

# Annual Report





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## Organisation Information

### Volunteer Managers

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**250**

Volunteer Involving organisations  
on our books

**68**

Volunteer Managers  
trained

**80**

One-on-one support  
sessions provided

**90%**

Participants happy  
with training provided

### Volunteers

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**172**

Current volunteer opportunities  
advertised online

**11**

Volunteer training  
sessions conducted

**94%**

Participants happy  
with training provided

## 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

## Committee of Management

Daniel Civitico

*President, elected November 2018*

Maureen LeScoul

*Vice President, resigned September 2019*

Kerry Mayne

*General Member, resigned June 2019*

Christine White

*General Member*

Greg Mullins

*Treasurer, resigned February 2019*

Tracey Christodoulou

*General Member*

Jacob Wood

*Secretary, elected November 2018*

Philip Taylor-Bartels

*General member, elected November 2018, resigned March 2019*

Sinead Mildenhall

*General member, appointed July 2019*

Roland Selvanayagam

*Treasurer, appointed February 2019*

## Staff

Hayley Allen

*Community Development Co-ordinator  
(until February 2019)*

Patricia Lauria

*General Manager*

Phuong MacCallum-Le

*Project Worker (January – June 2019),  
Volunteer Services Co-ordinator  
(from August 2019)*

Kasia Tkaczyk

*Volunteer Services Assistant (Casual)*

Robert Wagner

*Community Development Co-ordinator  
(from March 2019)*

Victoria Wells

*Volunteer Services Co-ordinator  
(until August 2019)*

## Volunteers

Lynette Brander

Mikalya Camilleri

Hua Chen

Havoovi Chowna

Kim Conder

Ann Dyson

Leela Everest

Lisa Herd

Hamsa Jawad

Fernanda Farina Kim

Sabrina Papinot

Vidhee Patel

Michael Scalzo

Hussain Suleman

Annie Zahra

# President's Report

This is my first year as President of this great organisation, and I must say I was most impressed by the work that Volunteer West does to enhance the wellbeing of people in the western suburbs.

I would first like to acknowledge the great work that Greg Mullins has done for the organisation over a number of years in keeping Volunteer West at the forefront of volunteering practice. His advice and experience helped to make the transition a smooth one and to enhance my understanding of volunteering in general.

This year we saw some critical appointments to the Committee of Management that has seen these appointees bring a wealth of skills and depth of understanding of volunteering. We welcomed Roland Selvanayagam, Sinead Mildenhall, Jacob Wood and for a brief time Philip Taylor – Bartels to the Committee of Management. Unfortunately due to work commitments, Philip was unable to retain his position.

All these appointments have already brought new ideas and expertise to their roles.

We also saw some Committee of Management members leave over the past 12 months. We wish Kerry Mayne and Maureen LeScoul well for the future.

The Committee of Management continues to work closely with the General Manager to ensure that we provide the best leadership for Volunteer West. To that end we recently held a strategic planning day utilising an external facilitator who challenged our norms and ideas. We were asked to look at what our organisation would look like in three years and what our priorities were.

That planning day has provided some strong impetus to improve the service that Volunteer West provides as well as a critical look at our service provision.

This planning will put Volunteer West in good stead for the future to remain relevant and I look forward to progressing some of those initiatives.

The Committee of  
Management continues  
to work closely with  
the General Manager to  
ensure that we provide  
the best leadership for  
Volunteer West.



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**Daniel Civitico**

*President*

# General Manager's Report

Volunteering is often taken for granted or overlooked, but can indeed make a great difference to community outcomes.

One of the great leaders of Melbourne's West, Hayden Raysmith AM, delivered an address at Volunteer West where he described volunteering as "the glue that binds communities together with long-lasting positive effects". Volunteer West continues to work hard in the space of volunteering, something that is often taken for granted or overlooked, but which can indeed make a great difference to community outcomes.

This year has been a milestone moment for us, with funding provided by the Victorian Government Department of Health and Human Services to roll out a training and mentoring project. Undertaken in partnership with Albury Wodonga Volunteer Resource Bureau, the Way to Go Volunteering Training Program saw small community organisations, of which many have no paid staff, complete the training in how to improve their management of volunteers. In addition some of the organisations were matched with mentors who assisted them to integrate their learning into organisation practice.

The completion of the training was an opportunity for us to celebrate the great contribution of volunteers with an event, 'Strengthening Volunteering in the West'. This event brought together the participants along with representatives from government and community organisations from across the region. It was a great display of what can be achieved when all levels of government are prepared to support volunteering and how a volunteer resource centre can coordinate these resources for local communities.

