

ANNUAL REPORT 2019/20





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About Volunteer West

Volunteer West is the regional peak Volunteer Resource Centre servicing the western metropolitan region of Melbourne since 2006.

Our mission is to improve the health and wellbeing of people in Melbourne's west through volunteering that empowers and engages.

The breadth of our geographic reach is significant, covering six local government areas with an estimated population of 880,000 people. The region encompasses a diverse and growing community. The region's unique community strengths are flourishing with opportunities for a sustainable volunteer movement.

Our work is focused on **convening**, **championing** and **collaborating** to build an inclusive volunteer movement.



We reach across boundaries to forge forums and networks that foster community participation and social cohesion.



We play an integral part in championing volunteering in the West. We do so in our advocacy and research work to influence public policies and investment in volunteering infrastructure.



We create enduring impact with the community. We are part of a greater story of many across all sectors who work to build volunteering that sustains personal well-being and strengthens community resilience. Collaboration is our core work ethic.

Our Work

- Supporting community members find volunteer opportunities. Our strength is providing personalised guidance and support through a volunteer-for-volunteers model
- Providing training and support to coordinators and managers of volunteers, and to organisations that run volunteering programs
- Advocating for the growth of socially inclusive volunteering - in all its forms - across Melbourne's west
- Advancing volunteering leadership through research and evaluations

Organisational Information

Board of Management

Roland Selvanayagam

President - Appointed October 2019

Treasurer - Resigned October 2019

Bernard Fernandez

Secretary - Appointed June 2020

Jacob Wood

Secretary - Appointed October 2019

Resigned - June 2020

Karen O'Duil

Treasurer - Appointed October 2019

Christine White

General Member

Tracey Christodoulou

General Member

Sinead Mildenhall

General Member - Appointed July 2019

William Burrows

General Member - Appointed October 2019

Staff Members

Thu-Trang Tran

Chief Executive Officer - Appointed February 2020

Patricia Lauria

General Manager - Resigned February 2020

Phuong MacCallum-Le

Volunteer Services Coordinator

Appointed - August 2019

On Parental Leave - May 2020

Marijke Fotia

Programs Manager, Partnerships - Appointed May 2020

Sanjeev Singh

Programs Manager, Communications &

Corporate Volunteering - Appointed May 2020

Ash Youkyoung Lee

Project Coordinator, Volunteering Support

Services - Appointed May 2020

Robert Wagner

Community Development Coordinator -

Resigned January 2020

Eleisha Lauria

Research Project Officer - Fixed term appointment until March 2020

Volunteers

Amanda Liew

Avalon Carr

Eden Namua

Fauzia Khanom

Gina Cotel

Hao He

Havoovi Chauna

Hazel Bout

Kristy Haley

Laura Lopriore

Loubna Abbas

Magdalena Ojeda

Melanie Claughton

Michelle Risks

Pakiza Syed

Paul Phu

Prithvi Raj Munday

Ramona Selvanayagam

Rose Nadile

Sabrina Papiot

Sabeena Zehra

Wong On Wah

Impact & Reach



547 volunteers referred

From 52 countries, speaking 61 languages

62% are under 40
67% identify as female

400+ volunteer managers

registered on our email list. We provide support and information via our newsletters, training and consultations



Accessible, affordable services

We are committed to providing free and low-cost support services with no membership, training or service fees during this COVID period



Volunteers supporting volunteers

Our 22 volunteers contribute meaningfully to support our work with the community



1770 combined followers on social media

A growth of 68% from the previous year, increasing the breadth of our reach across the community

Promoting & Advocating for volunteering

- 1 expo held with 29 organisations and 80 volunteers
- 2 submissions to the Commonwealth government
- 1 research project into youth volunteering in the west



President's Report

When I volunteered to join Volunteer West as the Treasurer in early 2019, little did I expect to take up the Presidency in less than a year! Nevertheless, it is an incredible honour to serve in this capacity and I wish to thank Danny Civitico for his stewardship of Volunteer West in 2019.

This year has been a year like no other and has changed the face and soul of Volunteer West significantly. Earlier in the year, we farewelled our General Manager Patricia Lauria, and staff members Robert Wagner and Eleisha Lauria as they went on to pursue their individual passions. They made valuable contributions to the community and we wish them the very best in their future endeavours.

Thu-Trang Tran was appointed as our new CEO and has brought renewed energy and a fresh perspective to our organisation. Together with new staff on board – Marijke Fotia, Sanjeev Singh and Ash Lee – the almost new team (with Phuong on parental leave) embraced their roles with vigour and admirable efficiency.

