting volunteers.

Volunteer Leader Network Meetings

Volunteer Leader Network Meetings are online and held every 6-8 weeks. Volunteer Leaders are encouraged to share ideas and different approaches to current issues across the volunteering sector. The format is open, to facilitate discussions on relevant topics and to provide opportunities to build connections, share ideas, and learn from each other. Popular topics include recruitment, retention, recognition, onboarding, training, induction, Volunteer Management Systems and engaging youth. Feedback from attendees has been extremely positive, particularly from Remote and Regional Leaders who find the collegiality valuable and as a result they feel less isolated.

The New Leader Network has had 7 meetings with 56 current registrations, 20 of which are members of The Centre. The Remote and Regional Network has had 6 meetings with 36 current registrations, 9 of which are members of The Centre.

NSW Local Councils Special Interest Group Forums

Following interest expressed by volunteer leaders at local councils, The Centre launched the NSW Councils Special Interest Group Forums for volunteer leaders and managers. The Centre hosted four of the forums this FY, acting as a facilitator for discussions between councils across NSW. In these sessions, a topic for discussion is chosen based on feedback and suggestions by attendees, and thus far topics covered have been: unsupervised volunteer policies; supporting inclusion and diversity in volunteer programs; the National Standards for Volunteer Involvement; and Youth Volunteering. These forums have been so well attended that we have had to extend registration from 20 people to 40 people to allow for more space. Feedback for these Council forums has been very positive with all attendees surveyed stating they found them to be "good" or "excellent". These forums will continue to run quarterly in the new financial year.

Continuing Professional Development (CPD) Program

The 2023-2024 CPD Program recognised 15 participants as Professional Leaders of Volunteers at Parliament House in November 2023. Six of these participants were return participants and we were particularly pleased to recognise two of these participants, Mark Rushton and Cate Archibald, as having been certified for the fourth year in a row. One of our participants was also from the ACT as part of the inaugural partnership between The Centre and Volunteering ACT.

Resources and materials

The Centre's Knowledge Base continues to grow, housing a total of 63 articles, 52 videos and podcasts, 55 customisable templates, 20 eLearning packages, and 9 reports in FY23/24. 87% of VIOs and VMs who completed a satisfaction indicator reported that the resources assisted them to work toward best practice in volunteer management.

Between 1st July 2023 – 30th June 2024, there have been 12859 Article views, 6850 eLearning views, 3961 Template views, 2273 Video and Podcast views (excluding YouTube) and 715 Research and Report views. YouTube has seen a total of 2089 views for videos hosted on the platform. Our Podcast channel, Voices of Volunteering, has released 16 episodes and has over 580 plays across reportable platforms of Spotify, Apple Podcasts and YouTube Music.

Notable resources released this year include:

- "Foundations of Volunteer Management" eLearning Program
- "Refreshed National Standards for Volunteer Involvement" Article and Resources
- "Breaking Down Barriers to Youth Volunteering" eLearning and Youth Volunteering Article and Resources
- "Understanding Disability" eLearning Package
- "Governance for Boards and Committees" eLearning Package
- "Recruit and Retain" eLearning Package

Project Partnership resources released this year include:

- "Breaking Down Barriers to Volunteering" eLearning Package of videos and factsheets
- "Community-informed Volunteering" eLearning Package of videos, blogs and vlogs
- "Conversations that Matter" eLearning Package
- "Do More with Less: Implementing Effective Volunteer Management on a Shoestring Budget" eLearning Package of videos and fact sheets
- "Increasing Volunteer Participation for Student Migrant Communities" eLearning Package and literature review and analysis
- "Out of Work and into Volunteering" eLearning Package
- "Youth Volunteering – Our Voice" Video Series and Factsheets
- "Volunteer Voices (Diversity, Equity, Inclusion and Belonging)" eLearning Package
- "New to Australia? Come and Volunteer!" Video series
- "Tools for Inclusive Volunteering" Video Series and Checklists

2023 Project Partnerships Program

The Centre is partnering with external organisations on projects that will deliver advice, support and resources to help enable volunteering by members of identified groups. The projects build the capacity of Volunteer Managers and volunteer involving organisations to better engage these volunteers in a meaningful and respectful manner.

The first round of project partners were:

Canterbury City Community Centre

New to Australia? Come Volunteer! \$66,679.42

This project will assist VIOs to engage and recruit potential volunteers by providing them with a range of resources to help new migrants understand the history, concept, requirements, rights and responsibilities and benefits of volunteering in the Australian context. Consisting of five videos and factsheets – available in simple English and four community languages (Urdu, Vietnamese, Chinese and Arabic) – these tools can be used by volunteer managers to help break down the barriers to engagement with newly arrived migrants and will assist new migrants connect with the community, build local experience and supports in a new country.

Sector Connect

Tools for Inclusive Volunteering | \$58,038

This project aims to ensure VIOs can confidently involve and engage diverse groups of people to participate in volunteering. It consists of a series of training videos and self-assessment checklists that provide support for VIOs to implement inclusive practices and achieve positive outcomes for people living with a disability. Topic areas covered include:

- Inclusion of volunteers with Autism Spectrum Disorder
- Inclusion of volunteers with Cerebral Palsy
- Psychosocial support & inclusion for volunteers going through life transitions

Settlement Services International

Volunteer Voices | \$306,331.22

This project combines research with the expertise of subject matter experts and people with lived experience to help VIOs consider how they can continue to build inclusion in their volunteer programs and promote inclusive practices for our diverse communities. This dynamic e-learning experience including lessons and videos that

guide the user through the principles of Diversity, Equity, Inclusion and Belonging to boost the skills of the volunteer manager and equip them with knowledge of the impact of story sharing for VIOs.

