

# VOLUNTEERING *and* CONTACT ACT



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2017-18 Annual  
Report

# ABOUT

## Volunteering and Contact ACT

### VOLUNTEERING *and* CONTACT ACT



**inclusive**  
volunteering program

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

#### Deputy Chair

George Brenan

#### Treasurer

Shivani Gounder

#### Directors

Bobby Wan (from May 2018)

Jack Dan (until April 2018)

Jayne Curnow (from May 2018)

John Lewis

John McKee

Sajid Hassan (until August 2017)

Sarah Peascod

Stipe Vuleta (until November 2017)

### Our Objectives

- 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.
- To foster community engagement through reliable information, services and volunteering.
- To be an active link between people, organisations and government.

### Our Partners

Volunteering and Contact ACT acknowledges the support of:



**ACT**  
Government



Australian Government



**ACT**  
Government  
Community Services



Canberra  
Business  
Chamber



Canberra Weekly



Australian Institute of  
Project Management

### Contact Details

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ABN 30 433 789 697

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# CHAIR'S REPORT

Mat Franklin

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During 2017-18, Volunteering and Contact ACT refined its mission and expanded its impact, maturing as a valued and respected organisation since the merger of Volunteering ACT and CONTACT Canberra two years' prior.

It is because of our trusted partners, that we can collaborate to make a bigger impact in the Canberra Region and I particularly acknowledge the work of all of our Members. Our 2018 Volunteering Awards, Canberra Region, were supported by our long-term partner, the Canberra Labor Club Group, as well as new partners who sponsored awards, including Galent Management Consulting, the Community Services Directorate, ActewAGL and the Canberra Weekly. The Canberra Business Chamber partnered with us to deliver our inaugural Business Breakfast, and the Australian Institute of Project Management and Callida Consulting supported all of our members with skills-based volunteering.

Volunteering and Contact ACT stepped up to present the biennial National Volunteering Conference, on behalf of Volunteering Australia and the national network of volunteering peak bodies. The Conference, held at the International Convention Centre in Sydney, brought together stimulating keynote speakers, leading researchers in volunteer management, and industry professionals to showcase innovations in volunteer leadership.

I thank all of our staff and volunteers, acknowledging the difficulty that time-limited funding cycles can bring. Nevertheless, the team excelled at delivering the programs and services that make such a difference to all of our Members and residents of the Canberra Region.

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# CEO'S REPORT

Vicky Darling

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2017-18 was an exciting year for Volunteering and Contact ACT, and my first year in the role of CEO. We continued to deliver our day-to-day services and programs, focused on supporting our Members and the broader Canberra community through a suite of products, services, events and training sessions. We also delivered a very successful National Volunteering Conference for the whole of Australia. The Conference theme of "Ignite, Invigorate, Inspire" was very apt and a timely way to finish the 2018 financial year.

This year we worked with the ACT Government to produce the ACT Volunteering Statement Action Plan, and we look forward to delivering on this in the coming year. We again managed the volunteers for the National Multicultural Festival, held in February 2018. In the lead-up to our annual Volunteering Awards we registered a record number of votes for the 'Canberra's Choice' Award; and our Community Directory had more views than ever before.

Volunteering and Contact ACT owes its success to a supportive and visionary Board, dedicated Member organisations and individuals, the financial support of our partners and sponsors, the generous collaborative effort of Volunteer Involving Organisations and peak bodies in the Canberra Region, healthy working relationships with every directorate of the ACT Government and the Department of Social Services, the support of our elected representatives, and especially to our mission-driven staff and volunteers that are focused on building an inclusive Canberra.

# OUR MEMBERS 2017-18

## O

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## A

Abundant Water Inc  
ACT Corrective Services  
ACT Emergency Services Agency  
ACT Fencing Association  
ACT Mental Health Consumer Network Inc  
ACT Volunteers in Policing  
ACT Wildlife  
ACT Writers Centre  
Adria Village  
AFL Canberra and AFL Sapphire Coast  
AIDS Action Council of the ACT  
Amnesty International Australia - ACT/  
Southern NSW  
Anglicare NSW South, NSW West and ACT  
ArchivesACT  
Arthritis & Osteoporosis ACT  
Artists Society of Canberra  
Asthma Foundation ACT  
Australia-China Youth Cooperation  
(ACYC)  
Australian 3D Manufacturing Association  
Australian Business Volunteers  
Australian Institute of Aboriginal and  
Torres Strait Islander Studies  
Australian Kookaburra Kids Foundation  
Australian National Botanic Gardens  
Australian National Eisteddfod  
Australian National University (Research  
School of Management)  
Australian Network for Plant Conservation  
(ANPC) Inc.  
Australian Red Cross ACT  
Australian War Memorial