With the unwelcome disruption of COVID, our board, staff members and volunteers adapted quickly to operate remotely from home and have risen above the wave of challenges that came our way

Riding on the waves of change, we decided it was an opportune time to move away from a physical office in Altona and embrace a virtual office based out of Footscray. Along with that, the Volunteer West brand was given a new lease of life with a refreshed contemporary logo and a brand new website to signal a new era of our influence in Melbourne's west.

At the Board level, Secretary Jacob Wood ended his tenure due to work commitments and we thank him for his valued contribution to the organisation. The Board has since welcomed Bernard Fernandez and William Burrows during the year, with Bernard taking on the role of Secretary from Jacob.

Despite the many changes and challenges that has come our way, Volunteer West remained faithful to its mandate of improving the wellbeing of our community through volunteering that is meaningful and sustainable. There is much to be celebrated, as you will see throughout this Annual Report and at our AGM, and much more that we aspire to achieve.

Change seems to be the new constant and we are always looking at new areas where we can make a meaningful contribution especially in these unprecedented times.

I am delighted to have a dedicated team of Board Members who have availed their time, experience, wisdom and ideas to raise the bar of our service delivery to the community in the west. We are taking cognisance of areas where we need to improve and have a strong strategic plan for Volunteer West as we forge forward. I am also grateful to a team of dedicated staff and volunteers who work tirelessly to ensure the success of Volunteer West. I am confident that Volunteer West will maintain its momentum and continue to strengthen its impact on all its stakeholders in the coming years.

Roland Selvanayagam

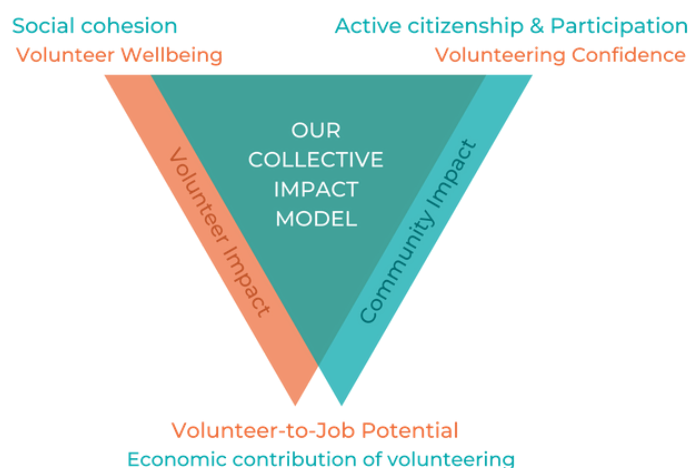
President

CEO's Report

Disruption – the word of the year. For us at Volunteer West, we are shaping the disruptive forces into a creative confluence to emerge as a refreshed and dynamic organisation.

I took up the CEO appointment in late February at a critical juncture for Volunteer West. The COVID wave was hitting Australia's shores. There was also organic change in Volunteer West: a new Board executive team and a changeover in core staff. Lastly, sector wide changes were afoot with Commonwealth and State governments' reviews of their volunteering strategies that would impact our programs and funding from mid-2021.

I had just returned from two years in Vietnam, and those years prepared me well for imagining a 'new-normal' as is often required when moving and living abroad. Adapting to a new and unfamiliar world often involves taking a big breath and then taking a punt, an informed one, to do things differently. And so with new staff members onboarding in May - Marijke, Sanjeev and Ash - we worked our way through forming, storming, norming, and performing as a team – all mostly online, a practice relatively new at the time.



The strength of being a small organisation is our ability to be agile, bridging past to future, shaping a new culture centered on the strengths of the new team. More importantly, we are shaping a vision for a strong regional volunteering infrastructure that grows community participation and social cohesion. This would see us Convening, Championing and Collaborating (Triple C) to build a volunteer movement.

Our collective impact model is centered on people and the community. The volunteering journey empowers people to bring about impacts for themselves and their community. We are focused on enabling volunteering that delivers impacts to individuals and community:

We do so with a systems-thinking approach that sees us – with people and community – create and enable enduring changes: building social cohesion, active citizenry, and economic contribution.

Together, the Triple C of how we do our work and the collective impact we aim for, underpins the design, implementation and evaluation of our services, so that we, put simply, bring volunteering closer to people's front door.