The next round of project partnerships began in the 2023-2024 financial year. These project partners were:

Breaking New Ground

National Standards for Volunteer Involvement Tool \$27,500.00

Breaking New Ground partnered with The Centre to pilot access to the National Standards for Volunteer Involvement Tool for up to 250 small to medium sized VIOs. The online self-assessment tool empowers VIOs to meet the National Standards for Volunteer Involvement by measuring the organisation's performance in volunteer involvement, equipping them with information needed to achieve best practice and work towards excellence in engaging diverse volunteers in a meaningful and respectful manner.

Collappor8

Community-Informed Volunteering | \$50,100.00

Drawing on their network of well-established charities, not-for-profits, service partners and volunteers, this project brings together a diverse range of community voices to share insights and strategies to break down barriers to volunteering, particularly for young people. It consists of a suite of blogs, vlogs and training videos to assist volunteer managers to identify and overcome common and not so common challenges faced within the operations of their organisations. Topic areas include:

- General strategies for VIOs and Volunteer Managers.
- Recruitment, engagement, retention and supporting high-quality work and satisfaction.
- Essential organisational know-how to support a healthy NFP.

The Sydney Children's Hospitals Foundation

Do More with Less: Implementing Effective Volunteer Management on a Shoestring Budget \$87,625.00

This project consists of a series of video modules and complementary fact sheets focusing on strategies and ideas for starting up a volunteer

program or if you are new to volunteer management. Presented in an animated style, the videos are fun and engaging to watch. The accompanying downloadable PDF fact sheets reinforce learnings in the videos and provide further reference material. Topics include the National Standards for Volunteer Involvement, starting a volunteer program, recruitment, onboarding and recognition, communication and inclusive volunteer practices.

Kids Giving Back

Our Voice | \$51,632.00

This project showcases young volunteers from different cultural backgrounds, highlighting the importance of diverse perspectives and experiences to build the capacity of Volunteer Involving Organisations to engage in inclusive volunteering. Consisting of three videos and a PDF checklist covering the various aspects of youth volunteering, the first video focuses on young people aged 12 to 18 sharing their perspectives on volunteering. While videos two and three offer practical advice on running youth volunteer programs, featuring interviews with volunteer leaders. The PDF checklist is a step-by-step guide to creating meaningful and engaging volunteer opportunities for youth.

University of Technology

Increasing Volunteer Participation for Student Migrant Communities | \$32,400.00

This project consists of four e-learning modules focusing on engaging new migrants as volunteers, in particular students. Drawing on the lived experiences of international student volunteers and volunteer managers, the e-learning explores common challenges faced by migrant volunteers when studying and living in Australia, reinforces volunteering benefits to overcome barriers faced by student migrant volunteers and supports VIOs to develop strategies to create a successful volunteer journey for both volunteers and volunteer managers.

South Eastern Community Connect

Out of Work and Into Volunteering: Marketing tools for effective recruitment of young people and older adults | \$87,000.00

People experiencing unemployment often look to re-enter the workforce through volunteering. This e-learning package includes a workbook, videos and ready to use downloadable resources, with marketing strategies for attracting

unemployed people to volunteering. Developed for volunteer managers who don't have an in-house marketing team, it draws on the experiences and insights of volunteer managers and volunteers and focuses on ways to recruit those in the age groups of 18-24 and 55-64 who are in a season of unemployment, providing two easy to execute marketing and recruitment campaigns. There are instructions on how to engage the target audience and deliver relevant content through best-practice communications across all digital platforms, including social media, EDMs, surveys and newsletters which can be shared with both prospective and existing volunteers.

The Neighbourhood Centre

Breaking Down Barriers to Volunteering
\$50,150.00

This project consists of a series of videos and fact sheets that address the challenges of engaging volunteers from diverse backgrounds to enable them to take the 'first steps' to volunteering. The videos can be used by volunteer managers to showcase the benefits of volunteering and to prepare individuals for their volunteering journey. Easy read fact sheets complement the videos by providing the volunteer manager with advice, strategies and further resources for engaging potential volunteers. A series of blogs share the stories of community members about why they volunteer and the impact their contribution has on the organisation and their community. Each blog also contains key takeaways for volunteer managers to help improve engagement with their own volunteers.

Voluntas

Conversations that Matter | \$40,000.00

These resources provide information, practical examples and tools to support volunteer leaders and volunteer involving organisations to identify, manage and resolve conflicts in a safe and collaborative environment. A series of four interactive e-learning modules cover Negotiation; Conflict Management; Difficult Conversations and Mediation. Accompanying the e-learning are four one-hour webinars that expand on the module topics through engaging and insightful conversations with industry experts. Drawing on their experience, speakers share case studies and practical advice to help volunteer leaders navigate the world of conflict resolution.

2024 Project Partnerships Program

The 2024-25 round of the Project Partnerships Program launched in May 2024. Adopting a refreshed approach, The Centre will identify and scope specific projects and requirements and advertise these opportunities via a 'Project Board' on The Centre's website and through other communication channels such as social media and targeted emails. Project tenders are invited from organisations who wish to partner with The Centre. Partnerships will be entered into with organisations who can deliver the projects in line with the project criteria and scope. These new projects will be undertaken in the 2024-2025 financial year and covered in next year's annual report.

2024 Volunteering NSW State Conference

The 2024 Volunteering NSW State Conference was held on Thursday 6 June at the Amora Hotel, Jamison Street, Sydney with 230 delegates, speakers, and exhibitors in attendance.

