



*Karen Lindley 2014 NSW Adult Volunteer of the Year
Photo: Christopher Pearce, The Sun Herald*

Annual Report 2014 - 2015

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1.0 Message from the Chair



I am pleased to present the Chairperson's Report for 2014/2015.

The Centre for Volunteering has continued to provide service to volunteers, volunteer involving organisations and to promote and advocate for best practice to the broader community.

Unfortunately, the Commonwealth government cut back substantially on its grant this year, and this has left the Centre in a more difficult position financially. We are trying not to cut back on services, and the Board and the staff are seeking sponsorship and donors in order to ensure that we continue the current high standard of service. Corporate and personal philanthropy provides an important supplement to current income, and we are thankful to everybody who has supported the Centre over the past year.

We are extremely grateful to the New South Wales government for their continued level of funding and support. We welcome the new Minister, John Ajaka, who has shown an interest and understanding of the sector, and was the first minister to visit the Centre in recent times.

We are also appreciative of Clubs NSW and BUPA Aged Care, both of whom support the Centre in a significant manner. These relationships are not merely financial: they also provide insights into the sector.

The Awards continue to be a growing part of our work, and they serve to acknowledge and promote volunteering. The opportunity for organisations to nominate volunteers allows them both to recognise those who have had a substantial impact on their organisation and to promote their own business as an active hub for volunteering.

We are pleased to welcome several new members of staff, who have been a valuable source of new ideas and innovation during their short time with the Centre.

As always, I would like to extend my thanks to our hardworking and loyal team of volunteers, who work tirelessly for the Centre. Many thanks also to the staff, and particularly to Gemma Rygate, whose leadership of the Centre is greatly appreciated. Finally, many thanks to the Board, who are dedicated to the success of the Centre. We are lucky to have Board members with such an impressive range of experience, and their support is greatly valued.

Valerie Hoogstad
Chair

2.0 Message from the CEO



The Centre's achievements in 2014-15 are especially rewarding given the challenging backdrop in which they occurred – the new Department of Social Services (DSS) funding provisions which cut our budget by \$200k.

We were not alone, of course. Many member organisations were affected and they asked us to take their concerns to the Federal Government, particularly the impact on service delivery and outcomes.

The Centre worked with our peak counterparts in every state and territory to lobby the DSS and Social Services Minister about the negative effect these funding changes had on volunteering. This process was led by Volunteering Victoria and I am pleased to report that the subsequent Senate Inquiry into the DSS funding process criticised the DSS and recommended changes based on our representations.

Internally, the DSS funding changes required The Centre to concentrate on plugging that shortfall through innovation, increased corporate support and by refining our business model to strengthen our income streams. This challenge will continue to be an area of focus during 2015-16.

The Centre was pleased to introduce an improved member offering which was designed to give members more options and better value. We also introduced an online payment option to make it easier for members to renew and join and about a quarter of all members now use this method.

We also worked on a number of national issues affecting our sector including:

- Revised **National Standards for Volunteer Involvement** were released in May 2014 after consultation. The Centre will offer training during the 2015-16 period.
- The Centre helped submit a national paper on the impact of **Work for the Dole** on members.
- **New Australian Bureau of Statistics (ABS)** data shows 5.8 million Australians volunteer – representing a 5% drop. We note, however, that online volunteering was not included.
- The **ACNC** will remain after the Australian Government withdrew its proposal to replace it.

In NSW, some of the most pleasing achievements were:

- Holding community conversations with 500 people across 18 regions state wide to inform the new definition and the future volunteering strategy in NSW.
- Our 19 regional 2014 Volunteer of the Year Award ceremonies which attracted 500 nominations.

Our challenges this year meant the ongoing support from our partners was even more important. In particular I thank the NSW Government, the NSW Department of Family and Community Services, Clubs NSW and Bupa Aged Care for their generous contributions.

I would also like to thank our incredible team of volunteers and staff. Their dedication, enthusiasm and talent allow us to achieve so much for our members and volunteering in NSW.

Gemma Rygate
Chief Executive Officer

3.0 About the Centre for Volunteering

The Centre for Volunteering (The Centre) is the peak body in NSW promoting and supporting volunteering and community participation.

We are a not-for-profit member organisation with a proud 40-year history.

The Centre for Volunteering represents the 2 million-plus volunteers in NSW and more than 2000 community, industry and not-for-profit organisations including almost 300 member organisations.

We connect people and organisations to enrich our community.

We achieve this through volunteer recruitment and matching, resource development, advice, advocacy, recognition and training. We help people and organisations get involved in their communities.

The Centre for Volunteering includes:

- Volunteer Referral Service (also known as Volunteering NSW)
- The School of Volunteer Management, a nationally-registered training organisation that delivering training right across Australia.

The Centre relies on funding from a range of sources including the Australian Government, the NSW Government, corporate partners, members and donors. We are grateful for their ongoing support.



The Centre's annual NSW Volunteer of the Year Awards is the State's premier volunteer recognition event. Pictured: Boys in the Band performing at the 2014 NSW Volunteer of the Year Awards Gala Ceremony

4.0 Highlights 2014-15

Some of The Centre for Volunteering's highlights over the year include:

4248

Volunteers interviewed by our Volunteer Referral Service

90%

Percentage of volunteers referred to roles following interview

3106

Followers on LinkedIn – our fastest growing channel (68% growth)

1256

People completed, attended or enrolled in our training programs

646

People were placed in Corporate Volunteering roles by The Centre

500

Volunteers were nominated for the 2014 Volunteer of the Year Awards

500

People attended conversations held by The Centre and NSW Volunteering

239

Members and supporters attended our monthly networking events

76

The number of dedicated volunteers who helped The Centre in 2014 -15

5.0 Volunteer Referral Service

The Volunteer Referral Service (VRS) continues to offer a personal, expert service for people interested in volunteering. By interviewing each prospective volunteer, we help them access a variety of opportunities and provide individual advice and guidance that our experienced team can offer.

This service is also highly valued by our member organisations that rely on our ability to source suitable volunteers for their roles, including screening candidates on their behalf. Our experienced VRS volunteers provide information, interviews, follow ups, liaison with member organisations and responses to enquiries and emails from the public.

On an average week, the VRS has contact with more than 150 members of the public and in an average month, we will interview over 400 potential volunteers, matching about 90% of them to suitable opportunities.

Our VRS volunteer team comprised 34 volunteers in 2014-15 and they are lifeblood of the VRS. Many of our volunteers are long term and their dedication, experience and commitment ensures this service is valuable to all who use it. The Centre makes sure our volunteer teams are aware of all the changes that affect volunteering through regular training and briefings.