Volunteer West has continued to be active members of the National Network of Volunteer Resource Centres. This network has grown this year and stretched its wings, providing a professional development workshop for CEO's and Managers of Volunteer Resource Centres. We saw people coming to Melbourne from all over the country to share knowledge and expertise with one another in addition to that of some other highly skilled presenters.

This year we have welcomed Robert Wagner to our staff team. Many people may remember Robert from his work in Melbourne's East and also at a state-wide level in volunteering. Robert comes to the west with an enormous amount of experience and skill. Phuong MacCallum -Le, who also joined us, did a sterling job of managing the training and mentoring project and has now taken over the post of Volunteer Services Coordinator. During this year Hayley Allen, Vicki Wells and Kasia Tkaczyk have all provided great service to Volunteer West, developing new systems and ways of working that have streamlined our processes.

We have many plans afoot to introduce new initiatives over the coming months, thanks to the wonderful efforts of our volunteer team.

*To read the full address from Hayden Raysmith AM visit: [volunteerwest.org.au/news](http://volunteerwest.org.au/news)*



**Patricia Lauria**  
General Manager

# Connecting Volunteers

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# 656

Individuals that received assistance to undertake volunteering

# 38%

Born outside of Australia

# 27%

Unemployed

# 4%

Have a disability

# 3

Have a mental health issue

# 2

Aboriginal and Torres Strait Islanders

Volunteer West supports many passionate and diverse volunteer involving organisations across Melbourne's western region. Our work seeks to build capacity in their organisations through training, networking and referring prospective volunteers from across the region to local opportunities.

Volunteer West has a team of trained volunteers who interview and match people to suitable roles, ensuring that a person's skills, location and availability are taken into account. Our volunteer services' team connects individuals with organisations to support them in their work.

Face-to-face interviews are regularly conducted in Altona and Sydenham. Additionally, many telephone interviews are undertaken for those working and unable to attend our offices during business hours, or for people who live some distance away.

In 2019, Volunteer West delivered a new outreach model which involved designated days set aside to conduct a large number of interviews, utilising tertiary students and

other volunteers to match people in the community to opportunities. This model allows for interviews to be conducted in different locations with both face-to-face and telephone interviews to connect individuals with opportunities. Additionally, a larger group of volunteers has proved a more engaging and dynamic environment for them in which to operate.

Volunteer West continues to see a diverse mix of community members seeking volunteer work, irrespective of their background and experience. Of note, we continue to support recently-arrived migrants in making connections with their local community and supporting unemployed people in finding volunteer opportunities to support their job-seeking.

Volunteer West would not be able to deliver these services without the support of a dedicated team of talented volunteers who generously give their time and skills to make it all possible. Our sincerest thanks go to each and every one of them for their commitment.





## Managers of Volunteers' Network

Volunteer West held another series of network meetings over the last year to facilitate informal opportunities to connect, learn, share ideas, problem-solve and provide peer support with colleagues from across the region.

The meetings attract a wide variety of attendees from local government and larger not-for-profit organisations to 100% volunteer managed and run community groups.

Various topics have been addressed at the meetings which have included:

- › Marketing to attract volunteers in the west
- › The impact of the NDIS on volunteer services
- › Volunteering for people with disabilities and the Victoria ALIVE project
- › VIKTOR Volunteer Management System
- › Supporting corporate volunteering opportunities for local businesses

With a network of over 250 organisations, Volunteer West continues to connect organisations and supports collaboration, the sharing of skills and resources across the region.

## Training

### ICE Training

In February, in partnership with 360 Edge, Volunteer West delivered a workshop to over 25 frontline workers within organisations across the region to support them with the knowledge and skills required to manage people affected by methamphetamine ('ice' or 'speed').

### Introduction to Volunteering

In order to prepare people who have not volunteered before Volunteer West continues 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.

Over the last year, Volunteer West delivered nine of these workshops to various organisations, volunteer groups and educational institutions.



## Training and Mentoring Project

Local communities all across the West are supported by, and the beneficiaries of, the contributions made by small community groups made up of volunteers. They often have no paid staff, yet a huge remit in terms of what they provide and the connections they make. At a recent community consultation in the outer West one resident explained that there were no social activities in her suburb so she and a couple of neighbours just started up a walking and event group. These groups often have very little access to training and resources, yet are managing volunteers, and sometimes big groups of them.