Lastly, the external disruptions are still in play. In navigating them, I am grateful to have with me an energised team – Board, staff and volunteers – adept at working with a collaborative and reflexive ethos to make an impact where we can.

Thu-Trang Tran
CEO

Volunteer Support Services

As the only Volunteer Resource Centre servicing Melbourne's western metropolitan region, Volunteer West plays a pivotal role in supporting our local community organisations and community members.

Our Volunteer Support Services (VSS) team provides a comprehensive volunteer referral service that connects people who want to volunteer in their community to volunteering opportunities. This involves guiding community members to discover volunteering opportunities that match their interests, skills and experiences, and also engagement with community organisations to understand the volunteering opportunities they offer.

Building on our 'volunteers supporting volunteers' model, the VSS team is made up of four dedicated volunteers supported by our VSS Project Officer.



Challenges and Achievements

COVID disruptions early in 2020 impacted our work significantly with countless volunteering opportunities cancelled due to the strict lockdown and safety measures in Melbourne.

Similarly, demand for volunteering also dwindled with time. With our office closed, our VSS team adapted quickly to operate remotely with reduced service delivery over two days a week.

In May, we had a changeover with Phuong-MacCallum-Le taking parental leave and we welcomed Ash Lee in the role.

The team continues to check in with organisations, offer referrals and follow-up calls to potential volunteers, supporting the spirit of volunteering. We also took this downtime as an opportunity to review and streamline our processes internally, including a better understanding of the people we support informed by robust data.

As a team, we have learnt and grown significantly this past year and have developed best practices in our service delivery.

We are coming out of the pandemic with stronger foundations to bring about outcomes for those seeking support in their volunteering journey.

'The most caring and enthusiastic team ever! I really appreciate the effort of all the volunteers working there. They are all so professional yet very warm hearted...'

Google Review

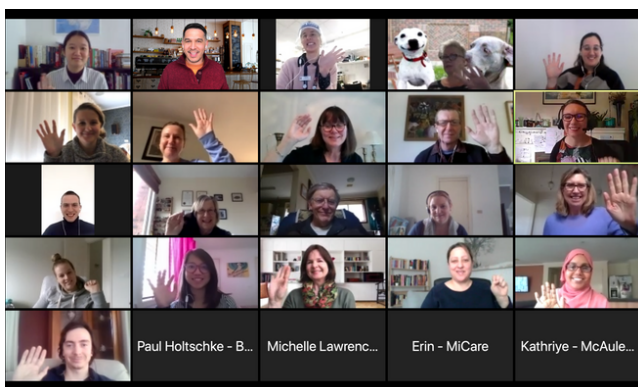
Community Partnerships & Training

Volunteer Managers Network

Over 2019-20 Volunteer West continued to hold network meetings for managers and leaders of volunteers from a range of organisations across Melbourne's west.

The network meetings were on hold from January until April due to staffing and COVID but were relaunched with a bang in June with our first virtual meeting held on Zoom and over 30 participants.

As we move forward, the monthly online network meetings have continued to attract an average of 25 attendees from not-for-profits, local councils and smaller community volunteer-led organisations.



'Sincere thanks for bringing us all together in such a professional space, the chance to speak to each other as well as share professional wisdom, much appreciated'

Network Attendee

With a growing network, Volunteer West continues to connect organisations with a focus on collaboration, sharing and learning across our region.

Training

As Melbourne re-emerges from the challenges of COVID lockdown, Volunteer West will be providing a suite of training opportunities for both volunteers and volunteer involving organisations.

VolBoost is Volunteer West's COVID adaptation training and support package to unlock the volunteering potential of small to medium sized organisations across Melbourne's western suburbs. The training and support package will combine the Way2Go volunteer management toolkit with a suite of other practical modules that will give volunteering managers a boost of confidence and growth.

Introduction to Volunteering

In order to build community confidence to volunteer, we will continue to provide Introduction to Volunteering Sessions. These sessions cover important information about the rights and responsibilities of volunteers, the legislation that covers their work and what to do if they have concerns.

These sessions will be adapted to deliver in an online and COVID-safe environment. Over the course of the year Volunteer West delivered five of these workshops to various organisations, volunteer groups and educational institutions.

VictoriaAlive Forum

Volunteer West partnered with Volunteering Victoria to run a western metro community forum in July 2019.

The forum brought together community organisations across the western suburbs to discuss the challenges and benefits the sector experiences around including volunteers with a disability.

It was a great opportunity to hear from people with lived experience of disability about their experience of volunteering and for organisations to understand and learn how to be more accessible and inclusive for volunteers with disability.

