

Annual Report 2024-25



The Centre for
Volunteering

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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.

Contents

Chair Report 2024/2025	2	Social Media, Website, and Marketing	23
Message from the CEO	4	Community Consultation and Engagement	24
About The Centre for Volunteering	6	Sector and Capability Building	25
Our Values	6	Inclusive Volunteering Program	25
Our Vision	6	Bridge to Volunteering	25
Our Mission	6	Reconciliation Action Plan	26
Our Strategic Focus	6	Certificate IV in Co-ordination of Volunteer Programs	26
Strategic Leadership and Research	8	Cert II and I	26
2025 NSW State of Volunteering Report	9	Professional Development	26
2025 Snapshot of Volunteering in Australia Report	9	Volunteer Manager Helpdesk	26
Other research	9	Volunteer Leader Network Meetings	26
Australian Research Council (ARC)		Volunteer Enquiries	27
Linkage Project	9	National Police Checks	27
Leadership	10	Continuing Professional Development (CPD) Program	27
Collaboration	10	Resources and Materials	27
Volunteer Management Activity Program	11	2024-25 Strong and Resilient Communities (SARC) Grants Program	27
Systemic Policy, Engagement, Advice, and Advocacy	12	2024 Project Partnerships Program	28
Advocacy	12	2025 Volunteering NSW State Conference	30
OSCA Classification Advocacy	13	Governance	32
Podcast	13	Board of Directors	32
2025 National Volunteer Week Forum	14	Staff	32
Launch of the NSW Disability Inclusion Volunteering Guidelines	14	Leadership Team	32
Recognition	16	General Staff	32
NSW Volunteer of the Year Awards	16	2024-2025 Volunteers	32
Regional Award Ceremonies	16	Sponsors and Supporters	33
2024 Nominations and Award Winners	17	Exposure for Sponsors	33
Volunteer Management Recognition Ceremony	18	Partners, Sponsors and Supporters for 2024 Awards	33
NSW Volunteer of the Year State Gala Award Ceremony	18	Written Message from The Hon. Anthony Albanese MP, Prime Minister of Australia	34
Engagement	22	2024-2025 FINANCIAL REPORT	35
Membership	22		
Member Benefits and Services	22		

IAN BULLUSS

Chair Report 2024/2025



Vale Helen Freeland, who sadly passed away on 21 January 2025.

Helen's many years of unwavering dedication to Community Services and her promoting volunteering have inspired countless individuals to give their time and talents to causes greater than themselves.

The Centre's results this year are a tribute to Helen and the leadership of CEO, Gemma Rygate.

The past year has been one of continued growth and resilience amid numerous environmental factors. These factors have not only included floods, cyclones, and fires but economic hardships affecting many volunteering organisations, volunteers as well as those that they serve.

Key achievements in 2023-24

Building the evidence base

The Centre has continued working on the development of a better understanding of volunteering across NSW and Australia. Building on the 2023 State of Volunteering Report and the series of supplementary reports, the Centre released the 2025 Snapshot of Volunteering in Australia during National Volunteer Week.

Annual Conference

It was a pleasure to attend the 2025 Volunteering NSW State Conference. At Doltone House, Pyrmont. Participants attending heard from sector leaders and experts with a focus on the conference theme to Protect, Preserve, and Progress Volunteering in NSW.

The Annual Conference this year attracted quality speakers addressing topics of interest and importance to those working in the volunteering sector. A special treat was an address by Wendy Harmer who entertained all with her memories of being a member of a household filled with volunteering experiences.

2025 National Volunteer Week Forum

This year's National Volunteer Week theme – Connecting Communities – highlighted how volunteering is a significant contributor to creating the connections that bring local communities together.

The Forum commenced with the Honourable Jodie Harrison MP, Member for Charlestown, Minister for Women, Minister for Seniors, Minister for the Prevention of Domestic Violence and Sexual Assault, and Minister Responsible for Volunteering, giving the opening address.

A highlight of the Forum was a presentation by Paul Muller who presented The Snapshot of Volunteering in Australia, highlighting a range of statistics on volunteers, volunteer management, and the economic impact of volunteering across the country.

Premier's Volunteer Reception

The Honourable Jodie Harrison MP delivered an address to the many representatives of numerous organisations present emphasising the importance of volunteering. In emphasising the importance of the National Volunteer week theme, Connecting Communities, Ms Harrison paid tribute to the many organisations working together to deliver assistance to their communities.

Volunteer of the Year Awards

The Award ceremonies highlight the remarkable efforts of volunteers across diverse community needs.

The 2024 Volunteer of the Year Awards program held across NSW, bears testimony to the high calibre of the thousands of volunteers nominated for an award. In congratulating all those recipients of an award, I would also like to extend a big thank you to our CEO, Gemma Rygate, and all those at The Centre who put together such a remarkable program of ceremonies culminating in the Gala Award Ceremony at Norths Club.

50th Anniversary

Her Excellency the Honourable Margaret Beazley AC KC, Governor of New South Wales held a reception at Government House to mark the significant milestone of 50 years of The Centre for Volunteering and its work in supporting the many volunteers and Volunteering Involving Organisation throughout NSW.

The Governor's address spoke highly of all those associated with The Centre and her deep appreciation of their dedication to meeting community needs through volunteering.

Continuing focus on governance

The Board is committed to making sure our governance is as robust as it can be. 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.

Operationally, The Centre's policies and procedures are regularly reviewed to make sure they are fit for purpose in a changing environment. During the year, the Board has reviewed and approved many updated policies and procedures presented by The Centre's leadership team. The Board offers sincere congratulations to Deputy CEO, Tamsin Quinn and her team, for presenting such high-quality documentation.

Appreciation

On behalf of the Board of Directors, I would like to express my deep gratitude to the NSW and Commonwealth Governments for essential core and project funding.

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 is astutely cognizant of how fortunate it is to have Gemma Rygate as our CEO. Gemma's fearless commitment to the Centre's work and her extensive networking continues to enhance our efforts on a broad scale.

Finally, I am immensely grateful that we have such a capable, generous, and willing group of directors. The role of non-Executive director is not financially remunerated and asks much in addition to employment and family commitments.

Director Oscar Musson announced his need to return to his homeland Spain in April. Oscar has been a valued member of the Board since 2021 and served as an active member of the Nominations and Succession Planning Committee. In farewelling Oscar, the Board welcomed Anne Gilhooly and Malcolm Freame as new non-executive directors while extending a big thank you to Joy Woodhouse for stepping in to assist following Helen Freeland's passing.

Ian Bulluss
Board Chair

GEMMA RYGATE

Message from the CEO



2024-2025 was a special year for The Centre for Volunteering where we celebrated 50 Years of supporting volunteering in NSW. We have continued collaborating with partners in the sector and in Government, through the NSW Volunteering Taskforce, promotion of the NSW Youth Volunteering Guidelines and the NSW Disability Inclusion Guidelines, and working with the Department of Communities and Justice to better understand the needs of volunteer managers in NSW through research. Advocacy remains a key pillar of our work and we have continued to advocate for the needs of volunteers and Volunteer Involving Organisations at a State and Federal level, through submissions and position papers on a range of issues.

Our advocacy is supported by current, rigorous, and engaging research into volunteering. With the support of the NSW Government, In September 2024 we released five supplementary reports to the 2023 NSW State of Volunteering Report. Consultations were held across NSW and we explored the themes of volunteering in sport, older persons and volunteering, volunteering and youth, rural and regional volunteering, and women in volunteering to form the basis of these reports. The reports provide insights into commonalities and differences across the broad NSW volunteering sector, and recommendations from volunteers to support healthy, resilient volunteering. We are currently working on the *2025 NSW State of*

Volunteering Report, which will be released in November 2025. This research ensures that The Centre continues to produce robust and current data on volunteering in NSW.

The Volunteering NSW 2025 State Conference was held as an in-person event in Sydney in June 2025, and again live streamed to satellite conferences in Ballina, Broken Hill, and Griffith. It was an excellent day for information and networking for volunteer managers. The Conference was opened by Yvonne Weldon with a deeply moving Welcome to Country, followed by the Opening Address from Minister Jodie Harrison. The Minister introduced Keynote speaker Wendy Harmer, who delivered her address, sharing some personal insights on volunteering with her trademark wit.

We are grateful for the continued support that we receive from our funders, sponsors and supporters that ensures 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 the 2024 Awards sponsors: the Department of Communities and Justice, the Principal Government Partner; ClubsNSW, the Principal Corporate Partner; Regional Awards sponsor, Beyond Bank; 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. I particularly want to recognise the immense contribution of the recently deceased Chair of the Board, Helen Freeland, who sadly passed in early 2025. Helen was a strong advocate for volunteering and gave freely of her extensive experience as an executive and director. Her hard work and dedication to The Centre has been a driving force of our achievements since she joined the board in 2019 and became chair in 2020. Vale, Helen.