Achievements

Volunteers interviewed by the VRS in 2014-2015

Age of Volunteer	Number interviewed
17 and under	60
18-24	594
25-34	1154
35-49	773
50-64	538
65 and over	266
unknown	863
TOTAL	4248

400

In an average month, the VRS will interview 400 potential volunteers

Volunteers referred to roles by gender 2014-15

Gender	Number referred to volunteer roles
Male	1137
Female	2694
Total	3831

- The Centre for Volunteering registered with the **Office of State Revenue** to enable those with fines to use volunteering to pay off debt. The Centre has developed some short term roles during the year, in an effort to maximise the capacity we have to assist in this way. This has been well received by those involved in this scheme and it is a way for us to help them
- All VRS volunteers were nominated for the **NSW 2015 Volunteer of the Year Team Awards** and were publicly recognised at the City East Awards Ceremony.
- The newly formed **National Referral Network** consisting of representatives of each State's Referral Service, met in person in February to discuss the many issues facing us to agree on a National approach and to share resources. The network has conference call meetings at regular intervals throughout the year to support each other. This has proven to be very successful and worthwhile.
- **National Volunteer Week** - Each year The Centre marks National Volunteer Week with lunch/afternoon tea each day during the week to celebrate and thank our volunteers. These events are well received by our volunteers and each volunteer receives a small gift and personalised thank you note. This is a small but important way for us to show our volunteers how much they are valued.

Challenges

Funding sector-wide - We are keenly aware of the challenges facing our sector, particularly with regard to continuing funding issues which has had a considerable impact on our member organisations.

Work for the Dole - The "Work for the Dole" pilot provided a great deal of confusion within the sector and The Centre was involved in a case study with one of our member organisations so we were able to learn more about the details of the scheme in order to be in a better position to advise our member organisations prior to the official start of the Scheme in July 2015.

Inclusion - We are also working with our members to develop more volunteer roles for migrants and members of the community with disabilities in order to make volunteering available to all.

I thank the VRS teams for their hard work, dedication and generously giving their time to ensure the VRS is such a valuable part of the Centre for Volunteering.

Avril Samuels

Manager, Volunteer Referral Service

6.0 Member Services

In the 2014-2015 year, the focus was enhancing our program. In summary we:

- Contacted existing members to ensure they understood the benefits and services available to them as members of The Centre
- Surveyed members about their needs
- Created and streamlined membership options and communication material
- Invigorated and improved our Membership Networking Event content and introduced a fee for non-members (\$25.00) and
- Updated our website with new membership information and online payment.

Given the funding pressures felt throughout the sector, we were pleased to be able to improve our service offering, while maintaining our core membership who are the active users of our services on our regular basis.

Membership		
Financial Year	2013-2014	2014-2015
Total Membership	344	286
Income	\$65,782	\$ 57,718

Corporate Volunteering

We increased our corporate volunteering opportunities and helped other state volunteering bodies with corporate volunteering programs by placing our corporate member teams with them for one-off events. Our opportunities have also been placed online for easy access for our members to view.

Our team worked hard to assist our not-for-profit members to promote their Corporate Volunteering programs, assist with program ideas and create more opportunities to engage with Corporate Volunteers and CSR programs. The Centre would like to thank all the organisations that used our services and for their contribution to the community through these programs. We would also like to give a big thank you to our many not-for-profit members who liaise with us to make these programs happen.

Corporate Volunteering Placements in 2014-2015		
Financial Year	2013-2014	2014-2015
Corporate organisations assisted	22	24
Members assisted	12	21
Volunteers Placed	646	614
Collective Hours	3,036	3,068

In 2014 - 2015, The Centre organised corporate volunteering opportunities for:

Corporate Volunteering Teams assisted in 2014-15		
APRA	Mirvac	Paramount Pictures
Coca Cola	Zurich	Suncorp
SanDisk	Expedia	Viacom
Wise Education	Rabobank	MLC
IKEA	Menarini	St George
PIMCO	Challenger	Dolby
Abbvie	Talent 2	Kelloggs
National Bank of Australia	JB Were	
Office of Finance	Telcoinabox	

The Centre for Volunteering through our Corporate Volunteer programs works to educate and promote the Not-for-Profit sector to the wider for profit community to help promote a culture of community participation.

Yvette Caroly
Membership Services Coordinator

7.0 School of Volunteer Management (SVM)

The School of Volunteer Management is a nationally-accredited Registered Training Organisation (RTO). Each year we are proud to deliver high quality training - both accredited and non-accredited - to individuals and organisations across Australia.

In 2014-15, 1,256 people either completed, attended or were enrolled in training or workshops delivered by the School of Volunteer Management. Training activities continued to diversify and our key activities included:

- *Professional Development Workshops:*
10 workshops delivered to 106 participants
- *Registered Training Courses:* 144 students (excluding Max Potential) enrolled in qualifications:
 - Certificate I in Active Volunteering CHC10112
 - Certificate II in Active Volunteering CHC20212
 - Certificate III in Active Volunteering CHC30612
 - Certificate IV in Volunteer Program Coordination CHC42712
 - Diplomas of Business BSB50207
 - Diplomas of Management BSB51107
 - Diploma of Community Services Coordination CHC52212
- *Max potential-Certificate I in Active Volunteering dual program:*
327 Young Adults from Max Potential program submitted their workbook by the end of November 2014. The completion rate from this program was 83%, well about the national rate of 54.3%, which is average completion rate for participants under 25 years completing a Certificate 1 with no prior post-school qualifications.

By 30 June 2015, 141 Max Potential Young Adults have registered to complete the Certificate I in Active Volunteering in 2015. There is an expectation that an additional 115 will enrol.
- *Bridge to Volunteering (Scheduled):* 494 participants attending the Friday morning sessions throughout 2014-15. This is a 35% increase on last year's number.
- *Bridge to Volunteering (Requested by Organisations):* 6 sessions delivered to 44 participants.

High performance recognised by ASQA

In early 2015 the School accepted a request from ASQA to be a part of the delegation of regulatory responsibility. The invitation was only offered by ASQA to high performing RTOs with a history of compliance with the national standards, and who had already met the eligibility criteria, to apply for a delegation of regulatory responsibility.

As a delegate the School will be able to add new qualifications or units of competency to its scope of registration without having to submit an application or paying a fee to ASQA each time it makes a change.

494

People who attended The Centre's free Bridge to Volunteering sessions

The SVM submitted its Quality Indicator report in June as part of its compliance and continuous improvement measures. While the number of respondents was down slightly this year, the satisfaction rates were higher. Key satisfaction scores to note are:

- ★ **100%** of the students strongly agreed or agreed that our training prepared them well for work.
- ★ **97%** of our students strongly agreed or agreed they would recommend us to others.
- ★ **97%** of our students ranked our Trainers as having an excellent knowledge of the subject

SVM Training Programs

Bridge to Volunteering

During 2014-15 our dedicated volunteers conducted over 49 Bridge to Volunteering sessions. A huge thank you to our team: Lorna Paviour, Vanessa Ogborne, Kathy Whitehead, Jeanette Bradley, Dianne Denny, Diana McConachy, Chiara Dalla Venezia, Carrie Wallis and Benu Mishra (who retired in January after 5 years of volunteering). They were also nominated in the 2015 NSW Volunteer of the Year Awards.

NSW Department of Education and Communities funded training

In July 2014, with funding from the NSW Department of Education and Communities, the School provided training to 58 volunteer managers and supervisors. The training was designed to enhance their knowledge and skills and comprised four key units from the Certificate IV program including recruitment and coordination of volunteers, working with effective teams, work health and safety and managing conflict.