The conference was live streamed to four regional venues, Broken Hill, Orange, Tamworth and Wagga Wagga with 60 delegates across the regional conferences. Gemma Rygate, CEO opened the day before Yvonne Weldon's Welcome to Country. The Hon. Jodie Harrison, Minister responsible for Volunteering, delivered an inspiring opening address. Keynote Speaker, Annabel Crabb entertained the delegates with a thoughtful presentation. Each of the 22 speakers that followed during the day shared their passion and optimism for the sector, acknowledging the challenges while embracing the exciting opportunities for volunteering in our communities. Speakers who shared the stage this year included: Minister Harrison, Yvonne Weldon Annabel Crabb, Jo Johnston, Clare Pearson, Ahranee Vijayaseelan, Paul Muller, Lynette Edwards, Susan Whitby, Paul Hunt, Michelle Chate, Danielle Plumb, Kim Busuttil, Catriona Rose, Adam Weir, David Brett, Stephanie Georgy, Bijinder Dugal, Kellie May, Clint Bertenshaw, Jacob Dommersen, Astrid Hocking, Sam Seymour, Nechal Dhillon and Heidi Froehling.



Lynette Edwards speaking at the 2024 Volunteering NSW State Conference © Salty Dingo



The Hon. Jodie Harrison, Minister with responsibility for volunteering, speaking at the 2024 Volunteering NSW State Conference © Salty Dingo



Annabel Crabb delivering her keynote address at the 2024 Volunteering NSW State Conference © Salty Dingo



Delegates attending the 2024 Volunteering NSW State Conference © Salty Dingo

Governance

Board of Directors

Helen Freeland, Chair
Ian Bullus Deputy Chair
Chester Bendall
Alan Max
Oscar Mussons
Nada Nasser
Di Robinson

Staff

Gemma Rygate, Chief Executive Officer
John Ryan, Chief Financial Officer
Tamsin Quinn, Deputy CEO
Clint Bertenshaw, Director – Sector Development & Engagement
Ben Hillier, Director – Policy, Advocacy & Research
Rachel Rainbird, Director – Sector & Member Engagement
Sarah Smith, Director – Events & Capacity Building
Colleen Williams, Director – Education & Training
Alice Anderson, Sector Development Coordinator
Charlotte Bosler, Marketing & Communications Coordinator
Millie Cannon, Manager – Events & Capacity Building
Sian Lee Dabin, Administrator – Learning & Development
Lachlan Jackson, Digital Support Services Coordinator
Anne Lenehan, Manager – Stakeholder and Media Communications
Jeremy Levartovsky – Network Administrator

Diana Piper, Volunteer Management Lead
Lyndon Reed, Senior Network Administrator
Avril Samuels, Senior Manager – Volunteer Referral & Member Liaison
Katie Sheehan, Manager – Contracts
Emily Stevenson, Office Manager
Tony Ward, Sector Development Coordinator

2023-2024 Volunteers

We are very grateful for the work of our volunteers Robin Arbib, Marian Attfield, Joanne Codling, Nadheera Dharma, Brian Elliott, Mary Fogarty, Gina Grant, Judy Houlton, Sue Marsden, Bess Morrison, Jenny Pinson, Denis Porter, and Rosemary Richman. We thank them for their contribution to the work of The Centre.

This year, our longest serving volunteer, Bess Morrison, has retired. Bess joined The Centre for Volunteering in 1977 as a Volunteer Interviewer for the Referral Service, a role she continued to undertake until her retirement. Bess has been responsible for assisting many hundreds of volunteers to find the right position using her excellent interviewing skills and asking the right questions.

Ten years ago, Bess introduced us to Jenny Pinson, her friend and neighbour, who managed the administration for the referral team, making appointments, answering calls and emails at The Centre. Jenny, like Bess, has decided to retire and we thank them both for their valuable service to The Centre for Volunteering. As Gemma Rygate, our CEO, always says, past and present volunteers of The Centre are always part of The Centre family, so it is not truly goodbye.



The 2023 staff of The Centre for Volunteering © Salty Dingo

Sponsors and Supporters

The principal partners for the Awards Program are the Department of Communities and Justice and ClubsNSW, with Mint Awards and Sixt Car Rentals offering further support. Other sponsors for the Awards were: Norths Cammeray, Blue Haven Pools, Dee Why RSL, Australian Seniors, Castle Hill RSL Group, SEIKO, MR Roses, Lindt, Ugg Originals, Oatley Fine Wine Merchants, and HLB Mann Judd. We thank all of the Awards sponsors and supporters.

Exposure for Sponsors

To recognise the enormous contribution of the principal corporate partner, ClubsNSW, principal government partner, Department of Communities and Justice, as well as its supporters, The Centre for Volunteering acknowledges sponsorship on the following platforms:

- The Centre for Volunteering website
- All media releases
- In print, radio, and television coverage
- All Awards marketing collateral
- Award ceremony programs – state and regional ceremonies
- Welcome slides at regional ceremonies
- Motion graphics throughout the NSW State Ceremony
- In speeches at Award Ceremonies.

Partners, Sponsors and Supporters for 2023 Awards

The Centre wishes to acknowledge the generous support and contributions of the following organisations and individuals:

Major funders



NSW Volunteer of the Year Awards principal partners



Your local club

Volunteer of the Year Awards Supporters



MINT
AWARDS



Volunteer of the Year Awards Sponsors



BLUHVN



D E E
W H Y
R S L



- Castle Hill RSL Group -

SEIKO
SINCE 1881

MR ROSES®

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Comfort me
MADE IN AUSTRALIA





Premier of New South Wales
Australia

2023 NSW Volunteer of the Year Awards

As behalf of the NSW Government, I congratulate all finalists in the 2023 Volunteer of the Year Awards.