Expos and Outreach

In 2019-2020 we continued to expand our outreach days and volunteer expos to reach further into our communities. Unfortunately, due to COVID we had to postpone many of our outreach events and the Hobsons Bay Volunteer Expo. We delivered five outreach events across Maribyrnong and Brimbank.

We look forward to bringing these events back in 2021.

'Volunteering is the lifeblood of community service...'

**Cr. Georgina Papafotiou
Mayor, Brimbank City Council**

Brimbank Volunteer Expo

The Brimbank Volunteer Expo, a collaboration between Brimbank City Council and Volunteer West and took place on Tuesday the 25th of February 2020.

It provided an opportunity for 29 organisations to exhibit and engage with 80 members of the community.

'I'm a huge advocate for volunteering as it builds your confidence & skills set, helps foster new friendships, opens up new opportunities, a great way to integrate and give back to your local community...'

**Cristina Magbojos
Expo Attendee**

Communications & Corporate Volunteering Strategy

2020 has been a defining year for Volunteer West with a change in its leadership and core staff members colliding with the pandemic and all its ramifications. This intersection of events allowed us to examine our place in the community and propelled us to redefine our mission and mandate as an organisation.

From a communications perspective, this was an opportune time to capture and engage with an audience who were hungry for digital connection.

Raising our profile

Volunteer West undertook a major rebranding exercise to reflect the new direction and focus of the organisation. We teamed up with creative agency Red Herring Digital in Footscray who designed our new logo that captures the spirit and vigour of the west. We also took on the mammoth task of redesigning our website from scratch, ensuring it is user-friendly, welcoming, and provides vital information for volunteer managers and community members accessing our services.



Given our substantial community impact over the last 14 years, we needed to better convey such presence and reach digitally.

In May 2020, we recruited two social media volunteers and developed a social media strategy to ensure regular and consistent online engagement with the community.

We grew our social media reach across the channels: LinkedIn (173%), Facebook (41%) and Twitter (10%). With a stronger digital presence and communications infrastructure, we are now equipped to support greater hybrid community engagement – offline and online.



West for West

The western corridor of Melbourne's metropolitan region continues to grow in population size and increasing potential enterprise activity. Volunteer West recognises the significant role that corporations and business enterprises can play in shaping and influencing volunteering in the community through strategic partnerships, investment and participation.

At the heart of it, we want to drive the message of 'Western Businesses for Western Communities.'

During the disruptions of the pandemic, we took the time to lay strategic foundations so we can be in a position to kickstart corporate involvement in volunteering in 2021.

We have begun conversations with local corporations and their community foundations to explore ways to engage their workforce in volunteering. One example is our work with the Western Bulldogs.

We are also developing a Partners in Learning framework to foster mutual learning and knowledge sharing between leaders of corporations and community organisations in an effort to bring the two sectors closer.

We are excited and confident of the prospects of rolling out our corporate volunteering plan in 2021.

'Working with the team at Volunteer West made this project 10 times easier! Volunteer West made what could have been a complicated, messy process into a streamlined, easy project with so many community benefits - all while working remotely! Can't thank you enough for your time and expertise that helped this project become a reality....'

**Alyssa Huxtable
Community Health &
Wellbeing Manager
Western Bulldogs
Community Foundation**

Partnership with the Western Bulldogs

As part of the Daughters of the West health and wellbeing program Volunteer West collaborated with the Western Bulldogs Community Foundation to pilot the 'Digital Connectors' project. This partnership stemmed from a broader conversation to work together on a grant proposal for the Victorian Government's *Let's Stay Connected Fund*.



The Digital Connectors are tech-savvy volunteers who provide technical support to participants, women in the community, who do not have the digital literacy to connect on the Zoom platform required for the program.

Volunteer West recruited and supported the induction and training of the 11 skilled Digital Connectors to work with the Foundation. The Digital Connectors was integral in the success of the *Daughters of the West* program, which saw its highest community participation of over 400 women since it started three years ago. The collaboration received a positive response from volunteers, participants and the respective partners.

