

VOLUNTEERING *and* CONTACT ACT



2016-17 Annual Report

ABOUT

Volunteering and Contact ACT

VOLUNTEERING *and* CONTACT ACT



Volunteering and Contact ACT is the peak body for volunteering and community information. We drive policy, and advocate for our members and stakeholders as part of a national network. We are an active link between people, organisations and government.

Our Vision

An engaged community enriched by volunteering, participation and knowledge.

Our Mission

To champion participation through information, volunteering and community connections.

Board of Directors

Chair

Mat Franklin

Secretary

George Brenan

Directors

Jack Dan

Jane Hayden (until February 2017)

John Lewis

Lynne Grayson (until November 2016)

Sajid Hassan

Sarah Peascod

Stipe Vuleta

Wendy Prowse (until June 2017)

Our Objectives

- To foster community engagement through reliable information, services and volunteering.
- To represent the volunteering sector as a peak body by driving and influencing policy and advocacy for our members and stakeholders as part of a national network.
- To be an active link between people, organisations and government.

Our Sponsors



ACT
Government



Australian Government

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Beyond Bank
AUSTRALIA



CHAIR'S REPORT

Mat Franklin



2016-17 was a prosperous year for Volunteering and Contact ACT; a year that saw many new initiatives come to life to enhance our services to members and the community. We reinvigorated our annual Volunteering Awards, introduced our Specialist Knowledge Series, and held our first Symposium.

In my role as Chair I have watched Volunteering and Contact ACT continue to flourish and would like to extend my heartfelt thanks to our wonderful and committed volunteers, staff, and fellow board members, I would also like to thank our partners and sponsors for continuing to work with us, enabling us to reach new heights through collaboration. Particularly, we thank the ACT Community Services Directorate, the Department of Social Services, the National Disability Insurance Agency, the Canberra Labor Club Group, the Snow Foundation, and Beyond Bank Australia.

We are grateful to our outgoing CEO, Glenda Stevens, for her leadership during a period of change for the sector. Glenda's contribution led to significant improvements to our services and we thank her for her time with us. The Board also thanks Jean Giese for acting in the role of CEO. Her professionalism and tenacity ensured that the organisation operated smoothly while we waited for our new CEO, Vicky Darling, to begin with Volunteering and Contact ACT.

I hope you enjoy reading about the achievements detailed in this report, and look forward to 2018 and beyond.

CEO'S REPORT

Vicky Darling



My tenure as CEO began some months after the end of the Financial Year, but I write this report in reflection of the significant achievements of Volunteering and Contact ACT before my commencement. I have been considerably impressed with the fantastic culture at Volunteering and Contact ACT, and the incredible work ethic of our staff and volunteers. I look forward to advancing our mission, and continuing to provide quality volunteering and community information services to the Canberra Region.

I thank my predecessor, Glenda Stevens, for her hard work over the year. Thanks to Glenda's leadership Volunteering and Contact ACT made several key improvements, including revising and reinvigorating our membership structure. This re-design will have a multitude of benefits for our members, and will ensure that our services meet the needs of our stakeholders.

Other highlights from the past year include our revamped Volunteering Awards, which expanded the breadth of recognition for volunteerism in the Canberra Region. Further, our Digital Symposium was a highlight for many and we again thank our guest speakers for generously donating their time. The successes of the year were made possible due to our entire staff team, including volunteers. I thank managers Jean Giese, Helen Quiggin and Sarah Wilson for their contribution, and the rest of our team who work tirelessly to make Volunteering and Contact ACT the wonderful organisation it is. Finally, I echo our Chair in thanking our key partners who are instrumental to our success. I am looking forward to working with all our stakeholders, including our valued members, to ensure that Volunteering and Contact ACT continues to go from strength to strength, and continues to deliver great outcomes for the Canberra Region.

OUR MEMBERS 2016-17

O

2XXfm

A

Abundant Water Inc
ACT Corrective Services
ACT Cycling Federation
ACT Disability, Aged and Carers Advocacy Service
ACT Emergency Services Agency
ACT Equestrian Association
ACT Fencing Association
ACT Mental Health Consumer Network Inc
ACT Volunteers in Policing
ACT Wildlife
ACT Writers Centre
Actcoss
Adria Village
AFL Canberra and AFL Sapphire Coast
AIDS Action Council of the ACT
Alcohol, Tobacco & Other Drug Association ACT
Alzheimers Australia ACT
Amnesty International Australia - ACT/Southern NSW
Anglicare NSW South, NSW West and ACT
Arthritis & Osteoporosis ACT
Association of Parents & Friends of ACT Schools (APFACTS)
Asthma Foundation ACT
Australian 3D Manufacturing Association
Australian Business Volunteers
Australian Computer Society (ACS) Canberra Branch
Australian Institute of Company Directors
Australian Institute of Project Management
Australian National Botanical Gardens
Australian National Eisteddfod
Australian National University - Student Experience and Career Development
Australian Railway Historical Society - ACT
Australian Red Cross ACT
Australian War Memorial