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 benefit 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 Vision

Building strong, diverse and inclusive communities through volunteering.

Our Strategic Focus

The strategic focus for The Centre for Volunteering (The Centre) 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.

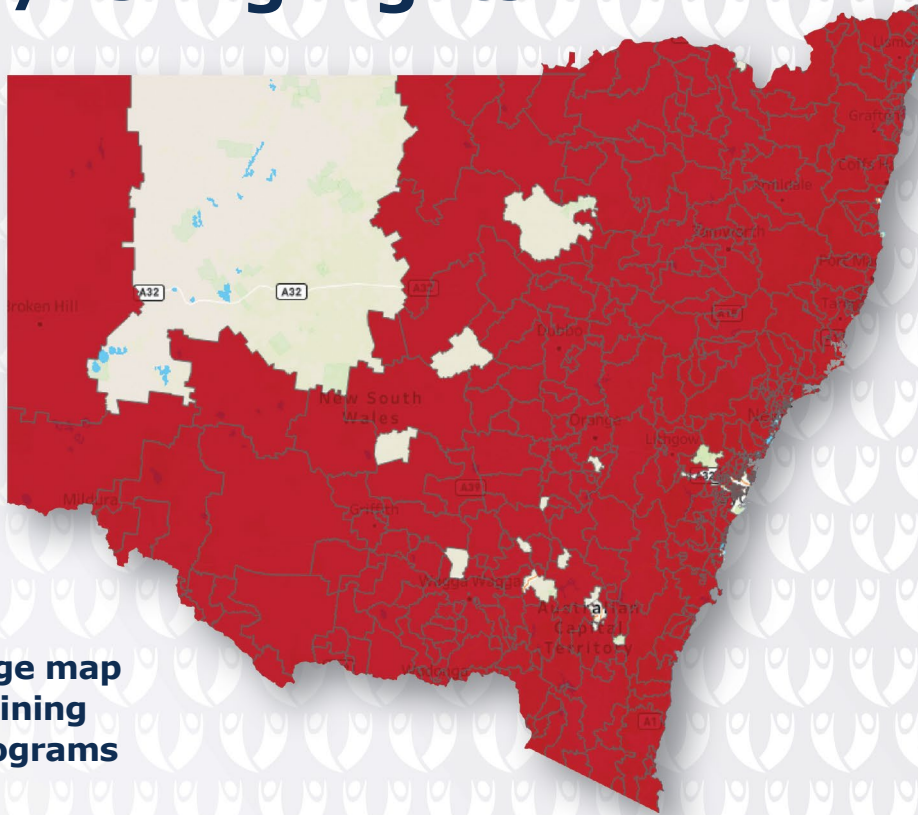
There are four Key Focus Areas identified for The Centre for 2023-2025:

- 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 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.

2024/25 Highlights



Coverage map
of training
and programs



2,714
Attendees at
Award Ceremonies
(an increase on 2023 attendance)

OVER

139K
volunteers
recognised at the
2024 NSW
Volunteer of the
Year Awards
(up from 133K in 2023)

Celebration of the

50th
anniversary of
**The Centre for
Volunteering**

at Government House

Hosted by The Centre's Patron, Her
Excellency the Honourable Margaret
Beazley AC KC, Governor of NSW



1754
volunteer leaders
attended
44 professional
development
sessions



14
bespoke in person
workshops were
delivered to
organisations
across NSW



7
conference
presentations
were delivered
both in NSW and
interstate



Strategic Leadership and Research

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

In addition to major projects, such as the *NSW 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. Executive summaries of major and minor research projects will be provided in the annual report, in addition to their formal publication and release.

2024 Supplementary Reports

Following the 2023 *NSW State of Volunteering Report*, focus groups were convened across NSW to delve deeper into specific areas of interest highlighted in the data and findings of the report. Focus groups were held across NSW in 2024 that explored the themes of volunteering in sport, older persons and volunteering, volunteering and youth, rural and regional volunteering, and women in volunteering.

From these consultations, five supplementary reports were developed, providing insights into commonalities and differences across the broader NSW volunteering sector, and recommendations from volunteers to support healthy, resilient volunteering. These reports were formally launched at NSW Parliament House on 16 September 2024, with a presentation by principal author Paul Muller. The reports have been very well received by the sector and have resulted in several follow-up presentations by The Centre to specific segments of the sector on individual reports.



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.
- 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 Volunteer Management Activity Coordination Group.
- Collaboration with Volunteering Australia on the National Strategy for Volunteering.
- Collaboration with Reconciliation Australia to advise on the development of a Reconciliation Action Plan framework for VIOs.
- Collaboration with the State of Volunteering Report advisory committee on survey design for the 2025 State of Volunteering Surveys.

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

- A 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 Federal Department of Social Services.
- Regular meetings attended by the CEO with the Forum of Non-Government Agencies (FONGA), consisting of leaders of NGOs in 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 Volunteering Research Group.
- Fortnightly attendance at Volunteer Management Activity Learning and Development Project Group meetings by the Director: Sector Development and Engagement.
- Monthly attendance by the Manager: Stakeholder and Media Communications and

Marketing and Communications Coordinator at national Volunteering Peak Body Marketing and Communication meetings.

- Regular meetings with CEOs of Volunteering Peaks.
- Community consultations conducted by staff at The Centre to determine the needs of community organisations. Over the last 12 months Centre staff have particularly focused on youth organisations, sporting clubs and associations, and small, volunteer-led VIOs.
- Continuous Improvement Committee meeting monthly.
- Attendance at the City of Sydney Lord Mayor's Welcome to International Students.
- The Volunteer Leader Network Meetings for Volunteer 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 launch of the NSW Disability Inclusion Volunteering Guidelines.

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:

- 2024 NSW Volunteer of the Year Awards.
- 2025 National Volunteer Week Celebrations.
- Administration of the Inclusive Volunteering Program.
- New Member Welcome Sessions to promote The Centre's services and the work of select member organisations.
- Accreditation of VIOs as Exemplary Volunteer-involving Organisations (EVIO), once they have achieved the National Standards for Volunteer Involvement.
- Regular Bridge to Volunteering workshops to share information on volunteering with new volunteers.
- The Continuing Professional Development (CPD) program to provide ongoing education and training for volunteer managers.
- Development, endorsement, and active use of our Reconciliation Action Plan (RAP) to foster engagement with First Nations Australians and the volunteering sector.
- The National School of Volunteer Management [RTO90031].

- The third round of the Project Partnership Program, launched in 2024 and running into 2025.
- The Volunteer Manager Help Desk which offers volunteer management advice to VIOs.
- The Volunteer Referral Service and general enquiries to the Centre that provides referral to VIOs and general support to all volunteers.
- The 2025 Volunteering NSW State Conference.
- The Strong and Resilient Communities (SARC) Grants for NSW.
- Two special interest groups for the sector aimed at Aged Care and Councils.

Volunteer Management Activity Program

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.
- The breaking down of barriers to volunteering faced by identified groups.
- An increase in service coverage across regional, rural, and remote areas.

Specific activities and projects which run within the VMA are discussed later in this Report.

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, which feature a range of planned communication activities and tools such as campaigns, media outreach, social media, online forums, 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 other peak bodies regarding volunteering and related policy and sector issues.

The Centre worked with other state peak volunteering bodies to advocate on behalf of volunteers and our members on key industry issues. The Centre participated in meetings with Government agencies to promote volunteering, the work of The Centre, and to encourage greater engagement with volunteering as a concept including:

- Commonwealth Department of Social Services
- NSW Department of Communities and Justice
- NSW Office of the Children's Guardian
- The NSW Advocate for Children and Young People
- NSW Office of Sport
- The Australian Bureau of Statistics
- Commonwealth Department of Health, Disability and Aging
- The Victorian Department of Families Fairness and Housing
- The Australian Sports Commission.

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 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
- Disability Sports Forum at Olympic Park
- The Centre for Project Innovation
- NSW Police
- St John Ambulance Australia NSW
- SES NSW
- Royal Agricultural Society of NSW
- VMA committees
- Volunteering ACT
- Marketing and Communications peak body managers
- Inclusive Volunteering Program
- City of Sydney Council Aging and Disability Interagency Group, and development of the City of Sydney Council Inclusion Disability Action Plan
- COTA NSW (NSW Ageing Alliance)
- Duke of Edinburgh's Award
- Education and Training Out West
- Department of Communities and Justice Peaks' Working Group
- FONGA
- Industry Training Advisory Board (ITAB)
- NSW Council of Social Service (NCOSS)
- NSW Health
- Staff participation in NADIOC week allyship seminar provided by Evolve Communities
- *Amplifying Leadership for an Inclusive Future!* event to celebrate International Day of People with Disability
- Commonwealth Department of Health
- NSW International Student Awards
- NSW/ACT Young Achiever Awards
- Office of the Children's Guardian
- Regional Development Australia (RDA) Awards
- University of Sydney Business School
- University of Technology, Sydney Innovation for Good Expo
- Voluntas, Alternative Dispute Resolution
- Advocate for Children and Young People
- The National Volunteering Research Network

- The Community Broadcasting Association of Australia
- St Mary's Senior High School presentation *How to Volunteer During School and Gap Year*
- Public Skills Australia
- Macarthur Disability Services Expo
- Loftus TAFE Careers and Employment Expo
- Yes Employment Skills Expo
- Fairfield City Council Volunteering Expo
- Camden Council Volunteer Strategy Forum
- Liverpool City Council Volunteer Expo
- Canowindra Volunteer Expo
- Chinese Christian Community Services Centre Expo.