Achievements & Milestones

- Delivered five outreach events in Maribyrnong and Brimbank
- Organised the Brimbank Volunteer Expo in collaboration with the Brimbank City Council
- Organised the VictoriaAlive Forum in partnership with Volunteering Victoria
- Submitted evidence-informed report to the Commonwealth government's review of volunteer management activity
- Following/during/post Covid disruptions - recommenced Volunteer Managers Network monthly meetings with an average of about 25 managers attending
- Celebrated National Volunteering Week with new social media and communications strategy focus on celebrating volunteering in the west
- Successful outcome of Department of Health's grant for the Change Makers program in partnership with Victoria University, Brimbank City Council, Welcoming Australia and Wyndham Basketball Association
- Completion of IT & data reporting process improvement (Commonwealth Data Exchange)
- Completion of Volunteer West rebrand with the unveiling of new logo and website with handy resources for volunteers and volunteer managers
- Partnership with the Western Bulldogs for the Digital Connectors pilot program
- Continuation of core services during the pandemic



Volunteer Stories

Pakiza

I found Volunteer West on Google and the process of contacting the Volunteer Support Services (VSS) team was fairly straight forward. The very next day I was contacted by the team to attend an Information Session at the local Neighbourhood House.

What drew me was how quickly the VSS team responded to my application, and how I was made to feel so welcome when I met the team in person.

As a member of VSS team, we meet virtually every week to share updates on our past week, some memories, some laughs and then get down to business as usual. Each member of the team has a specialised function which they share ideas on, and collectively the team discuss ways to support each other's tasks. At the end of our meeting we sign off, and get to work, which usually involves looking into data entry/audit, contacting and interviewing clients for various volunteer roles, and providing referral services.



Pakiza is part of the Volunteer Support Services team at Volunteer West.

I enjoy volunteering for a number of reasons, such as: meeting and interacting with like-minded fellow volunteers; our virtual meetings with our chit chats and focus on a common goal (of helping other volunteers); gaining new skills and experience, whilst creating my own network of professional connections; and generally making a positive contribution to the community.

Volunteer West has truly embraced the concept of 'Volunteering for Volunteers', and thus making a huge contribution to the community at large.

On Wah

I used to volunteer at an op shop but with COVID restrictions coming into place, I had to look for other volunteering opportunities. That's when I discovered a virtual volunteering opportunity supporting Volunteer West with their social media and communications.

Volunteering is the best way to get connected with the local community, and it is always rewarding to be able to contribute with what you have, be it your time or other resources.



On Wah volunteers her skills in social media and yoga with Volunteer West.

As a yoga teacher, I also had the opportunity to lead a short virtual yoga and meditation class for the Volunteer Managers Network meeting run by Volunteer West. It was a memorable experience as teaching yoga is something I enjoy. Everyone has different things to offer as a volunteer so go in with an open mind and heart. No special 'talent' is needed, just participating and being available will make a difference.

Volunteer Stories

Prithvi

As an international student, I was looking for volunteering opportunities to connect with the locals while also using my skills and knowledge.

I joined Volunteer West early in 2020 to assist with their IT support in data collection and management for their reporting.

Volunteering with Volunteer West has been very satisfying and one of the best volunteering experiences I've had. I got to work with great people from various backgrounds, listen to their stories and learn from their experiences. Moreover, I felt like I made a huge difference in helping the team with their IT processes and problem solving.



Virtual volunteering has been amazing as I can still be involved despite living out in the south-eastern suburbs of Melbourne!

Anyone thinking about volunteering should just go for it without second thoughts. Own the task you are assigned to and give it your best. I assure you it will be very satisfying and worthwhile.

Laura

I retired 11 months ago and approached Volunteer West to help me find a suitable volunteer role. Incidentally, Volunteer West was looking for a volunteer with my administrative skills to help with the Volunteer Support Services so the timing was perfect!



Laura contributes to the Volunteer Support Services team with her administrative experience.

Volunteering with VW involves interacting with people over the phone who are looking for suitable volunteering opportunities. I hear their story, especially during this terrible time of COVID and I try to comfort and support those who need it. I get a lot of gratification by doing this.

I have made some good friends here at Volunteer West and doing good for others and the community provides a real sense of accomplishment. If you have the time, don't hesitate to become a volunteer as it's very rewarding.

Independent Auditor's Report

Report on the Financial Report

I have audited the accompanying financial report of Volunteer West Inc which comprises the Statement of Financial Position as at 30 June 2020 and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the Statement by Members of the Board.

Board's Responsibility for the Financial Report

The Board of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the Associations Incorporation Reform Act 2012 (Victoria) and its associated Regulations. This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance 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 and fair presentation of the financial report 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 board, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting my audit, I have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In my opinion: The financial report of Volunteer West Inc is in accordance with the Associations Incorporation Reform Act 2012 (Victoria) and its associated Regulations including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2020 and of their performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Reform Act 2012 (Victoria) and its associated Regulations.