B

BaptistCare NSW & ACT
Barnardos Canberra Australia
Basketball ACT
Belconnen Arts Centre
Belconnen Community Men's Shed
Belconnen Community Service
Billabong Aboriginal Development Corporation
Boundless Canberra
Bush Heritage Australia

C

Callida Consulting
Calvary Health Care ACT
Calvary John James Hospital
Camp Quality ACT
Canberra and District Historical Society
Canberra and Region Centre for Spiritual Care and Clinical Pastoral Education
Canberra and Region Multiple Birth Association
Canberra District Rugby League
Canberra Glassworks Ltd
Canberra Hospital and Health Services
Canberra Latin Dance Festival
Canberra Off-Road Cyclists
Canberra Police Community Youth Club, Inc. (Canberra PCYC)
Canberra Potter's Society
Cancer Council ACT
CanTeen ACT & NSW Division
Capital Football
Carers ACT
CatholicCare Canberra and Goulburn
Communities@Work
Community Connections Inc
Community Participation Group - ACT
Community Services Directorate
Conservation Council ACT Region Inc

Conservation Volunteers Australia
Cooking Circles
Council on the Ageing (COTA ACT)
Cricket ACT Assoc
Cultural Facilities Corporation
Currie Crescent Community Centre
Cystic Fibrosis ACT

D

Diversity ACT Community Services
Doris Womens Refuge
Dragon Boat ACT
Duo Services Australia Ltd

E

East's Juniors Rugby Union Club
Epilepsy Association ACT Inc
Ethnic Broadcasters Council of the ACT
Eurobodalla Education and Therapy Services
Muddy Puddles

F

Food Co-op Shop and Cafe
Friends of the National Arboretum Canberra Inc.
Fusion Canberra

G

Geoscience Australia
Ginninderra Catchment Group Inc
Ginninderra Cricket Club - Juniors
Girl Guides, ACT & South East Region
Goodwin Aged Care Services
Greening Australia Capital Region
GreyHen Productions

H

Havelock Housing Association
Heart Foundation ACT
House With No Steps - ACT Region

I

Indigenous Community Volunteers
Indigenous Reading Project
IRT Group

K

Karinya House
Karralika Programs Inc
Koomarri

L

Leapfrog Adventures Incorporated
Leukaemia Foundation
Libraries ACT
Lifeline Australia
Lifeline Canberra
Lifestream Christian Fellowship
Lone Fathers Association Inc

M

Majura Kitchen Garden, Majura Primary School
Marist180
Marymead
Menslink
Mental Health Community Coalition
Mental Illness Education ACT (MIEACT)
Molonglo Catchment Group Inc
Multiple Sclerosis Limited
Museum of Australian Democracy at Old Parliament House

N

Narrabundah Early Childhood School
National Arboretum Canberra
National Capital Authority
National Folk Festival
National Gallery of Australia
National Library of Australia
National Museum of Australia
Nationsheart Christian Community
Navitas English AMEP ACT
North Belconnen Day Centre
Northside Community Service

O

Outward Bound Australia
OzHelp

P

Palliative Care ACT
Parentline ACT

Parks and Conservation Service
Pegasus - Riding for the disabled
Post & Ante Natal Depression Support & Information
Print Handicapped Radio of ACT
Prisoners Aid ACT
Pro Musica

Q

Queanbeyan Multilingual Centre Inc
Questacon

R

Red Nose (formerly SIDS and Kids)
Ronald McDonald House Canberra
Rooftop Foundation Incorporated
Royal Nat Cap Agricultural Society
Royal Society for the Blind (RSB) Canberra
RSI & Overuse Injury Association
RSPCA ACT

S

Scientists and Mathematicians in Schools, CSIRO Education, CSIRO
Scouts Association of Australia, ACT Branch
SEE-Change Inc
Self Propelled Enterprises
Sexual Health and Family Planning ACT
Shareability Incorporated
Sharing Places Inc
SHINE for Kids
SHOUT Inc
Sir Leslie Morshead Manor
Snowy Hydro SouthCare
Softball ACT
Special Olympics ACT
Sports and Recreation Services - ACT Government
Sports Medicine ACT
St John Ambulance
St Vincent de Paul Society Canberra/Goulburn
Stella Bella Little Stars Foundation
Strange Weather Gospel Choir Inc
Strathnairn Arts Association