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

- The NSW Government's proposed framework to measure wellbeing.
- The NSW Government's loneliness inquiry, highlighting the positive impact that volunteering has on alleviating societal loneliness.
- The Federal Government's review of the Occupation Standard Classification for Australian (OSCA)/Australia and New Zealand Standard Classification of Occupations (ANZSCO) for the inclusion of volunteer managers as a discrete category.
- The Federal Senate's Inquiry into a National Volunteering Incentive Scheme.

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 2025-2026 Budget.
- The Federal Government's review of the OSCA/ANZSCO for the inclusion of volunteer managers as a discrete category.
- Submissions to the Australian Bureau of Statistics about the inclusion of volunteering questions and collection of volunteering data in the General Social Survey.
- Volunteering Australia's election platform and Incoming Government Brief for the 2025 Federal Election.

OSCA Classification Advocacy

The Centre has driven a series of consultation submissions in the 2022-2024 Australia and New Zealand Standard Classification of Occupations (ANZSCO) review, alongside Volunteering Australia and the other volunteering peak bodies. This review was to propose recognising Volunteer Coordinator or Manager as a formal, distinct occupation.

On 6 December, the Occupation Standard Classification for Australia (OSCA) was released, replacing the ANZSCO classification, and Volunteer Coordinator/Volunteer Manager has been included for the first time. The new classification will be used in the collection, publication and analysis of occupation statistics, and will facilitate improved data on volunteer leaders employed in Australia. For example, in the 2025 census, this occupation will appear as an option, and demographic and location data can be determined. Vocational qualifications are linked to occupation codes, and the Certificate IV in Coordination of Volunteer Programs now has a clear vocational outcome, which will aid in its discovery, growth and promotion.

Podcast

The Centre has refreshed its podcast channel to further refine the content collected and shared. A volunteer leader focused "Voices of Volunteering" channel, spotlights case studies on best practice volunteer management.

We have continued to have strong engagement with the podcast and support for this innovative and accessible means to present case studies. Twenty-four episodes of the podcast have been recorded to date, with more than 1450 listens aggregated across Spotify, Apple Podcasts, and YouTube/YouTube Music.



2025 National Volunteer Week Forum

The National Volunteer Week Forum was held at Parliament House on Monday 19 May with approximately 90 guests in attendance. The theme of this year's National Volunteer Week was *Connecting Communities*. Speakers included The Hon. Jodie Harrison MP via video message, Michael West from the Metropolitan Local Aboriginal Land Council, and Paul Muller who gave a presentation on the recently released *Snapshot of Volunteering in Australia* report.



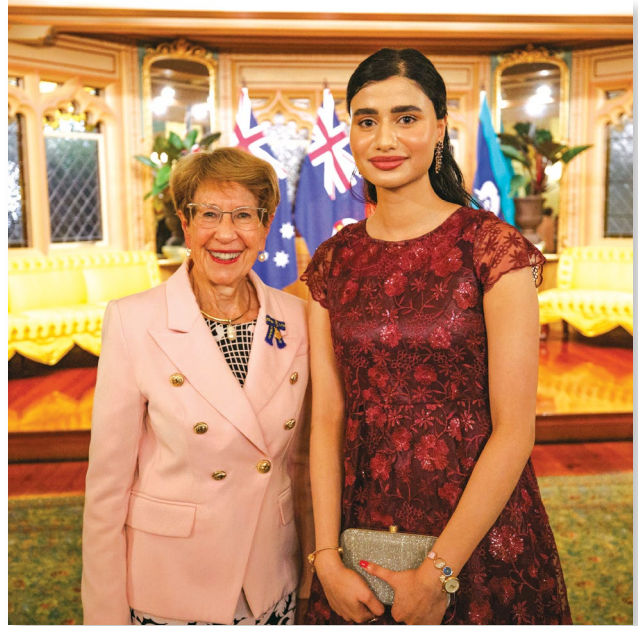
Launch of the NSW Disability Inclusion Volunteering Guidelines

The CEO and multiple Centre staff attended the launch of NSW Disability Inclusion Volunteering Guidelines at Parliament House, supporting the work of the NSW Government to create more inclusive environments for volunteers, volunteer leaders, and clients supported by VIOs across the state.



The Centre for Volunteering's 50th Birthday Celebration

On Tuesday, 20 May, The Centre celebrated a key milestone in its 50th anniversary, with an event hosted by The Centre's Patron, Her Excellency the Honourable Margaret Beazley AC KC, Governor of NSW, at Government House. Almost 200 guests including current and former volunteers, staff and Board Members, as well as members of The Centre, executives from VIOs, alumni of the NSW Volunteer of the Year Awards, and key volunteering sector stakeholders, celebrated the hard work and dedication of all those involved in The Centre's journey, achievements, and ongoing work. The Governor spoke about the important contribution of volunteers and volunteering in our community, and her personal experiences with volunteers.



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 over 4.3 million volunteers in NSW, and to promote the importance of volunteering to the community. Volunteers are recognised at 25 regional ceremonies throughout NSW, including the Professional Leaders of Volunteers Recognition ceremony in November, and finalists are invited to attend 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 and recognition campaigns to highlight and promote the work of volunteers and VIOs across NSW.

Regional Award Ceremonies

Between Monday 12 August and Tuesday 22 October 2024, The Centre hosted 25 Regional ceremonies. There were over 27,500 volunteers, nominators and guests attending ceremonies across NSW throughout this period, more than doubling the number of attendees from the previous year.

At each regional ceremony, all finalists were acknowledged, with the category winners and the Volunteer of the Year for the region being announced. The winners from each award category then progressed to represent their region at the 2024 NSW Volunteer of the Year State Gala Ceremony held on Tuesday 10 December 2024. The regional ceremonies were attended by 136 VIPs across NSW, including Federal and State members of Parliament, mayors, council members and sponsors. The 2024 NSW Volunteer of the Year Awards program received a substantial number of nominations across all categories, with significant increases in team and individual nominations. The program acknowledged over 139,000 volunteers in total across the state.



2024 New England and Northern Inland Volunteer of the Year Matt Lynch from BackTrack receives his award.



2024 South Coast regional award winners

2024 Nominations and Award Winners

2024 Nomination Breakdown	Young	Adult	Senior	Volunteer Team	Total
Blue Mountains	103	170	111	4220	4604
Central Coast	117	131	150	4581	4979
Central Sydney	312	433	148	5406	6299
Central West	109	150	151	9343	9753
Far West	103	103	101	4362	4669
Hunter	168	180	184	6149	6681
Illawarra	108	127	170	5096	5501
Mid North Coast	102	134	130	4823	5189
Mid Western Sydney	232	335	170	5360	6097
New England/Northern Inland	101	118	127	4844	5190
North Shore	287	278	154	4607	5326
North Western Sydney	145	172	131	4629	5077
Northern Beaches	138	173	154	7308	7773
Northern Rivers	102	132	135	4970	5339
Orana	101	113	118	4490	4822
Outer Western Sydney	167	251	136	6978	7532
Riverina	110	130	125	5640	6005
South Coast	101	128	156	4528	4913
South Western Sydney/Macarthur	116	149	141	4391	4797
Southern Inland	100	136	105	4887	5228
Southern Sydney	128	169	133	4486	4916
Sydney City/Eastern Suburb	278	332	206	6025	6841
Upper North Shore	150	216	142	4657	5165
Western Sydney	156	171	126	4434	4887
Non-Specific Region	69	213	63	263	608
Club Volunteer	N/A	7	N/A	192	199
Employee Volunteer of the Year	N/A	3	N/A	18	21
Not-For-Profit Voluntary Governance Award	N/A	36	N/A	75	111
Volunteer Leader of the Year	N/A	47	N/A	666	713
TOTALS 2024	3603	4737	3467	127428	139235

Volunteer Management Recognition Ceremony

The Professional Leaders of Volunteers Recognition Ceremony was held in-person at NSW Parliament House on Monday 4 November to coincide with International Volunteer Managers' Day. This ceremony recognised volunteer managers in the award categories of:

- Employee Volunteer of the Year
- Not-For-Profit Voluntary Governance Award
- Volunteer Leader of the Year

Finalists in each category were announced and, like their regional counterparts, progressed on to the State Gala Ceremony.