The program consisted of 2 full days of face to face training at two sites – Lakemba and Blacktown, with the training provided by Cecily Michaels from Tri Community Exchange and Deb Helmrich from STARS. On 5 November 2014, as part of a Department of Communities professional development day, the Centre's CEO Gemma Rygate acknowledged all those who had completed their course work with a Statement of Attainment from the Certificate IV in Volunteer Program Coordination.



The School trains Bupa volunteer managers

After a pilot program in 2013-14 for NSW Leisure and Lifestyle Staff, Bupa has expanded its partnership with the School to include other states and four additional staff members in the Certificate IV Volunteer Program Coordinator. This is part of Bupa's, commitment to best practice in volunteer management as well as ongoing education. Also, during National Volunteer's Week Bupa opened applications so their lifestyle volunteers could participate in the Certificate II in Active Volunteering qualification that the School customised for Bupa Aged Care.

Home planet

Following the success of the past four years, the School provided another 40 participants of the Environment Victoria's Home Planet Program the opportunity to complete two units from the Certificate I in Active Volunteering (CAVI). Environment Victoria, with AMES, uses the CAVI as part of the English literacy support they provide to new migrants and refugee youth.

Education and Training Out West

During 2014-15 the School in partnership with Education and Training Out West has been providing the Certificate I in Active Volunteering to girls from Dubbo College Delroy and South Campuses who are taking part in the Mulgabirra program. Mulgabirra is a youth engagement program that aims to re-engage students in learning by improving their literacy, communication skills, motivation and confidence by providing training opportunities outside of their normal school work. In the past year two groups of 12 students have participated in this 15 week program. The School is looking forward to an ongoing relationship with ETOW in 2015-16.



Girls from the Mulgabirra Program

Max Potential

Max Potential is an initiative of ClubsNSW and the Future Achievement Australia Foundation. It is a unique 22-week leadership development program where emerging leaders (aged 16-25) are matched with community coaches. Over this period these young adults develop personal goals and a Community Service Project. Through the partnership with the School the successful participants not only received their Max Potential certificate, but also their nationally-registered Certificate I qualification.

After a small pilot in 2013, the 2014-15 program was a great success with 265 students receiving a Certificate I in Active Volunteering. Assemblies were held over 40 High Schools across NSW to present their award. An online version of the student workbook was launched by the School and Future Achievement in April 2015 which allows The Centre to access and assess the workbook more efficiently.

Changes to the Community Service Packages

As part of the ongoing improvement process training packages are continuously being reviewed and improved to ensure they reflect current practices. Mark Tippet the previous School Manager throughout 2014 and early 2015 assisted the process by representing the sector and School as a contributing member of the Subject Matter Expert Group and Industry Reference Group which was established to review and streamline volunteer qualifications. The new Active Volunteering qualifications will be released between July and December 2015.

Emma Stanley
SVM Coordinator

8.0 Events and Capacity Building

As the peak body for Volunteering in NSW, The Centre for Volunteering promotes and supports all aspects of volunteering and volunteer engagement. To achieve this, the Centre held key events this year including:

- The NSW Volunteer of the Year Awards
- Monthly Networking Events
- Community Conversations on Volunteering
- A State Conference

2014 NSW Volunteer of the Year Awards

One of the key programs of The Centre for Volunteering is the NSW Volunteer of the Year Award. This annual awards program was launched in 2007 by The Centre for Volunteering to recognise the outstanding efforts of the 2 million plus volunteers in NSW, and to promote the importance of volunteering to the community.

The 2014 NSW Volunteer of the Year Awards program was the most successful to date. It saw:

- The introduction of new **award categories** such as the NSW Student Volunteer of the Year Award and the NSW Adult Volunteer of the Year Award
- An **increase in nominations** - more than 500 nominations received compared to 350 in 2013
- A significant **increase in attendance** at the regional Award plus an increase the number of Federal, State and local government representatives attending (more than 140 VIPs attended 2014 events compared to 56 in 2013)
- Messages of support from the **Prime Minister and NSW Premier**
- State gala ceremony featured **Adam Spencer as MC**
- **New sponsors** - both financial and in kind
- The introduction of a dedicated ceremony for the **Excellence in Volunteer management and Corporate Volunteering Awards** held in Parliament House
- A significant increase in **media coverage and social media engagement**, which included media coverage in the Sun Herald, interviews on metropolitan and radio and in national magazines.

The principal sponsors for these awards for 2014-15 were the NSW Department of Education and Communities and ClubsNSW, the industry body which represents the state's 1400 not-for-profit clubs. We thank them for their ongoing support of The Centre and volunteering in NSW.



NSW 2014 Volunteer of the Year
David Abrahams of Grafton (centre) was congratulated NSW Minister for Citizenship and Communities, Victor Dominello, who is Patron of the Awards (left) and Gemma Rygate

Networking Events

Our monthly Networking Events were revamped in February 2015 as part of our plan to improve the value of the services and benefits we provide to members. The Centre was pleased to host 239 members and supporters at ten events. Each networking event features a speaker on topic relevant to the volunteering sector and provides excellent opportunities for networking and information sharing among members. These events are free to our members. Thank you to the speakers and panel members gave their time this year and thanks to our volunteers who help with the networking events.

Event	2014 - 2015
2014	Attendance
July: Introducing Good Eggs Skilled Communications Volunteers	18
August: How to engage & recruit CALD volunteers	38
September: Social Media for Beginners	20
October: Innovating Volunteering – A Case study	12
November: Rewarding, recognising and retaining Volunteers	9
2015	
February: Making collaboration work	32
March: Want to optimise your social media presence?	30
April: Conflict Resolution – How to identify, map out and deal with conflict	23
May: Boards, volunteers & paid staff – the connection & tension	36
June: Step by step guide to working with children checks for NFPs	21
Total attendees	239

Community Conversations on Volunteering

The Centre for Volunteering partnered with the volunteering unit of the then NSW Department of Education and Communities (now FACS) to host 18 community conversation workshops across NSW during May 2015. The workshops were attended by 500 people, including members. The aim was to understand the community's views on what volunteering means today to help inform the national review of the definition of volunteering, and to inform directions of volunteering in NSW.



Annual State Conferences

Two Annual Conferences were held in the 2014/2015 Year. The Ignite Volunteering Conferences held by the Centre for Volunteering are the premier conference on volunteering in NSW. The Conferences were developed for Volunteer Coordinators and Managers in the not-for-profit and community sectors and brought together experts, academics and industry leaders to allow delegates the opportunity to advance their knowledge, to develop skills and to network

2015 State Conference on Volunteering – 1 June 2015 – Amora Hotel Sydney

The Centre's 2015 State Conference was attended by over 100 delegates from all sectors. With a theme of "Redefining Volunteering – A New Era", the conference focused on how volunteering organisations can adapt and prosper when funding bodies are challenging the traditional business models of many NFPs. Thanks to an excellent line-up of speakers, panelists and workshops, delegates gained some valuable insights and tools to help them respond to challenges and prepare for the future in volunteering.

The conference was opened by The Hon. John Ajaka MLC, Minister for Volunteering, Ageing, Disability Services and Multiculturalism, who provided a NSW government perspective on volunteering.

