



Annual Report 2015 - 2016



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**Tegan Butts 2015 Student Volunteer of the Year
with representatives from St John's Ambulance:**

Assistant Commissioner Jamie Vernon and Daily Operations Manager Natalie Perlowski

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1.0 Message from the Chair



From its base in The Rocks, The Centre for Volunteering has continued to provide support for the State's large volunteering community (2.3 million NSW citizens formally volunteer at least once a year).

As a peak body The Centre's focus is also to provide intellectual and practical leadership to the Not-For-Profit sector that engages directly with this large group of volunteers who put the spirit into the community endeavours - providing emergency services in times of crisis, plugging the gap in public services every day of the week and generally making us happier individually and as a society.

I am very grateful to the NSW Government for their continued funding and I acknowledge the support of Mr John Ajaka, the Minister for Volunteering (along with many other jobs) who has been a strong advocate for The Centre, both in word and deed.

The support of Clubs NSW and Bupa Aged Care remains both a crucial financial underpinning for The Centre's work and also a valued relationship offering strategic and professional advice and insight.

The Volunteer of the Year Awards continue to rise both in nominations and in their public profile via the traditional media and also across social media. I congratulate the overall winner for 2015, Mark Rushton of the well-named Blowfly Cricket Club – a club for more-than-ordinary players. I would also like to acknowledge Tegan Butts the NSW Student Volunteer of the Year. Tegan's volunteering story set against the background of a challenging childhood captured the public imagination and was the subject of a statement in Parliament by Newcastle MP Tim Crackanthorp.

I am pleased to note that The Centre has turned a surplus this year after a significant deficit the year before. There is however a need for The Centre to develop new and more diverse sources of funds so that we can maintain both our level of service and also security of operations for those who benefit from its assistance.

To our dedicated team of volunteers who work with energy and commitment for The Centre – my sincere thanks. Thank you also to the staff who, under the guidance of CEO Gemma Rygate, provide a quality of service that shows pride in their workplace and respect for the people they work for, the state's volunteering community.

One inspiring collaboration is The Centre's partnership with the Education and Training Out West scheme which last year saw nine students complete their Certificate 1 in Active Volunteering. This 'Mulgabirra' (Give All) Program has changed the lives and the outlook of these young people - some of whom are now applying for university. Moreover this coming year 61 students are expected to graduate from the program. I have the utmost respect for those delivering the Mulgabirra Program.

Finally thank you to the Board who are dedicated to the success of The Centre. I acknowledge the service of retiring board members Alan Bates, Les Hems and Brendan Lynch and I thank them for their years of dedicated service.

It has been a pleasure to welcome new Board members Geoffrey Rickard and Jonathan Srikanthan. We are lucky to have a Board with such an impressive range of experience and their support is greatly valued.

Valerie Hoogstad

Chair

2.0 Message from the CEO



Over the past year The Centre for Volunteering (The Centre) has focused on evaluating our internal processes and strengthening our external relationships. The philosophical underpinning for this 'look both ways' approach has been our commitment to fulfil The Centre's role as the peak body for volunteering in NSW.

With this focus in mind, we welcomed the opportunity to contribute to the State Government's Volunteering Strategy and we are currently collaborating with the Department of Family and Community Services facilitating state wide discussions on the Statement of Principles for the Recognition of Volunteers.

Skilful advocacy is a core responsibility for any peak organisation and over the last year we successfully presented a case for the NSW Government not to cut senior citizens' universal access to the Gold Opal transport card.

The Volunteer of the Year Awards were an annual highlight with more than 7,000 volunteers being directly acknowledged. This was the largest number of nominations since the awards began nine years ago and the reputation of the awards continues to grow. The role of the awards in raising the profile of volunteering and the anointing of volunteering 'ambassadors' is a great means of improving the status and dignity of volunteering as a social contract.

As a peak body The Centre for Volunteering strives to set the standard for best practice. The Volunteering Symposium was a forum for thought leadership and for sharing new ideas in volunteering.

Our Registered Training Organisation has completed a revision of all our training manuals, representing a significant upgrading in teaching materials. The Certificate IV in Volunteer Program Coordination has been revised and relaunched, incorporating appropriate curricula for today's professional volunteer manager. We have also developed four new elective streams in the Certificate I in Active Volunteering.

The Centre has revitalised its digital presence – moving to online membership registration, as well as digitising the entire Awards nominations process. As well as revamping the website we have upped our social media engagement - with immediate impact as, by way of example, The Centre's Facebook page enjoyed a 50% increase in engagements over the year.

In November The Centre was extremely fortunate to be the benefactor of the Centenary celebrations for the Woolloomooloo Wharf organised by our Ambassador Paula Duncan, AM. This event was both a much appreciated financial boost for The Centre and a means for raising an increased awareness of The Centre's work and the importance of volunteering in our community. We are extremely grateful to Paula for her efforts in making this event possible.

While every year has its rewards and challenges the ongoing support of our partners sustains and supports our every endeavour. In particular I thank the NSW Government, the NSW Department of Family and Community Services, ClubsNSW and Bupa Aged Care for their generous contributions.

I also thank our incredible team of volunteers and staff. Their dedication, enthusiasm and talent allows The Centre for Volunteering 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 and client 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:

- Our Volunteer Referral Service (Volunteering NSW)
- Our Professional Development Unit, The National School of Volunteer Management (an RTO)

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 program. Pictured: CfV Chair Valerie Hoogstad with the winners of the Corporate Volunteer Team of the Year, the Alassian Foundation's Jonathan Srikanthan, Award Patron, The Hon. Mr John Ajaka, Alassian's Danielle Moore and CfV CEO, Gemma Rygate.

