



annual report

2017 / 18





Our Vision

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

Our Mission

To increase effective volunteering in the West.

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

Our Guiding Principles

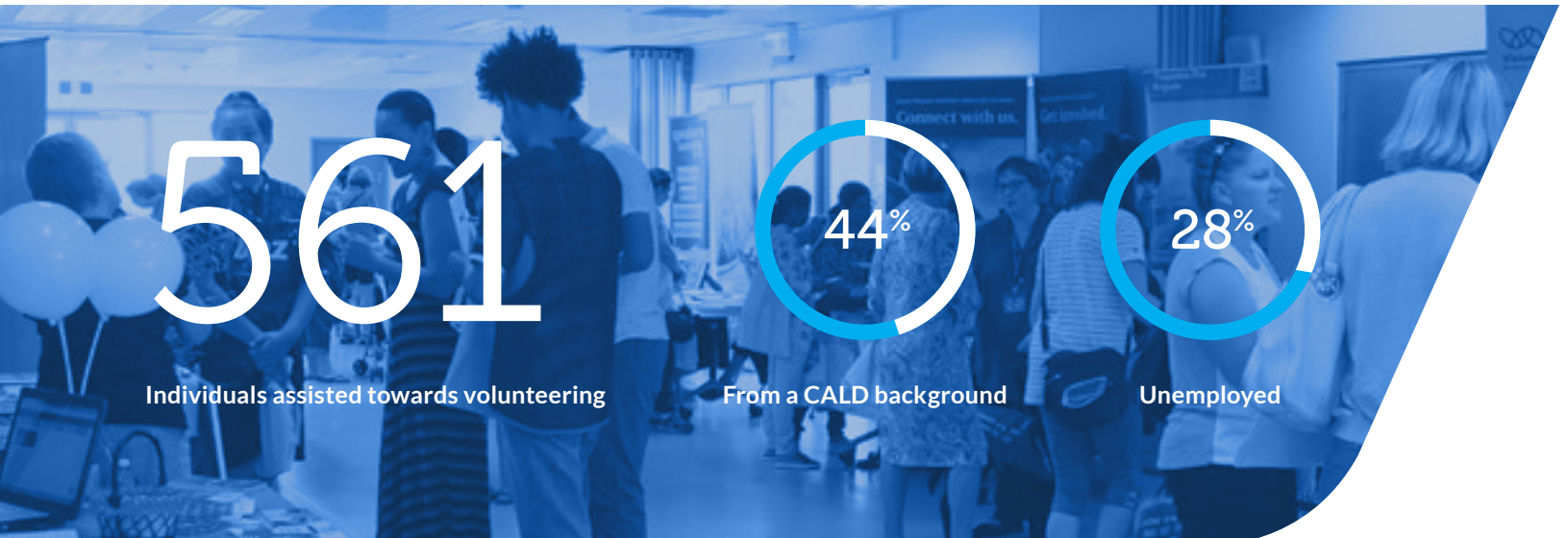
- 1 Communities are strengthened and more cohesive through effective volunteering
- 2 The people who most benefit from volunteering often find it the most difficult to engage
- 3 Volunteering is a pathway to employment
- 4 Positive volunteer experiences enhance mental health and wellbeing

Pictured: Wyndham residents enjoy the Tarneit expo



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training



evaluation



Volunteer West is an outstanding resource for any organisation that engages with volunteers.

Sarah Howe
Student Engagement Officer (Vollies),
Victoria University

organisation information

Staff

Patricia Lauria
General Manager

Laura Rouhan
Community Development Co-ordinator
(until September 2018)

Kasia Tkaczyk
Volunteer Services Assistant
(May – September 2018)

Committee of Management

Greg Mullins
President

Maureen Le Scoul
Vice President
(joined November 2017)

Jacqui Bramwell
Secretary
(resigned December 2017)

Jamie Ramsay
Treasurer
(joined May 2018, resigned September 2018)

Kerry Mayne
General Member

Christine White
General Member

Monica Ferrie
General Member

Tracey Christodoulou
General Member
(joined November 2017)

Volunteers

Volunteer Referral Officers

Lavanya Arikela
Lynette Brander
Mikayla Camilleri
Hua Chen
Kim Conder
Ozlem Direncer
Leela Everest
Linda Galea
Lisa Herd
Hamsa Jawad
Wendy Llewelyn
Sharon Lobo
Annie Scadden
Hussain Suleman

