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**VOLUNTEERING
SA&NT
ANNUAL REPORT**

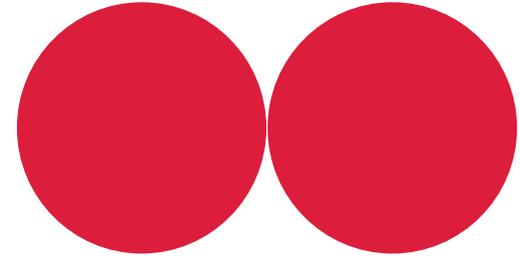
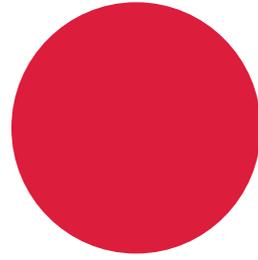
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**THIS IS A DEDICATED
AND PROFESSIONAL
GROUP WHO
CONTINUOUSLY AIM
FOR EXCELLENCE IN
SERVICE DELIVERY.**

Chairperson & ceo report



TIM JACKSON
Chairperson



EVELYN O'LOUGHLIN
Chief Executive Officer

IN LOOKING BACK OVER THE 2014-15 FINANCIAL YEAR, WE SEE THAT VOLUNTEERING SA&NT HAS MADE STEADY ADVANCES AND ACHIEVED SOME NOTABLE SUCCESSES IN THE FACE OF SOME DAUNTING CHALLENGES.

Volunteering SA&NT had a significant presence at the **23rd World Volunteer Conference of the International Association for Volunteer Effort (IAVE)** held in September 2014 on the Gold Coast. Tim Jackson, our Chair and also President of Volunteering Australia, hosted this Volunteering Australia-run international event, the second time the organisation has run it in 44 years. As host, Tim welcomed over a thousand volunteering leaders from more than 50 countries to what turned out to be a highly successful conference.

Our CEO, Evelyn O'Loughlin, served as panellist on the forum 'The Role of Government in Supporting Volunteering' alongside Richard Dictus, Executive Coordinator, United Nations Volunteers. Evelyn also co-presented the sessions 'Volunteering Strategy for South Australia' and 'National Volunteering Standards'.

Another notable contributor at the IAVE Conference was Bruce Hammond, Chair of our Aboriginal Reference Group. Bruce gave a presentation on Volunteering SA&NT's collaboration

with Australian Volunteers International to support Aboriginal volunteering in outback Oodnadatta. Other key project participants also gave input at the session. This innovative project continued to achieve successes throughout 2014-15, furthering the community's quests to improve Aboriginal student literacy and comprehension, assist tourism marketing and develop an Oodnadatta Cemetery Burial Register.

Our National Volunteer Week (NVW) events continue to grow, becoming ever more prominent showcases for the outstanding work done by volunteers in our communities. The **Northern Territory Volunteer of the Year Awards** were presented at a gala event in Darwin last May. This was organised by Volunteering SA&NT in partnership with the Northern Territory Government and hosted by the Northern Territory Chief Minister, The Hon Adam Giles MLA. Attracting a field of enthusiastic entrants from throughout the Northern Territory, the top awards in 2015 all went to volunteers from Alice Springs.

Volunteering SA&NT's annual **Volunteer Parade** in Adelaide during NVW saw 850 people register and masses of participants take to the streets. A parade featuring 56 organisations, 20 of them new attendees, made its way from the Torrens Parade Ground to Victoria Square through the CBD on a weekday morning courtesy of Adelaide City Council support. A typically vibrant volunteer spirit abounded amid a colourful sea of banners, balloons, volunteer uniforms, vehicles and support animals.

In a national arena, Volunteering SA&NT spearheaded a review that delivered the new **National Standards for Volunteer Involvement**. Released during NVW 2015, this updates the best-practice model for volunteer management and engagement. Aspects examined during the review included the impact of demographic shifts on volunteering, the opportunities and challenges posed by new forms of volunteering and the need to manage the quality of assistance volunteers offer.

The Definition of Volunteering similarly required review and revision due to social change, having last been examined over 15 years ago. Working with peak bodies at state, territory and national levels, Volunteering SA&NT led community consultations in South Australia and the Northern Territory to deliver findings

that contributed to the drafting of a new definition. This definition covers a wider range of activities, and is closely aligned with that of the United Nations and includes interpretation notes.

A major focus of our work over the past year in a South Australian context was on **The Volunteer Strategy for South Australia 2014-2020**, a partner-driven policy development and implementation venture involving us, the Government of South Australia, the Local Government Association for South Australia and Business SA. In this, the second year of implementation, the focus is on steering the strategy into the future and achieving real and lasting improvements to the experiences South Australians have of volunteering.

The **changes to Commonwealth community service tendering processes** made this year by the Department of Social Services (DSS) posed major challenges for Volunteering SA&NT along with all other organisations in the not-for-profit community service sector.

These changes gave rise to a litany of problems and concerns, which we outlined in our submission to the Senate Standing Committees on Community Affairs **Inquiry into the Impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by DSS**. The overall impact has been very negative on the volunteering sector, disadvantaged people, the not-for-profit sector and the broader community.