4.0 Highlights 2015-2016

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

4,370

Volunteers interviewed by our
Volunteer Referral Service

90%

Percentage of volunteers referred
to roles following interview

2,872

Facebook Likes our fastest
growing channel (50% growth)

1,382

People attending our training
programs

964

People were placed in Corporate
Volunteering roles

7,000

Volunteers recognised during the
2015 Volunteer of the Year Awards

3,717

Collective hours for corporate
volunteering placements

291

Members & supporters attended
our monthly networking events

74

The number of dedicated
volunteers who helped The Centre
in 2015 - 2016

97.5%

Of volunteers using the VRS would
recommend it to others

5.0 Volunteer Referral Service

Our Volunteer Referral Service (VRS) continues to be valued by both volunteers seeking opportunities, and our member organisations who require assistance to recruit suitable volunteers to support them. Volunteer recruitment is continually changing and becoming increasingly complex. The recruitment process is much more structured today and the VRS has a major role to play in helping volunteer involving organisations to streamline this task. It is vital for volunteers, organisations and the future of volunteering that recruitment is carried out with a high degree of success to benefit both the volunteers and the organisations and promote the value of volunteering.

Through our screening process we can reduce unsuitable expressions of interest from candidates, as we refer only those volunteers identified that will meet the criteria the organisation has set. From the volunteer's viewpoint, the VRS is a one-stop shop for volunteer roles, we take the time to understand the needs of the volunteer and use our skill and experience to match them to the right role, saving them, and our members, time and giving them both the best chance of success.

The VRS numbers some 30 dedicated volunteers, each working a day per week in small teams who post volunteer opportunities on suitable platforms and respond to expressions of interest. They interview and refer people to suitable volunteering positions. Many of our volunteers are highly experienced and have worked with us for several years. Their commitment is highly valued and appreciated.

The VRS is now offering a virtual volunteering role which has proved extremely popular, we are hopeful more members will follow this lead.

Achievements

Volunteer Referral Service 2015-2016

Number of people interviewed	4,370
Email and phone inquiries per month	450
Number of Interviews per month	360
Referrals per month	326
Number of referrals from Non English speaking background	One third

360

In an average month, the VRS will interview 360 potential volunteers

Customer Service Survey

The VRS ran a Customer Service Survey in May and the results were highly favourable from volunteers using the service. Some results:

- 99% of respondents felt they were treated courteously
- 85% of respondents were extremely satisfied that the VRS understood their requirements
- 76.5% of respondents agreed the VRS made every effort to assist them
- 97.5% would recommend the VRS to others.



The 2015 NSW Volunteer of the Year Mark Rushton with Julie Davis, Blowfly Cricket Club Volunteer Coach

6.0 Member Services

Given the funding pressures felt throughout the sector, we were pleased to be able to improve our service offering, while maintaining our core membership of active users of our services. This included:

- Contacting all members to ensure they understood the benefits and services available to them
- Creating a Member and Client Services Volunteer Program for renewal, updating, presentation and creation of documentation
- Establishing a new resources area for volunteer members and corporate clients
- Website updated with new membership information and online payment available
- Forming a relationship with Macquarie University's Department of Linguistics to help with our members volunteering needs and translation of volunteering information into Chinese, Korean and Japanese.
- Implementing new strategies for engaging members and clients with our networking events including a webinar and off-site events
- Merging Member and Client Service roles, creating a more streamlined approach
- Creating new networks with Universities and large NFP event based organisations to recruit volunteers for our members

Membership		
Financial Year	2014-2015	2015-2016
Total Membership	286	280

Networking Events Organised

Our Member and Client network events covered a variety of topics of interest to our clients from Innovation, Risk, Retention, Health and Measurement, to special onsite tours of volunteer programs.

Thank you to our speakers from the following organisations:

Networking Speaker Organisations		
Advanced HR Solutions	Australian Museum Research Institute	Anglican Retirement Villages
Carrie Wallis Enlighten Solutions	EY (Ernst & Young)	Frontier Services
Good360	Holdsworth Community	Justice Connect
Martin Stewart-Weeks Public Purpose	Royal Agricultural Society of NSW	

Networking Events	
Events	10
No. of Attendees	291



The Sydney Royal Easter Show networking event for Volunteer Managers run by the Royal Agricultural Society of NSW

Member and Client Services Volunteer Statistics

The Member and Client Services team has 4 core volunteers helping with our program throughout the year. We have also utilised the services of 3 short term skilled volunteers to help with graphic design and proofreading purposes. They have been integral to maintaining our services and providing instruction on our offerings. They also added new enthusiasm and enhanced the atmosphere of our volunteer pool.

Volunteers Involved	Hours Worked	No. of Telephone Calls	Documents Filed	Creation of New Documents	Expos and Presentations	Data Entry
7	580.1	1383	468	40	5	627

Corporate Volunteering – Client Services

Our Members have been challenged with funding changes during this year and some have cut back on their intake of corporate volunteers and corporate volunteering programs. There have been fewer opportunities of placement to offer corporate clients without a fee or donation involved.

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. Volunteering opportunities are also placed online for easy access.

Our team worked hard to assist not-for-profit members promote their Corporate Volunteering Programs, assist with program ideas and to create more opportunities to engage with Corporate Volunteers and Corporate Social Responsibility (CSR programs).

The Centre thanks the organisations using our services for their contribution to the community through these programs. Thank you also to the many not-for-profit members who make these programs happen.