## B

Barnardos Canberra Australia  
Belconnen Arts Centre  
Belconnen Community Service  
Better Hearing Australia Canberra  
Bush Heritage Australia

## C

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 Blind Society Inc.  
Canberra Glassworks Ltd  
Canberra Hospital and Health Services  
Canberra Off-Road Cyclists  
Canberra Police Community Youth Club,  
Inc. (Canberra PCYC)  
Canberra Region Rugby League  
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

Community Services #1

Conservation Council ACT Region Inc  
Conservation Volunteers Australia  
Council on the Ageing (COTA ACT)  
Craft ACT: Craft and Design Centre  
Cricket ACT Assoc  
Currie Crescent Community Centre  
Cystic Fibrosis ACT

## D

Dementia Australia  
Diversity ACT Community Services  
Doris Womens Refuge

## E

EPIC Employment Services (EPIC Assist)  
Epilepsy Association ACT Inc  
Ethnic Broadcasters Council of the ACT

## F

Families and Friends for Drug Law Reform  
Food Co-op Shop and Cafe  
Fusion Canberra

## G

Geoscience Australia  
Ginninderra Athletics  
Girl Guides, ACT & South East Region  
Goodwin Aged Care Services  
Greening Australia Capital Region  
Gungahlin United Football Club (GUFC)

## H

Hartley Lifecare Inc  
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

Landcare ACT  
Leukaemia Foundation  
Libraries ACT  
Lifeline Australia  
Lifeline Canberra  
Lifestream Christian Fellowship  
Lone Fathers Association Inc

## M

Marymead  
Menslink  
Mental Health Community Coalition ACT  
Mental Health Foundation ACT  
Mental Illness Education ACT (MIEACT)  
Morshead Home For Veterans And Aged  
Persons  
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  
Pedal Power  
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  
Ronald McDonald House Canberra  
RSI & Overuse Injury Association  
RSPCA ACT

## S

Scouts Association of Australia, ACT Branch  
SEE-Change Inc  
Sexual Health and Family Planning ACT  
Sharing Places Inc  
SHINE for Kids  
SHOUT  
Softball ACT  
St Vincent de Paul Society Canberra/Goulburn  
Stella Bella Little Stars Foundation  
STEM Professionals in Schools, CSIRO  
Education, CSIRO  
Strathnairn Arts Association

## T

TADACT  
Ted Noffs Foundation  
Tennis ACT  
The Shepherd Centre ACT  
The Smith Family (ACT)  
Tuggeranong Arts Centre

## U

Uniting  
UnitingCare Australia  
UnitingCare Kippax  
Unity College Australia

## V

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

## W

Warehouse Circus Inc  
Warrigal  
Wellways Australia Ltd  
Woden Community Service  
Women With Disabilities ACT  
Worldview Foundation

## Y

YMCA of Canberra  
Young Neighbourhood Centre (Goodstart  
Young)  
Youth Coalition of the ACT  
YWCA of Canberra

## Z

Zonta Club of Canberra Breakfast Inc

\* Volunteering and Contact ACT thanks all of our individual members.

# ACHIEVEMENTS AGAINST KEY OBJECTIVES

## To foster community engagement through reliable information, services and volunteering

### Community Information Shopfront

Through our Shopfront, info line and email channels, we made 1,539 referrals to services in the Canberra Region. This included 548 referrals to government services, 707 referrals to non-government/community services, and 284 referrals to private sector services. The methodology for tracking referrals has changed and these figures represent a new baseline of reporting.

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

**1,539 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 1,665 organisations who deliver 3,155 services. The Directory was viewed over 130,000 times during the 2017-18 year, a 60 percent increase on the previous year.

### Community Diary

My Community Diary, a sister-site of the ACT Community Directory, is an events calendar for the community sector, tourists and Canberrans in general. As well as listing upcoming events, it allows community groups and organisations to publish regular meetings, workshops, training sessions and events.