For 17 years, these awards have grown to become one of the largest celebrations of our state's almost 5 million volunteers. These volunteers are the backbone of our communities, who contribute more than 1.5 billion hours of their time each year, valued at a staggering \$127 billion.

Volunteers dedicate their most valuable asset – their time – to helping others. Our state benefits greatly from their incredible work, which shapes our identity, our community and our economy.

Volunteering also enriches the lives of volunteers and helps us feel more connected to our community.

There is nothing quite like the joy that comes from helping others and leaving a positive mark on those who need it most.

Whether it's delivering a meal to an isolated older person, helping out during natural disasters, or giving your time to your local sporting club, volunteers change our communities for the better.

The Volunteer of the Year Awards are a wonderful opportunity to showcase this tireless work and celebrate these contributions.

My sincere thanks to The Centre for Volunteering for hosting this event each year.

May the spirit of service continue to grow in our communities.

Sincerely,

 **Chris Minns MP**

Premier of New South Wales

52 Martin Place, Sydney NSW 2000
GPO Box 5341, Sydney NSW 2001

T +61 2 7225 6000
W nsw.gov.au/premier

FINANCIAL REPORT

For the Year Ended 30 June 2024

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General Information

The financial statements cover The Centre for Volunteering ('The Centre') as an individual entity for the year ended 30 June 2024. The financial statements are presented in Australian dollars, which is the functional and presentation currency.

The Centre is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia.

Registered office and principal place of business:

Level 3, 40 Gloucester Street, The Rocks, Sydney NSW 2000

Directors' Report for the year ended 30 June 2024

Your Directors present their report on The Centre for the year ended 30 June 2023.
The names of the Directors in office during the financial year and at the date of the report were:

Helen Freeland (Chair)

Helen brings to The Centre for Volunteering Board, extensive experience as a public sector executive and company director. Her interests include organisational strategy and culture, governance and risk management and community engagement. She is a member of the Australian Institute of Company Directors and holds master's qualifications in Social Work and Public Administration. She is a keen gardener and reader.

Valerie Hoogstad AM (Resigned December 2023)

Valerie has a background in Psychology, Education and Communications and International Relations. She has written sixteen textbooks in the field of adolescent literature and corporate communication. Valerie retired as Director of International Education at the Australian Catholic University and has served on numerous Boards. She is currently lecturing at Sydney University and is currently on the Board of Odyssey House and Together for Humanity. Valerie was awarded an Order of Australia Medal (AM) in 2022 for significant service to the not-for-profit sector, and to tertiary education.

Terry Brigden (Resigned November 2023)

Terry has practiced extensively in financial services and regulatory law for over 30 years and has had the benefit of both practical and professional experience, most recently before joining Lander and Rogers and previously being a partner in a major (now international) legal firm for over 13 years. Terry has previously held legal or commercial positions in a major bank, major life insurance company, superannuation, and actuarial consulting firm. Terry is on the Australian subsidiary board of a large Canadian bank and is on the International Monetary Fund's external expert panel for banking and insurance regulation and the Asian Development Bank for its project to develop the financial regulatory framework for the Pacific Island nations. Terry has been named as one of Australia's best superannuation, investment, financial institutions, and insurance lawyers in the Best Lawyers Australia peer review survey published in the AFR for the years 2010 to 2018.

Ian Bulluss JP

Ian has extensive experience in the government sector including Senior Executive positions in NSW Businesslink and NSW Ageing Disability & Home Care. His information technology, economic and management expertise is supported by formal academic qualifications include Master of Computing (UWS) and Master of Business Administration (CSU). He is an active member of the NSW Justice Association and is the current Audit and Governance Advisor of City West Community Financial Services (Darling Harbour Community Bank).

Alan Max

With over 25 years of experience advising private and listed companies on their corporate transactions and growth strategies, Alan is a Corporate Finance Partner at Pitcher Partners and Fellow of Chartered Accountants Australia and New Zealand. He has an established track record in providing valuation, transaction, and strategic advice, as well as preparing expert opinions for regulatory, litigation and dispute resolution purposes. Alan has served as a board and advisory board member of commercial organisations and is proud to have contributed meaningfully to a range community organisations and industry bodies.

Di Robinson

Di has extensive experience in private, government and social enterprise sectors and has worked in Australia and Southeast Asia. Di brings considerable experience in the Vocational and Higher Education sectors, working across private and public education. She is recognised for maximising business opportunities, leading diverse teams, driving culture and change, and navigating paths through digital disruption. Di has a Master of Management from Macquarie Graduate School of Management and a Bachelor of Arts and Graduate Diploma in Education from the University of Sydney.

Oscar Mussons

An international lawyer, Oscar has over ten years' experience managing programs supporting communities, First Nations people, refugees and migrants always with passion and a human rights-based approach. Having held varying leadership positions within global organisations, Oscar currently works as a Program Director at the Australian Business Volunteers, and he was previously the Volunteer Program Manager at the Asylum Seekers Centre in Sydney. Joining as a Director for The Centre for Volunteering in October 2021, Oscar holds Law and International Relations degrees from the Universidad Pontificia Comillas in Madrid.

Robert Fitzgerald (Resigned June 2023)

Joining The Centre for Volunteering as Director in October 2021, Robert is the Chief Inspector of the Blacktown Police Area Command having worked across Sydney's police stations for over thirty years. He is an enthusiastic advocate of multiculturalism, being actively involved in helping the Western Sydney local community both on and off duty. His current portfolios include mental health, Indigenous issues, and multicultural community engagement. He has been the recipient of numerous medals, citations, honors, and awards including the 2019 NSW Adult Volunteer of the Year Award and the Federation Council's 2021 Australia Day Ambassador.