DSS funding this past financial year for provision of our services in the Adelaide area was reduced by more than two thirds of that for the previous year. Our DSS funding is now only for service provision in selected suburbs rather than the whole Adelaide metropolitan area, which constitutes a major detrimental change to that of the previous decade. DSS funding for our Northern Territory work was also significantly reduced. Our ability to strategically plan and deliver volunteering support services both across South Australia and the Northern Territory is hindered by these service delivery gaps and the disproportionate and inequitable cuts to our funding.

These new DSS tendering processes have also impacted on our internal operations, with funding uncertainties contributing to higher staff turnover since some positions have had to be staffed on a short-term contract basis. While staff turnover numbers were higher than usual this past year, overall numbers of staff and volunteers have remained stable.

Meanwhile, it is particularly pleasing that this year we invested over \$52,000 of accrued reserves in projects of national importance, including the review and development of the new National Standards. The use of our reserves and the reduced Federal funding, has resulted in a deficit position of \$19,598, however Volunteering SA&NT has net assets of \$359,574 as at 30 June 2015.

On another positive note, we have continued progressing towards our strategic goals while working with partners in the not-for-profit, academic, corporate and government sectors in South Australia and the Northern Territory as well as Federal agencies.

In collaborations with emergency service organisations, Volunteering SA&NT successfully activated a newly developed **spontaneous volunteer service** for recruitment of volunteers by organisations responding to the January 2015 Sampson Flat fires northeast of Adelaide. Later in January, Volunteering SA&NT and the Northern Territory Government supported **systems to manage spontaneous volunteers** who offered assistance during the recovery stage after flash flooding in Alice Springs.

Furthermore, we are delighted by survey results of **satisfaction levels for our services overall** indicating that 97% of respondents considered the quality of our services met or exceeded expectation – a 5% increase from the previous year.

Turning now to matters of people, Volunteering SA&NT has a new patron, **His Excellency the Honourable Hieu Van Le AO**, who took over in December 2014 from the retiring Governor of South Australia, Rear Admiral The Honourable Kevin Scarce AC CSC RAN (Rtd). We welcome the support of His Excellency who has shown a keen interest in our work in the time since his appointment and previously in his role as Chair of the South Australian Multicultural and Ethnic Affairs Commission.

Volunteering SA&NT has a new Northern Territory board member, **Andrew Turner**, who has been a member of our Northern Territory Committee since the beginning of 2014. Andrew is the Director of Operations, Bushfires NT, and has also been Shire President of the Coomalie Shire Council since 2006. He has lived and worked across the Top End for the past 27 years, mostly in remote communities. Andrew brings with him a wealth of expertise and experience in the emergency services field and in volunteering.

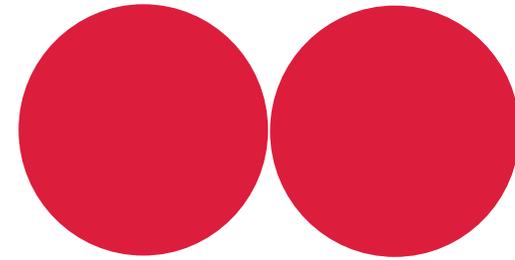
Our report would be incomplete without sincere thanks to our members, supporters, sponsors and funding partners – the Government of South Australia's Department of Communities and Social Inclusion and the **Minister for Volunteers, The Hon Zoe Bettison MP**; the Northern Territory Government's Department of the Chief Minister and the **Northern Territory Chief Minister, The Hon Adam Giles MLA**; and federally, DSS – all to whom we extend a deeply appreciative 'thank you'. A partnership highlight continues to be our long-standing relationship with **Beyond Bank**, notably, Peter Rutter, General Manager Community Development, and his dedicated team.

Our successes and impacts, detailed further in this Annual Report, could not have been achieved without the extraordinary passion, dedication and commitment of our employees and volunteers. Volunteering SA&NT enjoys the support of a large group of highly skilled volunteers who effectively triple our staff person-power resource. Without them, we would be unable to provide many of our services. We offer a big 'thank you' to our volunteers who have generously contributed more than 5,000 hours collectively so far this year.

Similarly, we offer thanks for the hard work, invaluable guidance and encouragement given by the Volunteering SA&NT Board, our four Committees – the Northern Territory Committee, Viability Committee, Leading, Partnering, Building Committee and Governance Committee – and our Aboriginal Reference Group.

Thank you to all and we look forward to working with you to grow volunteering in the Northern Territory and South Australia for many more years to come!

our measures



EACH YEAR, WE CONDUCT A SURVEY TO ASCERTAIN FROM OUR MEMBERS, CUSTOMERS AND STAKEHOLDERS HOW WELL WE PERFORMED IN TERMS OF THE OBJECTIVES SET IN OUR STRATEGIC PLAN 2012-15.

The Annual Stakeholder Survey gives us a measure of the effectiveness of our work as perceived by individuals and communities, and informs our efforts to ensure this work continues to be aligned with our Strategic Plan goals of Leading, Partnering, Building and Viability.

The responses to this year's survey (with respondent numbers up by a massive 72%) indicated an increase in the effectiveness of our Partnering, Building and Viability strategies – very pleasing outcomes – while the effectiveness of our Leading strategies remained stable.

LEADING STRATEGIES:

Effectiveness at leading volunteering

89%

SAME AS PREVIOUS YEAR.

PARTNERING STRATEGIES:

Excellence at collaboration and working partnerships

EIGHTY-EIGHT PER CENT

15% INCREASE OVER 2014.