2014 State Conference: 10 July 2014 - The Pullman Hotel, Hyde Park, Sydney

The 2014 conference, attended by over 100 delegates, explored key facets of volunteering through the theme "The State of Volunteering", and aimed to meet the growing need to build knowledge, leadership and best practice in volunteering.

Rachel Rainbird

Manager Events and Capacity Building

9.0 Advocacy, Communications and Marketing

Advocacy

The Centre worked with peak volunteering body counterparts nationally to advocate on behalf of our members about key industry issues.

Concerns over Department of Social Services (DSS) funding process

The Centre's CEO Gemma Rygate spent time in Canberra with colleagues from Volunteering Australia and the State and Territory peaks, during which time we met with DSS about future funding for volunteering. The group stressed the importance of providing an adequate timeframe for the next round of funding, given current funding ends on 30 June 2016. Because no date was yet set, The Centre and each state and territory peak wrote to Minister Morrison seeking input to and clarity around future funding and urging a more streamlined and transparent grant process.

We also discussed the implications for volunteering of consumer directed care - a number of issues related to the role of volunteers are emerging, including the potential exploitation of volunteers by service providers, the changing relationship between volunteers and the consumer of services

Led by Volunteering Victoria, the volunteering peaks strongly campaigned for improvements to the grants process by making detailed written submissions and giving oral evidence to the Senate Committee Inquiry.

While outside the period of this annual report, it was gratifying when on 16 September 2015; the Senate Committee released its final report into the Department of Social Services (DSS) tender process. The majority of the report heavily criticised the process and reached a number of damning conclusions. The Centre acknowledges and congratulates Volunteering Victoria on their successful leadership in this issue.

ACNC to Stay

The Centre welcomed the news when former Minister for Social Services Scott Morrison indicated his support for the Australian Charities and Not for Profits Commission ACNC during the year. The proposed abolition of the ACNC was of great concern to The Centre and our members. The Centre attended consultation workshops to represent our members position

Work for the Dole program

The Centre for Volunteering surveyed members who outlined their key concerns about the impact the WFTD program would have on their organisations, including from volunteer managers involved in the then trial. The Centre supported an industry position paper prepared by Volunteering Victoria. Our main concern was lack of communication and transparency from the Federal Government about what the program involved and the rights and responsibilities of volunteer managers and volunteer-involving organisations. The Centre joined the State and Territory peaks on a teleconference with Federal Minister for Vocational Education and Skills Luke Hartsuyker to outline our views and hear the Government's perspective. We hope to hear more on this in the future.

Federal Budget – changes to FBT and DGR concessions

Following the Australian Government's May 2015 Budget, the Centre joined Volunteering Australia and our peak counterparts and submitted a paper to the Australian Government. The paper highlighted our sector's concerns that any changes to the Fringe Benefits Tax and Deductible Gift Recipients (DGR) concessions that reduce the overall level of financial support to not-for-profit (NFP) organisations would:

- make it harder or more expensive for NFPs to recruit and retain appropriately skilled staff because of salary parity issues
- make it harder for NFPs to attract charitable donations and philanthropic grants
- consequently, reduce the amount of staff time, skills or cash available to NFPs to provide services.

Communications

Website

The website has been refined and is consistently updated with news, media releases and events. The colour scheme has also been updated to reflect the our new branding.

The Centre's branding was created pro-bono by Etchcraft, and we are very grateful for their outstanding work.



Social Media

Continuing our work last year the Centre has further consolidated our social media channels. We now have a single page on Facebook after combining the Youth and Centre pages. The Centre is pleased to report a significant increase in social media activity as a result of our proactive use of these channels to engage, inform and respond to our audience.

 **68% increase**

LinkedIn is the Centre's fastest growing channel with the highest growth of followers (68% growth). Number of followers: June 2015 = 3106 compared to 1843 in July 2014

<https://www.linkedin.com/company/the-centre-for-volunteering>

 **50% increase**

Facebook pages were consolidated, so total "likes" reflect the integration of likes from the Youth page and The Centre's main page. There was more than a 50% increase in 'likes' across the newly integrated Facebook pages

Number of likes:

July 2014 = 1122

June 2015 = 1707

www.facebook.com/thecentreforvolunteering

 **27% increase**

Twitter continues to be a very relevant channel for the Centre and our followers. Over the past financial year, our twitter followers increased by 27% to 2025 followers– up from 1589 in July 2014. https://www.twitter.com/volunteers_nsw

Thanks to our members who engage with us on social media, and for your feedback on our communication activities throughout the year.

Traditional Media



While The Centre does not pay for media monitoring services or have existing data on media coverage anecdotal evidence indicate its proactive media efforts have increased the volume, reach and impact of the Centre's media coverage over 2014-15. The media objectives for 2014-15 were to:

- Establish a baseline for measurement for future media coverage,
- Ensure 80% of media coverage generated by the Centre mentioned The Centre or its Awards;
- Secure at least three regional radio interviews with the Centre's CEO and at least one mention of the Awards in Sydney metropolitan media.

The results are as follows:

- ✓ 1. **Met** - Baseline measurement established i.e. 70 media stories to be achieved in 2015-2016 based on coverage of 59 stories on 2014-15
- ✓ 2. **Met** – 81% of coverage mentioned the Awards,
- ✓ 3. **Exceeded** – Three metropolitan media stories/interviews achieved (against a target of one metro media story) and the CEO was interviewed by six local radio and/or TV stations (against a target of three).

E-Newsletters

- **The Skilled Volunteering Weekly Alert** (formerly Fido)

The Skilled Volunteering Weekly Alert, our electronic newsletter, continues to be distributed each Monday, highlighting the skilled volunteering jobs available at our member organisations.

Subscribers to the Skilled Volunteering Weekly Alert dropped slightly from 2168 in June 2014 to 2147 in June 2015.

- **The Voice of Volunteering**

This newsletter continues to be emailed to our list of more than 4000 subscribers each month to keep them abreast of the Centre's activities and industry developments and matters.

Reem Abdelaty,
Manager Communications & Marketing

Kylie Yates
Director Communications & Business Development

10.0 Volunteers

Thank You

2014-2015 Volunteers		
Robin Arbib	Maree Hamilton	Louise Narren
Christine Bassiri	Norman Hams	Molly Neal
Emily Best	Peter Hoadley	Judith Nicklin
Jeanette Bradley	Judy Houlton	Zareen Nisha
Annette Buttigieg	Bill Jarvis	Nicholas Novi
Fiona Campbell	Sally Jeanette Jordan	Vanessa Ogborne
Blaise Cerncic	Barbara Keffel	Lorna Paviour
Kimleang Chan	Lewis Kiplin	Jan Pickering
Joanne Codling	Margaret Labruyere	Denis Porter
Lucille Coombes	Phyllis Law	Susan Reid
Tegan Cottam	Carol Lawler	Richman Rosemary
Joan Curtis	Rhonda Lee Quan	Carol Russell
Chiara Dalla Venezia	Kelera Levu	Judy Schneider
Dianne Denny	Kaye Llewellyn	Muhammad Siddiqi
Mai Douglas	Anne Lopez	Laura Strano
Genevieve Dreyer	Margaret Love	Pholy Tan
Anne Duffy	Margaret Love	Antonia Theodoridou
Kathleen Durkin	Connie Lovell	Andrea Turner
Brian Elliott	Sue Marsden	Carrie Wallis
Qi Fang	Diana McConachy	Lynne Wayling
John Forrest	Helen McInnes	Brian White
Denise Francis	Maria Medersen	Kathy Whitehead
Sidone-Morea Garland	Henry Mendelsohn	Betsy Williams
Kerry Gilbert	Benu Mishra	Vivien Wolff
Jenny Gray	Patricia Moody	Miriam Wyatt
Lesley Green	Bess Morrison	