With funding provided by the State Government Department of Health and Human Services Volunteer West provided training to 34 small community organisations in partnership with Albury Wodonga Volunteer Resource Bureau. The Way to Go Volunteering training assists managers of volunteers to understand their responsibilities and has practical tools that can be used to assist in developing new policies and procedures for their organisations. Groups such as Shoestring Gardening, Quang Minh Temple

and the Dingo Discovery Sanctuary and Research Centre participated.

The project also involved groups being offered a mentor to assist them in integrating their learning. This was taken up by a small group who have formed working relationships with the skilled mentors.

Venerable Thich Phuoc Tan is the Abbot of Quang Minh Temple, located near Footscray which has one of Australia's largest Vietnamese communities. Phuoc Tan attended our training with the first group in February. He was so happy to be able to attend. He said the temple has around 300 volunteers and on special occasions, it can be as many as 1,000. Yet the organisation did not have proper policies to look after their volunteers. The importance of a good volunteer management programme had come to his attention, but he had not had the opportunity to look into this.

After the first training day, Phuoc Tan shared that he felt overwhelmed as there are so many procedures and he did not know where to start. He was the first to register to have a mentor. He also needed someone that could

Thank you again for the experience and opportunity.  
I think the opportunity allowed my mind and heart to  
grow tremendously in such a short time! It has given  
me so much empowerment and motivation!

– Minh Tran

*Pictured: Phuoc Tan at a mentoring meeting at Quang Minh Temple*

help him with the hands on work because he did not have an assigned volunteer manager. He was doing all of this as well as managing the temple.

Minh is in his last year of a law degree. We hoped he would be a great match as a mentor for Phuoc Tan, with both his legal studies and being Vietnamese. This meant he understood the culture and the best way to introduce new policies to people who have volunteered at the temple for many years.

Minh met with Phuoc Tan and with the committee of management to develop a volunteer management programme that would work best for the temple. He helped to develop templates and volunteer guidelines for the organisation and now assists them with procedures in regard to criminal records checks.

Minh said the mentoring not only helped Phuoc Tan, but it has been a learning opportunity for him and he has a sense of fulfilment in giving back to the community, especially the Vietnamese community that he dearly cares about. He plans to continue to provide

his support to Phuoc Tan and the temple even after the programme finishes.

We are grateful to our small but mighty band of volunteer mentors who have gone above and beyond in many cases to make this project such a success.

To celebrate the completion of the training and volunteering in the west an event, 'Strengthening Volunteering in the West' was held at the Newport Community Hub in June 2019. 70 people attended. There were speeches from Danny Civitico, President of Volunteer West, Phuong MacCallum-Le, the Project Co-ordinator and Lizzie Blanthorne MP, the Parliamentary Secretary for Carers and Volunteers. The Parliamentary Secretary presented certificates of completion to some of the people who completed the training. This event brought together many people involved in volunteering, from volunteers themselves, to peak bodies and members of Parliament. Great food, entertainment and much laughter was the order of the day. Special thanks to the Hobson's Bay Men's Shed for their terrific support of this project.



## Governance Mentors Project

With funding provided by the Hobson's Bay Community Fund Volunteer West has been working with Annecto Speakers Bank to provide mentoring support. The Speakers Bank are active members of the network of volunteer managers in the west and known to Volunteer West as a group looking to continuously improve.

The main purpose of the project was to determine the most effective and efficient model of operation for the Speaker's Bank—potentially a social enterprise model. The objectives included reviewing the current operational structure, the services delivered and considering different operating models and strategic directions. Mentoring sessions were held in 2018 and focussed on:

- a. A review of communications about the expectations and future directions of Speakers Bank
- b. A mapping of services to evaluate alignment
- c. A plan to go forward

The mentoring sessions unpacked some challenges both from a program perspective – internal to the organisation, which include human resource and financial constraints; and from an external perspective – how its current design will meet the demands of the market it may potentially serve, given the changes in the disability sector.

One success of this mentoring project was it allowed Speakers Bank to re-think its current position and where it wants to go forward. With sound advice and guidance, some initial practical steps to move towards the direction of a social enterprise have been discussed and identified. In addition, learning through the project will be used to further develop a model to build the governance capacity of small community organisations in Melbourne's west.

# 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 2019 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 2019 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 29<sup>th</sup> day of August 2019

# Committee's Report

Your committee members submit the financial report of the Volunteer West Inc for the financial year ended 30 June 2019.

