



ANNUAL REPORT

2016 / 17

VolunteerWest

OUR VISION

Improving wellbeing of people and communities in Melbourne's West.

OUR MISSION

To increase effective volunteering in Melbourne's West.

To harness resources and partnerships that improve the profile of volunteering and enhance the volunteer experience.

OUR GUIDING PRINCIPLES

1. Communities are strengthened and more cohesive through effective volunteering
2. The people who most benefit from volunteering often find it the most difficult to engage
3. Volunteering is a pathway to employment
4. Positive volunteer experiences enhance mental health and wellbeing

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Meet Joe, a Tin Shed volunteer

A VOLUNTEER'S STORY

I have lived in St Albans for over 30 years now and a lot has changed since then.

I've been volunteering at the St Albans Community Youth Club, the Tin Shed for about 7 years now.

Over those years, I have gotten to meet a lot of people and do some different things that help the community. There has always been so much happening here, kids and families coming for playgroup, lots of people coming to our op shop and other activities like singing and craft.

I like to work in the garden, tending to plants and keeping the area looking good. I have a big garden at home so that keeps me busy too. I often bring in chillies or extra produce I have grown to share with other people. If we have any food scraps from the centre, I take them home for my chickens. They are too old to lay eggs anymore, but I am attached to them and I don't have the heart to get rid of them like my wife suggests! As an old farm boy, that's quite a change for me!

I also like meeting and talking to people at the Tin Shed. You make friends with regular visitors and other volunteers too.

I think one of the most important things we do is help people with the food hampers we give out. We have always helped a lot of people with that and it makes me feel good to be able to do it for the community.

If I wasn't here meeting people, helping people I don't know what I would do.

When you volunteer, you get something as well as give something.

Volunteering fulfills me and has given me a community. It means I get out of the house and do something useful. I think if I stayed at home, I would drive my wife crazy!

ORGANISATION INFORMATION

Staff

Ken Phillips

CEO (until September 2016)

Patricia Lauria

General Manager (from September 2016)

Sue Vijay

*Volunteer Services Co-ordinator
(until September 2017)*

Laura Rouhan

*Community Development Co-ordinator
(from September 2017)*

Committee of Management

Greg Mullins

President

Kerry Mayne

Vice President

Samantha Kotz

Treasurer

Monica Ferrie

Secretary

Christine White

General Member

Jacqui Bramwell

*General Member
(joined November 2016)*

Abdul Hassidi

*General Member
(resigned November 2016)*

Volunteers

Scott Bussey

IT Support

Bruce McKenzie

Volunteer Referral Officer

Joanne Carub

Volunteer Referral Officer

Catherine Marshall

Volunteer Referral Officer

Toni Cascio

Volunteer Referral Officer

Robyn Mayne

Volunteer Referral Officer

Amy Crook

Administration

Shweta Nadkarni

Volunteer Referral Officer

Jaspreet Kaur

Volunteer Referral Officer

Dashania Naidoo

Volunteer Referral Officer

Kim de Koning

Volunteer Referral Officer

Christine Newbold

Volunteer Referral Officer

Sajel Kotak

Administration

Narelle Szuveges

Volunteer Referral Officer

Richard Lee

Photographer

Rhiannon Tuohey

Marketing and Newsletter

PRESIDENT'S REPORT

As President, I have the privilege of providing a report on Volunteer West's activities for 2016/17. If you are not familiar with us, Volunteer West is a Volunteer Resource Centre (VRC). We exist to promote and support volunteering across the six municipalities in the Western suburbs of Melbourne, from Moonee Valley to Melton.

Funded by Commonwealth and local government, we promote volunteering, assist individuals to find volunteering opportunities and provide support and training for the organisations where people volunteer, which we refer to as Volunteer Involving Organisations, or VIOs.

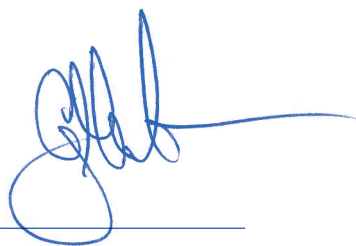
The last year has seen significant change in the organisation, with the appointment of a new General Manager, Patricia Lauria. Patricia's extensive experience with volunteering and with leading a VRC has been evident in how she has approached her new role. We have also finally resolved several years of uncertainty around our core Commonwealth Government funding and now have a commitment of ongoing funding until mid-2021. This enables us to look to the future with more confidence.