T

Table Tennis ACT
Tadact
Ted Noffs Foundation
Tennis ACT
The Cancer Support Group, ACT Eden
Monaro's Own
The School Volunteer Program ACT Inc
The Smith Family (ACT)
Triathlon ACT
Tuggeranong Arts Centre
Tuggeranong Vikings Amateur Basketball Club

U

Uniting Care - Mirinjani Village
UnitingCare Australia
UnitingCare Kippax
Unity College Australia
University of Canberra - Student Support Services

V

Veterans Film Festival
Victim Support ACT
Victims of Crime Assistance League (ACT) Inc
Vietnam Veterans Federation of Australia Incorporated
Villaggio Sant Antonio

W

Warehouse Circus Inc
Warrigal Care
Wellways Australia Ltd
Woden Community Services

Y

YMCA of Canberra
You Are Here Canberra Inc
Young Neighbourhood Centre (Goodstart Young)
Youth Coalition of the ACT
YWCA of Canberra

ACHIEVEMENTS AGAINST KEY OBJECTIVES

To foster community engagement through reliable information, services and volunteering

Contact Shopfront

Through our Shopfront, info line and email channels, we made 8,008 referrals to services in the Canberra Region. This included 2,117 referrals to government services, 4,570 referrals to non-government/community services, and 995 referrals to private sector services.

Our partnership with the Australian Taxation Office continued this year, offering low income earners appointments in our Shopfront to complete their tax returns.

We also introduced monthly 'Meet Your Community' sessions, which offered community organisations a presence within our Shopfront to promote their service.

**8,008 community
information referrals**

Community Directory

The ACT Community Directory has continued to be a valuable and accurate source of information about community organisations and services in the Canberra Region. The Directory has listings on 1,620 organisations who deliver 2,893 services. The Directory was viewed over 86,000 times during the 2016-17 year.

Community Diary

During the year work progressed to transition the long-running ACT Communities Online site to the new My Community Diary; a sister-site of the ACT Community Directory.

The Diary links seamlessly with the Directory, improving the flow of information throughout the community sector, and to the public. Organisations will be able to manage information on their services, and publish their upcoming events using a single login, and one user-friendly interface.

The Diary will ensure that people have access to up-to-date and relevant information on events in the Canberra Region.

**1,620 organisations
listed in the Directory,
delivering
2,893 services**

**86,000+
Directory views**

Inclusive Volunteering Program

In May 2017, Volunteering and Contact ACT relaunched its Inclusive Volunteering Program (IVP) thanks to the support of our long term partner, the Snow Foundation. The Program was established in 2012, and provides support for people experiencing barriers to find suitable and meaningful volunteering roles. Since re-launching, the Program successfully placed four individuals in volunteering roles in the Canberra Region.

Connections Program

Connections is a one-to-one social support program for people with a mental illness. 2016-17 has been a successful year for the Program; with new initiatives introduced to enhance the Program for participants and volunteers alike. These improvements include monthly newsletters and quarterly social groups.

During the year, we received 31 participant referrals and 43 volunteer expressions of interest. There are currently 33 active matches being case managed, with all participants reporting they are enjoying the Program, their buddy, and the activities they engage in together.

National Multicultural Festival 2017

In 2017 Volunteering and Contact ACT partnered with the ACT Government to undertake the volunteer management component of the National Multicultural Festival. We recruited 111 volunteers who completed 140 shifts over the weekend of the Festival. The volunteers were overwhelmingly satisfied with their experience, with 82 per cent saying they would volunteer for the Festival again.

In addition to the Festival volunteer management, Volunteering and Contact ACT wrote the 2017 Festival Evaluation Report, which included information on the economic contribution of the Festival to the Canberra Region.



To represent the volunteering sector as a peak body: to drive and influence policy and advocacy for our members and stakeholders as part of a national network

Membership

In the 2016-17 financial year, Volunteering and Contact ACT's membership offering was revised to include services from both the Volunteering Services Portfolio as well as the Community Information Portfolio. The revised membership structure enabled member organisations to choose service packages that best suit their individual needs. The membership structure better positioned us as a unified organisation, bringing our key service offerings into the membership portfolio. Additionally, member organisations could purchase 'add ons' to further tailor their membership. Our membership base remained steady with the introduction of these revised offerings.