NSW Volunteer of the Year State Gala Award Ceremony

The 2024 Volunteer of the Year Awards State Gala Ceremony was held on Tuesday 10 December, at Norths Cammeray. There were over 330 attendees in person, including volunteers and VIPs (Minister Harrison, State Members of Parliament, Principal Partners the Department of Communities and Justice and ClubsNSW, other major supporters and government officials). With the support and expertise of Salty Dingo Productions, the event was livestreamed to those who could not be present in person, giving the ceremony a wide reach across NSW.

The Hon. Anthony Albanese MP, Prime Minister of Australia sent a written message of commendation that was read out during the ceremony. Her Excellency, The Governor of NSW, the Hon. Margaret Beazley AC, KC and the NSW Premier, the Hon. Chris Minns sent video messages of support. The Awards Patron, the Hon. Jodie Harrison MP attended, giving an address to guests and presenting the 2024 NSW Volunteer of the Year Award.



2024 NSW Volunteer of the Year Awards State Gala – The 2024 NSW Young Volunteer of the Year regional winners.



2024 NSW Volunteer of the Year Awards State Gala
A new Award category is announced for 2025 – the NSW Emergency Volunteer of the Year



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

A new Emergency Volunteer of the Year category was also announced, sponsored by the Minister for Emergency Services, which is to be introduced in 2025.

To add to the festivities on the day, Paula Duncan AM – Ambassador of the NSW Volunteer of the Year Awards – organised a performance from up-and-coming artist Gordon Michie.

2024 NSW Volunteer of the Year Award Winners

2024 Volunteer of the Year
Kate Cleary, The Farm in Galong

2024 Young Volunteer of the Year
Usha Makkena, St John Ambulance NSW, Australian Youth Climate Coalition (AYCC) and headspace

2024 Adult Volunteer of the Year
Kate Cleary, The Farm in Galong

2024 Senior Volunteer of the Year
Barbara Jones, 3 Bridges Community

2024 Volunteer Team of the Year
Eugowra Flood Recovery Committee

2024 Club Volunteer of the Year
Coledale RSL Club – Volunteer Run Team

2024 Not-For-Profit Voluntary Governance Award
Bronwyn Evans, Toukley Neighbourhood Centre

2024 Volunteer Leader of the Year
Kathryn Bredin, Aged Care Volunteer Visitors Scheme (ACVVS)



2024 NSW Volunteer of the Year Awards State Gala

(Above) Kate Cleary, from The Farm in Galong, was named the 2024 NSW Volunteer of the Year.

(Below) Celebrating the emergency volunteers who were regional winners and finalists at the 2024 State Gala.





(Above) Celebrating the emergency service volunteers who were regional winners and finalists, including NSW Young Volunteer of the Year, Usha Makkena (second from left) of St John Ambulance Australia (NSW).
(Below, left to right) Awards Ambassador Paula Duncan addresses the audience, while Gordon Michie delivers a stirring performance.



Engagement

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

Membership

Membership numbers have increased slightly with 32 new member organisations welcomed during the 2024-2025 financial year. These organisations are diverse, indicating that our membership attracts organisations from all sectors of the not-for-profit community. We have new members in the areas of health, animal welfare, heritage, arts, crisis counselling, aged care, as well as sport.

Member Welcome sessions for new members and new contacts of existing members continue to be well received and the feedback from these sessions is very positive. Member feedback indicates that organisations value the support that The Centre provides, as well as the advice that is provided.

During the 2024-2025 financial year, The Centre reviewed the member benefits offered, resulting in a new, further tailored benefit offering for members and potential members in the 2025-26 membership cycle.

Member promotions continue to showcase volunteering stories in the sector across The Centre's communications channels. Members are invited to share their organisation's work and highlight the contributions they make to their communities. These stories help inform the wider sector of the work that organisations, large and small, are undertaking to support communities across NSW.

Volunteer Referral Service (VRS)

The VRS has seen a 10% increase in the number of referrals in this 12-month period. A record number of volunteer roles are being advertised by The Centre on behalf of our members which, in turn, has increased volunteer participation with our member organisations.

Member Benefits and Services

Members of The Centre are individuals and organisations involved in the volunteering sector.

Member benefits include:

Volunteer Manager Help Desk

Need advice? All volunteer managers have access to our telephone Help Desk from 10:00am – 4:00pm Monday to Friday. Members are also entitled to:

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

National Standards for Volunteer Involvement Consultation

Members are offered a free consultation to discover where your organisation sits with achieving the National Standards and helped to begin an action plan to manage necessary change. Discover the gaps you may have and move forward with our advice and support.

Continuing Professional Development (CPD) Program

This member-only program will help you acknowledge the professionalism of your staff. Staff participate in professional development throughout the year and gain CPD points to attain certification as a Professional Leader of Volunteers.

Promotion of your organisation

Members are promoted through our Meet the Members promotions, which are showcased in our monthly e-newsletter, The Voice of Volunteering, on The Centre's website and on The Centre's social media channels.

Promotion of your volunteering opportunities

Members' volunteering programs are promoted through social media channels and through e-newsletters. Members have unlimited access to the national online volunteer recruitment platform to promote your volunteering opportunities.

Use of Membership Badge

Members will be provided with a membership e-badge for their use indicating their organisation is a valued member of the Peak Body for Volunteering.

Access to pro bono legal services from Hall & Wilcox

Hall & Wilcox will provide specialist legal advice to eligible members through their Pro Bono legal department. Conditions apply.

Advocacy for volunteering and the not-for-profit sector

The Centre advocates on behalf of the volunteering sector and seeks your input and views on sector issues.

Voting Rights

As a financial member of The Centre, you are entitled to nominate fellow members as Non-Executive Directors of The Board and to vote at our Annual General Meeting.

Member Social Events

We host two annual events for members to meet, network, share knowledge and experiences, and build all-important relationships with other Volunteer Managers and Leaders.

Discounts on Professional Development

Discounted fees on applicable workshops and Accredited Training courses through the National School of Volunteer Management (RTO code 90031).

Discount on our Annual Conference

Receive a significant discount on our Annual Conference. The NSW Volunteering Conference showcases a variety of sector experts, handpicked to inform and inspire the volunteering sector.

Assistance with your Volunteer Recruitment through our Volunteer Referral Service (VRS)

Through the VRS, we can assist you with:

- Listing and updating volunteer roles on the National Volunteering website.
- Role descriptions – We can help you compose and tailor appealing advertisements.
- A unique opportunity to have skilled volunteer roles advertised in Help Desk in the Sydney Morning Herald.
- Candidate screening for selected roles.
- Members' volunteer roles are promoted regularly across social media and in tailored emails.

Social Media, Website, and Marketing

The Centre continues to implement a comprehensive communication strategy across NSW to enhance awareness of volunteering and the contribution of volunteers and to support those facilitating and engaging in volunteering across our communities.

Our social media engagement continues through our Facebook, Instagram and LinkedIn Accounts. In total, our combined social media views reached 251,748, with two notable spikes for the 2024 regional awards ceremonies calendar and the nomination period for the 2025 awards. Beyond this, we continue to use our social media following to support national volunteering campaigns such as the National Volunteer Week, International Volunteer Day, International Volunteer Manager's Day, and National Student Volunteer Week.

Our website continues to be a strong platform for our work, with a total of 286,596 views. Most of the traffic is based around the home page, awards pages, and volunteer role search pages, with similar spikes in interest to our wider social media.

We have continued to refine our process and database for Electronic Direct Mail (EDM) for various newsletters, sending approximately 76,500 emails during the reporting period. The open rate for the Voice of Volunteering newsletter trended upwards significantly across the year, from an open rate of under 40%, to a consistent open rate of just under 60%, which is significantly above the industry average. This shows that the content is compelling and well-targeted to the audience.

During the year, around 500 media items were generated around the NSW Volunteer of the Year Awards, with 100% of media coverage across NSW, to an audience of around 5.6 million people, highlighting the contribution of volunteers and service innovation.