Nada Nasser

Nada has extensive government and not-for-profit sector experience, recognised for delivering and leading strategic reform and community initiatives and social services in the areas of youth, family support, homelessness, employment, justice, and mental health. Passionate about social justice, ending homelessness and building on community strength with a deep commitment to improving outcomes for vulnerable families and communities, especially women, children, and young people, Nada joined as Director for The Centre for Volunteering in May 2022. Nada holds a BA in Social Science from the University of Technology Sydney, an MBA from the University of New England, is a graduate of the Australian Institute of Company Directors and is currently working as State Director (NSW/ACT/Vic) at Mission Australia.

Chester Bendall

Chester is the Executive Manager of Corporate Services at My Voice Pty Ltd. Currently managing the organisation's key strategic initiative to deliver Specialised Disability Accommodation and comprehensive support provision to NDIS participants. Chester is also the lead for a strategic frontline workforce development and expansion project in NSW and the NT. He is an Experienced Manager on the Executive Team skilled in Strategic Partnerships, Integrated Marketing Management, Public Speaking, Public Affairs, Quality and Safeguards, and Business Development. Chester is actively engaged outside paid employment with organisations that exist to improve the lives of people living with disability including Empower Golf, Sailability, The Primary Club, The Sargood Centre and SpinalCure Australia. This engagement includes being the subject of a video for iCare on positive adjustment to living with a spinal cord injury, a professional production for BicycleNSW and Carroll & O'Dea lawyers, and an internationally broadcast television interview on virtual reality and pain management.

Principal Activities

The Centre for Volunteering ("The Centre") is the peak body for volunteering in NSW which is established to be, and continue as a charity. It is a public company limited by guarantee that is incorporated and domiciled in New South Wales, Australia, and has no authorised or paid-up capital. The registered office is at Level 3, 40 Gloucester Street, The Rocks, NSW 2000.

The principal activities of The Centre during the financial year were to encourage voluntary citizen participation, to provide a central resource centre for volunteering, and to represent members and to advance the interests of members. There has been no substantial change in activity during the financial year.

Review of operations

The Centre sustained a deficit of \$352,378 (2023: surplus of \$267,682) as at 30 June 2024.

Significant changes in the state of affairs

There were no significant changes in the state of affairs in The Centre during the financial year.

No matter or circumstance has arisen since 30 June 2024 that has significantly affected, or may significantly affect The Centre's operations, the results of those operations, or The Centre's state of affairs in future financial years.

Members' Guarantee

Each member of The Centre, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of The Centre in the event of it being wound up. If The Centre is wound up the Constitution states that each member is required to contribute a maximum of fifty dollars (\$50) towards meeting any outstanding obligations of The Centre. At balance date, there were 229 eligible members.

Short and Long-Term Objectives

The Centre's core business and objectives are to:

- Operate as a non-profit organisation to develop public interest in the volunteering sector, including raising awareness of issues directly affecting the sector.
- -Promote, support, and recognise volunteers and volunteering at individual, community and national levels through advocacy and communication.
- -Be the authoritative voice on volunteering in NSW and continue to be an influential advocate for the issues relating to volunteer support and management.
- -Facilitate excellence and best practice in volunteering and volunteer management through education and capacity building.
- -Encourage collaboration in the volunteering sector and offer services for the benefit of members and the volunteering sector.
- -Lead by example and be transparent and accountable in how The Centre operates and apply a high standard to service provision through good governance.
- -Ensure a strong and sustainable financial base.

Strategy for Achieving the Objectives:

In order to achieve the above objectives, The Centre sought to:

- Manage its finances in accordance with Board approved annual budgets.
- -Continue good governance practice.
- -Attract, develop, and retain good staff.
- -Develop and communicate what it is and what it does, to relevant stakeholders and the wider community.
- -Pro-actively engage with key stakeholders to help understand and address their issues.
- -Be an influential advocate for the issues relating to volunteer support and management.
- -Enhance the capacity of members and others to mobilise and manage volunteers more effectively, with a focus on widening the participation of people volunteering.

Activities that Contributed to the Objectives being met

During the year to 30 June 2024, The Centre:

- Delivered training throughout NSW and interstate through The National School of Volunteer Management (RTO) and our Professional Development Program, to meet the goals of Federal and State funding grants.
- -Continued its participation in the national peak volunteering network (CEON) to assist, inform and support the work of the State and Territory Volunteering Peaks.
- Worked with equivalent interstate bodies to develop a national approach to volunteering issues, including development of the National Knowledge Base.
- -Continued to develop and strengthen NSW Volunteer Involving Organisations through the Continuing Professional Development program and Volunteer Managers' support services.
- -Worked closely with the Department of Communities and Justice, on delivering the NSW Government's Volunteering Strategy.
- -Achieved funding from NSW Government to deliver State Peaks' Program Services.
- -Achieved support from NSW Government and ClubsNSW for the NSW Volunteer of the Year Awards.
- -Conducted an effective strategic planning process to deliver The Centre's core business and objectives.
- -Successfully delivered the 2023 NSW Volunteer of the Year Awards which recognised the contribution of over 133,000 volunteers throughout NSW.
- -Achieved an increase in media coverage, highlighting The Centre's work in advocating for and recognising volunteers and volunteering.
- -Delivered a suite of Professional Development programs including both accredited and non-accredited training and networking events, to develop volunteers and volunteer managers and to promote best practice in the sector.
- -Continued to work with Voluntas, a service which aims to help volunteers and volunteer involving organisations with conflict resolution.
- -Advocated strongly for volunteering on behalf of the sector, including joining with our national colleagues to advocate for issues concerning volunteering.
- -Collaborated with the National and State/Territory Volunteering Peaks to advocate for and provide responses to key sector issues.
- -Collaborated with Government agencies including the Department of Communities and Justice, Department of Social Services, Office of Sport, Study NSW, The Advocate for Children and Young People, NSW Health, and Federal Department of Health on various projects.