Administration and IT

Modtafa Dbouk

Events and Marketing

Madura Maddumabandra

Administration

Madhu Rani
Sue Whiteside

president's report



Greg Mullins
President

“ Volunteer West will continue to promote the value and importance of volunteering in our local community over the coming year

As President, I have the privilege of providing a report on Volunteer West's activities for 2017/18. If you are not familiar with us, Volunteer West is a Volunteer Resource Centre (VRC). We promote and support volunteering across the six municipalities in the western suburbs of Melbourne, from Moonee Valley to Melton.

As Melbourne's population and boundaries expand, and nowhere faster than in the western suburbs, new people move into our community. They come from elsewhere in Melbourne and Victoria; from interstate and overseas. They are changing who we are collectively and how we see ourselves. Many are looking to connect with their new or changing communities; others are looking for new challenges or opportunities to contribute. Volunteering provides a way of doing all of these things, and Volunteer West is here to help.

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

A major project this year has been the redevelopment of our website. This has not only given us a fresh look; it now enables prospective volunteers who visit our website to search through volunteering opportunities online, and easily make contact directly with VIOs. For our local VIOs it provides a new opportunity to promote volunteering opportunities and attract new faces (and hands).

We expect the number of opportunities promoted in this way to increase significantly over the next year as more VIOs become familiar with the service and recognise its value.

For those who want a face to face meeting to explore what they have to offer and the opportunities that are out there we have our volunteer referral service. The opportunity to attend an interview with a person who is themselves a volunteer, to talk to them about skills and interests and learn about the opportunities that exist, can be the essential step in the path to volunteering for many people. We have plans to increase the number of face to face interviews we offer over the next year.

In last year's report I noted that we had finally resolved several years of uncertainty around our core Commonwealth Government funding, and have a commitment of ongoing funding until mid-2021. With this date looming in the future, next year we are hoping to initiate a new strategic planning process, seeking to secure Volunteer West's future.

Volunteer West will continue to promote the value and importance of volunteering in our local community over the coming year, providing more people with the opportunity to volunteer and building the capacity of community organisations to better utilise and engage volunteers.

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



Patricia Lauria
General Manager

general manager's report

“ Volunteer West has refreshed, consolidated its position and reached out to communities across the region this year

As the community sector undergoes significant change and we see many mergers and organisations closing their doors, Volunteer West has refreshed, consolidated its position and reached out to communities across the region this year. As a strategy new to the organisation, expos held in Wyndham and Moonee Valley saw hundreds of local residents connected to volunteering. The events, held thanks to funding from the respective local governments, have also created interest in volunteering more broadly.

Volunteer West has been a key contributor to the establishment of a National Network of Volunteer Resource Centres. The network aims to establish standards for the operations of VRC's, set benchmarks for best practice and share resources amongst centres. A memorandum of understanding has been signed by the foundation centres and all VRC's will be invited to participate in the network.

We are working with a group of VRC's in Victoria to seek support from the State Government to work on projects in rural settings as well as growth corridors. For some time now Volunteer West has flagged the need for the establishment of additional services in our most disadvantaged and fastest growing local government areas. Aside from Volunteering Victoria, there are fourteen VRC's covering the south, north and eastern regions of metropolitan Melbourne and one covering the west. Volunteer West continues to advocate for more resources for volunteering in our region.

Volunteer West was successful in obtaining a grant from the Hobson's Bay Community Fund for a Governance

Mentors project. This will enable us to have a volunteer mentor work with a community group to strengthen their governance processes and practices. Volunteer West will then produce a report evaluating the project, highlighting successes and challenges and plans to build on this work if further funding allows.

A significant change for us has been the move to the Louis Joel Community and Arts Centre. This has enabled us to have more meeting spaces and greater visibility for the service. The centre have been very welcoming to us. Although we only needed to move across the road we still had the unenviable task of packing and sorting through what seemed like decades of paperwork!