Corporate Volunteer Placements		
Financial Year	2014-2015	2015-2016
Corporate organisations assisted	24	17
Members assisted	21	15
Volunteers placed	614	964
Collective Hours	3,068	3716.5

The Centre for Volunteering organised corporate volunteering opportunities for:

Corporate Volunteering Teams assisted in 2015-2016		
Australian Catholic University	Amgen	BBC Broadcasting Channel
Brookfield	Colgate-Palmolive	Dimensional Fund Advisors
EMC	Estee Lauder	Google
Meltwater	Nexia Australia	Office of Finance
Optus	Rustic Pathways	SMEC Australia
VERO Insurance	Viacom Media Networks	Wise Education
XL Caitlin		

Our Corporate Volunteer programs work to connect the Not-for-Profit sector to the wider For Profit community to promote a culture of community participation. We have improved our Bridge to Corporate Volunteering presentations and created new resources and information sheets for our clients.



The Wise Education team helping Badminton Australia get organised for the 2016 Australian Badminton Open.

7.0 Professional Development Programs

The National School of Volunteer Management (SVM) 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 2015-2016, 1,382 people were involved in training or attended workshops delivered by the School of Volunteer Management. Training activities continued to diversify and our key activities included:

- **Bridge to Volunteering**

Our dedicated volunteer trainers conducted 43 'Bridge' seminars where participants were introduced to the rights and responsibilities of volunteering. Regularly held on Friday mornings, 440 people attended these sessions. The Centre thanks Bridge presenters: Lorna Paviour, Kathy Whitehead, Jeanette Bradley, Dianne Denny, Diana McConachy and Carrie Wallis.

- **Professional Development Networking Events and Workshops**

The Centre facilitated 24 workshops, including two webinars, delivered to 697 participants. This is double the number of networking and workshop events held the previous year

- **Certificate I in Active Volunteering**

Through the Max Potential Program, an initiative of ClubsNSW and the Future Achievement Australia Foundation, 251 students completed the Certificate I in Active Volunteering. Max Potential is a 22 week leadership development program where young people aged 16-25 are matched to a community service project.

The Professional Development team focused on building resources, strategic alliances and customised workshops:

- In December 2015 the Community Services Training Packages underwent a major review and all of our materials have been reviewed and updated
- SVM entered into a strategic partnership with the Department of Family and Community Services to develop four elective streams of qualifications in active volunteering to be made available throughout NSW with a focus on volunteering in retail, disability services, aged care, and sport and recreation
- Our speaker bank was refreshed to customise workshop delivery. The Centre delivered Customer Service workshops at Cockatoo Island and there are plans underway for workshops on the national standards for volunteering, recruiting and retaining volunteers.

Education and Training Out West

Education and Training out West (ETOW) runs the Mulgarbirra program, a short intensive intervention program designed for disengaged students, primarily aimed at girls. The students complete the Certificate I in Active Volunteering and the ETOW reports fantastic outcomes with five of the original 20 students from the 2014 program applying for university places.

We are looking forward to developing the program further and offering the Certificate II in Active Volunteering through this program.



Youth mentor in the Mulgarbirra Program run by Education and Training Out West

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/programs including:

- 2016 National Volunteering Week Forum
- 2016 Volunteering Symposium
- Monthly Networking Events
- The 2015 NSW Volunteer of the Year Awards

2015 NSW Volunteer of the Year Awards



One of the key programs of The Centre for Volunteering is the NSW Volunteer of the Year Awards.

The NSW Volunteer of the Year Award (The Awards) is an annual awards program launched in 2007 to recognise the outstanding efforts of the 2 million plus volunteers in NSW and to promote the importance of volunteering to the community.

The 2015 NSW Volunteer of the Year Awards were supported by:

- The Hon. John Ajaka, NSW Minister for Aging, Minister for Multiculturalism and Minister for Disability Services and the Award Patron
- The NSW Volunteer of the Year Awards Ambassador Paula Duncan A.M.
- The Department of Family and Community Services
- ClubsNSW - the Principal Corporate Partner
- BUPA Aged Care.

The Awards recognise volunteers and volunteer teams in eight categories:

1. Student
2. Youth
3. Adult
4. Senior
5. Team
6. Corporate Individual
7. Corporate Volunteer Team
8. Excellence in Volunteer Management

The 2015 NSW Volunteer of the Year Awards program were the most successful to date:

- Nominations for the Awards highlighted the volunteer efforts of more than 7000 volunteers in NSW
- 20 Regional ceremonies were held throughout NSW from 1 September to 15 October, including the introduction of a highly successful Award ceremony in the Far West region in Broken Hill
- The 2015 Corporate Volunteering and Excellence in Volunteer management ceremony was held on Thursday 5 November (International Volunteer Manager's Day) at the Castlereagh Boutique Hotel, Sydney, celebrating nominees in the following 3 categories:
 - Excellence in Volunteer Management
 - Corporate Volunteer
 - Corporate Volunteer Team

The State Gala ceremony held at 99 on York was attended by 250 guests including The Hon. John Ajaka, NSW Minister for Ageing, Multiculturalism and Disability Services, Sponsors, Regional Winners and their guests.

At this Gala ceremony, The Centre for Volunteering was thrilled to deliver messages of congratulations and support from the Prime Minister, The Hon Malcolm Turnbull and NSW Premier The Hon Mike Baird. This year a new award was introduced – the Lifetime Achievement Award – presented to the Sydney Jewish Museum's Holocaust Survivor Guides.