11.0 Partners and Supporters

Major Funders

Department of Social Services

NSW Department of Family and Community Services,

NSW Department of Education and Communities,



Financial Sponsors/Program Supporters

ClubsNSW

NSW Family and Community Services, NSW Government

Bupa Aged Care

Office of the Children's Guardian



Partnerships

Chinese Australian Services Society Ltd (CASS)

City of Sydney

ClubsNSW

Kirribilli Club

Project Management Institute

University of Western Sydney

Western Sydney Community Forum

Future Achievement Australia Foundation

Tri Community Exchange

Stars



Pro-Bono and Other In-Kind Support

Katie Acheson, Youth Action Lillian Adnan, Life Education Julie Anson, Anson Consulting Dr Kelly Baird, Macquarie University Loki Ball, Australian Human Rights Commission Kerri Barber, State Emergency Services Nathan Barker, Commonwealth Bank Alan Bates Michael Beilby Trish Boyd, Key Stone Terry Brigden, Lander and Rogers Anthony Brown, Health Consumers NSW Julia Checchia Joe Cheika Jo Coombe, Ted Noffs Foundations Fiona Corner, Assistance Dogs Australia Dr Ken Cruickshank, University of Sydney CPA KIDZ band (Chinese Parents Association Children with Disabilities) Julia Checchia Dr Bronwen Dalton, University of Technology Sydney Professor Simon Darcy UTS Business School Sarah Davidson, COTA Dianne Denny David Filipetto, CBA Paul Flemons Australian Museum Dr Jenny Green, UTS Erica Greig, Department of Veterans' Affairs Dr Debbie Haski-Leventhal, MGSM Les Hems, Ernst & Young Meghan Hermann Cancer Council Assmaah Helal, Football United Hoganprint, Artarmon Valerie Hoogstad, The Centre for Volunteering Peter Horsley Cerebral Palsy Alliance Tracy Howe: Council of Social Service of NSW Sally Ireland: Blue Mountains Cancer Help Marie Kelliher, Macquarie University Lynda Kings ARV Lana Kofman, Jewish Care Steve Lancken, Negocio Resolutions Carol Lawler Karen Lindley, 2014 NSW Adult Volunteer of the Year Brendan Lynch, exSport	Savi Manii, Justice Connect Leanne Martin, ARV Kaye McCulloch, 3Bridges Dr Lyndsey McKee, United Way Craig McKell, Pitch Partners Emily Milton-Smith, 2014 NSW Youth Volunteer of the Year Ian Moyser, KPMG Dr Valentine Mukuria, University of Western Sydney Andrew Nairn, Norbeach connect Susana Ng, City of Sydney North Shore Temple Emmanuel Professor Jenny Onyx, UTS Nicola Owens, Hurstville Council Michelle Parrish, Wesley Daimar Aunties and Uncles Vesna Perisic, Norbeach connect Claire Pettigrew, UTS: Shopfront Peter Risbey, Northern Beaches Community Connect Gardening Dr Chris Roffey, UWS Baron Rohbock, Core MotivAction Caroline Romeo, Ethnic Communities' Council of NSW Paul Sabatier, Volunteering NSW, Dept of Education & Communities Kylie Sait, Alzheimer's Australia (NSW) Matthew Salier, The Smith Family. Avril Samuels, The Centre for Volunteering Perri-Lee Sandell, Cerebral Palsy Alliance Heather Smith Good Beginnings Australia Adam Spencer Peter Valpiani, Exodus Foundation Stuart Waters –Twyford Simon Watts, Volunteering NSW, Department of Education and Communities Kristine Wendtman, Rural Fire Service Peter Valpiani, Exodus Foundation Brett Williamson, Volunteering Australia Michael Young, Northern Rivers Community Gateway/ Volunteers Resource Centre
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**THE CENTRE FOR VOLUNTEERING
ABN 28 002 416 024**

**FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2015**



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Directors' Report for the year ended 30 June 2015

Your Directors present their report on the company for the year ended 30 June 2015.

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

Valerie Hoogstad, Chairperson

Valerie has a background in Psychology, Education and Communications and International Relations. She has written 16 textbooks in the field of adolescent literature and corporate communication. Valerie retired as Director of International Education at the Australian Catholic University and is currently lecturing at Sydney University.

Kaye McCulloch, Deputy Chair

Growing up in rural Australia, Kaye learnt early that volunteering was a way of life ("if we don't do it, no-one else will" was her Dad's constant reminder). Since graduating with a Science degree with a Psychology major, Kaye spent several years working in the public sector in Australia and the UK before finding her true calling in the community sector. Since 1986, she has worked in the community sector, designing volunteer training and management programs, as well as volunteering in many roles. Since 1999, Kaye has been the Manager of Volunteer Link, a Volunteer Resource Agency recruiting and training volunteers for organisations within 3Bridges Community in the St George and Sutherland Shire region of southern Sydney. Since 1999 she has also been an active member of the NSW Volunteer Centre Network. As a trainer for 3Bridges, Kaye specialises in training for Boards and Senior Managers of Volunteer-involving organisations, such as policy development, complaints handling, mergers and Governance Roles and Responsibilities of Board members.

Ian Moyser, Treasurer

Ian is a partner at KPMG specialising in Audit and Assurance services. Ian joined KPMG in the UK in 1993 as a new graduate and worked in the London Office for eight years. In the period from October 2001 to March 2003, Ian worked in finance roles in the UK insurance industry, latterly as the interim CFO of a listed Lloyd's based Insurance Group. In April 2003, Ian joined KPMG Sydney's Audit division and was admitted to KPMG's Australian partnership in 2005 as an Audit partner. Ian was previously the engagement partner responsible for providing pro bono audit services to the Humour Foundation on behalf of KPMG.

Joy Woodhouse

Joy has run her own consultancy business since 1997 specialising in human resource management and training including corporate investigations, facilitation of strategic and business planning, and service management, reviews and evaluations. She has extensive experience in the government sector including Senior Executive Director positions in Ageing and Disability Services within the NSW Department of Community Services (DoCS). In 1993 Joy was appointed Assistant Director General of DoCS responsible for approximately 4,000 staff and a budget of approximately \$320m and undertook this role until 1997. Her academic qualifications include an Honours degree in Psychology from the University of Sydney and a Master of Health Planning from UNSW. During her public sector career Joy was appointed as a member and Chair of numerous NSW Government Steering and Advisory Committees, Task Forces, Working Groups and Review Teams.