Performance Measurement

The Board monitors the performance of The Centre through:

- Regular reviews of the objectives and strategies to achieve those objectives.
- -A CEO performance and appraisal process, where individual goals are aligned to The Centre's objectives.
- -Regular reporting of financial performance against Board approved budgets.

Environmental Regulations

The Centre is not subject to any significant environmental regulation under Australian Commonwealth or State law.

Roundings

The Centre is a kind referred to in Corporation Instrument 2016/191, issued by the Australian Securities and Investment Commission, relating to 'rounding-off'. Amounts in this report have been rounded off in accordance with that Corporations Instrument to the nearest dollar.

Directors' Meetings

The number of meetings of directors held during the year and the number of meetings attended by each director were as follows:

	Meetings Attended	Meetings held in Office
Helen Freeland (Chair)	6	6
Valerie Hoogstad (Deputy Chair)	2	2
Terry Brigden	1	2
Ian Bulluss	5	6
Di Robinson	5	6
Alan Max	6	6
Oscar Mussons	5	6
Nada Nasser	6	6
Chester Bendall	6	5
Gemma Rygate (Company Secretary)	6	6

Signed in accordance with a resolution of Directors.

Alan Max

Director

Signed this 23 September 2024, in Sydney

**STATEMENT OF PROFIT OR LOSS AND
 OTHER COMPREHENSIVE INCOME**
 FOR THE YEAR ENDED 30 JUNE 2024

	Notes	2024 \$	2023 \$
Revenue	4	3,937,985	2,857,731
Depreciation	5	(266,447)	(225,005)
Finance costs		(26,039)	(2,995)
Staff Employment Related Expenses		(2,093,533)	(1,684,853)
Programs Costs		(1,484,812)	(2,240,816)
Training Costs		(14,665)	(18,389)
Other Expenses		(404,867)	(341,578)
(Deficit)/Surplus		(352,378)	267,682

The accompanying Notes form part of this Financial Report.

STATEMENT OF FINANCIAL POSITION
 FOR THE YEAR ENDED 30 JUNE 2024

	Notes	2024 \$	2023 \$
CURRENT ASSETS			
Cash and cash equivalents	6	2,349,381	1,864,147
Trade and other receivables	7	74,680	41,818
Prepayments		74,862	325,106
TOTAL CURRENT ASSETS		2,498,923	2,231,071
NON-CURRENT ASSETS			
Plant & equipment	8	270,692	331,830
AASB 16 – Right of use asset	16	891,711	47,944
TOTAL NON-CURRENT ASSETS		1,162,403	379,774
TOTAL ASSETS		3,661,326	2,610,845
CURRENT LIABILITIES			
Trade and other payables	9	248,787	129,570
Provisions	10	271,147	219,597
Income received in advance	11	684,859	310,924
AASB 16 – Lease liability	16	187,393	48,290
		1,392,186	708,381
NON-CURRENT LIABILITIES			
Provisions	10	9,114	17,023
AASB 16 – Lease liability	16	726,963	-
TOTAL NON-CURRENT LIABILITIES		736,077	17,023
TOTAL LIABILITIES		2,128,263	725,404
NET ASSETS		1,533,063	1,885,441
ACCUMULATED SURPLUS		1,533,063	1,885,441

The accompanying Notes form part of this Financial Report.

STATEMENT OF CASHFLOWS

AS AT 30 JUNE 2024

	Notes	2024 \$	2023 \$
Cash flows from operating activities:			
Receipts from government grants		4,089,993	2,623,009
Receipts from funders, donors, and customers		541,041	1,213,950
Payments to suppliers		(1,927,603)	(3,168,053)
Payments to employees		(2,049,892)	(1,627,095)
Interest received (net)		40,744	24,701
Net cash (used in)/provided by operating activities	13	694,283	(933,488)
Cash flows from investing activities:			
Payments for furniture & fittings and plant & equipment acquired	8	-	(263,963)
		-	(263,963)
Cash flows from financing activities:			
Repayment of lease liability		(209,049)	(193,151)
Net (decrease)/increase in cash and cash equivalents		485,234	(1,390,602)
Cash and cash equivalents at the beginning of the year		1,864,147	3,254,749
Cash and cash equivalents at the end of the year	6	2,349,381	1,864,147

The accompanying Notes form part of this Financial Report.

STATEMENT OF CHANGES IN EQUITY
 AS AT 30 JUNE 2024

	2024 \$	2023 \$
Accumulated surplus at the beginning of the year	1,885,441	1,617,759
(Deficit)/surplus for the year Adjustment to retained earnings	(352,378)	267,682
Accumulated surplus at the end of the year	1,533,063	1,885,441

The accompanying Notes form part of this Financial Report.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

1 GENERAL INFORMATION

The financial statements cover The Centre for Volunteering as an individual entity. The financial statements are presented in Australian dollars, which is The Centre's functional and presentation currency.

The Centre is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia.

Registered office and principal place of business:

Level 3
40 Gloucester Street
The Rocks, Sydney NSW 200

The financial statements were authorised for issue, in accordance with a resolution of the Directors, on 23 September 2024.

2 SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies adopted in the presentation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

a. New or amended Accounting Standards and Interpretations adopted

The Centre has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the company.

b. Basis of preparation

These general-purpose financial statements have been prepared in accordance with Australian Accounting Standards – Simplified Disclosure issued by the Australian Accounting Standards Board ('AASB') and the Australian Charities and Not-for-profits Commission (ACNC) Act 2012, as appropriate for not-for-profit oriented entities.