Jateen Kumar

*Certified Practising Accountant,
Registered Company Auditor*

Board's Report

The Board members submit the financial report of the Volunteer West Inc for the financial year ended 30 June 2020.

Board Members

The names of Board members throughout the year and at the date of this report are:

- Roland Selvanayagam
(Treasurer - Resigned October 2019, President - Appointed October 2019)
- Daniel Civitico
(President - Resigned October 2019)
- Maureen Le Scoul
(Vice President - Resigned October 2019)
- Karen O'Duil
(Treasurer - Appointed October 2019)
- Bernard Fernandez
(Secretary - Appointed June 2020)
- Jacob Wood
(Secretary - Resigned June 2020)
- Christine White
(Ordinary Member)
- Tracey Christodoulou
(Ordinary Member)
- Sinead Mildenhall
(Ordinary Member - Appointed July 2019)
- William Burrows
(Ordinary Member - Appointed October 2019)

Principal Activities

The principal activities of the association during the financial year were linking individuals to volunteer opportunities with organisations that help other individuals in the Western Metropolitan Melbourne area.

Significant Changes

No significant change in the nature of these activities occurred during the financial year.

Operating Result

The net surplus of the association for the financial year ended 30 June 2020 amounted to \$13,217.

Statement of Comprehensive Income

For the Year Ended 30 June 2020

	2020 (\$)	2019 (\$)
Revenue	190,145	209,406
Employee benefits expense	(144,544)	(124,715)
Rent expense	(4,988)	(5,666)
Telephone and IT expense	(5,464)	(4,667)
Insurance expense	(496)	(233)
Depreciation & Amortisation expense	(4,330)	(2,920)
Finance cost	(1)	-
Professional fees	(7,664)	(7,590)
Project services expenses	(1,986)	(15,587)
Other administration expenses	(7,455)	(8,549)
Net Surplus attributable to members of the association	13,217	39,479
Other comprehensive income	-	-
Total comprehensive income for the year	13,217	39,479

Statement of Financial Position

As at 30 June 2020

	2020 (\$)	2019 (\$)
<i>Current Assets</i>		
Cash and cash equivalents	133,370	113,168
Trade and other receivables	4,905	9,201
Total Current Assets	138,275	122,369
<i>Non-Current Assets</i>		
Property, plant and equipment	7,506	6,405
Insurance expense	1,886	2,878
Total Non-Current Assets	9,392	9,283
Total Assets	147,667	131,652
<i>Current Liabilities</i>		
Trade and other payables	26,149	23,351
Total Current Liabilities	26,149	23,351
Total Liabilities	26,149	23,351
Net Assets	121,518	108,301
<i>Equity</i>		
Retained surplus	121,518	108,301
Total Equity	121,518	108,301

Statement of Changes in Equity

For the Year Ended 30 June 2020

	2020 (\$)	2019 (\$)
<i>Retained Surplus</i>		
Balance at 1 July 2019	108,301	68,822
Surplus for the year	13,217	39,479
Balance at 30 June 2020	121,518	108,301
<i>Total Equity</i>		
Balance at 1 July 2019	108,301	68,822
Insurance expense	13,217	39,479
Total Assets	121,518	108,301

Acknowledgements

Our sincere appreciation to the following organisations and businesses that have supported the work of Volunteer West over the last year:

Organisations

- Albury Wodonga Volunteer Resource Bureau, NSW
- Australian Multicultural Community Services
- Brimbank City Council
- Comm Unity Plus Services
- Department of Health and Human Services, Victorian Government
- Department of Social Services, Australian Government
- Eastern Volunteers
- Hobson's Bay City Council
- Hunter Volunteer Centre, NSW
- Louis Joel Arts and Community Centre
- Maribyrnong City Council
- Melton City Council
- Moonee Valley City Council
- National Institute of Organisation Dynamics Australia (NIODA)
- Northern Volunteering (SA)
- Victoria University
- Volunteering Victoria
- Volunteering WA (VIKTOR)
- Western Bulldogs Community Foundation
- Whittlesea Community Connections
- Wyndham City Council

Key Service Providers

- Bookit Bookkeeping
- DQUBE Solutions
- Eye to Eye Graphic Design & Web Design
- Intech
- Red Herring Digital



We acknowledge that we are gathered
on the traditional land of
the Kulin Nation. We recognise
the First People's relationship
to this land and offer our
respect to their elders,
past, present
and emerging.