As a Committee of Management our focus has been on managing resources, building new relationships and planning for the future.

Personally, I have welcomed the opportunity to become more involved with Volunteer West's key stakeholders in community organisations, local government, at Lead West and with Deakin University. This has given me a greater insight into the breadth, depth and variety of volunteering across the western suburbs, and an even greater appreciation of what volunteering does for us as volunteers and for the community more broadly. It has reminded me once again just how important volunteering is for our local communities, and renewed the conviction that we need to do more to ensure that volunteering opportunities are available to all.

In the year ahead, Volunteer West will pursue new opportunities and build new relationships. I am confident that Volunteer West will continue to promote the value and importance of volunteering in our local community, provide more people with access to the opportunity to volunteer, and build the capacity of community organisations to better utilise and engage volunteers. In doing so we will work towards our overall strategic objective of improving the wellbeing of individuals and communities in Melbourne's west.

I trust you find this report both useful and informative and welcome your feedback and suggestions.



GREG MULLINS

President

GENERAL MANAGER'S REPORT

If we needed one word to describe volunteer resource centres today it would surely be 'resilient'. After a short spell away from the sector, I returned to take up the post of General Manager at Volunteer West hopeful that the funding landscape would have changed for the best after such a long period of uncertainty. Not so. In fact the Volunteer Management Program, long the flagship for the Federal Government support of VRC's, was at risk. However, not to be deterred, this year Volunteer West assisted in spearheading the campaign to secure the future of the program and we now have on-going funding until mid-2021. This was a significant challenge for us, given our already limited resources. The office of the Minister for Social Services, the Hon Christian Porter MP, is to be commended for recognising the important work that the Program enables, and ultimately for the support of volunteering nationally.

However Volunteer West has not just been in campaign mode. In its Annual Review of 2007/2008, Volunteer West defined its mission to support "engaged communities through volunteering excellence," and this has served the organisation and surrounding communities well for the first 10 years of operations. This year Volunteer West has taken time out to look at "why we are there, and what we are serving" (Vivian Hutchinson Don't Just Do Something, Stand There! 2017 p3). As part of our strategic planning we reviewed our vision, now defined as improving wellbeing of people and communities in Melbourne's West. No less about excellence, but with an acknowledgement of the contribution to health and wellbeing that volunteering and its community connectedness bring.

The statistics outlined in this report illustrate that Volunteer West has not lost its passion to promote and support volunteers and the people who work with them. To highlight one of our main achievements, we have

added to the professionalization of volunteer management by introducing the Certificate IV in Coordination of Volunteer Programs in conjunction with Northern Volunteering, SA. Volunteer West 're-modelled' the delivery of this course to enable participants to undertake it over a longer period thus allowing more time for the on-the-job assessment tasks and reducing the overall costs. In keeping with the national theme of training, we have also introduced the Way to Go Volunteering training program in conjunction with the Albury Wodonga VRC. This program targets people who are new to volunteer management.

We have forged some new partnerships this year. We have worked closely with Network West to deliver training to the Neighbourhood House Network and been active in the Community Leadership in the West group – a project led by Health West. Another important partnership for us has been a new agreement with Deakin University, whereby we are encouraging students and staff of the University to become involved in volunteering, and the University is assisting us with a small sponsorship grant. This has already proved useful to some community organisations that are benefitting from the time and talents of the Deakin students.

My thanks to the Committee of Management who, since my appointment to the role have supported my work, and in particular to Greg Mullins, who has been unwavering in his support in the face of a great time of change for us.

We farewelled Sue Vijay from our small staff team this year and wish her well for the future. We now welcome Laura Rouhan, who is already proving to be a great asset. We have received funding for a number of exciting projects from local governments and we look forward to delivering some new initiatives across the region over the coming year.



PATRICIA LAURIA
General Manager

TRAINING

Certificate IV

This year we have continued our commitment to training with an innovative new delivery model of our Certificate IV – Co-ordination of Volunteer Programs delivered in partnership with Northern Volunteering, South Australia.

Designed for organisations with one, or a number of individuals managing volunteers, this training provides structured professional development and a comprehensive review of existing volunteer programs. It enables volunteer managers from a range of organisations to discuss what volunteer programming looks like now, what it could look like, and how to get there.

Training is completed as accredited or non-accredited, which allows participants to attend any masterclass as a one-off professional development

activity, or take the classes as accredited training towards completion of the Certificate.