BUILDING STRATEGIES:

Effectiveness at building capacity and skills for the sector

85%

9% INCREASE OVER 2014.

VIABILITY STRATEGIES:

As indicated by the quality of our services

97%

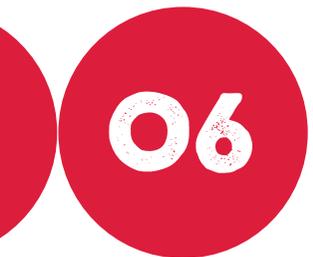
5% INCREASE OVER 2014.

**IT'S REALLY EXCITING
TO BE INVOLVED IN THE
VOLUNTEER SECTOR
WHEN THE DEFINITION
OF VOLUNTEERING
IS CHANGING.**

our work



Leading
Partnering
Building
Viability



LEADING

Volunteering SA&NT demonstrates leadership through:

- sector advocacy and policy development
- expertise in volunteer management
- linking volunteers with organisations in exciting and diverse volunteering roles.

Our effectiveness at representing the sector's volunteering community through advocacy and policy at a state, territory and national level increased by 4% this year, with 89% of Annual Stakeholder Survey respondents indicating that Volunteering SA&NT did this well or very well.

In 2014-15, major progress was made on two strategic national projects, the launch of the revised National Standards for Involving Volunteers in Not-For-Profit Organisations and completion of a revised Definition of Volunteering.

NATIONAL VOLUNTEERING STANDARDS REVIEW

Volunteering SA&NT continued to lead a national review of the National Standards for Involving Volunteers in Not-for-Profit Organisations (the 'Standards'). This review was necessitated by an evolving environment in which new forms of volunteering have emerged, demographics and expectations have changed, volunteers outside the not-for-profit sector are being engaged and awareness is growing of the need for quality management of volunteers' efforts. Volunteering SA&NT's work on the review included managing the project on a national scale as well as facilitating sector consultations in South Australia and the Northern Territory. The new Standards, now known as The National Standards for Volunteer Involvement, were officially launched in National Volunteer Week 2015. Volunteering SA&NT has further supported this work by arranging national workshops and developing workbooks and a quality mark system.

DEFINITION OF VOLUNTEERING

The definition of volunteering, set fifteen years ago, poorly reflected the many and varied ways that volunteers now contribute to society. Working with Volunteering Australia and state and territory peak bodies, Volunteering SA&NT led a community consultation process within South Australia and the Northern Territory to gather views about how the definition of volunteering should be updated. The new definition covers a wider range of activities, is closely aligned with the United Nation's definition of volunteering and also includes explanatory notes to assist with the interpretation and application of the definition.

VOLUNTEERING STRATEGY FOR SA

Volunteering SA&NT applied significant amounts of effort and resources to the Volunteering Strategy for SA as it moved into the implementation phase. Volunteering SA&NT staff continued to serve as members of the Volunteering Strategy for South Australia Partnership Board and also as members or executive officers on all working groups. This year the working groups conducted a survey to learn how volunteering is supported within organisations and they also investigated the transferability of criminal history record checks across organisations and jurisdictions.

YOUTH PILOT PROJECT

On behalf of the South Australian Government, Volunteering SA&NT undertook initial scoping for the design of a recruitment resource that uses rewards and benefits to encourage more young people to volunteer. Currently at the pilot stage of development, the resource is a software application (an 'app') for mobile devices that enables young people volunteering with

not-for-profit organisations to bank their hours of service and thereby access rewards and benefits. A paper on this project has been accepted for the National Conference on Volunteering in 2016.

AUSTRALIAN VOLUNTEER RIGHTS & ADVOCACY WORKING GROUP

Volunteering SA&NT continues to lead the national project on Volunteer Rights and Advocacy. This year, the working group commenced research on organisational grievance procedures to support the development of appropriate next-step options in situations where internal grievance procedures fail to resolve a point of contention.

**VOLUNTEERING
IS TIME WILLINGLY
GIVEN FOR THE
COMMON GOOD
AND WITHOUT
FINANCIAL GAIN.**

– New Definition of Volunteering

LEADING

HUMAN SERVICES PARTNERSHIP FORUM

In the work arena of the Human Services Partnership Forum, the Not-For-Profit Sector and Government Partnership Working Group (chaired by the Volunteering SA&NT CEO) made significant progress this year on development of the South Australian Not-for-Profit Funding Rules and Guidelines. Offering a consistent whole-of-government structure for streamlined funding of non-government organisations, these guidelines are expected to be available in June 2016.

POLICY SUBMISSIONS

In our advocacy and policy role, Volunteering SA&NT contributes through written submission and deposition at meetings to state and federal government on issues impacting the sector. This year, the range of topics we provided input on included:

- Department of Social Services (DSS) tendering process
 - Letter to Minister Morrison, Minister for Social Services.
 - Submission made to Senate Inquiry into the impact on service quality, efficiency and sustainability resulting from Department of Social Services (DSS) changes to Commonwealth community service tender processes.
 - Participation, by invitation, in the senate enquiry.
- Commonwealth Home Support Programme, Programme Manual 2015 – response submitted to draft produced by DSS.

- A SAFER Community – continuation of advocacy discussions with Emergency Services Reform Office, South Australian Government, following policy development submission in 2014.
- Re:think Tax Discussion Paper – submissions to drafting of 'Chapter 7: Not-for-profit sector' in document published online by Australian Taxation Office.
- Work for the dole policy input – position statement written with regular consultations with Minister Hartsuyker, Assistant Minister for Employment, Australian Government.