The Holocaust Survivor Guides, Sydney Jewish Museum, winner of the 2015 Lifetime Achievement Award. Pictured with Valerie Hoogstad, Chair of The Centre, Minister John Ajaka and Gemma Rygate, CEO of The Centre

2016 National Volunteer Week Forum

On Monday, May 9, at the commencement of National Volunteer Week, The Centre for Volunteering hosted a Forum at Parliament House attended by The Hon. John Ajaka, NSW Minister for Ageing, Minister for Multiculturalism and Minister for Disability Services, key sponsors and guests including volunteer managers, volunteers and representatives of volunteer involving organisations.

Associate Professor Thomas Nielsen, from the University of Canberra, gave the keynote address, "Giving: A strong predictor of health and happiness".

The forum also provided the perfect platform to launch the 2016 NSW Volunteer of the Year Awards and the Hon John Ajaka, the Awards Patron, officially opened nominations for the 10th Annual Awards.

2016 Volunteering Symposium



The Symposium was the premier forum on volunteering in NSW in 2016, Developed for Volunteer Coordinators and Managers in the not-for-profit and community sectors, the day brought together experts, academics and industry leaders giving delegates the opportunity to advance their knowledge, to develop skills and to network.

The Symposium's theme, "Igniting Volunteering", was chosen largely in response to the very concerning decline in volunteer participation rates documented in both the 2014 General Social Survey and the 2016 State of Volunteering in Australia report. This decline, if it continues, will challenge the way the sector operates, requiring innovative thinking to achieve the same ends and support volunteers, client bases and achieve respective organisations' missions.

Thanks to an excellent line-up of speakers, delegates gained valuable insights and tools to help them respond to change, challenges and prepare for the future in volunteering.

9.0 Advocacy, Communications and Marketing

Advocacy

The Centre worked with peak volunteering body counterparts nationally to advocate on behalf of volunteers and our members regarding key industry issues. Achievements included:

- **Gold Opal card**

The Centre raised concerns with the NSW Government over its proposal to restrict access to the premium Gold Opal card to a smaller category of senior citizens. The Centre's view was this would impose an unwarranted financial impost on the state's seniors, a significant component of the volunteering 'workforce'. Ultimately, the Government did not change access to the Gold Opal card.

- **Volunteering reports and investigations**

The Centre contributed to the State of Volunteering Report in Australia (April 2016, PwC) which mapped volunteering patterns across Australia and explored ways to mitigate the national decline in volunteering.

- **NSW Volunteering Strategy**

The Centre also participated in the Minister's Forum on the Second NSW Volunteering Strategy.

- **Dispute resolution**

In collaboration with Negocio Solutions, The Centre launched the pilot of Voluntas, a volunteer dispute resolution service, using qualified mediators who offer their services free of charge.

Representation

The Centre was represented on key committees and at various sector events to promote volunteering and support organisations who engage volunteers, including:

- FONGA
- Peaks working party with FACS
- Australian Catholic University Women's Day
- ACU Graduation
- UTS
- Minister's Forum on the Second NSW Volunteering Strategy
- Presentation to CWA on the new definition of volunteering
- Member of the Environmental Trust Reference Working Group
- Member of the Aging Alliance
- State Library: Volunteer Management Forum
- Judge at the Young Achiever Awards
- Keynote address at the Redfern Waterloo Volunteer Celebrations
- The Centre for Volunteering Networking Meeting – Reward and Retention
- Randwick TAFE's Employment Expo
- Pathways to Employment Expo
- Harwood Community Conversation Seminar
- Assisted the University of Sydney's Business School sourcing suitable event volunteering opportunities for the volunteer module of their Job Smart (Pilot) Program.

Communications

Traditional Media

While for most of the year The Centre did not have access to a media monitoring service our research and anecdotal evidence shows our proactive media efforts have increased the volume, reach and impact of The Centre's media coverage.

Traditional media coverage can be broken down into three main 'media events': The Volunteer of the Year Awards, publicity around the ABS data on the rate of volunteering in the community and coverage of National Volunteer Week.

- **The 2015 Volunteer of the Year Awards**

There was a three-fold increase in media coverage for the 2015 NSW Volunteer of the Year Awards programs, with 156 media stories and mentions achieved, compared to 55 stories the previous year. Media coverage included a story in the Sydney Morning Herald which was syndicated to Fairfax publications nationally and across NSW.

The coverage included 127 print and online stories, 23 radio interviews and 6 TV stories.

Milestone	Print/online media		Radio		TV		Total stories	
	2014	2015	2014	2015	2014	2015	2014	2015
Regional Ceremonies	27	48	4	14	2	4	33	66
Gala Ceremony	13	79	6	9	3	2	22	90
Total	40	127	10	23	5	6	55	156

- **National Volunteer Week, May 2016**

The Centre hosted a forum at Parliament House with a key note address by Associate Professor Thomas Nielsen on the links between volunteering and health and happiness. There were 18 media interviews around this week – 17 radio interviews and one TV interview - undertaken by the CEO.

- **The ABS Data on the rate of volunteering in the community**

Data released by the ABS revealed a 5% decline in the rate of volunteering since its last report in 2010. The Centre successfully utilised this information as basis for discussion around impediments to active volunteering in the current economic environment. Our commentary was picked up by more than 130 different media outlets.

Digital

- Website

Incremental changes have been made to www.volunteering.com.au with areas of the site being made more responsive and content being updated on a regular basis.