## Committee Members

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

- › Daniel Civitico  
*(President, appointed November 2018)*
- › Greg Mullins  
*(President, resigned & appointed Treasurer November 2018, then resigned February 2019)*
- › Maureen Le Scoul  
*(Vice President)*
- › Roland Selvanayagam  
*(Treasurer, appointed February 2019)*
- › Jamie Ramsay  
*(Treasurer, resigned September 2018)*
- › Jacob Wood  
*(Secretary, appointed November 2018)*
- › Kerry Mayne  
*(Ordinary Member, resigned June 2019)*
- › Christine White  
*(Ordinary Member)*
- › Monica Ferrie  
*(Ordinary Member, resigned November 2018)*
- › Tracey Christodoulou  
*(Ordinary Member)*
- › Philip Taylor-Bartels  
*(Ordinary Member, appointed November 2018 & resigned March 2019)*
- › Sinead Mildenhall  
*(Ordinary Member, appointed July 2019)*

## 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 2019 amounted to \$39,479 (2018: net surplus of \$30,855).

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



**Daniel Civitico**  
*President*



**Roland Selvanayagam**  
*Treasurer*

Dated this 29<sup>th</sup> day of AUGUST 2019

# Statement of Comprehensive Income

	Note	2019 (\$)	2018 (\$)
<b>Revenue</b>	<b>2</b>	<b>209,406</b>	<b>178,661</b>
Employee benefits expense		(124,715)	(109,347)
Rent expense		(5,666)	-
Telephone and IT expense		(4,667)	(6,916)
Insurance expense		(233)	(953)
Depreciation and amortisation expense		(2,920)	(2,448)
Finance costs		-	-
Professional fees		(7,590)	(4,719)
Project services expenses		(15,587)	(9,038)
Other administration expenses		(8,549)	(14,385)
<b>Net Surplus attributable to members of the association</b>		<b>39,479</b>	<b>30,855</b>
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<b>39,479</b>	<b>30,855</b>

## 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	2019 (\$)	2018 (\$)
<b>Current Assets</b>			
Cash and cash equivalents	3	113,168	71,653
Trade and other receivables	4	9,201	14,822
<b>Total Current Assets</b>		<b>122,369</b>	<b>86,475</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	5	6,405	4,593
Intangibles – Website Costs		2,878	1,157
<b>Total Non-Current Assets</b>		<b>9,283</b>	<b>5,750</b>
<b>Total Assets</b>		<b>131,652</b>	<b>92,225</b>
<b>Current Liabilities</b>			
Trade and other payables	6	23,351	23,403
<b>Total Current Liabilities</b>		<b>23,351</b>	<b>23,403</b>
<b>Total Liabilities</b>		<b>23,351</b>	<b>23,403</b>
<b>Net Assets</b>		<b>108,301</b>	<b>68,822</b>
<b>Equity</b>			
Retained surplus		108,301	68,822
<b>Total Equity</b>		<b>108,301</b>	<b>68,822</b>



# Statement of Changes in Equity

	2019 (\$)	2018 (\$)
<b>Retained Surplus</b>		
Balance at 1 July 2018	68,822	37,967
Surplus for the year	39,479	30,855
<b>Balance at 30 June 2019</b>	<b>108,301</b>	<b>68,822</b>
<b>Total Equity</b>		
Balance at 1 July 2018	68,822	37,967
Surplus for the year	39,479	30,855
<b>Balance at 30 June 2019</b>	<b>108,301</b>	<b>68,822</b>



## Acknowledgments

360 Edge

Albury Wodonga Volunteer  
Resource Bureau

Brimbank City Council

Bunnings Altona North

Department of Health  
and Human Services

Dr. Murray Verso

Eastern Volunteers

Federal Department  
of Social Services

Hobson's Bay City Council

Hobson's Bay Community Fund

Hobson's Bay Men's Shed  
Network

Keith Ryall

Laverton Community Hub

Louis Joel Arts and  
Community Centre

Maribyrnong City Council

Newport Community Hub

Rotary Club of Altona

Sydenham Neighbourhood  
House

The Rotary Foundation

Underdog Design

Volunteering Victoria

Whittlesea Community  
Connections

Our sincere

appreciation to the

organisations and

individuals who have

supported our work

over the last year.





## A Volunteer's Story

**I chose to volunteer at Volunteer West because it was a fantastic opportunity to develop new skills while I complete my human resource management course.**

In the last 6 months, I have been able to develop relevant skills for my future career in human resources such as phone manner and interview skills, as well as the confidence to communicate with people from a variety of backgrounds. I have been able to meet and work with many other volunteers from different backgrounds which helped me to build my interpersonal skills and team work.

Finding a flexible volunteering role was extremely important because it allowed me to balance my prior work and university commitments.

I would highly recommend others to volunteer for their local communities because it is not only a great way to meet new people, but also worthwhile and beneficial for others.

– Sabrina