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

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

**1,665 organisations  
listed in the  
Directory, delivering  
3,155 services**

 **130,000+  
Directory views**

## Inclusive Volunteering Program

During the year we continued to run the Inclusive Volunteering Program, which supports people experiencing barriers to find meaningful volunteering roles. Through the Program we also work closely with Volunteer Involving Organisations to reduce their own barriers to involving volunteers. These organisations benefit from a strengthened appreciation of diversity and improved social inclusion within their workplace. Participants report feeling better connected, more confident, and identify as having gained new skills and experience.

### Connections Program

During the 2017-2018 period, Connections was run under the first Information, Linkages and Capacity (NDIA) funding round in the ACT. The Program supports people living with a mental health condition, an intellectual and/or physical disability to make new connections and reduce isolation. This is achieved through matching participants with a trained volunteer buddy who walks with them on their journey of reconnecting with their community. This year participants engaged in new events and activities, learnt skills and tried new hobbies, whilst others engaged in a volunteer role themselves.

### National Multicultural Festival 2018

In February 2018, VCA again managed the volunteers for the National Multicultural Festival in collaboration with the ACT Government. We recruited, trained, and managed 186 volunteers over the three-day Festival. Our involvement with the National Multicultural Festival shows the power of collaboration between government and the community, and empowers community members to participate in an inclusive, fun-filled event. VCA acknowledges the Community Services Directorate for their support in funding this project.

### 2018 National Volunteering Conference

This year VCA had the pleasure of hosting the 2018 National Volunteering Conference alongside our national counterpart Volunteering Australia. This three-day event was held in Sydney in June, and provided a dedicated space to discuss the challenges and opportunities facing the volunteering sector today and into the future. The Conference featured over 70 speakers who delivered more than 40 sessions across five streams, and was attended by 650 delegates. VCA was proud to deliver this event that helped to shape a brighter future for volunteering in Australia.

# 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

Volunteering and Contact ACT would like to thank all of our Members, who have made our events and training program successful and provide critical feedback and input into our advocacy and policy agenda. At the end of the financial year, we were actively supporting 165 Members from a wide range of organisations and sectors including community services, environment, emergency services, education, sport and the arts.

## Policy and Advocacy

VCA continues to undertake policy and advocacy work to advance volunteering and community information in the Canberra Region. During the 2017-18 year we made the following policy submissions and publications:

- ACT Government Pre-Budget 2018-19 Submission
- ACT Volunteering Statement Action Plan
- Inquiry into the implementation, performance and governance of the National Disability Insurance Scheme in the ACT
- Submission in response to the Consultation for the Future of Education in the ACT

VCA also hosts regular Volunteering and Mental Health Round tables to support the organisations in Canberra that involve volunteers in their mental health programs.

## ACT Volunteering Statement Action Plan

After launching the revised ACT Volunteering Statement during National Volunteer Week 2017, VCA worked with the ACT Government and the community to create an accompanying Action Plan to help realise the Statement. The Action Plan has outputs against the four themes of the Volunteering Statement that will be delivered from 2018-2021. We thank our Members and community for giving so willingly to these important pieces of work, and hope they provide a solid foundation for ensuring volunteering in the Canberra Region is safe, supported and sustainable.

## 2018 Volunteering Awards

In May 2018, VCA hosted its annual Volunteering Awards. The Awards are a dedicated event to recognise the outstanding contribution of volunteers across the Canberra Region. The 2018 Awards received over 90 nominations, and a record number of 11,000 votes for the Canberra's Choice Award. On the night of the event we welcomed over 250 people to the National Arboretum to celebrate volunteerism. Natalie Wright, nominated by the St Vincent de Paul Society, was named as the 2018 ACT Volunteer of the Year. The Big Heart Project Committee was named as the 2018 ACT Volunteer Team of the Year. Now in its 27th year, the Awards continue to be the premier recognition event for volunteers in the Canberra Region.