SECTOR CHALLENGES

The data generated by our Annual Stakeholder Survey informs us about the challenges facing the sector, which we make use of when targeting our work in advocacy and delivery of operational services. This year, the most reported challenge was 'administration and management of volunteers and volunteer programs', topping 'recruitment and retention of volunteers' for the first time.

A significant 20% of all challenges reported in the Annual Stakeholder Survey related to police checks or DCSI clearances.



LEADING

WEBSITE

13,200+

VIEWS RECORDED.

REFERRAL SERVICE - POSITION ADVERTISING

OUR ONLINE ADVERTISING SERVICE FOR VOLUNTEERING POSITIONS CONTINUES TO BE ONE OF OUR MOST USED SERVICES.

90

PER CENT

AGREED THIS SERVICE EXCEEDED EXPECTATIONS.

V-NEWS

PROVIDED INFORMATION TO MORE THAN

9,000

PEOPLE FORTNIGHTLY.

NINETY-EIGHT PER CENT

AGREED QUALITY EXCEEDED EXPECTATIONS.

650-800

VOLUNTEER ROLES ARE ADVERTISED AT ANY GIVEN TIME IN SOUTH AUSTRALIA AND THE NORTHERN TERRITORY AS A WHOLE.

750

AGENCIES ARE REGISTERED TO ADVERTISE ROLES WITH US.

TOP VISITED PAGE:

'FINDING A POSITION'

105,000

PAGE VIEWS

19% INCREASE ON THE PREVIOUS YEAR.

FACEBOOK

33%

INCREASE IN REACH.

MOST POPULAR POSTS WERE THOSE RELATING TO

NATIONAL VOLUNTEER WEEK - MAY 2015.

HELP DESK - PHONE SUPPORT

WE RESPONDED TO OVER

300 CALLS

FROM VOLUNTEER MANAGERS REQUESTING SUPPORT.

SIXTY-FIVE PER CENT

OF PEOPLE SOUGHT ASSISTANCE WITH VOLUNTEER RECRUITMENT (ADVERTISING) AND MANAGEMENT.

THESE TOPICS MADE UP 35% OF CALLS RECEIVED

- VOLUNTEER SCREENING
- CHANGE MANAGEMENT
- CHILD SAFETY
- GOVERNANCE
- WORKPLACE HEALTH SAFETY FOR VOLUNTEERS
- WORK FOR THE DOLE
- VOLUNTEER PERSONAL ACCIDENT INSURANCE

LEADING

REFERRAL SERVICE - POSITION ADVERTISING

JANUARY 2015

SAMPSON FLAT BUSHFIRES

GENERATED AN OVERWHELMING SURGE OF SPONTANEOUS VOLUNTEERS.

1,400+

REGISTRATIONS WERE TAKEN.

SEVEN

AGENCIES HAVE SO FAR BENEFITED FROM ASSISTANCE GIVEN BY SPONTANEOUS VOLUNTEERS.

VOLUNTEERS WERE SIMILARLY IN HIGH DEMAND BY ORGANISATIONS, ESPECIALLY DURING THE WINTER DRY SEASON.

TRAVELLING & HOLIDAYING

VOLUNTEERS CONTRIBUTED TO A HIGH NUMBER OF PEOPLE SEEKING SHORT-TERM VOLUNTEER ROLES.

NORTHERN TERRITORY

VOLUNTEER MANAGEMENT EXPERTISE AND INFORMATION

Volunteering SA&NT provides information and expertise on volunteering and volunteer management to the sector. This year, stakeholder satisfaction with the information and expertise provided by Volunteering SA&NT was 96%.

REFERRAL SERVICE - INTERVIEWS

VOLUNTEERING SA&NT'S PERSONALISED FACE-TO-FACE INTERVIEW SERVICE IS STAFFED BY SKILLED VOLUNTEERS WHO ASSIST PEOPLE LOOKING FOR VOLUNTEER ROLES.

1,049

FACE-TO-FACE INTERVIEWS

16% INCREASE ON THE PREVIOUS YEAR.

59

PER CENT PEOPLE FROM CULTURALLY & LINGUISTICALLY DIVERSE BACKGROUNDS.

HOW DID PEOPLE HEAR ABOUT US?

27%

WORD OF MOUTH

24%

REFERRED BY CENTRELINK & JOB SERVICE AGENCIES

19%

INTERNET SEARCHES

FORTY-SEVEN PER CENT

OF ASPIRING VOLUNTEERS SECURED ROLES.

74%

WERE STILL VOLUNTEERING WITH THE ORGANISATION AFTER THREE MONTHS.

409

PEOPLE WERE PLACED IN VOLUNTEER ROLES DURING THE YEAR BY OUR FACE-TO-FACE SERVICE.

PARTNERING

VOLUNTEERING SA&NT DOES NOT ACHIEVE ITS STRATEGIC GOALS ALONE.

Working with partners from the not-for-profit, government, academic and corporate sectors enables us to achieve greater outcomes, and is also a powerful way to tackle difficult issues and increase our impact. This year, more than 88% of Annual Stakeholder Survey respondents reported positively on the quality of their relationship with Volunteering SA&NT and our collaborative way of working.