Highlights included:

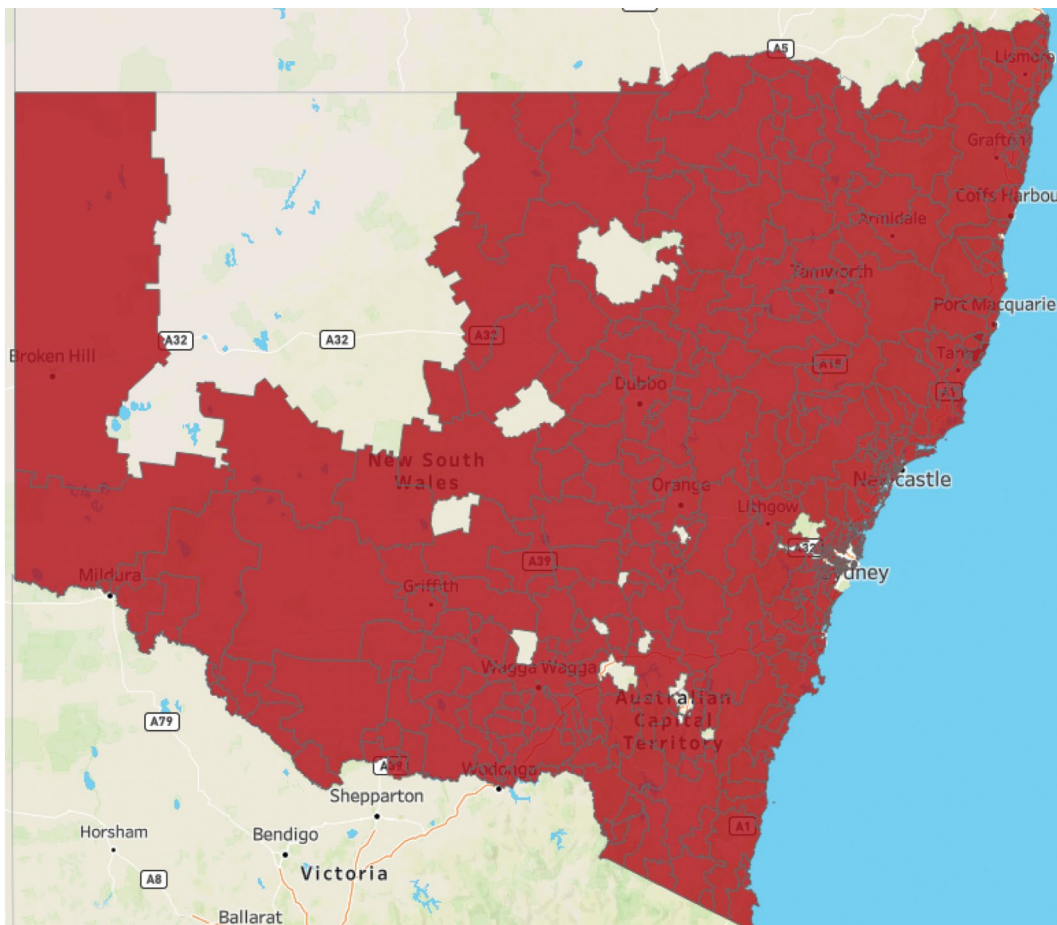
- Two major 2GB Interviews (statewide) with 33 syndications to regional stations each time.
- Very strong regional coverage – with ABC Radio interviews in several regions (Riverina, Central West, Canberra, Broken Hill, North Coast, Coffs Coast, Central Coast), and Channel 7 coverage in Wagga Wagga and Orange.
- Numerous stories around regional-based state winners.

- The Centre's own social media posts reached 95,477 people.
- In addition to social media generated directly by The Centre, more than 100 additional items were created and shared during the Awards, by winners, MPs, local councils, and award nominated organisations. We estimate this to have significantly boosted our visibility to more than 200,000 views, due to the networks of various individuals and organisations.
- 30 mentions of Award winners recorded in Hansard in the NSW Parliament.
- 25 EDMs were distributed about the regional awards, with an opening rate of above 60%.
- The diversity of stakeholders who are amplifying the benefits of the Awards include all levels of government and the broader community.

Community Consultation and Engagement

The Centre has continued to engage with VIOs and volunteers across NSW. Through this consultation work and input gathered from the volunteering community, The Centre continues to identify trends, needs and gaps in learning, and to develop accurate and community-informed resources to build the capacity of the volunteering sector.

The communities covered by our engagement during the 2024-2025 financial year can be seen below.



NSW Regional Consultations 2024-25

Sector Capability Building

The role of The Centre is to enhance the experience of volunteering in the community by assisting organisations and individuals to build their capacity and maximise their potential. This is achieved through the provision of high-quality volunteer management and volunteer education and training activities.

The Centre supports this work through the National School of Volunteer Management [RTO code 90031] which is The Centre's registered training organisation.

Bespoke Member Support

The Centre continues to offer bespoke assistance to member organisations on a range of areas such as document and policy review of the organisation's specific resources; tailored one-on-one advice regarding policies and procedures; National Standards for Volunteer Involvement gap analysis, advice, and support; one-on-one bespoke mentoring. 17 member organisations received bespoke support during the 2024-2025 financial year.

Inclusive Volunteering Program

The Inclusive Volunteering Program supports VIOs to become more inclusive and offers support and placements for volunteers with a disability or living with mental health challenges. During the 2024-2025 financial year, The Centre supported 243 participants and 271 organisations. Supports include recruitment skills coaching for participants, Inclusivity training and coaching for organisations and placement of participants in organisations where appropriate matches are identified.

Bridge to Volunteering

Bridge to Volunteering is a two-hour workshop that runs online each week and offers an introduction to volunteering in NSW. It is free for volunteers and people interested in volunteering and aims to introduce people to what volunteering is, how to get involved, and the opportunities available to volunteers.

During the 2024-2025 financial year, 38 Bridge to Volunteering sessions have been run with 624 registrations. Custom Bridge to Volunteering sessions were also run for corporate volunteers and international student groups.



International students from Gyeonggi Volunteer Centre in South Korea visit The Centre for a knowledge exchange on the power of volunteering.

Reconciliation Action Plan

Following the successful launch of our Reflect level Reconciliation Action Plan (RAP), The Centre has decided to progress to the development of an Innovate level RAP to strengthen our commitment to supporting First Nations Australians in volunteering. The RAP Working Group is currently developing a draft set of guidelines and actions to submit to Reconciliation Australia later in 2025.

In the meantime, we continue to uphold the goals of our Reflect RAP, which involves meetings with our advisors, conducting internal training with staff, promoting external workshops to develop staff knowledge of First Nations Australians, 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.

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 recognised An accredited vocational qualification specifically for professional volunteer leaders. We are pleased to announce that 18 students were certified in the 2024-2025 financial year. The completing students were from NSW and Tasmania.

Cert I

The Centre continued to offer the Certificate I (CHC14015) in partnership with Education and Training Out West. During the 2024-2025 financial year, the course had 18 graduates.

Skills for Volunteering

In partnership with Education and Training Out West, The Centre delivered accredited Skills for Volunteering training throughout the 2024-2025 financial year. As a result of this program, 23 Statements of Attainment were successfully issued.

Professional Development

The Centre has delivered 44 professional development sessions to 1754 volunteer leaders across NSW. Sessions have included Panel Discussions, Lunch and Learn presentations on

Volunteer Management Issues and Best Practice, Cultural Awareness training, Legal Issues in Volunteering, National Standards Deep Dives, Member Spotlights, NSW Youth Volunteering Guidelines Overviews, and Partner Showcases. The Centre continues to run more in-depth, longer-format Masterclasses to further assist in the professional development of volunteer managers. These sessions address the fundamentals of volunteer leadership and require specialist session leaders. Feedback on these sessions has been consistently positive with 100% of respondents to exit surveys after these sessions reporting that they are satisfied with the quality of the training and that they have developed their skills and knowledge.

In addition to the array of professional development offerings The Centre has developed and delivered 14 bespoke workshops, in-person, to organisations across NSW. These workshops are tailored to the needs of the requesting organisation and have been delivered to volunteer leaders and volunteers. Workshops delivered have included the following: Volunteer Leader Ready, Volunteer Ready, Volunteering Through a Different Lens, Rethinking Volunteer Recruitment and Retention, Rethinking Volunteer Training and Development and *The State of Volunteering* and Supplementary Reports Overviews.

Further, The Centre has presented at seven conferences across NSW and interstate on a range of volunteering leadership topics including, Volunteer Training and Development, Volunteering and Community Radio, Volunteering and Sport, The State of Volunteering in NSW and Volunteering Through a Different Lens.

Volunteer Manager Helpdesk

A total of 146 enquiries were handled by the Volunteer Manager Helpdesk covering a variety of topics including best practice volunteer management, governance and risk management, volunteer engagement, the National Standards for Volunteer Involvement, Centre for Volunteering resources, and recruitment of volunteers.

Volunteer Leader Network Meetings

Network meetings for both the Volunteer Leader Network and the Remote and Regional Volunteer Leader's Network continued in the 2024-2025 financial year. Currently there are 58 members of the Remote and Regional Volunteer Leader

Network, and 111 members of the general Volunteer Leader Network, with a total of 169 attendees across all meetings in the 2024-2025 financial year.