Laura Rouhan has left us this year and we wish her well for the future. Laura has initiated a new partnership with Victoria University. Students assist us with event style information and referral, meeting at the Laverton Community Hub and conducting telephone interviews for prospective volunteers who are unable to attend face-to-face. The students have gained valuable experience in their interactions with local community members and Volunteer West is grateful to them for their assistance with connecting volunteers to opportunities. Kasia Tkaczyk also ably assisted us during the year with our work supporting outreaches.

We continue to work closely in partnership with our agencies across the region and look for opportunities to grow volunteering in Melbourne's West.

volunteering expos

Moonee Valley Expo

In October 2017 Volunteer West held the inaugural Moonee Valley Volunteer Expo at the Sam Merrifield Library in Moonee Ponds.

The event was undertaken with funding support from Moonee Valley City Council, along with assistance from its library team. 30 exhibitors from a range of community organisations across the western region spoke with over 135 prospective volunteers about the many and varied volunteer opportunities available to them in their local communities.

Organisations as diverse as TRY Mentoring and the Maritime Trust of Australia through to the Tree Project and Very Special Kids spoke with attendees across the five-hour expo about the ways in which people could get involved in their work. The expo also featured a 'volunteer human library' where community members could 'borrow' a volunteer, asking them questions about their volunteering experience, how they became involved and what they enjoyed about their role. Organisations present reported a strong level of interest and engagement from attendees to volunteer with the majority of organisations expressing support for another expo in future.

Wyndham Expo

The Tarneit Community Learning Centre was abuzz with activity in March this year when Volunteer West hosted the Growing Volunteering Expo.

People of all ages and walks of life came along to find out about volunteering in their local neighbourhood and meet other people in the community. A whole range of community organisations displayed information about their activities and warmly welcomed visitors to find out more about becoming a volunteer- with some of the exhibitors even sporting face painting!

It was encouraging to see the interest and connections being formed across Wyndham. Cr. Walter Villagonzalo from Wyndham City Council and Tracey Christodoulou from Volunteer West formally opened the expo and Make Lakatani from Annecto Speakers Bank gave a very inspiring address, encouraging other residents to join with her in volunteering.

Our thanks to Wyndham City Council for funding that made this event possible, the Tarneit Community Learning Centre for their support and all of the amazing organisations who made the expo such a great success.

“

People of all ages and walks
of life came along to find out
about volunteering in their
local neighbourhood



connecting volunteers

Volunteer involving organisations in Melbourne's West are dynamic and diverse, which is represented in the 250 plus organisations Volunteer West supports. Helping build the capacity of volunteer involving organisations with training, networks and resources and connecting people with volunteer opportunities in their communities is at the core of Volunteer West's mission.

Trained volunteers interview and match potential volunteers to suitable opportunities. They connect with dozens of people each week, inform them about volunteering and connect them to opportunities. These skilled and valued volunteers also connect with dozens of agencies, to match volunteers, learn more about their work and support them to develop position descriptions.

Face to face interviews take place regularly in Altona, Sydenham and Footscray. Telephone interviews are also conducted, particularly for individuals who work full time and want to connect with volunteering.

In 2018, Volunteer West implemented an exciting new volunteer matching outreach model. This involves recruiting, training, and supporting local tertiary students to volunteer in small groups to conduct volunteer information and referral activities for people wanting to connect with opportunities in the west. This model has proved highly successful and enables face to face as well as telephone interviews to be conducted in a friendly, vibrant environment.



This year we have seen an increase in the number of people who identify as having a mental illness and/or a disability. Striving to provide an accessible service, which supports people of all abilities to volunteer is a success we celebrate and will continue to build upon.

This work is made possible by the incredible generosity of our very talented and committed volunteers. Our sincere thanks to each one for their hard work, sense of humour and dedication to the service.

managers of volunteers network

Network meetings have continued as informal opportunities for participants to connect, discuss ideas, share information, success stories, collaborate to solve problems or issues and meet other colleagues from the sector working across Melbourne's West.

Training and the network meetings are held separately, with the option of inviting guest presenters to address specialised topics. The network meetings have seen a wide variety of organisations, from local government to 100% volunteer managed and run groups actively participate.

Across 12 meetings over the past year specialised resources and information supplied by Volunteer West has covered topics such as:

- › Social Media for not for profits;
- › Police and Working with Children Checks;
- › Volunteers and Insurance;
- › VIKTOR Volunteer Management Program and
- › Marketing for community organizations.