There are three modules that make up the Certificate:

- Module 1** Volunteer management
- Module 2** Teams, diversity and communications
- Module 3** Legal and ethical

Staggering the delivery of the training is a unique delivery mode, making it accessible, affordable and responsive to the needs of the sector workforce.

This innovative delivery mode has proven a great success, allowing a range of organisations and individuals to access this valuable training.



Certificate IV, Way2Go or overview session trainees



Introduction to Volunteering trainees

Way 2 Go

Working in partnership with Albury Wodonga Volunteer Resource Bureau Inc. has allowed Volunteer West to provide access to a comprehensive training package for volunteer managers and coordinators.

Way2Go volunteer management training supports new volunteer managers and those with limited training experience, to create, review and update volunteer management systems within their volunteer involving organisations. Way2Go is endorsed by the NSW Department for Family and Community Services and supports the implementation of compliant, best practice volunteer management systems.

Training Overview Sessions

We also provided professional development for managers of volunteers on the following topics:

- › New National Volunteer Standards
- › Social Media
- › Strategic Planning
- › Recruit, Train and Support Volunteers
- › Volunteer Management Essentials

In total 183 Managers of Volunteers were provided with training in either the Certificate 4, Way 2 Go or overview sessions.

Delivered over three workshops, Way2Go training gives participants the opportunity to attend face to face training, obtain peer support and access resources online.

These methods were used to support participants in their role as volunteer managers, and their organisations. Materials are compliant with the Statement of Principles for the Recognition of Volunteers and National Standards for Volunteer Involvement.

Introduction to Volunteering

An often-overlooked training area for volunteers, an Introduction to Volunteering has immense value and importance, when starting volunteers on their path to meaningful, connected and valued volunteering.

We see this introductory training as an essential first step in establishing expectations, process and support for volunteers. It also provides an opportunity to acknowledge the valued contribution volunteers make to the community and volunteer involving organisations.

Volunteer West is pleased to continue its commitment to volunteering with the provision and support of Introduction to Volunteering training. This last financial year, we provided this training to 385 volunteers.

CONNECTING VOLUNTEERS

Enabling volunteer participation, growth and connection across the diverse communities of Melbourne's West is at the core of Volunteer West.

We are committed to supporting volunteers from all walks of life to participate in meaningful, connected and valued volunteering that supports local communities and improves the health and wellbeing of individuals.

In order to promote volunteering, Volunteer West works with volunteer involving organisations to develop their volunteer roles and advertise them. It is here that volunteer vacancies are then added to our database and the interview and matching process begins to connect volunteers with opportunities. On average we have over 500 opportunities available at any one time.

Connecting potential volunteers with volunteering opportunities is done with the support of trained volunteers through our outreach service. This program provides face-to-face interviews and referrals to

potential volunteers. It is an effective way to empower and support a diverse range of community members, such as people with disabilities and those from a culturally and linguistically diverse background, to connect with volunteer opportunities.

The outreach service operates across four sites - West Footscray, Point Cook (ceased December 2016), Sydenham and Laverton.

The last financial year saw 593 referrals across our outreach sites, a number down from previous years, which we attribute to the closure of the Point Cook outreach service. This has had a significant impact. Of the 593 volunteer referrals made: 268 were culturally and linguistically diverse community members; 73 people had disabilities; 211 were people seeking employment and 8 people had a mental health issue.



Volunteers referred in 2016/2017



Volunteers are culturally and linguistically diverse



*Volunteer Doris sorting clothing
at the community op-shop*

Without the help of our dedicated volunteers we would not be able to provide this pivotal service. We thank them for their hard work and dedication.

Throughout the year, Volunteer West has participated in some key events, including the ASK Anti-Poverty Week expo and the Brimbank

Disability Expo held at Victoria University in December 2016. These enabled us to meet people face-to-face and encourage them to become involved in volunteering. To facilitate this work we also re-designed our service brochure and updated the Volunteer West website, although this is earmarked for a major overhaul.



Clearinghouse for Volunteering Information

Volunteer West has an important role in disseminating information about the issues relating to volunteering in the Western region.

We communicate regularly with a broad range of organisations and individuals across the West, with 550 people on our mailing list.

The target audience for this work is managers of volunteers, however, the reach is far greater than this. Our main vehicle is the dissemination of a regular newsletter with information about professional development opportunities, events and meetings, new resources, and other opportunities to support managers of volunteers.

This newsletter includes local, state-wide and national information. It is also a voice for various groups and networks to promote their work and connect with other organisations that are involved or are interested in volunteering. We distributed newsletters every 6 weeks over the last financial year.