COLLABORATIVE PROJECTS

All of our projects are undertaken using a partnership model where Volunteering SA&NT works beside staff from other organisations to achieve sustainable outcomes. Examples of projects worked on this year include the following:

- Volunteering SA&NT continued to work in partnership with state and territory governments and emergency service organisations to strengthen emergency management services delivered by volunteers. We are also working in partnership with peak state volunteering organisations to develop a national approach to emergency volunteering.
- In collaboration with the Northern Territory Government, Volunteering SA&NT continued to support systems to manage spontaneous volunteers in the recovery stage following an emergency event.
- In South Australia, Volunteering SA&NT successfully activated our spontaneous volunteer service to support recruitment of volunteers for organisations involved in the January Sampson Flat bushfires. Online and telephone registration of spontaneous volunteers was activated on 3 January 2015, with 26 staff working on the service

over the twelve weeks of operation. Over 1,400 offers to volunteer were registered, seven requests for assistance from diverse agencies were received and more than 60 volunteers were placed with agencies. During the bushfire crisis, Volunteering SA&NT was visited by the Governor of South Australia, His Excellency the Honourable Hieu Van Le AO, and a letter of thanks was received from Her Majesty Queen Elizabeth II. With the recovery effort still in progress, Volunteering SA&NT is ready to respond as needed.

- Our successful partnership with the Northern Territory Government for the Northern Territory Volunteer of the Year Awards continued this year. The Award winners this time were all from Alice Springs, with one commendation going to an organisation in Darwin. While overall nominations were lower than previous years, the number from regional and remote areas increased.
- The Oodnadatta Aboriginal Volunteer Project continues to generate success. Working in conjunction with Oodnadatta community members and organisations, volunteers spent ten weeks on community support projects. The activities assisted included tutoring to improve student literacy and comprehension levels, the development of a tourism marketing survey and the creation of an Oodnadatta Cemetery Burial Register.
- Our successful partnerships with Beyond Bank and the Australian Institute of Company Directors continued this year.

RESEARCH

Volunteering SA&NT is supporting a research project in partnership with Curtin University to ascertain how to encourage people who do not volunteer to embrace volunteering. Over the past year, a project team was established and fieldwork was undertaken. To date, six focus group studies have been conducted with a range of age groups investigated. The data obtained, currently being analysed, will inform the design of a national survey to identify barriers to volunteering for non-volunteers and the factors that might encourage them to volunteer. Data obtained on 18-24 age group responses has been provided to Volunteering SA&NT to assist the development of the Youth Pilot Project recruitment app. A paper on the research project was accepted by the Association for Research on Nonprofit Organizations and Voluntary Action for presentation at its 2015 annual conference in Chicago in November.

PARTNERING

CORPORATE VOLUNTEERING

Corporate volunteering involves the contribution of corporate staff time and resources to volunteering projects to help businesses achieve corporate social responsibility goals and develop meaningful and mutually beneficial relationships with the not-for-profit sector. Activities undertaken in this field by Volunteering SA&NT this year included nurturing our existing relationships with the corporate sector, working with our members to promote their corporate volunteering programs and providing information and contacts to about 50 business enquiries.

NETWORKS

Participation in networks is critical to our work. It enables us to form partnerships and linkages as well as share information, expertise, challenges and trends impacting on the sector. Our staff were active participants in more than 65 networks and working parties. We estimate that over 400 network participants throughout Adelaide, regional South Australia and the Northern Territory obtained information through our networks. A total of 97% of survey respondents reported that Volunteering SA&NT's contribution to networks met or exceeded their expectations.

23RD IAVE WORLD VOLUNTEER CONFERENCE

Volunteering SA&NT staff and board members attended the 23rd International Association for Volunteer Effort (IAVE) World Volunteer Conference held in September 2014 at the Gold Coast, Queensland. Volunteering SA&NT's CEO co-presented sessions on 'The Volunteer Strategy for South Australia 2014-2020' and 'The National Volunteering Standards', and was also a panellist on the discussion forum 'The Role of Government in Supporting Volunteering'. Meanwhile, Volunteering SA&NT Board member and Chair of our Aboriginal Reference Group, Bruce Hammond, gave a presentation on our innovative joint project with Australian Volunteers International to foster aboriginal volunteering in remote communities.

THROUGHOUT THE VOLUNTEER SECTOR, VOLUNTEERING SA&NT IS INVOLVED IN ALMOST EVERY NETWORK IN SOME FORM.

– Annual Stakeholder Survey Respondent

BUILDING

For Volunteering SA&NT, building involves:

- raising awareness of and celebrating volunteering
- improving volunteering sector skills and capacity by supporting new volunteer programs as well as improving those extant
- providing access to training and other professional development activities.

AWARENESS AND CELEBRATION OF VOLUNTEERING

Volunteering SA&NT promotes volunteering via our website, Facebook, Twitter, media, V-news and our bi-annual magazine, Vitality. In 2014-15, National Volunteer Week events such as our Volunteer Parade in Adelaide and the Northern Territory Volunteer of the Year Awards provided the springboard for our main promotional and media engagement exercises.