We have a strong network of over 250 organisations across the West who participate in meetings and the training opportunities we provide. Connecting organisations together has been a particular success of the network, where organisations have been able to collaborate on projects, share resources and educate one another about their work.

What participants are saying:

“I find the meetings at Volunteer West a lifeline to my volunteer focussed colleagues.

I work in isolation much of the time so it is great to come together and be refreshed by the ideas others are willing to share and the training that is available.

The volunteer sector is invisible sometimes and volunteers are taken for granted. These meeting remind us all of the value of the work we do and how precious our volunteers are. Thank you.”

Gaye Witney, EdConnect Australia

“Volunteer West is an outstanding resource for any organisation that engages with volunteers.

The staff are exceptional in being able to support groups. The most valuable aspect of being a part of Volunteer West is attending the networking meetings, as it is the best opportunity to meet other folks within our local area to solve and support the changing needs of our organisations.”

Sarah Howe, Student Engagement Officer (Vollies),
Victoria University

“

This training
has enabled
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for my job.

The format,
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provide fre
ple impact
attitudes a
ugh educat



Volunteer West is dedicated to providing accessible, quality training opportunities for network members.

In partnership with the Albury Wodonga Volunteer Resource Bureau and Northern Volunteering (SA): NV Education & Training Services, Volunteer West has provided valuable training opportunities to volunteer involving organisations across the west.

Way 2 Go Volunteering

Way2Go volunteer management training, a comprehensive training package for volunteer managers and coordinators supports participants to create, review and update their volunteer management systems. This pre-accredited training is endorsed by the NSW Department for Family and Community Services.

Supporting the implementation of compliant, best practice volunteer management systems, the training is delivered across a series of face to face sessions with access to online training and a resource toolkit.

Way2Go is accessible training for local volunteer involving organisations, with many who participated representing organisations that are 100% volunteer managed.

"A great atmosphere and provided valuable information and learning to support our organisation and share within our organisation"

Certificate IV training

Northern Volunteering (SA) Inc (NVSA) is a Volunteer Resource Centre (VRC) based in Salisbury, South Australia. NVSA also runs a Registered Training Organisation – NV Education & Training Services (NVETS) which specialises in volunteer-related, nationally accredited certificates.

In 2017 NVETS worked in partnership with Volunteer West to provide the 'Master Class to Cert IV' training, a concept developed because of a need in industry for high quality Volunteer Program Management training which could lead to a qualification. NVETS divided the Certificate IV in Coordination of Volunteer Programs into 3 modules and electives specifically to meet this need with each module or skill set taking 4 days face to face training.

Participants had the opportunity to attend a day of training as a masterclass, or to enrol in all of the sessions as part of a Certificate IV accreditation.

The first year saw 22 leaders from different organisations within the Volunteer West region attend the first 4 workshops with many participants deciding to carry through to complete the Certificate IV in Coordination of Volunteer Programs in 2018. Overall this training was delivered to 70 participants, representing a variety of volunteer involving organisations.

The 3 modules delivered in 2018 were:

- › Module 1 - Volunteer Management
- › Module 2 – Communications, teams and diversity
- › Module 3 – Legal compliance, ethics and policy

"This training has enabled me to up-skill for my job. The format, support and content are fantastic."



volunteer stories

The Hobsons Bay Men's shed is one of thousands across Australia and is one of the largest in Victoria.

Providing men with a space to meet, learn, tinker and participate the HB Men's shed has over 260 members, all volunteers who share, learn and work together.

Working and volunteering their services with local schools to build chicken coops, preparing and sharing meals together, restoring and shining vintage cars,

learning about computers and even shooting a game of pool or two, the Hobsons Bay Men's shed sees locals of all ages, backgrounds, abilities and nationalities connect in an inviting, supportive community space.

Pictured: Collin adding the final touches to a book tree for the local library.



The HMAS Castlemaine gets a facelift at Williamstown's Gem Pier.

The volunteer crew restore and maintain the vessel and artifacts, lead tours and welcome thousands of visitors from around the world each year aboard this local landmark.

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 2018 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 2018 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 25th day of September 2018

committee's report

Your committee members submit the financial report of the Volunteer West Inc for the financial year ended 30 June 2018.