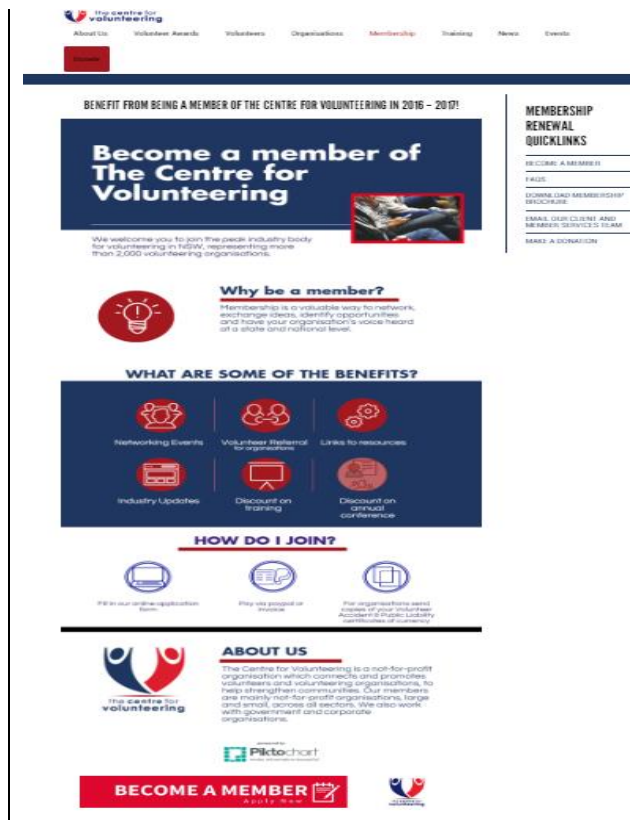
www.volunteering.com.au home page

The Centre's digital content has been streamline, such as the NSW Volunteer of the Year Awards subsection. The 2016- 2017 financial year membership renewal process was 100% digitised for the first time.

Overall visits to the site increased by 31% year on year with a total of 142,693 sessions to the website between July 2015-June 2016.



10th Annual NSW Volunteer of the Year Awards



Membership Renewal FY 17

- **Social Media - Facebook, LinkedIn, Twitter**

Following last year's consolidation of The Centre's social media profiles we have seen a continued increase in our audience across all platforms, with Facebook being our most improved performer with a 50% rise. Thank you to our members who engage with us on social media and for your feedback on our communication activities throughout the year.

Facebook



- 50% increase
- Number of likes:
- June 2015 = 1,707
- June 2016 = 2,872

LinkedIn



- 34% increase
- Number of followers:
- June 2015 = 3,106
- June 2016 = 4,174

Twitter



- 21% increase
- Number of followers:
- June 2015 = 2,025
- June 2016 = 2,451

- **E-Newsletters**

The Skilled Volunteering Weekly Alert (formerly Fido), distributed each Monday, highlights the skilled volunteering jobs available with our member organisations. Subscribers have declined slightly, from 2,147 in June 2015 to 2,078 in June 2016.

The Voice of Volunteering newsletter is emailed each month to our list of more than 4,000 subscribers, with information of The Centre's activities and industry developments and highlights.

10.0 Volunteers

Thank You

2015-2016 Volunteers

Bronwen Andrews-Baxter	Jenny Gray	Jan Pickering
Robin Arbib	Norman Hams	Denis Porter
Marian Attfield	Peter Hoadley	David Price
Wendy Baker	Judy Houlton	Susan Reid
Amy Banerjic	Bill Jarvis	Graham Reitzin
Liang Bao	Jeanette Jordan	Richman Rosemary
Claire Brown	Barbara Keffel	Carol Russell
Catherine Burton	Margaret Labruyere	Judy Schneider
Kristina Calisin	Penny Laver	Stella Sgambellone
Blaise Cernic	Lilian Law	JR Sullivan
Kimleang Chan	Carol Lawler	Zakira Surani
Lindsay Cianciotta	Kelera Levu	Pholy Tan
Joanne Codling	Kaye Llewellyn	Ana Tendeiro
Joan Curtis	Anne Lopez	Denise Tierney
Sandra Da Cunha	Connie Lovell	Andrea Turner
Carol Dance	Sue Marsden	Lynne Wayling
Dianne Denny	Diana McConachy	Kathy Whitehead
Gail Dihm	Helen McInnes	Betsy Williams
Anne Duffy	Patricia Moody	Ainsley Wilson
Kathleen Durkin	Bess Morrison	Cate Wingett
Pauline Egan	Apurba Mukherjee	Vivien Wolff
Brian Elliott	Krithika N	Carrie Wallis
Melissa Fairbairn	Molly Neal	
John Forrest	Judith Nicklin	
Denise Francis	Vanessa Ogborne	
Sidonie Morea Garland	Lorna Paviour	