This year, our staff and volunteers participated in more than 40 volunteer recognition events, conferences, forums, expos and fairs, among which, two highlights stand out:

- Volunteering SA&NT and the CALD Home And Community Care Working Party for Volunteers mounted an exhibition at the Migration Museum of South Australia celebrating multicultural volunteering and the valuable contribution these volunteers make to aged care. The *Volunteers Nourish Souls* exhibition, on display for three months, featured displays related to food preparation and delivery to people in their homes and the social support provided by volunteers. The Migration Museum receives more than 10,000 visitors each month.
- International Volunteer Day 2014 celebrations in Smith Street Mall, Darwin, included the participation of seven not-for-profit organisations. Their personnel engaged with passers-by to extol the benefits of volunteering, to publicise the volunteering opportunities they offered and to foster awareness of the 2015 Volunteer of the Year Awards.

NATIONAL VOLUNTEER WEEK

11-17 MAY, 2015

VOLUNTEERING SA&NT'S VOLUNTEER PARADE IN ADELAIDE CONTINUED TO BUILD ON THE SUCCESSES OF PAST YEARS.

600 VOLUNTEERS WALKED PROUDLY FROM

TORRENS PARADE GROUND → VICTORIA SQUARE

LED BY

TWO POLICE GREYS AND THE POLICE BAND.

FIFTY-SIX

ORGANISATIONS WERE REPRESENTED.

20 ORGANISATIONS MARCHED FOR THE FIRST TIME.

OZ HARVEST

COORDINATED A WELL-RUN ONSITE BBQ LUNCH IN VICTORIA SQUARE.

THE EVENT INCLUDED

- THREE BANDS
- NUMEROUS VEHICLES
- MASCOTS
- BALLOONS
- BANNERS
- RESCUE & COMPANION DOGS

13

BUILDING

NATIONAL VOLUNTEER WEEK

The Northern Territory's main focus for National Volunteer Week was the prestigious Northern Territory Volunteer of the Year Awards, which we organised in conjunction with the Northern Territory Government. Well-attended gala events, hosted by Chief Minister Adam Giles MLA, were again held in Darwin and Alice Springs, with the big surprise this year being that all the Chief Minister Awards went to volunteers in Alice Springs. Volunteering SA&NT's Organisational Award also ended up in Alice Springs with a Top End organisation receiving a commendation.

NATIONAL VOLUNTEER WEEK - MEDIA COVERAGE

INCLUDED PRIME TIME TELEVISION COVERAGE ON

CHANNELS 2, 7, 9, 10 & SKY NEWS

+ REGIONAL RADIO COVERAGE IN THE NORTHERN TERRITORY.

VOLUNTEERING SA&NT'S CEO DID A TOTAL OF

TWENTY-TWO

PRINT, RADIO & TELEVISION INTERVIEWS OVER THE WEEK.

TRAINING AND PROFESSIONAL DEVELOPMENT

Training and professional development continued to be a major focus for Volunteering SA&NT. The restructure of our workshops into 'beginner', 'intermediate' and 'advanced' categories was very successful, with 92% of attendees reporting that training had achieved the desired objectives, while 84% reported they would recommend our training to others. Our Advanced Volunteer Manager forums with international speakers were particularly successful.

The number of workshops offered to emergency and recovery services on spontaneous volunteering increased significantly this year in response to the increased demand generated by South Australia's bushfires.

Webinars were introduced in 2014-15 by Volunteering SA&NT as a very cost-effective way for regional participants to access short-session training. Three webinars were run with approximately 20 people registering per sessions, all giving very positive feedback.

Our training and professional development program included 94 workshops or presentations covering 32 topics, similar to the previous year. In total, 2,164 staff and volunteers participated in sessions and workshops. This year, around 35% workshops were customised to suit client requests.

NATIONAL STANDARDS

All of Volunteering SA&NT's work is underpinned by the National Standards for Volunteer Involvement, and each year, we measure the uptake of the Standards through the Annual Stakeholder Survey. This year, the number of organisations who have fully or partially implemented the Standards remained stable. Now that the revised Standards have been released, we anticipate uptake will increase significantly since these are easy to understand and easier to implement. Another advantageous development is that the resources assisting self-assessment and planning for continuous improvement have also been revised.

VIABILITY

97%

OF STAKEHOLDERS REPORTED THAT THE QUALITY OF SERVICES EXCEEDED THEIR EXPECTATIONS.

The viability of Volunteering SA&NT as the peak body for volunteering in South Australia and the Northern Territory is dependent on delivering services and support that meet or exceed the needs and expectations of our members and customers. To do this, we need to:

- maintain a highly skilled and motivated work force
- ensure our services are relevant, accessible and high quality
- apply good governance and management practices
- ensure fiscal sustainability.

WORKFORCE

The Volunteering SA&NT workforce consists of two highly skilled volunteers for every one paid employee, without whom, we would be unable to provide many of our services. We thank them for their generous contribution of both their time (more than 5,000 hours in 2014-15) and their skills.

Over the reporting period, our staff turnover was higher than normal but our overall number of staff and volunteers remained stable. DSS funding uncertainties contributed to staff turnover by necessitating short-term contracts for some positions.

FINANCIAL VIABILITY

As with many of our members, we spent much of the year awaiting the outcome of our DSS grant applications and managing the associated challenges of uncertain income.

To support an increase in future self-generated income, this year, we researched two social enterprise projects, both of which have the potential to improve outcomes for the sector and to generate a sustainable income stream for Volunteering SA&NT.

SERVICES

To remain viable, we must not only provide high quality services but also provide services that our members and customers want and value. We strive continuously to improve the range and quality of services we offer, and customer feedback tells us that we are on the right track.