**2,345 instances  
of support to  
Volunteer Involving  
Organisations**

**6,402 volunteer  
referrals**

## Events and Training

During the year VCA continued to run an exciting events and training program for volunteers and Volunteer Involving Organisations. Our annual Volunteering Awards were a highlight, and showed the breadth of selfless service happening across the Canberra Region. New in 2017, our Volunteer and Business Breakfast was a sell-out event and brought together businesses and VIOs to talk about the benefits of employee volunteering. We convened two Volunteering and Mental Health Round tables with our members, and collaborated with the ACT Government to undertake consultations on the ACT Volunteering Statement Action Plan. Our biggest event for the year was the 2018 National Volunteering Conference delivered in partnership with Volunteering Australia. And finally, we continued to support the learning and development of volunteers in the community through both regular Volunteering Essentials training, and via supported decision-making training in partnership with the ACT Disability, Aged and Carer Advocacy Service.

**60 events and  
training**

**229 volunteer  
managers trained**

**173 volunteers  
trained**

## To be an active link between people, organisations and government

During 2017-18 Volunteering and Contact ACT was represented at the following:

- ACT Community Recovery Sub-Committee
- ACT Health Consultative Planning Day
- ACTCOSS Member Forums
- Canberra Business Chamber Social Enterprise Taskforce
- Canberra Business Chamber Kindred Member Meetings
- Community Sector Leaders Forum
- Industry Strategy Steering Group
- Joint Community and Government Reference Group
- The Volunteering Peak Body CEO Network
- Volunteering in the Environment Working Group
- Workforce Impact Collective

**f 2,300+ Likes**

**t 1,800+ Followers**

**i 950+ Followers**

# FINANCIAL REPORT

Volunteering and Contact ACT continued to achieve a positive financial outcome with a surplus of \$220,932 for the year.

The main contributor to this surplus was the management of the National Volunteering Conference on behalf of Volunteering Australia which was held in June 2018. This contributed \$168,880 to the net profit for the year.

The organisation also continued to prudently manage costs to keep expenditure down and effectively manage cash reserves to generate interest income.

Moving into 2018/2019 the financial outlook for Volunteering and Contact ACT is very positive. Grant funding from the ACT and Federal Governments, along with fee-for-service revenue, are providing a solid foundation for expansion into areas of need.

With \$746,691 in retained earnings, investment in priority projects and new products will diversify revenue streams and increase impact in the community.

## Financial Position (as at 30 June 2018)

	2018 \$	2017 \$
<strong>ASSETS</strong>		
Cash and cash equivalents	722,577	642,769
Trade and other receivables	204,545	9,983
Other assets	10,668	13,950
<strong>TOTAL CURRENT ASSETS</strong>	<strong>937,790</strong>	<strong>666,702</strong>
Property, plant and equipment	19,397	20,160
<strong>TOTAL NON-CURRENT ASSETS</strong>	<strong>19,397</strong>	<strong>20,160</strong>
<strong>TOTAL ASSETS</strong>	<strong>957,187</strong>	<strong>686,862</strong>
<strong>LIABILITIES</strong>		
Trade and other payables	53,970	72,830
Employee benefits	40,482	31,979
Other financial liabilities	116,044	49,942
<strong>TOTAL CURRENT LIABILITIES</strong>	<strong>210,496</strong>	<strong>154,751</strong>
Employee benefits	-	6,352
<strong>TOTAL NON-CURRENT LIABILITIES</strong>	<strong>-</strong>	<strong>6,352</strong>
<strong>TOTAL LIABILITIES</strong>	<strong>210,496</strong>	<strong>161,103</strong>
<strong>NET ASSETS</strong>	<strong>746,691</strong>	<strong>525,759</strong>
<strong>EQUITY</strong>		
Retained earnings	746,691	525,759
<strong>TOTAL EQUITY</strong>	<strong>746,691</strong>	<strong>525,759</strong>

For complete financial statements please go to [vc-act.org.au](http://vc-act.org.au)

## Income and Expenses

	2018 \$	2017 \$
Revenue and other income	1,507,856	1,272,345
Administration expenses	(107,779)	(122,663)
Conference and event expenses	(30,091)	(18,674)
Depreciation	(9,486)	(6,470)
Marketing expenses	(7,267)	(9,406)
Occupancy costs	(233,904)	(226,245)
Employee costs	(825,759)	(801,609)
Other expenses	(72,638)	(59,013)
<strong>Profit attributable to members of the entity</strong>	<strong>220,932</strong>	<strong>28,265</strong>
<strong>Other comprehensive income</strong>		
<strong>Total comprehensive income for the year</strong>	<strong>220,932</strong>	<strong>28,265</strong>