11.0 Partners, Sponsors and Supporters

Major Funders



Australian Government
Department of Social Services



Family &
Community Services

Department of Social Services

NSW Department of Family and
Community Services

Award Principal Partners



Family &
Community Services



NSW Department of Family and
Community Services

ClubsNSW

Sponsors



AGED CARE

etchcraft
award | recognise | inspire

Bupa Aged Care

Etchcraft

Award Supporters



Paula Duncan, AM



Nova Employment



99 on York

Pro-Bono and Other In-Kind Support

Loki Ball, KPMG	Ian Moyser, KPMG
Bathurst Golf Club	Newcastle Yacht Club
Rebecca Barry, Royal Agricultural Society of NSW	Associate Professor Thomas Nielsen, University of Canberra
Alan Bates	Parramatta RSL
Clive Blunt, Volunteering Central Coast	Kate Parsons, Frontier Services
Terry Brigden, Lander and Rogers	Penrith Panthers
Donna Brunton, STARS	Vesna Persic, Community Connect Northern Beaches
Burwood Library	Michael Perusco, St Vincent de Paul Society
Catholic Club Campbelltown	Kinga McPherson, Volunteering Central West & Volunteering Bathurst
Angela Chaperon, Department of Family and Community Services	Port Macquarie Panthers
Castle Hill RSL	Amy Raveneau, Volunteering Central West & Volunteering Bathurst
Cooma RSL	Geoff Rickard CoAct
Alison Covington, Good360	Helen Rogers Department of Family and Community Services
Dr Bronwen Dalton, University of Technology Sydney	Paul Sabatier Department of Family and Community Services
Ian Day COTA NSW	Shelly Beach Golf Club
Dianne Denny	South Grafton Ex-Servicemen's Club
Dubbo RSL Club	Jonathan Srikanthan Atlassian Foundation
Lainie Edwards Volunteering Clarence Valley	Martin Stewart-Weeks, Public Purpose
Andrew Edwards NSW SES Volunteers Association	Strangers Lounge Parliament House
Anne Fitzgerald ClubsNSW	Tradies Club (Gymea)

Paul Flemons Australian Museum Research Institute	The Albury Club
Laura Goddard, Volunteer Support Service Cumberland Prospect	The Barrier Social Democratic Club
Aileen Grattan Smith, SCEGGS Darlinghurst	The Randwick Club
Les Hems, Ernst & Young	Jemma Toohey, Albury-Wodonga Volunteer Resource Bureau
Valerie Hoogstad	Benko Ure, Holdsworth Community Centre
Paul Kaiserfeld, Volunteering Illawarra	Tulsi van de Graaff, Advanced HR Solutions
Lynda Kings, ARV	Carrie Wallis, Enlighten Solutions Consulting
Kirribilli Club	Simon Watts, Department of Family and Community Services
Steve Lancken, Negocio Resolutions	West Tamworth Leagues Club
Karen Lindley, 2014 NSW Adult Volunteer of the Year	Wollongong Golf Club
David Locke, ACNC	Gillian Whalley-Okafor, STARS
Peter Lucas, Kestrel Solutions	Valerie Willemsen, Lower North Shore Volunteer Referral Agency
Brendan Lynch, exSport	Brett Williamson, Volunteering Australia
Savi Manii, Justice Connect	Joy Woodhouse
Jacqueline Martin, Burwood Volunteer Network	Wollongong Golf Club
Kaye McCulloch, Australian Unity	Josh Wyseman, Department of Family and Community Services
Beck Miles, Port Macquarie Neighbourhood Centre	Kylie Yates, Local Government, NSW
	Penny York, Usability

12.0 Feedback

I am very grateful for your help in finding me a social work placement, a job my placement supervisors struggled with all year and you achieved in minutes. I was invited to a training session just days after our phone call.

Thank you for your speedy service, I have recommended your organisation to others.

Danielle



Having recently retired I was unsure whether I should try something new. The interview at the VRS persuaded me I could provide more value to the community using my experience. They found me a role I enjoy where I feel I am making a difference.

Norman

I have commenced my volunteering job. I have been to three different work days and I thoroughly enjoyed them all. I feel I have chosen the type of volunteering that works for me and I am really making a difference to those for whom we are doing the work. Things couldn't be better.

Liz



Thank you for providing such a wonderful service. Your admin assistants have done an amazing job fielding inquiries and recommending our study.

We have had a fantastic response to the SMH advertisements and many successful enrolments.

Linda

Please be informed that I am now waiting for the Police Check prior to joining CECAL as a volunteer Board Member. The organisation is excellent with a lot of activities to the Canterbury Earlwood community.

I truly appreciate your support in connecting me with the organisation.

I wish all the best to The Centre for Volunteering in your mission.

Tracy

Just writing to let you know, yes I have begun volunteering with FoodFaith - one of the organisations you put me in touch with. I am really enjoying my time there and I'm learning and doing lots of interesting and exciting things.

Thanks so much for all the work you do, you are probably a volunteer reading this email.

The community needs people like you and I want to thank you personally.

Lilli

**The Centre for Volunteering
ABN 28 002 416 024**

**FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2016**

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Directors' Report for the year ended 30 June 2016

Your Directors present their report on the company for the year ended 30 June 2016.

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. Valerie is currently on the Board of Odyssey House, AIM Overseas, Cambridge International College Melbourne and Volunteering Australia.

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 she has been a trainer specialising in training for Boards and Senior Managers of Volunteer-involving organisations, such as policy development, complaints handling, and Governance, Roles and Responsibilities of Board members. She is currently a Service Development Manager for Australian Unity, working principally to help with the transition of clients with disability into the NDIS. She holds a BSc, Grad Dip Community Organisations and a Master of Public Administration.

Bronwen Dalton, Deputy Chair (October 2016 onwards)

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.

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.

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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.

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

In 2011 Loki was named NSW Youth Volunteer of the Year for his contribution to the community in supporting vulnerable youth, and in August 2012 he joined the board of The Centre for Volunteering. Loki has significant experience in policy and law reform to support vulnerable children and young people, including as a Manager in KPMG Australia's national Health, Ageing and Human Services consulting practice, and as a policy advisor to Australia's first National Children's Commissioner for three years. Loki has developed strong skills in organisational governance, risk management and strategic planning as a non-executive director with a number of not-for-profit organisations, and is passionate about the positive impact community organisations can make.

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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.

Jonathan Srikanthan

Jono is passionate about the impact corporates can have on philanthropy. His experiences range from running corporate foundations, traditional grant making through to initiatives that has created shared value opportunities for both business and community sectors.

A key interest area for Jono is growing the practice of skilled volunteering within Australia's burgeoning tech sector, which he oversees in his role as the Manager of the Atlassian Foundation, the corporate foundation of one of Australia's largest technology company.