Alan Bates

Alan comes from a financial and sales background with over 40 years' experience in leading, training and managing volunteers. For 21 years from 1991 he held the position of Manager, Volunteer Services, Wesley Mission Sydney. Rovers Australia honoured Alan for his service to the NSW Rovers Hike for Hunger program for the long association with Wesley Mission. In retirement, Alan has accepted a position on the Board of the Asian Aid Organisation Limited (as a Director) to further the education of under-privileged children throughout Asia. Alan now resides on the mid north coast and has continued his 50 year association with the SDA Church Scout Movement - Pathfinders. After serving as a District Director in the Sydney area for 35 years, upon his retirement, Alan has taken up the same role in the North NSW Conference. For 9 years Alan served on the Adventist Development and Relief Agency Advisory, Greater Sydney area and brings that knowledge to regional NSW. Alan graduated in the first class for the Diploma of Volunteer Management Practices, conducted by the School of Volunteer Management. Alan has presented papers at State, National and International Volunteer Conferences.

Bronwen Dalton

Bronwen is a Senior Lecturer and Coordinator of the Masters of Community Management Program at the University of Technology, Sydney and National Manager, Research at Mission Australia. In 2001 Bronwen completed a PhD at the University of Oxford. Her thesis focuses on the potential of NGOs to fight corruption and serve as agents of democratisation. Bronwen also has a BA from the Australian National University and a MA from Yonsei University, Seoul, South Korea. Bronwen has conducted extensive research in the field of third sector studies and authored book chapters and journal articles on Not-For-Profit (NFP) childcare; NFP business venturing; recruitment; accountability; and advocacy. Bronwen is a chief investigator on an ARC Linkage grant examining the "compact" (also called "partnership agreement") recently finalised by the Federal Government. Bronwen also researches in the field of Korean studies and has recently co-authored a book on Korean women in Australia and journal articles on developments in North Korea. Bronwen was an expert adviser on the evaluation of the Commonwealth Department of Family and Community Services' Stronger Families and Communities Strategy. Bronwen has also worked closely with the NSW community sector as part of her work in social policy at the Independent Commission Against Corruption and the NSW Attorney General's Department. She is on the Board of the Australia Korea Foundation.

Les Hems

Les is a Director within the Climate Change and Sustainability Services team of EY (Ernst & Young). Les has held senior research positions at the Net Balance Research Institute, UNSW's Centre for Social Impact, University College London, and Johns Hopkins University. He brings more than 20 years' experience in research design, qualitative and quantitative research methods, evaluation, problem and program analysis, and outcomes and value measurement

Les specialises in applied research to inform the development of innovative solutions to create lasting societal impact for clients and their stakeholders with a focus on strategically important issues, theories and trends which have the potential to transform government, businesses, not-for-profit organisations, co-operatives and mutuals, and social enterprises.

Les has extensive expertise in research design, qualitative and quantitative research methods, evaluation, problem and program analysis, and outcomes and value measurement. Les has developed a range of outcomes measurement frameworks and toolkits including EY's Total value Framework and a Social Impact Measurement Toolkit.

Terry Brigden

Terry has practiced extensively in financial services and regulatory law for over 20 years and has had the benefit of both practical and professional experience, most recently before joining Lander and Rogers being a partner in a major (now international) legal firm for over 13 years, having previously held legal or commercial positions in a major bank, major life insurance company, superannuation and actuarial consulting firm and was the legal counsel at Charge Card Services Limited which operated the domestic Bankcard credit card scheme.

Terry is on the Australian subsidiary board of a large Canadian bank and is on the International Monetary Fund's external expert panel for banking and insurance regulation, most recently consulting to the Central Bank of Bangladesh on amendments to its Banking Companies Act.

Terry has been named as one of Australia's best superannuation lawyers in the Best Lawyers Australia peer review survey published in the AFR 2013, 2012, 2011 and 2010 and was recognised for his broader financial institutions work in the same survey in 2011, 2012 and 2013. Terry has received similar recognition for his insurance work in the PLC Which Lawyer ratings for 2010 and 2011 and the 2013 Best Lawyers (Australia) survey.

Loki Ball

Loki has completed studies in law and social business. In 2011 Loki was named NSW Youth Volunteer of the Year and later National Volunteer of the Year for Sydney, in recognition of his outstanding contribution to the community. Loki has travelled to all Australian states and territories to work in areas of community need ranging from homelessness, human rights and youth disadvantage. In 2012 Loki received a National Children's Law Award, in a youth category, for his work to protect the legal rights and interests of children. In 2013 Loki was appointed to the Social Justice Committee of the University of Technology, Sydney (UTS) Council to advise UTS on social justice matters. Loki now works as an adviser to Australia's National Children's Commissioner and runs his own consultancy to advance the position of young people in society. Loki is still an active volunteer and he is always interested in new ways to engage young volunteers with the community.

Brendan Lynch

Brendan Lynch is a consultant in the sport industry specialising in strategic planning, governance reform, organisational development, change management and workforce planning. He has worked with international, national, state and local sporting organisations as well as conducting major projects for the Australian Sports Commission. Brendan has assisted major sports including Swimming Australia, Athletics Australia and Rowing Australia to develop strategic plans and the organisational reform required for their implementation. Brendan also facilitated the development of ACTIVE 2020, the 10- year strategic plan for sport and active recreation in the ACT.

As Program Manager of Volunteer Recruitment for the Sydney Organising Committee for the Olympic Games (SOCOG), he headed the team responsible for the successful recruitment of the 55,000 volunteers for the Sydney 2000 Olympic and Paralympic Games. He has since acted as an advisor to a number of Olympic, Paralympic, Commonwealth and Asian Games organising committees, including more recently Vancouver 2010, London 2012 and Sochi 2014 Olympics as well as the IOC's Olympic Games Knowledge Management. Brendan is a Fellow with the Institute of Sport Management and holds other Directorships with Australian University Sport and Volunteering ACT. Brendan is a director of Volunteering ACT.

Principal Activities

The Centre for Volunteering is the peak body for volunteering in NSW. 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 company during the financial year were to represent members and to advance the interests of members. There has been no substantial change in activity during the financial year.

Members' Guarantee

Each member of the company, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of the company in the event of it being wound up. If the company 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 company. At balance date, there were 286 eligible members.