Volunteer Leader Network Meetings are held online 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 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, feel less isolated.

Volunteer Enquiries

Through our enquiries line, 196 volunteer enquiries were responded to, assisting individuals with how to engage in volunteering, finding a volunteer role, referral to the Volunteer Referral Service for additional support, obtaining police and compliance checks, and concerns around current volunteering arrangements.

National Police Checks

The Centre partnered with the NSW Police Force to offer volunteers and organisations national police checks at a reduced rate. This service has facilitated 1172 online check registrations, with Centre staff providing one-on-one support to volunteers to access the portal and successfully complete the application process.

Continuing Professional Development (CPD) Program

The CPD program promotes the professionalism of volunteer management as a career by providing avenues for continued education and professional development alongside key opportunities for networking and information sharing. The 2024-2025 CPD Program continued, with all 15 participants who completed the previous year's program enrolling again, alongside 6 new enrolments. This has included

continued engagement with Volunteering ACT to support ACT volunteer managers. CPD participants are engaged by a range of VIOs both in size and service areas including aged care, councils, sports, disability, arts, and support services.

Resources and Materials

The Knowledge Base continues to grow, housing a total of 63 articles, 94 videos and podcasts, 57 customisable templates, 22 eLearning packages, and 17 reports.

Between 1 July 2024 and 30 June 2025, there were a total of 40055 views of all resources, including 16166 article views, 13503 eLearning views, 5627 template views, 2992 video and podcast views (excluding YouTube) and 1767 research and report views.

Notable resources released this year include:

- The suite of resources from the 2024-2025 Project Partnerships Program (*see over*)
- *NSW Disability Inclusion Volunteering Guidelines* article and resources
- *Foundations of Volunteer Management* e-Learning package
- *Recruit and Retain* e-Learning package.

2024-25 Strong and Resilient Communities (SARC) Grants Program

Funded by the Australian Government Department of Social Services and administered by the State and Territory volunteering peak bodies, the SARC Grants program was administered by The Centre to assist grassroots organisations to strengthen volunteering through capability and capacity building. Through this funding organisations were able to apply for grants (\$10,000 – \$20,000) for one-off, time limited projects that build volunteer management capability, and help the organisation to support the social and economic participation of vulnerable and disadvantaged people. The Centre received 79 applications and awarded a total of \$500,000 in grant funding to 29 grantees. Projects funded included training opportunities and coaching, consulting support, policy review and development, and website redevelopment.

2024 Project Partnerships Program

The 2024-25 round of the Project Partnerships Program launched in May 2024. The Centre refreshed its approach to identify and scope specific projects and requirements and advertised these opportunities via a 'Project Board' on The Centre's website, and through other communication channels such as social media and emails. Project tenders were invited from organisations who wish to partner with The Centre. The following projects were undertaken as part of this program:

PARTNER: Empathetic Consulting

Leadership Innovation: Engaging diverse and committed teams for impact

In our fast-paced, modern world of volunteering, it's easy for leaders to get caught in the whirlwind of busy work and lose sight of what truly drives impact - people, purpose and performance. Unpack how volunteer leaders can innovate their leadership approach by ensuring they elevate out of the noise and focus on engaging people, connecting diverse teams, managing performance with empathy and upholding high standards that inspire committed, collective action. This session will challenge you to reimagine how you empower your volunteers, elevate your culture and make a lasting difference.

PARTNER: Justice Connect

Legal Issues in Managing a Diverse Volunteer Team

This interactive webinar, designed for managers of diverse volunteer teams, covers the legal issues that affect volunteer leaders.

Topics to be covered include:

- Work health and safety obligations
- Anti-discrimination laws
- Screening checks
- Practical tips on how to balance your legal obligations while embracing a diverse volunteer workforce.

PARTNER: Link Education

Future of Volunteering

This panel discussion with young people and organisations engaging young people and students, looks at how inclusive volunteering practices can support and engage youth volunteers.

With a focus on innovation and leadership, how volunteer managers can look to digital assets and engagement, tailored management styles and how to manage expectations this session supports volunteer managers to be more inclusive and agile.

PARTNER: Hall & Wilcox

Key Legal Obligations for Volunteers

This training session provides an overview of the legal framework and obligations that apply to volunteers, and how volunteer managers can navigate key legal obligations to all volunteers.

Topics covered in the session include:

- Volunteers and entitlements
- Volunteer safety
- Intellectual Property and Privacy
- Volunteer Directors
- Australian Charities and Not-for-profits Commission Governance Standards.

PARTNER: Graham Toomey

Culturally Sensitive Program Development and Management

Gain knowledge, skills and resources to develop and manage volunteer programs and projects that are culturally sensitive and respectful to First Nations People. Designed and tailored for volunteer managers, this session is presented by Graham Toomey (Wurrumunga Clan of the Wiradjuri Nation and Wongaibon Nation of Western NSW).

An Aboriginal cultural and art consultant, advisor, artist and designer, Graham will cover:

- Building partnerships and working respectfully with First Nations people.
- Developing programs and projects that address real needs of the First Nation community in NSW.
- Engaging with First Nations people in the development and delivery of the program and ancillary activities for success and acceptance.
- Understanding First Nations values and beliefs.
- Insights into First Nations cultural practices.

PARTNER: Justice Connect**Top tips and key legal issues in drafting a volunteer agreement**

A good volunteer agreement ensures all your volunteers understand their role, rights and responsibilities. It helps create and maintain effective relationships with your volunteers and keep everyone safe.

This training covers why volunteer agreements are so important and walks through some of the key topics that agreements should cover.

PARTNER: UseAbility**Recruit and Retain Volunteers**

Based on the online workshops, in partnership with UseAbility, this eLearning explores volunteer recruitment and retention strategies for volunteer leaders. Delivered in two parts, Recruiting Volunteers contains five modules and Retaining Volunteers contains seven modules, which learners can access at any time on the national Knowledge Base.

Retain Volunteers

Why now, more than ever, is it important to concentrate our efforts on keeping the volunteers we have? How do you conceptualise and design a volunteer program that will maximise retention? This training answers these questions and explores key elements of managing a volunteer program to best match what volunteers want and need from their volunteering experience.

Recruiting Volunteers

If recruitment is a challenge for you - you are not alone. Why is this, and how can you achieve greater recruitment success? This training is designed for volunteer managers who feel they need a refresh on their recruitment thinking or who need some guidance on important strategic considerations associated with volunteer recruitment.

PARTNER: Link Education**A Snapshot of Volunteering in Australia**

During this session, the key findings from the newly released national Snapshot of Volunteering in Australia research are shared. Topics include:

Volunteers:

- Who volunteers.
- How much do we volunteer.
- Volunteering by age, gender and those with caring responsibilities.
- Where volunteers volunteer.
- Why volunteers volunteer.

Volunteer managers:

- Who is volunteering for them.
- Priorities for volunteer managers.
- How volunteer managers see the future of volunteering in their organisation.

The broader volunteering sector:

- The value of volunteering.
- The cost of volunteering.
- Volunteering and employment.

PARTNER: Empathetic Consulting**Giving Hard Feedback (with Empathy)**

Feedback and performance management are critical skills for people leaders, enabling them to inspire, guide, and develop their teams effectively.

This event aims to equip volunteer leaders with the tools and insights necessary to excel in these areas. This event will cover various topics, from the fundamentals of constructive feedback to advanced techniques for monitoring and enhancing team performance. The session is crafted to be interactive, offering you the chance to engage with experts and peers alike. Whether you're looking to refine your existing skills or build a solid foundation in leadership, this event promises valuable learning opportunities.

You'll learn strategies for delivering feedback that motivates and supports your diverse team, as well as methods for setting clear expectations and monitoring progress.

2025 Volunteering NSW State Conference

The 2025 NSW State Volunteering Conference was held on Thursday 5 June 2025 at Doltone House, Darling Island Wharf in Sydney. This annual conference is a key event in The Centre's professional development program, with some 298 delegates in person in Sydney (up from 226 in 2024), as well as an additional 47 attendees at Ballina, Broken Hill and Griffith.

The Conference spoke to the theme Protect, Preserve, Progress Volunteering in NSW. The program was developed to incorporate a broad range of topics and voices in the sector. The day commenced with keynote addresses from the Hon. Jodie Harrison, Minister responsible for Volunteering, followed by Keynote Speaker Wendy Harmer. These presentations set the tone for a fabulous day, with a great deal of positive feedback received. This event aims to increase both the capacity and the professionalism of the role of volunteer manager or leader in NSW and provide an avenue for sector networking.