Policy and Advocacy

Volunteering and Contact ACT continues to undertake significant policy and advocacy work to advance volunteering and community information in the Canberra Region. During the 2016-17 year we made the following policy submissions:

- Submission in response to the Consultation for the Collection of Volunteering and Giving Data
- Submission to the Inquiry into the Delivery of Outcomes under the National Disability Strategy
- Submission to the Inquiry into the Employment of People with a Disability
- Submission on the Spontaneous Volunteer Management Handbook

2017 Volunteering Awards

In 2017 Volunteering and Contact ACT redesigned our Annual Volunteering Awards to recognise not just individual volunteers, but managers, programs, ideas, and organisations.

More than 50 volunteers, volunteer teams, and volunteer involving organisations were recognised for their achievements across nine categories.

The Awards were made possible thanks to our Event Partner Beyond Bank Australia, and Category Sponsors ActewAGL, the Snow Foundation, and Zoo Group.

**1,905 instances
of support to
Volunteer Involving
Organisations**

**5,371 volunteer
referrals**

Events and Training

During 2016-17 Volunteering and Contact ACT hosted a wide range of events and training sessions. Our main event for the year was the 2017 Volunteering Awards.

We continued to deliver exciting and innovative training sessions for both members and non-members.

Volunteering focused training included Volunteering Essentials, Volunteer Managers Essentials, Specialist Knowledge Series, and our Digital Symposium.

Community focused training included Community Directory Essentials and our monthly Meet Your Community events.

**58 events and
training**

**164 volunteer
managers trained**

**189 volunteers
trained**

To be an active link between people, government and organisations

During 2016-17 Volunteering and Contact ACT was represented at the following:

- ACT Community Recovery Sub-Committee
- Community Sector Leaders Forum
- Industry Strategy Working Group
- Joint Community Government Reference Group
- Social Enterprise Taskforce
- Steering Committee for the 2017 National Multicultural Festival



2,200+ Likes



**2,300+
Followers**



**920+
Followers**

FINANCIAL REPORT

Volunteering and Contact ACT continued to achieve a positive financial outcome with a surplus of \$28,265 for the year.

This was achieved through:

- Additional sponsorship income for the 2017 Volunteering Awards, Canberra Region.
- Sale of a motor vehicle
- Prudent cash management to obtain additional interest earnings
- The continued containment of expenses to ensure value for money is achieved

It should be noted that the significant reduction in both revenue and expenses in 2016-17 compared to the prior year is due to the management of the 2016 National Volunteering Conference on behalf of Volunteering Australia. This conference is held every two years.

The financial position has improved as a result of the outcome achieved with retained earnings now \$525,759.

The company continues to present a solid financial foundation upon which future operations can be progressed.

The outlook for 2017-2018 from a financial perspective is strong with grant income continuing to be provided by both the ACT and Federal governments.

For complete financial statements please go to vc-act.org.au

Financial Position (as at 30 June 2017)

	2017	2016
	\$	\$
ASSETS		
Cash and cash equivalents	642,769	700,770
Trade and other receivables	9,983	7,800
Other assets	13,950	20,113
TOTAL CURRENT ASSETS	666,702	728,683
Property, plant and equipment	20,160	17,909
TOTAL NON-CURRENT ASSETS	20,160	17,909
TOTAL ASSETS	686,862	746,592
LIABILITIES		
Trade and other payables	72,830	104,581
Employee benefits	31,979	27,242
Other financial liabilities	49,942	111,276
TOTAL CURRENT LIABILITIES	154,751	243,100
Employee benefits	6,352	5,999
TOTAL NON-CURRENT LIABILITIES	6,352	5,999
TOTAL LIABILITIES	161,103	249,098
NET ASSETS	525,759	497,494
EQUITY		
Retained earnings	525,759	497,494
TOTAL EQUITY	525,759	497,494

Income and Expenses

	2017	2016
	\$	\$
Revenue and other income	1,272,345	2,096,924
Administration expenses	(122,663)	(223,114)
Conference and event expenses	(18,674)	(315,200)
Depreciation	(6,470)	(3,721)
Interest expenses	-	(110)
Marketing expenses	(9,406)	(37,132)
Occupancy costs	(226,245)	(227,699)
Employee costs	(801,609)	(860,595)
Other expenses	(59,013)	(220,185)
Profit attributable to members of the entity	28,265	209,167
Other comprehensive income	-	-
Total comprehensive income for the year	28,265	209,167



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