Promoting Volunteering

We have promoted volunteering as far and wide as possible. Volunteer West is very active in using Twitter as a vehicle to communicate about volunteering to a broad audience. We have a following of over 1,100 with an 8% increase for the year, and we follow 698 organisations/individuals. Social media has been an important way for us to acknowledge the work and contributions of volunteers, and to take the opportunity to show our appreciation, particularly during National Volunteer Week and International Volunteer Day.

We have also just launched our Facebook page as another vehicle to promote volunteering more broadly.

VW embarked this year on organising speaking engagements with local community groups to promote our work and volunteering in general. We plan to extend this work by recruiting additional volunteers to undertake this role, as well as set up displays in key places around the community.

Pictured: Volunteers sorting donations, preparing community lunches, making friends and putting skills and smiles to good use.



Managers of Volunteers Network

Following a survey of managers of volunteers at the end of 2016, we have reviewed and changed the format of network meetings this year. Much of the feedback was about the need to increase opportunities for managers to speak informally about issues that arise in programs, share resources and success stories, and identify common problems experienced within the region.

This format means that guest speakers are invited to network meetings only if the group identifies particular topics of interest.

This feedback came particularly from very small organisations run by volunteers, who found that always having guest speakers at the network meetings meant that there was little opportunity for these other activities to take place.

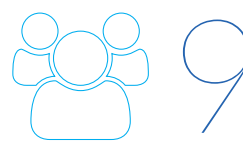
Observing these meetings at work there are many benefits, ranging from small supports like the sharing of a policy to people finding out about services that will be of great benefit to their local communities. We will conduct another survey at the end of 2017 to see how the changes have been received!

We continue to have a strong network in the West with 397 organisations registered with us and managers attended a total of 9 network meetings. The topics covered by guest speakers who presented at meetings in 2016 were:

- › Volunteer Management and the Law
- › Future Proof Your Not-for-Profit
- › Education and Training Development
- › How to Write Successful Funding Submissions



Managers of Volunteers organisations registered

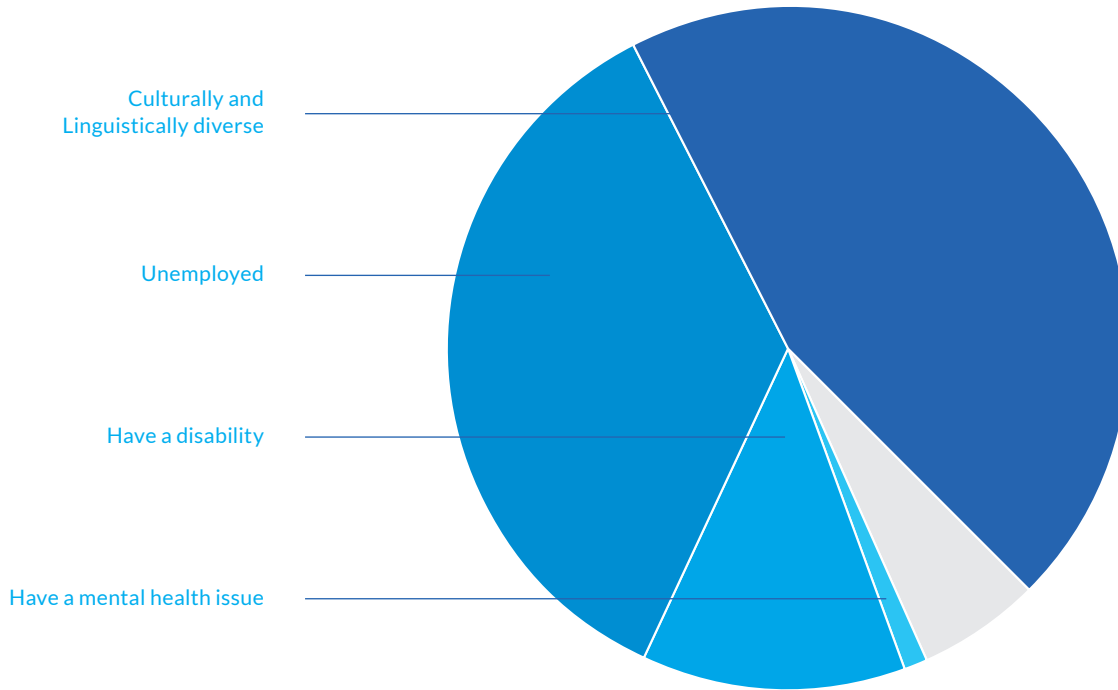


Network meetings held

A SNAPSHOT

Individuals assisted
towards volunteering

593



Community organisations that
received individualised assistance

789

Volunteers
trained

385

Volunteer
Managers trained

183

AUDITORS' 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 2017 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 Committee.