Historical cost convention

These financial statements have been prepared under the historical cost convention, except for, where applicable, financial assets and liabilities at fair value through profit or loss, investment properties, certain classes of property, plant and equipment and derivative financial instruments.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying The Centre's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in note three.

C. Comparative Amounts

Comparatives are consistent with prior years, unless otherwise stated.

d. AASB 16 Leases

Right of use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where The Centre expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The Centre has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

Lease liabilities

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, The Centre's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

e. Revenue recognition

Revenue is recognised when it is probable that the economic benefit will flow to The Centre and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable. All revenue is stated net of the amount of goods and services tax (GST).

Grant Revenue

Grant revenue is recognised in profit or loss when The Centre satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before The Centre is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Donations

Donations and bequests are recognised as revenue when received.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

f. Income Tax

As The Centre is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

g. Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of six months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

h. Trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for credit loss. Trade receivables are generally due for settlement within 30 days.

Other receivables are recognised at amortised cost, less any provision for impairment.

i. Investments and other financial assets

Other than cash equivalents specified in Note 2 (g), The Centre holds no investments and other financial assets.

j. Plant & equipment

Classes of plant and equipment are measured using the cost or revaluation model as specified below. Where the cost model is used, the asset is carried at cost less any accumulated depreciation and any impairment losses. Costs include purchase price, other directly attributable costs, and the initial estimate of the costs of dismantling and restoring the asset, where applicable.

Plant and equipment are stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Plant and equipment that have been contributed at no cost, or for nominal cost, are revalued and recognised at the fair value of the asset at the date it is acquired.

Leasehold improvements and plant and equipment under lease are depreciated over the unexpired period of the lease or the estimated useful life of the assets, whichever is shorter.

The depreciable amount of all fixed assets is calculated on a straight-line basis over the effective life of the entity, commencing from the time the asset is held ready or available for use. The rates used for each class of depreciable assets are:

Class of Fixed Assets	Depreciation Rate
Furniture & Fittings	10%
Computers	20%
Leasehold Improvements	10-20%

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date. An item of plant and equipment is derecognised upon disposal or when there is no future economic benefit to The Centre. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

k. Trade and other payables

These amounts represent liabilities for goods and services provided to The Centre prior to the end of the financial year and which are unpaid. Due to their short-term nature, they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

l. Employee benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

m. Fair value measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs, and minimising the use of unobservable inputs.

n. Goods and Services Tax ('GST')

Revenues, expenses, and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

o. Economic dependency

The Centre is dependent on the ongoing support of the Australian Commonwealth Government, NSW Government, National Disability Scheme and private grants, its members and successful fundraising. It is anticipated that adequate funding will be available to enable The Centre to pay its debts as and when they fall due. Funding agreements are entered into until 2026.

p. Going concern

The Centre is dependent on the ongoing support of the Australian Commonwealth Government, NSW Government, National Disability Scheme and private grants, its members and successful fundraising. It is anticipated that adequate funding will be available to enable The Centre to pay its debts as and when they fall due. Funding agreements are entered into until 2026.

3 CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue, and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events that management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Estimation of useful lives of assets

The Centre determines the estimated useful lives and related depreciation and amortisation charges for its plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Impairment of plant and equipment

The Centre assesses impairment of plant and equipment at each reporting date by evaluating conditions specific to The Centre and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporate a number of key estimates and assumptions.

Allowance for expected credit loss

The allowance for expected credit loss for receivables assessment requires a degree of estimation and judgement. Outstanding debtors' balances were reviewed as of 30 June 2024 and amounts that were deemed to be unlikely to be collected were written back. Accordingly, there is no further allowance for expected credit loss in the financial statements.

Employee benefits provision

As discussed in note 2(l), the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Lease term

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the importance of the asset to The Centre's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The Centre reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.

4	REVENUE	2024	2023
		\$	\$
	Membership	66,159	61,727
	Grants – government	3,378,235	3,960,642
	Sponsorship & Donations	80,000	80,000
	Interest	40,743	24,701
	Fees and seminars	148,859	132,353
	Other income	223,989	521,895
		3,937,985	4,781,318
5	EXPENSES	2024	2023
		\$	\$
	Plant and equipment	61,138	33,173
	Leasehold improvements	-	-
	AASB 16 – depreciation	205,309	191,832
		266,447	225,005
6	CASH AND CASH EQUIVALENTS	2024	2023
		\$	\$
	<u>Cash at Bank</u>		
	Commonwealth Bank	953,097	614,745
	Term Deposits	1,396,284	1,248,902
		2,349,381	1,863,647
	<u>Cash on Hand</u>		
	Petty Cash	-	500
		-	500
		2,349,381	1,864,147
7	TRADE AND OTHER RECEIVABLES	2024	2023
		\$	\$
	Trade debtors	62,910	8,015
	Expected credit loss	-	-
	Other receivables	11,770	33,803
		74,680	41,818

8 PLANT & EQUIPMENT

	2024 \$	2023 \$
Office Furniture, Fittings and Equipment at cost	454,539	458,904
Accumulated depreciation	(183,847)	(127,074)
	270,692	331,830
Leasehold Improvements at cost	37,384	37,384
Accumulated depreciation	(37,384)	(37,384)
	-	-
	270,692	331,830

Reconciliation

Office Furniture, Fittings and Equipment

Carrying amount at the beginning of the year	331,830	101,040
Additions	-	263,963
Asset write down	-	-
Depreciation	(61,138)	(33,173)
Carrying amount at the end of the year	270,692	331,830

Leasehold Improvements

Carrying amount at the beginning of the year	-	-
Additions	-	-
Depreciation	-	-
Carrying amount at the end of the year	-	-