In 2015 Atlassian was awarded the Corporate Volunteer of the Year prize by the Centre of Volunteering for it's volunteering contribution to the Australian community, especially in the area of technology. Prior to joining the Atlassian Foundation, Jono oversaw the management of the Qantas Foundation, which leveraged the resource of Qantas Airways to create life-changing experiences for disadvantaged young people.

Outside his professional career, Jono is passionate promoter of social enterprises. In 2015, he co-founded Young Change Makers, a start up aimed at equipping the young entrepreneurs with the skills to have positive social impact in their local communities.

Geoff Rickard

Following a 20 year career in financial services, Geoff joined the not-for-profit sector in 2008. Geoff was with Mission Australia for 5 years, including working on the establishment of Goodstart Early Learning. He joined CoAct, a national network of locally-embedded community service providers, in 2014 where he is General Manager, Corporate Services.

Geoff has led a range of disciplines during his career in executive and senior management roles, including finance, risk, legal, HR, marketing and IT. To complement his business qualifications, Geoff has completed a Masters in Community Management to support his interest in the not-for-profit sector.

Geoff is passionate about contributing his experience to the sustainability of the community sector, and believes that volunteering is a key contributor to that objective.

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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 278 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 for Volunteering 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 2016, The Centre for Volunteering:

- Delivered training throughout NSW and interstate through The School of Volunteer Management (RTO) 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 State Government's NSW Volunteering office, and the NSW Volunteer Centre Network.
- Worked closely with FACS: Participation and Inclusion, on the NSW Government's Volunteering Strategy.
- Achieved ongoing funding from NSW Government and ClubsNSW and Bupa Aged Care for the NSW Volunteer of the Year Award.
- Conducted an effective strategic planning process to deliver The Centre's core business and objectives.
- Successfully delivered the 2015 NSW Volunteer of the Year Awards which recognised thousands of volunteers throughout NSW.

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- Following a state-wide consultation in partnership the State Government's NSW Volunteering office informed the sector about the new definition of volunteering and the implications.
- Delivered the 2016 NSW Volunteering Symposium.
- Launched Voluntas, a new pilot service which aims to help volunteers and volunteer involving organisations with conflict resolution.
- Advocated strongly on behalf of the sector following the release of the General Social Survey data in relation to Volunteering.
- Collaborated with Government agencies including NSW DPI, NSW Education and FACS on professional development projects.
- Successful submission to IPART on the Changes to Opal fares and the impact on Volunteering.

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		7	8
Kaye McCulloch		5	8
Ian Moyser		7	8
Joy Woodhouse		6	8
Alan Bates	(Resigned 8/12/16)	5	5
Bronwen Dalton		4	8
Les Hems	(Resigned 8/12/16)	1	5
Terry Brigden		8	8
Loki Ball		8	8
Brendan Lynch	(Resigned 26/8/15)	1	1
Jonathan Srikanthan	(Appointed 17/2/16)	3	3
Geoff Rickard	(Appointed 17/2/16)	3	3

Company Secretary

Gemma Rygate	8	8
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Signed in accordance with a resolution of Directors.

Ian Moyser
Director

Signed this 5th October 2016, in Sydney

THE CENTRE FOR VOLUNTEERING

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**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2016**

	Notes	2016 \$	2015 \$
Revenue	4	1,230,224	1,246,416
Depreciation/asset write down	5	(5,313)	(27,770)
Salaries expense		(717,976)	(819,716)
Occupancy costs		(167,551)	(184,853)
Programs costs		(169,352)	(143,571)
Training costs		(48,961)	(25,066)
Other expenses		(110,563)	(108,637)
Surplus/(Deficit)		<u>10,508</u>	<u>(63,197)</u>

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

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**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2016**

	Notes	2016 \$	2015 \$
CURRENT ASSETS			
Cash and cash equivalents	6	685,463	547,675
Trade and other receivables	7	10,552	41,232
Prepayments		8,775	7,856
TOTAL CURRENT ASSETS		<u>704,790</u>	<u>596,763</u>
NON CURRENT ASSETS			
Property plant & equipment	8	12,837	18,150
TOTAL NON CURRENT ASSETS		<u>12,837</u>	<u>18,150</u>
TOTAL ASSETS		<u>717,627</u>	<u>614,913</u>
CURRENT LIABILITIES			
Trade and other payables	9	33,517	41,137
Provisions	10	57,901	52,714
Income received in advance	11	162,878	68,239
		<u>254,296</u>	<u>162,090</u>
NON CURRENT LIABILITIES			
Provisions	10	4,027	4,027
TOTAL NON CURRENT LIABILITIES		<u>4,027</u>	<u>4,027</u>
TOTAL LIABILITIES		<u>258,323</u>	<u>166,117</u>
NET ASSETS		<u>459,304</u>	<u>448,796</u>
ACCUMULATED SURPLUS		<u>459,304</u>	<u>448,796</u>

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

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**STATEMENT OF CASHFLOWS
FOR THE YEAR ENDED 30 JUNE 2016**

	Notes	2016 \$	2015 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		1,343,728	1,250,065
Payments to suppliers		(519,783)	(464,479)
Payments to employees		(697,869)	(838,480)
Interest received (net)		11,712	14,273
Net cash (used in)/provided by operating activities	13	137,788	(38,621)
Cash flows from investing activities:			
Payments for furniture & fittings & plant & equipment acquired	8	-	(2,693)
		-	(2,693)
Net increase/ (decrease) in cash and cash equivalents		137,788	(41,314)
Cash and cash equivalents at the beginning of the year		547,675	588,989
Cash and cash equivalents at the end of the year	6	685,463	547,675

The accompanying Notes form part of this Financial Report.