This year, we asked our stakeholders three questions about Volunteering SA&NT services.

- Did the quality meet expectation?
- What services were used?
- What services added most value to their organisation?

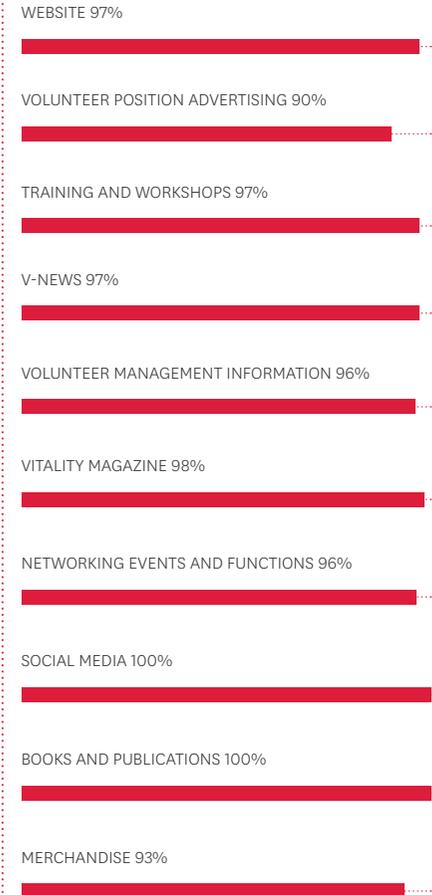
Overall, 97% of survey respondents reported that the quality of our services met or exceeded expectation, a 5% increase on the previous year. This is an excellent result, and we will now work toward increasing the number of people saying that we exceed expectations.

Our most used services were the website and volunteer position advertising, used by more than 50% of respondents, while less than 10% had accessed merchandise and publications.

The services our stakeholders found most helpful or valuable in supporting their volunteers or volunteer programs included volunteer position advertising, networks and training.

QUALITY OF SERVICES

MET OR EXCEEDED EXPECTATIONS:



VIABILITY

VOLUNTEERING SA&NT BRAND

Awareness of the Volunteering SA&NT brand and our services is facilitated through a range of communication methods including our website, Facebook, V-news, Vitality magazine and general media. Our strategies to grow awareness have shown an increase in reach for all communication strategies, with unique visitors to our website increasing by 30% this year. We also saw a 33% increase in the reach of our Facebook page.

MEDIA COVERAGE

In 2014-15, Volunteering SA&NT initiated or took part in more than 75 media interviews or articles on volunteering. One of the most active periods was in early 2015 when we received much media coverage around spontaneous volunteering for the January bushfires, with Volunteering SA&NT's CEO doing eleven interviews. Other major spikes were around International Volunteer Day, when we launched National Volunteer Week and the book *Positive Ageing, Think Volunteering* by Louise Rogers and Joy Noble. This represented the best quality media coverage National Volunteer Week has ever had, including extensive television cover with five TV stations sending news crews to cover the event (Channels 2, 7, 9, 10 and Sky News).

GOVERNANCE

In 2014-15, the Volunteering SA&NT Board considered risk management for the organisation with a particular focus on assessing the Board's appetite for risk. A review of the Northern Territory Committee identified a need to strengthen the Northern Territory Sub-Committee. In response, two new members were inducted and one former member returned to join the four existing members.



**VSA&NT'S TRAINING
DELIVERS FANTASTIC
SKILL DEVELOPMENT
BY PROMOTING
PROFESSIONALISM
WITHOUT LOSING THE
HEART OF
VOLUNTEERING.**

our members

**WE NEED TO
DISCUSS WHAT
VOLUNTEERING
MEANS IN 2015
AND BEYOND – TO
ENSURE EVERYONE’S
VOICES ARE HEARD.**

– Feedback from Consultation

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MEMBERSHIP

THIS YEAR VOLUNTEERING SA&NT WELCOMED

TWENTY-EIGHT

NEW MEMBERS.

50%

OF NEW MEMBERS WERE IN THE NORTHERN TERRITORY.

300,000

OUR CURRENT MEMBERSHIP BASE HAS A COMBINED ENGAGEMENT WITH MORE THAN

VOLUNTEERS.

AS PART OF A MEMBERSHIP REVIEW, TWO NEW CATEGORIES HAVE BEEN INTRODUCED:

GOVERNMENT AGENCIES AND CORPORATE-BUSINESS.