9 TRADE AND OTHER PAYABLES

	2024 \$	2023 \$
Trade creditors	-	-
Other creditors and accruals	248,787	129,570
	248,787	129,570

10	PROVISIONS	2024	2023
		\$	\$
	Annual leave – current	206,934	172,963
	Long service leave – current	64,213	46,634
		271,147	219,597
	Long service leave – non-current	9,114	17,023
11	INCOME RECEIVED IN ADVANCE	2024	2023
		\$	\$
	Grants and other income received in advance	675,741	301,070
	Membership received in advance	9,118	9,854
		684,859	310,924
12	AUDITOR’S REMUNERATION	2024	2023
		\$	\$
	William Buck	10,000	9,400
13	NOTES TO THE STATEMENT OF CASH FLOW	2024	2023
		\$	\$
	(Deficit)/Surplus	(352,378)	267,682
	Depreciation – PPE	61,138	33,173
	Depreciation – AASB 16 Leases	205,309	191,832
	Interest expense – AASB 16 Leases	26,039	2,995
	Changes in Assets and Liabilities:		
	(Increase)/Decrease in Trade Debtors	220,377	(133,968)
	Increase/(Decrease) in Payables	116,220	45,452
	Increase/(Decrease) in Income in Advance	373,934	(1,398,412)
	(Decrease)/Increase in Employee Benefits	43,644	57,758
	Net Cash (used in)/provided by Operating Activities	694,283	(933,488)
	Activities		

14 RISK MANAGEMENT

The Board has overall responsibility for the determination of The Centre’s risk management objectives. The Centre’s risk management policies and objectives are designed to minimise the potential impacts of these risks on the results of The Centre where such impacts may be material. The Board receives regular financial reports which it reviews, along with the effectiveness of the processes put in place and the appropriateness of policies it sets.

15 RELATED PARTY DISCLOSURES

a. Directors' Compensation

No income was paid or payable, or otherwise made available, to Directors in connection with the management of affairs of The Centre.

b. Key Management Personnel Compensation

The remuneration of Key Management Personnel is as follows:

	2024	2023
	\$	\$
Short-term benefits	186,310	149,747
Post-employment benefits	26,748	27,497
	<u>213,058</u>	<u>177,244</u>

c. Key management personnel during the year ended 30 June 2024 were Helen Freeland, Valerie Hoogstad, Terry Brigden, Di Robinson, Ian Bulluss, Alan Max, Oscar Mussons, Nada Nasser, Chester Bendall, and Gemma Rygate.

16 AASB 16 Leases and Commitments

	2024	2023
	\$	\$
AASB 16 – Right of use asset	1,049,076	575,482
AASB 16 – Accumulated depreciation	(157,365)	(527,538)
	<u>891,711</u>	<u>47,944</u>
 AASB 16 – Current lease liability	 187,393	 48,290
AASB 16 – Non-current lease liability	726,963	-
	<u>914,356</u>	<u>48,290</u>

Future lease payments

	2024
	\$
Within one year	216,436
Later than one year but not later than five years	764,108
	<u>980,544</u>

Reconciliation:	2024
	\$
Opening – Right of use asset	47,944
Addition	1,049,076
Depreciation – AASB 16 Leases	(205,309)
Closing – Right of use asset	891,711
Opening – Lease liability	48,290
Addition	1,049,076
Lease payment	(209,049)
Interest	26,039
Closing – Lease liability	914,356

A Contingent Liability exists for a secured bank guarantee in the amount of \$69,146 in respect of The Centre's leased premises.

17 MEMBERS' GUARANTEE

Each member of The Centre, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of The Centre in the event of it being wound up. If The Centre is wound up the Constitution states that each member is required to contribute a maximum of fifty dollars (\$50) towards meeting any outstanding obligations of The Centre. At balance date, there were 229 eligible members

18 EVENTS SUBSEQUENT TO REPORTING DATE

No matter or circumstance has arisen since 30 June 2024 that has significantly affected, or may significantly affect The Centre's operations, the results of those operations, or The Centre's state of affairs in future financial years.

DIRECTORS' DECLARATION

In the Directors' opinion:

- the attached financial statements and notes comply with the Australian Charities and Not-for-profit Commission Act 2012, the Australian Accounting Standards – Simplified Disclosure Requirements and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of The Centre for Volunteering's financial position as at 30 June 2023 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that The Centre for Volunteering will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of Directors. On behalf of the Directors.

Alan Max
Director

Dated this 23 September 2024

Independent auditor's report to the directors of The Centre for Volunteering

Report on the audit of the financial report



Our opinion on the financial report

In our opinion, the accompanying financial report of The Centre for Volunteering (the Centre) has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- giving a true and fair view of the Centre's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

What was audited?

We have audited the financial report of the Centre, which comprises

- the statement of financial position as at 30 June 2024,
- the statement of profit or loss and other comprehensive income for the year then ended,
- the statement of changes in equity for the year then ended,
- the statement of cash flows for the year then ended,
- notes to the financial statements, including material accounting policy information, and
- the directors' declaration.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial report* section of our report. We are independent of the Centre in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The directors are responsible for the other information. The other information comprises the information included in the Centre's annual report for the year ended 30 June 2024, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the financial report

The directors of the Centre are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012*. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Centre's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Centre or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the Centre's financial reporting process.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

William Buck

Accountants & Advisors

ABN: 16 021 300 521

L. E. Tutt

Partner

Sydney, 23 September 2024



The Centre for Volunteering

Level 3, 40 Gloucester St

Sydney NSW 2000

T: 02 9261 3600

E: info@volunteering.com.au

W: volunteering.com.au

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The Centre for Volunteering acknowledges and pays respect to the Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.