THE CENTRE FOR VOLUNTEERING

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**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2016**

	2016	2015
	\$	\$
Accumulated surplus at the beginning of the year	448,796	511,993
Surplus / (Deficit) for the year	10,508	(63,197)
Accumulated surplus at the end of the year	459,304	448,796

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

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 for Volunteering 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 5 October 2016.

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 for Volunteering 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 for Volunteering 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 for Volunteering 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 for Volunteering 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.

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 generated a surplus of \$10,508 for the year ended 30 June 2016 and has an accumulated surplus as of that date of \$459,304. 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 for Volunteering 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 for Volunteering 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 2016 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 CENTRE FOR VOLUNTEERING

ABN 28 002 416 024

4	REVENUE	2016	2015
		\$	\$
	Membership	75,664	57,718
	Grants – government	851,599	884,270
	Sponsorship & donations	146,450	81,982
	Interest	11,712	14,273
	Fees and seminars	128,927	172,622
	Other income	15,872	35,551
		<u>1,230,224</u>	<u>1,246,416</u>
5	EXPENSES	2016	2015
		\$	\$
	Depreciation/write down of non-current assets		
	Plant and equipment	5,313	15,309
	Leasehold improvements	-	12,461
		<u>5,313</u>	<u>27,770</u>
6	CASH AND CASH EQUIVALENTS	2016	2015
		\$	\$
	<u>Cash at Bank</u>		
	Westpac	8	58
	Bendigo Bank	154,810	71,261
	Commonwealth Bank	186,259	137,259
	Undeposited Funds	-	6,260
	Term Deposits	343,886	332,337
		<u>684,963</u>	<u>547,175</u>
	<u>Cash on Hand</u>		
	Petty cash	500	500
		<u>685,463</u>	<u>547,675</u>
7	TRADE AND OTHER RECEIVABLES	2016	2015
		\$	\$
	Trade debtors	5,577	36,153
	Other receivables	4,975	5,079
		<u>10,552</u>	<u>41,232</u>

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8	PROPERTY, PLANT & EQUIPMENT	2016	2015
		\$	\$
	Office furniture, fittings and equipment at cost	80,734	80,734
	Accumulated depreciation	(67,897)	(62,584)
		<u>12,837</u>	<u>18,150</u>
	Leasehold improvements at cost	37,384	37,384
	Accumulated depreciation	(37,384)	(37,384)
		<u>-</u>	<u>-</u>
		<u>12,837</u>	<u>18,150</u>
	Reconciliation		
		\$	\$
	Office Furniture, Fittings and Equipment		
	Carrying amount at the beginning of the year	18,150	31,267
	Additions	-	2,693
	Asset write down	-	(10,337)
	Depreciation	(5,313)	(5,473)
	Carrying amount at the end of the year	<u>12,837</u>	<u>18,150</u>
	Leasehold Improvements		
	Carrying amount at the beginning of the year	-	12,461
	Additions	-	-
	Depreciation	-	(12,461)
	Carrying amount at the end of the year	<u>-</u>	<u>-</u>
9	TRADE AND OTHER PAYABLES	2016	2015
		\$	\$
	Trade creditors	-	1,829
	Other creditors and accruals	33,517	39,308
		<u>33,517</u>	<u>41,137</u>
10	PROVISIONS	2016	2015
		\$	\$
	Annual leave – current	42,422	41,013
	Long service leave - current	15,479	11,701
		<u>57,901</u>	<u>52,714</u>
	Long service leave – non-current	<u>4,027</u>	<u>4,027</u>

THE CENTRE FOR VOLUNTEERING

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11	INCOME RECEIVED IN ADVANCE	2016	2015
		\$	\$
	Grants and other income received in advance	149,833	45,157
	Membership received in advance	13,045	23,082
		<u>162,878</u>	<u>68,239</u>
12	AUDITOR'S REMUNERATION	2016	2015
		\$	\$
	William Buck	15,500	15,000
13	NOTES TO THE STATEMENT OF CASH FLOW	2016	2015
		\$	\$
	Surplus /(Deficit)	10,508	(63,197)
	Depreciation/asset write down	5,313	28,270
	Changes in Assets and Liabilities:		
	Decrease in Trade Debtors and Prepayments	29,761	84,639
	(Decrease) in Payables	(7,620)	(1,989)
	Increase/(Decrease) in Income in Advance	94,640	(54,983)
	Increase/(Decrease) in Employee Benefits	5,186	(31,361)
	Net Cash (used in)/provided by Operating Activities	<u>137,788</u>	<u>(38,621)</u>

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:

	2016	2015
	\$	\$
Short-term benefits	118,316	110,907
Post-employment benefits	37,916	31,993
	<u>156,232</u>	<u>142,900</u>

(c) Key management personnel during the year ended 30 June 2016 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

One item of equipment is leased, expiring within 2 years.

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

	2016	2015
	\$	\$
Within one year	12,060	101,071
Later than one year but not later than five years		-
	<u>18,090</u>	
	<u>101,071</u>	<u>101,071</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 278 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

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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 for Volunteering financial position as at 30 June 2016 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 5th of October 2016

INDEPENDENT AUDITOR'S REPORT TO THE DIRECTORS 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 2016, 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 DIRECTORS 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 2016 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 2016 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.

William Buck
Chartered Accountants
ABN 16 021 300 521

L. E. Tutt
Partner

Dated this 5th of October, 2016