Short and Long-Term Objectives

The Centre's core business and objectives are to:

- Operate as a non-profit corporation to develop public interest in the volunteer 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
- 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 who 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 2015, The Centre:

- Conducted an effective strategic planning process to deliver The Centre's core business and objectives.
- Successfully delivered the 2014 NSW Volunteer of the Year Awards which recognised hundreds of volunteers throughout NSW.
- Conducted a state-wide consultation in partnership the NSW Government's Volunteering Office on the 'Definition of Volunteering' and volunteering issues in NSW.
- Conducted networking events as a member benefit. The Centre was pleased to host 239 members and supporters at ten events in 14/15.
- Increased social media activity as a result of our proactive use of these channels to engage, inform and respond to our audience:
 - o **LinkedIn** is the Centre's fastest growing channel with the highest growth of followers – 68% growth. Number of followers: July 2014 = 1843 rose to 3106 followers in June 2015.
 - o **Twitter** followers increased by 27% to 2025 followers– up from 1589 followers in July 2014.
 - o There was more than a 50% increase in 'likes' across the newly integrated **Facebook** pages. Number of likes: July 2014 = 1122 compared to June 2015 = 1707
- Delivered the 2015 Ignite Volunteering State Conference.
- Delivered training throughout NSW and interstate through The School of Volunteer Management 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 national body, Volunteering Australia.
- Worked with equivalent interstate bodies to develop a national approach to volunteering issues.
- Continued developing and strengthening its relationship with the NSW Government's Volunteering office and the NSW Volunteer Centre Network.
- Engaged volunteer support to develop a robust compliance regime. Attended and spoke at conferences and for a throughout Australia to promote good management in volunteer practice.
- Achieved ongoing funding from NSW Government and ClubsNSW for the NSW Volunteer of the Year Award.
- Collaborated with the City of Sydney for the 2015 Living in Harmony Festival

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

Performance Measurement

The Board monitors the performance of the Centre through:

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

Directors' Meetings

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

	Number of meetings attended	Meetings held while in office
Valerie Hoogstad	8	8
Kaye McCulloch	6	8
Ian Moyser	8	8
Joy Woodhouse	8	8
Alan Bates	8	8
Bronwen Dalton	5	8
Les Hems	4	8
Terry Brigden	7	8
Loki Ball	6	8
Brendan Lynch	8	8
<i>Company Secretary</i>		
Gemma Rygate	8	8

Signed in accordance with a resolution of Directors.

Ian Moyser /
Director

Signed this 30th day of September 2015, in Sydney

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2015**

	Notes	2015 \$	2014 \$
Revenue	4	1,246,416	1,363,890
Depreciation/asset write down	5	(27,770)	(17,915)
Salaries Expense		(819,716)	(748,641)
Occupancy Costs		(184,853)	(183,954)
Programs Costs		(143,571)	(151,467)
Training Costs		(25,066)	(57,728)
Other Expenses		(108,637)	(143,630)
(Deficit)/Surplus		(63,197)	60,555

The accompanying Notes form part of this Financial Report.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2015**

	Notes	2015 \$	2014 \$
CURRENT ASSETS			
Cash and cash equivalents	6	547,675	588,989
Trade and other receivables	7	41,232	117,920
Prepayments		7,856	15,806
TOTAL CURRENT ASSETS		<u>596,763</u>	<u>722,715</u>
NON CURRENT ASSETS			
Property plant & equipment	8	18,150	43,728
TOTAL NON CURRENT ASSETS		<u>18,150</u>	<u>43,728</u>
TOTAL ASSETS		<u>614,913</u>	<u>766,443</u>
CURRENT LIABILITIES			
Trade and other payables	9	41,137	48,418
Provisions	10	52,714	57,861
Income received in advance	11	68,239	117,930
		<u>162,090</u>	<u>224,209</u>
NON CURRENT LIABILITIES			
Provisions	10	4,027	30,241
TOTAL NON CURRENT LIABILITIES		<u>4,027</u>	<u>30,241</u>
TOTAL LIABILITIES		<u>166,117</u>	<u>254,450</u>
NET ASSETS		448,796	511,993
ACCUMULATED SURPLUS		<u>448,796</u>	<u>511,993</u>

The accompanying Notes form part of this Financial Report.

**STATEMENT OF CASHFLOWS
FOR THE YEAR ENDED 30 JUNE 2015**

	Notes	2015 \$	2014 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		1,250,065	1,336,908
Payments to suppliers		(464,479)	(560,755)
Payments to employees		(838,480)	(721,904)
Interest received (net)		14,273	16,184
Net cash (used in)/provided by operating activities	13	(38,621)	70,433
Cash flows from investing activities:			
Payments for furniture & fittings and plant & equipment acquired	8	(2,693)	-
		(2,693)	-
Net (decrease)/increase in cash and cash equivalents		(41,314)	70,433
Cash and cash equivalents at the beginning of the year		588,989	518,556
Cash and cash equivalents at the end of the year	6	547,675	588,989

The accompanying Notes form part of this Financial Report.

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2015**

	2015 \$	2014 \$
Accumulated surplus at the beginning of the year	511,993	451,438
(Deficit)/surplus for the year	(63,197)	60,555
Accumulated surplus at the end of the year	448,796	511,993

The accompanying Notes form part of this Financial Report.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

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.

The financial statements were authorised for issue, in accordance with a resolution of the Directors, on 30th September 2015.

2 SIGNIFICANT ACCOUNTING POLICIES

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

a. New, revised or amending Accounting Standards and Interpretations adopted

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

b. Basis of preparation

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

Historical cost convention

These financial statements have been prepared under the historical cost convention, except for, where applicable, the revaluation of available-for-sale financial assets, 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 3.

c. Comparative Amounts

Comparatives are consistent with prior years, unless otherwise stated.

d. Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight line basis over the life of the lease term.

e. Revenue recognition

Revenue is recognised when it is probable that the economic benefit will flow to the company 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 the Statement of Profit or Loss and Other Comprehensive Income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity, and the amount of the grant can be measured reliably.

If conditions are attached to the grant that must be satisfied before it is eligible to receive the contribution, the recognition of the grant will be deferred until those conditions are met.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor this is considered a reciprocal transaction and the grant revenue is recognised in the Statement of Financial Position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt. In instances where the grant revenue exceeds the cost of the economic value provided, the surplus funds are deferred and guidance is sought from the contributor for the application of surplus funds.

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 includes 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 provision for impairment. 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. Property, Plant & Equipment

Classes of property, 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 is 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	6-25%
Computers	25-33%
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 property, 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. In May 2015, the Directors agreed to a write down in the value of Furniture & Fittings following a stocktake of assets. This resulted in a reduction of \$30,091 cost value and a net asset write down of \$10,337 after \$19,754 net accumulated depreciation was written back.

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. Going Concern

The company incurred a deficit of \$63,197 for the year ended 30 June 2015 and has an accumulated surplus as of that date of \$448,796. The ability of the company to continue as a going concern is dependent on the ongoing support of the government and private grants, its members and the success of its fundraising program. Should the fundraising program not prove successful or financing or grants be withdrawn there is uncertainty as to the company's ability to continue as a going concern in the long-term and, therefore, its ability to realise its assets and extinguish its liabilities as and when they become due and payable and at the amounts stated in the financial report. The Directors believe that the company will be successful and accordingly have prepared the accounts on a going concern basis.

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 property, 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 property, plant and equipment

The Centre assesses impairment of property, 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.

Provision for impairment of receivables

The provision for impairment of receivables assessment requires a degree of estimation and judgement. Outstanding debtors' balances were reviewed as at 30 June 2015 and amounts that were deemed to be unlikely to be collected were written back. Accordingly, there is no further provision for impairment 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. The basis of estimation of employee benefits was changed in 2015, so figures are not directly comparable with 2014.