Committee's Responsibility for the Financial Report

The committee 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 committee, 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 2017 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

Dated this 4th day of October 2017

COMMITTEE'S REPORT

Your committee members submit the financial report of the Volunteer West Inc for the financial year ended 30 June 2017.

Committee Members

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

- › Greg Mullins (President)
- › Kerry Mayne (Vice President)
- › Samantha Kotz (Treasurer)
- › Christine White (Ordinary Member)
- › Monica Ferrie (Ordinary Member)
- › Jacqui Bramwell (Ordinary Member
– appointed November 2016)
- › Abdul Hassidi (Ordinary Member
– resigned November 2016)

Principal Activities

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

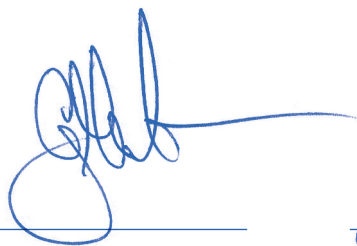
Significant Changes

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 2017 amounted to \$14,361 (2016: net deficit of \$12,028).

Signed in accordance with a resolution of the Members of the Committee:



GREG MULLINS
President



SAMANTHA KOTZ
Treasurer

Dated this 4 day of 10 2017

STATEMENT OF COMPREHENSIVE INCOME
For The Year Ended 30 June 2017

DESCRIPTION	NOTE	2017 (\$)	2016 (\$)
Revenue	2	131,875	160,280
Employee benefits expense		(94,368)	(129,090)
Rent expense		3,219	(7,332)
Telephone and IT expense		(5,518)	(9,468)
Insurance expense		(770)	(1,382)
Depreciation & Amortisation expense		(3,524)	(5,998)
Finance costs		-	-
Professional fees		(5,202)	(2,136)
Project services expenses		(5,321)	(2,372)
Conference expenses		(123)	(7,211)
Other administration expenses		(5,907)	(7,319)
Net Surplus / (Deficit) attributable to members of the association		14,361	(12,028)
Other comprehensive income		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		14,361	(12,028)

STATEMENT OF CHANGES IN EQUITY
For The Year Ended 30 June 2017

DESCRIPTION	2017 (\$)	2016 (\$)
Retained Surplus		
Balance at 1 July 2016	23,606	35,634
Surplus / (Deficit) for the year	14,361	(12,028)
BALANCE AT 30 JUNE 2017	37,967	23,606
Total Equity		
Balance at 1 July 2016	23,606	35,634
Surplus / (Deficit) for the year	14,361	(12,028)
BALANCE AT 30 JUNE 2017	37,967	23,606

STATEMENT OF FINANCIAL POSITION

As At 30 June 2017

DESCRIPTION	NOTE	2017 (\$)	2016 (\$)
Current assets			
Cash and cash equivalents	3	66,389	61,228
Trade and other receivables	4	2,449	7,051
Total current assets		68,838	68,278
Non-current assets			
Property, plant and equipment	5	2,909	4,631
Intangibles – Website Costs		397	-
Total non-current assets		3,306	4,631
TOTAL ASSETS		72,144	72,910
Current liabilities			
Trade and other payables	6	34,177	49,304
Total current liabilities		34,177	49,304
TOTAL LIABILITIES		34,177	49,304
NET ASSETS		37,967	23,606
Equity			
Retained surplus		37,967	23,606
TOTAL EQUITY		37,967	23,606

NOTES

A complete set of notes will be made available to members at the Annual General Meeting or on request.

ACKNOWLEDGEMENTS

Thanks to the following people and organisations for their generous support of Volunteer West.

Albury Wodonga Volunteer Resource Bureau

Altona Library

Brimbank City Council

City of Melton

City of Moonee Valley

Deakin University

Federal Department of Social Services

Hobsons Bay City Council

Laverton Community Hub

LeadWest

Louis Joel Arts and Community Centre

Maribyrnong City Council

Network West

Northern Volunteering

Office of Christian Porter MP.

Robert Wagner

Sydenham Neighbourhood House

Underdog Design

West Footscray Neighbourhood House

Wyndham City Council



VolunteerWest

volunteerwest.org.au