Governance

Board of Directors

Ian Bulluss – Chair
Chester Bendall – Deputy Chair
 Anne Gilhooly
 Malcolm Freame
 Alan Max
 Nada Nasser
 Di Robinson
 Joy Woodhouse OAM

The Centre wishes to acknowledge the passing of the previous Chair of the Board, Helen Freeland. Helen's contribution to The Centre was immense, sharing her extensive experience as a public sector executive and company director. As a strong advocate for the volunteering sector, she understood the vital importance of volunteering in enabling communities everywhere to thrive. Her leadership, insights and her warmth will be greatly missed by all. We are deeply grateful for her leadership and service to The Centre since joining the Board in 2019 and serving as Chair since December 2020.

We also farewell Oscar Mussons who has retired from the Board after having been a member since 2021. New Board members Anne Gilhooly and Malcolm Freame have joined this year, and we are also pleased to welcome back Joy Woodhouse OAM.

Staff

Leadership Team

Gemma Rygate – Chief Executive Officer
John Ryan – Chief Financial Officer
Tamsin Quinn – Deputy Chief Executive Officer
Clint Bertenshaw – Director – Director, Sector Development & Capability Building
Rachel Rainbird – Director – Director, Sector & Member Engagement
Sarah Smith – Director – Events & Capacity Building
Colleen Williams – Director – Education & Training

General Staff

Alice Anderson – Sector Development Coordinator
Elisa Bell – A/Manager, Events and Capacity Building
Millie Cannon – Manager, Events and Capacity Building (On Leave)
Ben Hillier – Director, Policy, Advocacy, and Research
Anne Lenehan – Manager, Stakeholder and Media Communications
Jeremy Levartovsky – Network Administrator
Diana Piper – Volunteer Management Lead
Cassie Rec – Education and Training Administration Officer
Lyndon Reed – Senior Network Administrator
Avril Samuels – Senior Manager, Volunteer Referral & Member Liaison
Emily Stevenson – Office Manager
Tony Ward – Sector Development Coordinator

2024-2025 Volunteers

Robin Arbib, Marian Attfield, Suzy Benrad, Joanne Codling, Nadheera Dharma, Brian Elliott, Mary Fogarty, Gina Grant, Judy Houlton, Sharon Luhr, Sue Marsden, Bess Morrison, Jenny Pinson, Denis Porter, Rosemary Richman

2025 State of Volunteering Report Project Steering Committee members

Kellie May – Manager, Volunteering, Department of Communities and Justice
Beverly Baker – President, National Older Women's Network, CEO, Aboriginal Education Council
Michael Brady – Musician and Educator, Self-Employed
Chester Bendall – Deputy Chair, The Centre for Volunteering
Heidi Froehling – Volunteer Development Manager, Girl Guides NSW/ACT
Dr Saba Nabi OAM – Board Member, NSW Health, Multicultural NSW
Susana Ng – Senior Social Programs Officer, Sydney City Council
Dr Sojen Pradhan – Senior Lecturer, University of Technology Sydney
Mark Rushton – Founder, Secretary, Blowfly Cricket
Sharon Xabregas – Founder, Managing Director, SignHear

Sponsors and Supporters

The principal partners for the 2024 Awards Program were the Department of Communities and Justice and ClubsNSW, with Beyond Bank, Mint Awards and Sixt Car Rentals offering further support.

Exposure for Sponsors

To recognise the significant contribution of principal government partner, Department of Communities and Justice, principal corporate partner, ClubsNSW, 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 2024 Awards

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

Principal Partners



Host

Supporters



Regional Sponsor

Event Supporters





PRIME MINISTER

MESSAGE FROM THE PRIME MINISTER

NSW VOLUNTEER OF THE YEAR AWARDS 2024

Volunteers are a gift to our nation. With your words, you provide comfort. With your actions, you lift burdens. With your compassion, you offer dignity and inspire hope.

The NSW Volunteer of the Year Awards celebrate all that volunteers do to uplift their communities and make our nation a better, kinder, safer place.

To everyone nominated this year, I offer my thanks on behalf of a grateful nation.

Whether you help people in your community, respond during crises, or care for our environment – you are living out the very best of what it means to be Australian.

I also pay tribute to The Centre for Volunteering for making this important annual event possible.

While our volunteers don't give their time and energy for recognition or reward, in honouring them today we uphold the value of community service and the ideals that enrich us all.

So let me commend all this year's nominees, finalists and winners – for your determination, kindness and generosity, and your willingness to get involved, dig deep and make a difference.

Congratulations and enjoy the celebrations!

A handwritten signature in blue ink, reading 'Anthony Albanese'.

The Hon Anthony Albanese MP
Prime Minister of Australia

December 2024

FINANCIAL REPORT

For the Year Ended 30 June 2025

Index to the Financial Report

Directors' Report	37
Statement of Profit or Loss and Other Comprehensive Income	43
Statement of Financial Position	44
Statement of Cash Flows	45
Statement of Changes in Equity	46
Notes to the Financial Statements	47
Directors' Declaration	58
Independent Audit Report	59

General Information

The financial statements cover The Centre for Volunteering ('The Centre') as an individual entity for the year ended 30 June 2025. 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 2025

Your Directors present their report on The Centre for the year ended 30 June 2025.

Vale Helen Freeland

Firstly, The Centre would like to acknowledge the sad passing of Helen Freeland, the Chair of the Board of The Centre for Volunteering until January 2025. Helen joined the Board of The Centre in October 2019 as a Non-Executive Director, and in December 2020 she assumed the role of Chair. Helen's contribution to The Centre was immense, sharing her extensive experience as a public sector executive and company director. Helen was an expert in organisational strategy and culture, governance and risk management, and community engagement. As a strong advocate for the volunteering sector, Helen understood the vital importance of volunteering in enabling communities everywhere to thrive. Her leadership, insights and her warmth will be greatly missed by the Staff and Board of The Centre for Volunteering.

The names of the Directors in office during the financial year and at the date of the report were:

Ian Bulluss JP (Chair)

Ian Bulluss joined the Board in 2020 and became the Chair in February 2025. 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 including 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).

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.

Malcolm Freame

Malcolm Freame joined the Board in June 2025. He is a Fellow of the Chartered Accountants Australia and New Zealand and the Australian Institute of Company Directors. He has extensive experience in finance, corporate services and Information Technology in senior management, consulting and Board Committee roles across a variety of industries. He was a partner at Arthur Andersen, and subsequently a CIO (Chief Information Officer) in the NSW government and Chief Financial Officer at Foodbank NSW & ACT. His community involvement includes being a board member of Epilepsy Action Australia and Parramatta Mission where he was a member of the respective audit/risk committees. He is Chair of the Audit and Risk Committee for Long Service Corporation and a member of the Northern Sydney Local Health District Business Audit and Risk Committee. He provides a blend of skills in financial management, risk and compliance and information technology/cybersecurity.

Anne Gilhooly

Anne Gilhooly joined the Board in February 2025. She is a graduate of the National University of Ireland with majors in ethics, politics and history. She is a small business owner specialising in direct funds recovery on behalf of corporate and personal clients. Anne works in collaboration with solicitors and accountants representing deceased estates. In her spare time, Anne is a long term active member of the NSW Rural Fire Service (awarded Emergency Service medal for work during the Black Summer fires). Before her semi-retirement, Anne's early career included teaching history before working in NSW Health, Royal Blind Society, NSW Corrective Services, Home Care Service NSW, and NSW Department of Ageing Disability & Home Care.

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.

Oscar Mussons (Resigned April 2025)

Oscar Mussons resigned from the Board in April 2025 to return to his home country of Spain. 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 previously worked as a Program Director at the Australian Business Volunteers as well as the Volunteer Program Manager at the Asylum Seekers Centre in Sydney. He holds Law and International Relations degrees from the Universidad Pontificia Comillas in Madrid. Oscar was a Director for The Centre for Volunteering since October 2021.

Nada Nasser

Nada started her career in human services as a volunteer with the Centre for Volunteering (then the Volunteer Bureau of NSW). She has extensive senior leadership, government and not-for-profit sector experience in housing, homelessness and social and community services. Nada is passionate about social justice, ending homelessness and building on community strength with a deep commitment to improving outcomes for vulnerable families and communities. 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 the CEO of the Women's Housing Company.

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.

Joy Woodhouse

Joy ran her own consultancy business between 1997 and 2024 specialising in human resource management and training, investigations, strategic and business planning, and service management, reviews, and evaluations. She has extensive experience in the NSW government sector including Senior Executive positions in Health and Community Services and in the government and non-government sectors in SA. Her academic qualifications include an Honours degree in Psychology from the University of Sydney and a Master of Health Planning from UNSW.

Joy was awarded an Order of Australia Medal (OAM) in 2016 for service to the community through volunteering organisations. Joy resigned as Director in October 2021, after nineteen years of significant contribution to the Board and The Centre for Volunteering and rejoined the Board in January 2025.