MEMBERSHIP BY CATEGORY



NEW MEMBER ORGANISATIONS

- ADELAIDE AIRPORT LIMITED
- ADELAIDE BITE BASEBALL CLUB
- ADELAIDE YOUTH ORCHESTRA
- ALICE SPRINGS YOUTH & COMMUNITY CENTRE
- ANIMAL WELFARE LEAGUE OF SA
- ANNIE FABIG
- BAHAI CENTRE OF LEARNING SA
- BENE AGED CARE
- BIG SUNDAY ADELAIDE
- DARWIN FESTIVAL ASSOCIATION INC
- CARERS LINKS CAROSSA & DISTRICTS
- CENTRAL ADELAIDE PALLIATIVE CARE SERVICE
- CSIRO SCIENTISTS & MATHEMATICS IN SCHOOLS
- ELIZABETH PARK SCHOOLS
- FRIENDS OF MITCHELL CREEK CATCHMENT LANDCARE GROUP INC
- ITALIAN FESTIVAL ASSOCIATION
- LIFE EDUCATION NT INC
- MULTICULTURAL COMMUNITY SERVICES CENTRAL AUSTRALIA
- NORTHERN TERRITORY EMERGENCY SERVICES
- NURSERY & GARDEN INDUSTRY NORTHERN TERRITORY - TROPICAL GARDEN SPECTACULAR
- OLIVE PINK BOTANIC GARDENS
- RED HOT ARTS CENTRAL AUSTRALIA
- SEMAPHORE PORT ADELAIDE RSL
- SERBIAN COMMUNITY WELFARE ASSOCIATION OF SA
- THE BANTU ETHNIC COMMUNITY
- SPORTS MEDICINE AUSTRALIA NT
- ST VINCENT DE PAUL SOCIETY (SA)
- SOUTHERN VOLUNTEERING (SA) INC

treasurer's report

As Treasurer for Volunteering SA&NT Inc and Chair of the Viability Committee, I am pleased to present the Financial Report 2014-15 on behalf of the Board of Management.

The financial year 2014-15 has been one of major project delivery and commencement. Reserves were utilised in projects that ensured volunteering – and the organisation – remain 'top of mind' amongst the public, corporations and government.

At first glance, the financial result of deficit (\$72,269) does not give a clear picture of activity throughout the year. It is important for members to note that (\$52,671) expended in the year relates to the planned investment in specific projects funded from the build-up in reserves accrued from the successful national conference held in 2013-14. It is particularly pleasing that Volunteering SA&NT has been able to invest in projects of national importance including the review and development of National Standards for Volunteer Involvement associated 'quality mark' accreditation processes.

Further details of these projects are included in the Chair and Chief Executive Officer reports. I also bring to members' attention the fact that the Current Asset to Current Liability ratio remains at a healthy rate of 1.73:1, indicating strong liquidity.

I take this opportunity to thank the Viability Committee members, and in particular, recent past Treasurer, Dr Mark Witham, for his valued assistance throughout the year.

The year has been particularly difficult for the not-for-profit sector but with the drive, expertise and passion extant within Volunteering SA&NT Inc and all our members, we continue to remain leaders in innovation and best practice volunteer engagement.

PARTNERS, FUNDERS & CORPORATE SUPPORTERS

FEDERAL GOVERNMENT

Department of Social Services
Department of the Prime Minister and Cabinet

SOUTH AUSTRALIAN GOVERNMENT

Office for Volunteers
Department of Communities and Social Inclusion

NORTHERN TERRITORY GOVERNMENT

Department of the Chief Minister

PARTNERS

Aboriginal Reference Group

MAJOR CORPORATE SUPPORTER

Beyond Bank

CORPORATE SUPPORTERS

Adelaide City Council
API Insurance
Ariel Printing
Australian Institute of Company Directors
Australian Volunteers International
Business SA
Centralian Advocates
Darwin Life
Local Government Association of SA
PwC
Statewide Financial Management Services
Williams Technology



JOE CAPOZZA

Volunteering SA&NT Treasurer

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CONSOLIDATED FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION

Volunteering SA&NT Inc.

		2015	2014
		\$	\$
Current Assets	Cash and Cash Equivalents	713,014	637,755
	Receivables	87,732	42,033
	Inventories	13,862	8,103
	Other	11,662	4,839
Total Current Assets		825,970	692,730
Non-Current Assets	Property, Plant & Equipment	48,491	52,930
Total Non-Current Assets		48,491	52,930
TOTAL ASSETS		874,461	745,660
Current Liabilities	Payables	129,141	55,739
	Provisions	88,503	105,811
	Other Liabilities	258,963	119,818
Total Current Liabilities		476,607	281,368
Non-Current Liabilities	Provisions	38,280	32,449
Total Non-Current Liabilities		38,280	32,449
TOTAL LIABILITIES		514,887	313,817
NET ASSETS		359,574	431,843
RESERVES		100,634	153,305
ACCUMULATED FUNDS		258,940	278,538
NET EQUITY		359,574	431,843

STATEMENT OF COMPREHENSIVE INCOME

Volunteering SA&NT Inc.

		2015	2014
		\$	\$
Income	Operating Revenue	1,407,443	1,959,174
	Other Revenue	33,514	39,584
		1,440,957	1,998,758
Expenditure	Travel Expenses	74,188	73,810
	Depreciation & Amortisation	17,226	23,731
	Employee Benefits Expenses	1,071,624	1,017,594
	Occupancy Expenses	36,145	27,139
	Lease Expenses	70,621	64,864
	Conference Expenses	-	359,525
	Administration Expenses	104,644	112,844
	Training Expenses	23,906	34,615
	Membership Expenses	10,234	6,084
	Inventory Impairment	250	917
	Other Expenses	104,388	148,688
		1,513,226	1,869,811
		(72,269)	128,947
Surplus / (Deficit) for the Year			
Other Comprehensive Income		-	-
Total Comprehensive Income for the Year		(72,269)	128,947
Transfers From / (To) Reserves		52,671	(127,305)
Surplus / (Deficit) for the Year After Reserve Transfers		(19,598)	1,642

A full set of financial statements is available at our AGM and on the Volunteering SA&NT website, www.volunteeringsa-nt.org.au