4	REVENUE	2015	2014
		\$	\$
	Membership	57,718	65,782
	Grants – government	884,270	960,336
	Sponsorship & Donations	81,982	46,240
	Interest	14,273	16,184
	Projects	0	8,700
	Fees and seminars	172,622	237,294
	Other income	35,551	29,354
		<u>1,246,416</u>	<u>1,363,890</u>
5	EXPENSES	2015	2014
		\$	\$
	Depreciation/write down of non-current assets		
	Plant and equipment	15,309	5,454
	Leasehold improvements	12,461	12,461
		<u>27,770</u>	<u>17,915</u>
6	CASH AND CASH EQUIVALENTS	2015	2014
		\$	\$
	<u>Cash at Bank</u>		
	Westpac	58	17,805
	Bendigo Bank	71,261	145,183
	Commonwealth Bank	137,259	
			103,561
	Undeposited Funds	6,260	534
	Term Deposits	332,337	321,406
		<u>547,175</u>	<u>588,489</u>
	<u>Cash on Hand</u>		
	Petty Cash	500	500
		<u>547,675</u>	<u>588,989</u>
7	TRADE AND OTHER RECEIVABLES	2015	2014
		\$	\$
	Trade debtors	36,153	112,852
	Other receivables	5,079	5,068
		<u>41,232</u>	<u>117,920</u>

8	PROPERTY, PLANT & EQUIPMENT	2015	2014
		\$	\$
	Office Furniture, Fittings and Equipment at cost	80,734	108,132
	Accumulated depreciation	(62,584)	(76,865)
		<u>18,150</u>	<u>31,267</u>
	Leasehold Improvements at cost	37,384	37,384
	Accumulated depreciation	(37,384)	(24,923)
		<u>-</u>	<u>12,461</u>
		<u>18,150</u>	<u>43,728</u>
	Reconciliation		
		\$	\$
	Office Furniture, Fittings and Equipment		
	Carrying amount at the beginning of the year	31,267	36,721
	Additions	2,693	-
	Asset write down	-	-
		(10,337)	
	Depreciation	(5,473)	(5,454)
	Carrying amount at the end of the year	<u>18,150</u>	<u>31,267</u>
	Leasehold Improvements		
	Carrying amount at the beginning of the year	12,461	24,923
	Additions	-	-
	Depreciation	(12,461)	(12,462)
	Carrying amount at the end of the year	<u>-</u>	<u>12,461</u>
9	TRADE AND OTHER PAYABLES	2015	2014
		\$	\$
	Trade creditors	1,829	-
	Other creditors and accruals	39,308	48,418
		<u>41,137</u>	<u>48,418</u>
10	PROVISIONS	2015	2014
		\$	\$
	Annual leave – current	41,013	57,861
	Long service leave - current	11,701	-
	Long service leave – non-current	4,027	30,241
		<u>56,741</u>	<u>88,102</u>
11	INCOME RECEIVED IN ADVANCE	2015	2014
		\$	\$
	Grants and other income received in advance	45,157	53,930
	Membership received in advance	23,082	64,000
		<u>68,239</u>	<u>117,930</u>
12	AUDITOR'S REMUNERATION	2015	2014
		\$	\$
	K.S. Black & Co	-	16,365
	William Buck	17,500	-
13	NOTES TO THE STATEMENT OF CASH FLOW	2015	2014

	\$	\$
(Deficit)/Surplus	(63,197)	60,555
Depreciation/asset write down	28,270	17,915
Changes in Assets and Liabilities:		
Decrease/(Increase) in Trade Debtors and Prepayments	84,639	(23,527)
(Decrease) in Payables	(1,989)	(1,357)
(Decrease/Increase) in Income in Advance	(54,983)	12,729
(Decrease)/Increase in Employee Benefits	(31,361)	4,118
Net Cash (used in)/provided by Operating Activities	(38,621)	70,433

14 FINANCIAL INSTRUMENTS

(a) Net Fair Values

All financial assets and liabilities have been recognised at balance date at their fair values.

(b) General objectives, policies and processes

In common with all other businesses, the company is exposed to risks that arise from its use of financial instruments. This note describes the company's objectives, policies and processes for managing those risks and the methods used to measure them. Further quantitative information in respect of these risks is presented throughout these financial statements.

The Board has overall responsibility for the determination of the company's risk management objectives. The company's risk management policies and objectives are designed to minimise the potential impacts of these risks on the results of the company where such impacts may be material. The Board receives monthly financial reports, with which it reviews 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 company.

(b) Key Management Personnel Compensation

The remuneration of Key Management Personnel is as follows:

	2015 \$	2014 \$
Short-term benefits	110,907	148,215
Post-employment benefits	31,993	34,107
	<u>142,900</u>	<u>182,322</u>

(c) Key management personnel during the year ended 30 June 2015 were Valerie Hoogstad, Kaye McCulloch, Ian Moyser, Loki Ball, Alan Bates, Terry Brigden, Bronwen Dalton, Leslie Hems, Brendan Lynch, Joy Woodhouse and Gemma Rygate.

16 COMMITMENTS

The company leases its head office premises under a non-cancellable operating lease expiring within 5 years. Two items of equipment are also leased, expiring within 5 years.

Commitments in relation to operating leases contracted for at the reporting date, but not recognised as liabilities, payable:

	2015	2014
	\$	\$
Within one year	101,071	148,296
Later than one year but not later than five years	-	101,437
	<u>101,071</u>	<u>249,733</u>

A Contingent Liability exists for a secured bank guarantee in the amount of \$37,043 in favour of the Sydney Harbour Foreshore Authority in respect of the company's leased premises.

17 MEMBERS' GUARANTEE

Each member of the company, whilst a member, or within one year after ceasing to be a member, undertakes to contribute to the assets of the company in the event of it being wound up. If the company 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 company. At balance date, there were 286 eligible members.

18 EVENTS SUBSEQUENT TO REPORTING DATE

The Directors are not aware of any item, transaction or event of a material and unusual nature not otherwise dealt with in the report or financial statements that has significantly affected, or may affect, the operations of the company, the results of those operations or the state of affairs of the company in subsequent years.

THE CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

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 - Reduced Disclosure Requirements and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of The Centre's financial position as at 30 June 2015 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.

Ian Moyser
Director

Dated this 30th day of September 2015

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CENTRE FOR VOLUNTEERING

Report on the Financial Report

We have audited the accompanying financial report of The Centre for Volunteering (the Company) on pages 8 to 21, which comprises the statement of financial position as at 30 June 2015, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Directors' Responsibility for the Financial Report

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

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

CHARTERED ACCOUNTANTS & ADVISORS

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**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CENTRE FOR VOLUNTEERING
(CONT)**

Auditor's Opinion

In our opinion the accompanying financial report of The Centre for Volunteering on pages 8 to 21 is prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- a) giving a true and fair view of the Company's financial position as at 30 June 2015 and of its performance and cash flows for the year ended on that date; and
- b) complying with Australian Accounting Standards – Reduced Disclosure Regime and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Matters Relating to the Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of The Centre for Volunteering for the year ended 30 June 2015 included on The Centre for Volunteering's web site. The company's directors are responsible for the integrity of The Centre for Volunteering's web site. We have not been engaged to report on the integrity of The Centre for Volunteering's web site. The auditor's report refers only to the financial report. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on this web site.

Chartered Accountants

ABN 16 021 300 521

L. E. Tutt

Partner

Dated this 30th day of September, 2015