Committee Members

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

› Greg Mullins
(President)

› Maureen Le Scoul
(Vice President – appointed November 2017)

› Kerry Mayne
(Vice President – resigned & appointed Ordinary Member November 2017)

› Samantha Kotz
(Treasurer – resigned November 2017)

› Jamie Ramsay
(Treasurer – appointed May 2018)

› Christine White
(Ordinary Member)

› Monica Ferrie
(Ordinary Member)

› Jacqui Bramwell
(Secretary – resigned December 2017)

› Tracey Christodoulou
(Ordinary Member – appointed November 2017)

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 2018 amounted to \$30,855 (2017: net surplus of \$14,361).

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



Greg Mullins
President



Maureen Le Scoul
Vice President

Dated this *25TH* day of *September* 2018

statement of comprehensive income

	Note	2018 (\$)	2017 (\$)
Revenue	2	178,661	131,875
Employee benefits expense		(109,347)	(94,368)
Rent expense		-	3,219
Telephone and IT expense		(6,916)	(5,518)
Insurance expense		(953)	(770)
Depreciation & Amortisation expense		(2,448)	(3,524)
Finance costs		-	-
Professional fees		(4,719)	(5,202)
Project services expenses		(9,038)	(5,321)
Conference expenses		-	(123)
Other administration expenses		(14,385)	(5,907)
Net Surplus / (Deficit) attributable to members of the association		30,855	14,361
Other comprehensive income		-	-
Total comprehensive income for the year		30,855	14,361

Notes

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

statement of financial position

	Note	2018 (\$)	2017 (\$)
Current assets			
Cash and cash equivalents	3	71,653	66,389
Trade and other receivables	4	14,822	2,449
Total current assets		86,475	68,838
Non-current assets			
Property, plant and equipment	5	4,593	2,909
Intangibles – Website Costs		1,157	397
Total non-current assets		5,750	3,306
Total assets		92,225	72,144
Current liabilities			
Trade and other payables	6	23,403	34,177
Total current liabilities		23,403	34,177
Total liabilities		23,403	34,177
Net assets		68,822	37,967
Equity			
Retained surplus		68,822	37,967
Total equity		68,822	37,967

statement of changes in equity

	2018 (\$)	2017 (\$)
Retained Surplus		
Balance at 1 July 2017	37,967	23,606
Surplus / (Deficit) for the year	30,855	14,361
Balance at 30 June 2018	68,822	37,967
Total Equity		
Balance at 1 July 2017	37,967	23,606
Surplus / (Deficit) for the year	30,855	14,361
Balance at 30 June 2018	68,822	37,967

acknowledgements

Our sincere appreciation to the following organisations and individuals who have supported the work of Volunteer West over the last year.

Albury Wodonga Volunteer Resource Bureau	Hobson's Bay City Council	Robert Wagner
Altona Library	Hobson's Bay Community Fund	Sam Merrifield Library
Brimbank City Council	Laverton Community Hub	Sydenham Neighbourhood House
Carer's Victoria	Louis Joel Arts and Community Centre	Tarneit Community Learning Centre
City of Moonee Valley	Maribyrnong City Council	Underdog Design
Federal Department of Social Services	Network West	Victoria University
	Northern Volunteering	Wyndham City Council

a volunteer's story

I've been a volunteer for a long time.

When my kids were little, I used to go into the school and help with special days and sometimes things in the classroom. That is just what you do you help people when you can. That has always been important to me. Now I volunteer in lots of places.

I don't work, because of health issues. To stay well, I have to focus on my mental health. That's another reason why I volunteer.

I used to volunteer at the local op shop, sorting clothes and helping people out. Now I volunteer at the community centre and I help out with the activities with my Breakthru group.

Breakthru is a local not for profit that provides mental health support, I access support there and help with programs such as the cooking group and art classes. I also help sort clothes, give people information and set up activities at the centre.

When I volunteer it means I am not stuck inside. It makes me get up, take care of myself and go and help people.

Volunteering really is my lifeline to the community. I get to help people, meet people and make friends and know that I am being active and giving. When I need help, it also gives me somewhere to go so I can talk to someone.

Volunteering is the best thing you can do for yourself and the community at the same time!

- Sue

