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

- Annual Stakeholder Survey Respondent describing Volunteering SA&NT staff
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 Commonwealth community service tendering processes by DSS.

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.

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!
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.

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.

**LEADING STRATEGIES:**
Effectiveness at leading volunteering

**PARTNERING STRATEGIES:**
Excellence at collaboration and working partnerships

**BUILDING STRATEGIES:**
Effectiveness at building capacity and skills for the sector

**VIABILITY STRATEGIES:**
As indicated by the quality of our services

89% SAME AS PREVIOUS YEAR.

85% 15% INCREASE OVER 2014.

85% 9% INCREASE OVER 2014.

97% 5% INCREASE OVER 2014.
IT’S REALLY EXCITING TO BE INVOLVED IN THE VOLUNTEER SECTOR WHEN THE DEFINITION OF VOLUNTEERING IS CHANGING.

– Feedback from consultation
our work

Leading Partnering Building Viability
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
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.


- 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

<table>
<thead>
<tr>
<th>Website</th>
<th>13,200+</th>
<th>Views Recorded.</th>
</tr>
</thead>
<tbody>
<tr>
<td>V-News</td>
<td>9,000</td>
<td>Provided information to more than 9,000 people fortnightly. Ninety-eight per cent agreed quality exceeded expectations.</td>
</tr>
<tr>
<td>Facebook</td>
<td>33%</td>
<td>Increase in reach. Most popular posts were those relating to National Volunteer Week – May 2015.</td>
</tr>
<tr>
<td>Help Desk – Phone Support</td>
<td>300</td>
<td>We responded to over 300 calls from volunteer managers requesting support.</td>
</tr>
<tr>
<td>Referral Service – Position Advertising</td>
<td>650–800</td>
<td>Our online advertising service for volunteering positions continues to be one of our most used services. Ninety per cent agreed this service exceeded expectations.</td>
</tr>
<tr>
<td>Volunteer Screener</td>
<td>750</td>
<td>A agencies are registered to advertise roles with us.</td>
</tr>
</tbody>
</table>

Top Visited Page: ‘Finding a Position’

105,000 Page Views

119% increase on the previous year.

- Volunteer screening
- Change management
- Child safety
- Governance
- Workplace health safety for volunteers
- Work for the dole
- Volunteer personal accident insurance

<table>
<thead>
<tr>
<th>Callouts</th>
<th>Sixty-Five Per Cent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Callouts</td>
<td>Of people sought assistance with volunteer recruitment (advertising) and management.</td>
</tr>
</tbody>
</table>
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 OR HOLIDAYING
VOLUNTEERS CONTRIBUTED TO A HIGH NUMBER OF PEOPLE SEEKING SHORT-TERM VOLUNTEER ROLES.

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 – POSITION ADVERTISING

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
16% INCREASE ON THE PREVIOUS YEAR.

FACE-TO-FACE INTERVIEWS

HOW DID PEOPLE HEAR ABOUT US?

59
PEOPLE FROM CULTURALLY & LINGUISTICALLY DIVERSE BACKGROUNDS.

27%
WORD OF MOUTH

24%
REFERRED BY CENTRELINK & JOB SERVICE AGENCIES

19%
INTERNET SEARCHES

FORTY-SEVEN PER CENT
OF ASPIRING VOLUNTEERS SECURED ROLES.

409
PEOPLE WERE PLACED IN VOLUNTEER ROLES DURING THE YEAR BY OUR FACE-TO-FACE SERVICE.

74%
WERE STILL VOLUNTEERING WITH THE ORGANISATION AFTER THREE MONTHS.

1049
VOLUNTEERING SA&NT
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.
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

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.

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.
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.
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.

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

– Feedback from Consultation
MEMBERSHIP

THIS YEAR VOLUNTEERING SA&NT WELCOMED TWENTY-EIGHT NEW MEMBERS.

50% OF NEW MEMBERS WERE IN THE NORTHERN TERRITORY.

300,000 NEW MEMBERS.

OUR CURRENT MEMBERSHIP BASE HAS A COMBINED ENGAGEMENT WITH MORE THAN 37% INDIVIDUAL MEMBERS, 25% SMALL ORGANISATION, 14% GOVERNMENT, 13% MEDIUM ORGANISATION, 10% LARGE ORGANISATION, 1% CORPORATE/BUSINESS.

AS PART OF A MEMBERSHIP REVIEW, TWO NEW CATEGORIES HAVE BEEN INTRODUCED: GOVERNMENT AGENCIES AND CORPORATE-BUSINESS.

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

MEMBERSHIP BY CATEGORY

- 37% Individual
- 25% Small Organisation
- 14% Government
- 13% Medium Organisation
- 10% Large Organisation
- 1% Corporate/Business

ANNUAL REPORT 2014-2015 | 19
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
## CONSOLIDATED FINANCIAL REPORT

### STATEMENT OF FINANCIAL POSITION
Volunteering SA&NT Inc.

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

### STATEMENT OF COMPREHENSIVE INCOME
Volunteering SA&NT Inc.

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>1,407,443</td>
<td>1,959,174</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>33,514</td>
<td>39,584</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td><strong>1,440,957</strong></td>
<td><strong>1,998,758</strong></td>
</tr>
<tr>
<td><strong>Expenditure</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel Expenses</td>
<td>74,188</td>
<td>73,810</td>
</tr>
<tr>
<td>Depreciation &amp; Amortisation</td>
<td>17,926</td>
<td>23,731</td>
</tr>
<tr>
<td>Employee Benefits Expenses</td>
<td>1,071,624</td>
<td>1,017,594</td>
</tr>
<tr>
<td>Occupancy Expenses</td>
<td>36,145</td>
<td>27,139</td>
</tr>
<tr>
<td>Lease Expenses</td>
<td>70,621</td>
<td>64,864</td>
</tr>
<tr>
<td>Conference Expenses</td>
<td>- 359,525</td>
<td></td>
</tr>
<tr>
<td>Administration Expenses</td>
<td>104,644</td>
<td>112,844</td>
</tr>
<tr>
<td>Training Expenses</td>
<td>23,906</td>
<td>34,615</td>
</tr>
<tr>
<td>Membership Expenses</td>
<td>10,234</td>
<td>6,084</td>
</tr>
<tr>
<td>Inventory Impairment</td>
<td>250</td>
<td>917</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>104,388</td>
<td>148,688</td>
</tr>
<tr>
<td><strong>Total Expenditure</strong></td>
<td><strong>1,513,226</strong></td>
<td><strong>1,869,811</strong></td>
</tr>
<tr>
<td><strong>Surplus / (Deficit) for the Year</strong></td>
<td><strong>(72,269)</strong></td>
<td><strong>128,947</strong></td>
</tr>
<tr>
<td><strong>Other Comprehensive Income</strong></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Comprehensive Income for the Year</strong></td>
<td><strong>(72,269)</strong></td>
<td><strong>128,947</strong></td>
</tr>
<tr>
<td><strong>Transfers From / (To) Reserves</strong></td>
<td><strong>52,671</strong></td>
<td><strong>(127,305)</strong></td>
</tr>
<tr>
<td><strong>Surplus / (Deficit) for the Year After Reserve Transfers</strong></td>
<td><strong>(19,598)</strong></td>
<td><strong>1,642</strong></td>
</tr>
</tbody>
</table>

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