Summary of Board changes:

- Helen Freeland died 21 January 2025.
- Ian Bulluss became Chair of the Board 19 February 2025.
- Joy Woodhouse joined the Board 29 January 2025.
- Anne Gilhooly joined the Board 19 February 2025.
- Oscar Mussons resigned from the Board 30 April 2025.
- Malcolm Freame joined the Board 11 June 2025.

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 surplus of \$662,495 (2024: deficit \$352,378) as at 30 June 2025.

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 2025 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 230 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 2025, 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 2024 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)	3	3
Ian Bulluss (Chair)	6	6
Chester Bendall	6	6
Malcolm Freame	1	1
Anne Gilhooly	2	3
Alan Max	6	6
Oscar Mussons	4	5
Nada Nasser	6	6
Di Robinson	4	6
Joy Woodhouse	3	3
Gemma Rygate (Company Secretary)	6	6

Signed in accordance with a resolution of Directors.



Alan Max

Director

Signed this 17 September 2025, in Sydney

**STATEMENT OF PROFIT OR LOSS AND
 OTHER COMPREHENSIVE INCOME**
 FOR THE YEAR ENDED 30 JUNE 2025

	Notes	2025 \$	2024 \$
Revenue	4	3,982,133	3,937,985
Depreciation	5	(277,351)	(266,447)
Finance costs		(29,043)	(26,039)
Staff Employment Related Expenses		(2,178,691)	(2,093,533)
Programs Costs		(380,495)	(1,484,812))
Training Costs		(15,790)	(14,665)
Other Expenses		(438,268)	(404,867)
(Deficit)/Surplus		662,495	(352,378)

The accompanying Notes form part of this Financial Report.

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2024

	Notes	2025 \$	2024 \$
CURRENT ASSETS			
Cash and cash equivalents	6	2,427,263	2,349,381
Trade and other receivables	7	83,838	74,680
Prepayments		134,111	74,862
TOTAL CURRENT ASSETS		2,645,212	2,498,923
NON-CURRENT ASSETS			
Plant & equipment	8	203,161	270,692
AASB 16 – Right of use asset	16	681,891	891,711
TOTAL NON-CURRENT ASSETS		885,052	1,162,403
TOTAL ASSETS		3,530,264	3,661,326
CURRENT LIABILITIES			
Trade and other payables	9	120,653	248,787
Provisions	10	274,874	271,147
Income received in advance	11	205,967	684,859
AASB 16 – Lease liability	16	202,855	187,393
		804,349	1,392,186
NON-CURRENT LIABILITIES			
Provisions	10	6,249	9,114
AASB 16 – Lease liability	16	524,108	726,963
TOTAL NON-CURRENT LIABILITIES		530,357	736,077
TOTAL LIABILITIES		1,334,706	2,128,263
NET ASSETS		2,195,558	1,533,063
ACCUMULATED SURPLUS		2,195,558	1,533,063

The accompanying Notes form part of this Financial Report.

STATEMENT OF CASHFLOWS

AS AT 30 JUNE 2024

	Notes	2025 \$	2024 \$
Cash flows from operating activities:			
Receipts from government grants		3,149,526	4,089,993
Receipts from funders, donors, customers & members		644,987	541,041
Payments to suppliers		(1,411,228)	(1,927,603)
Payments to employees		(2,177,861)	(2,049,892)
Interest received (net)		88,894	40,744
Net cash (used in)/provided by operating activities	13	294,318	694,283
Cash flows from investing activities:			
Payments for furniture & fittings and plant & equipment acquired	8	-	-
		-	-
Cash flows from financing activities:			
Repayment of lease liability		(216,436)	(209,049)
Net (decrease)/increase in cash and cash equivalents		77,882	485,234
Cash and cash equivalents at the beginning of the year		2,349,381	1,864,147
Cash and cash equivalents at the end of the year	6	2,427,263	2,349,381

The accompanying Notes form part of this Financial Report.

STATEMENT OF CHANGES IN EQUITY
 AS AT 30 JUNE 2024

	2025 \$	2024 \$
Accumulated surplus at the beginning of the year	1,533,063	1,885,441
(Deficit)/surplus for the year	662,495	(352,378)
Adjustment to retained earnings		
Accumulated surplus at the end of the year	2,195,558	1,533,063

The accompanying Notes form part of this Financial Report.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2025

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 19 September 2025.

2 MATERIAL 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 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	2025	2024
	\$	\$
Membership	76,432	66,159
Grants – government	3,298,562	3,378,235
Sponsorship & Donations	76,136	80,000
Interest	88,894	40,743
Fees and seminars	158,178	148,859
Other income	283,931	223,989
	3,982,133	3,937,985

5 EXPENSES	2025	2024
	\$	\$
Plant and equipment	-	-
Leasehold improvements	-	-
AASB 16 – depreciation	209,820	205,309
Office Furn, Fittings and Equipment – Depreciation	67,531	61,138
	277,351	266,447

6 CASH AND CASH EQUIVALENTS	2025	2024
	\$	\$
<u>Cash at Bank</u>		
Commonwealth Bank	520,603	953,097
Term Deposits	1,906,660	1,396,284
	2,427,263	2,349,381

7 TRADE AND OTHER RECEIVABLES	2025	2024
	\$	\$
Trade debtors	32,804	62,910
Expected credit loss	-	-
Other receivables	51,034	11,770
	83,838	74,680

8 PLANT & EQUIPMENT

	2025 \$	2024 \$
Office Furniture, Fittings and Equipment at cost	454,539	454,539
Accumulated depreciation	(251,378)	(183,847)
	203,161	270,692
Leasehold Improvements at cost	37,384	37,384
Accumulated depreciation	(37,384)	(37,384)
	-	-
	203,161	270,692

Reconciliation

Office Furniture, Fittings and Equipment

Carrying amount at the beginning of the year	270,692	331,830
Additions	-	-
Asset write down	-	-
Depreciation	(67,531)	(61,138)
Carrying amount at the end of the year	203,161	270,692

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

	2025 \$	2024 \$
Trade creditors	-	-
Other creditors and accruals	120,653	248,787
	120,653	248,787

10	PROVISIONS	2025	2024
		\$	\$
	Annual leave – current	193,471	206,934
	Long service leave – current	81,403	64,213
		274,874	271,147
	Long service leave – non-current	6,249	9,114
11	INCOME RECEIVED IN ADVANCE	2025	2024
		\$	\$
	Grants and other income received in advance	203,290	675,741
	Membership received in advance	2,677	9,118
		205,967	684,859
12	AUDITOR’S REMUNERATION	2025	2024
		\$	\$
	William Buck	10,250	10,000
13	NOTES TO THE STATEMENT OF CASH FLOW	2025	2024
		\$	\$
	Surplus/(Deficit)	662,495	(352,378)
	Depreciation – PPE	67,531	61,138
	Depreciation – AASB 16 Leases	209,820	205,309
	Interest expense – AASB 16 Leases	29,043	26,039
	Changes in Assets and Liabilities:		
	(Increase)/Decrease in Trade Debtors	(68,406)	220,377
	(Decrease)/Increase in Payables	(128,103)	116,220
	(Decrease)/Increase in Income in Advance	(478,892)	373,934
	Increase/(Decrease) in Employee Benefits	830	43,644
	Net Cash (used in)/provided by Operating Activities	294,318	694,283

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:

	2025	2024
	\$	\$
Short-term benefits	192,849	186,310
Post-employment benefits	29,348	26,748
	<u>222,197</u>	<u>213,058</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

	2025	2024
	\$	\$
AASB 16 – Right of use asset	1,049,076	1,049,076
AASB 16 – Accumulated depreciation	(367,185)	(157,365)
	<u>681,891</u>	<u>891,711</u>
 AASB 16 – Current lease liability	 202,855	 187,393
AASB 16 – Non-current lease liability	524,108	726,963
	<u>726,963</u>	<u>914,356</u>

Future lease payments

	2025
	\$
Within one year	225,093
Later than one year but not later than five years	539,014
	<u>764,107</u>

Reconciliation:

	2025
	\$
Opening – Right of use asset	891,711
Addition	-
Depreciation – AASB 16 Leases	(209,820)
Closing – Right of use asset	681,891
Opening – Lease liability	914,356
Addition	
Lease payment	(216,436)
Interest	29,043
Closing – Lease liability	726,963

A Contingent Liability exists for a secured bank guarantee in the amount of \$70,120 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 230 eligible members.

18 EVENTS SUBSEQUENT TO REPORTING DATE

No matter or circumstance has arisen since 30 June 2025 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 2025 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 17 September 2025

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 2025 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 2025,
- 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.

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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 2025, 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

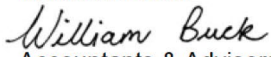
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that 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:

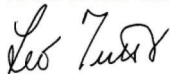
https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

William Buck


Accountants & Advisors

ABN: 16 021 300 521



L. E. Tutt

Partner

Sydney, 17th September 2025



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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.