

VOLUNTEERING *and* CONTACT ACT



2018-19 ANNUAL REPORT

ABOUT

Volunteering and Contact ACT

Volunteering and Contact ACT is the peak body for volunteering and community information in the Canberra region, as well as being a service provider of programs for people experiencing disadvantage and isolation, people with disability and people needing support for mental wellness.

Our Vision

An inclusive Canberra

Our Mission

To foster social inclusion by enabling participation and connection

Board of Directors

Chair

Mat Franklin

Deputy Chair

George Brenan
(until September 2018)

Treasurer

Shivani Gounder

Directors

Bobby Wan

Catherine McGrath (until February 2019)

George Brenan (from March 2019)

Jayne Curnow

John Lewis (until September 2018)

John McKee (until November 2018)

Robyn Hendry

Sarah Peascod (until January 2019)

Our Strategic Priorities

- Focus on inclusion
- Build a strong brand
- Pursue growth opportunities
- Be part of a successful national network
- Cement our role as peak body and advocate
- Ensure organisational sustainability

Our Partners

Volunteering and Contact ACT acknowledges the support of:



CHAIR'S REPORT - *Mat Franklin*



2018-19 was an exciting year for Volunteering and Contact ACT, which saw the development of a new vision, mission and strategic plan. Our new vision, an inclusive Canberra, harnesses the potential of volunteering and community information. Our new mission to foster inclusion by enabling participation and connection goes to the heart of what we do as an organisation: helping people connect with information, services, programs, events and volunteering to enrich their lives. Through these changes we are championing inclusion as the foundational aspiration underpinning everything we do. We believe that an inclusive Canberra is one in which all people have the same opportunities to participate and be connected.

We have appreciated the opportunity to build on our already strong relationships with the Community Services Directorate of the ACT Government and the Department of Social Services, who fund the vital work we do in the Canberra region.

We acknowledge and thank our partners that have made our successes this year possible and thank our Members for continuing to support us. 2019 was another stellar year for our annual Volunteering Awards. Thank you to our Major Award Partner ActewAGL; our long-term partner the Canberra Labor Club Group for being an Award Partner; and to Award Partners Galent Management Consulting, the Canberra Weekly, the University of Canberra, Aon and OPF Consulting.

I acknowledge our entire staff team, including our incredible volunteers for their tireless work in delivering our services and programs. Our Board looks forward to continuing to work with our community to make Canberra a more vibrant and diverse place to live.

CEO'S REPORT - *Vicky Darling*



Thanks to the support of my staff, the input of our Members and the collaborative nature of service providers in the Canberra region, in 2018-19 our Board has been able to develop our vision, mission and strategic directions to make sure we can continue to deliver enhanced services for the Canberra community.

In 2018-19, we were pleased to deliver enhanced services for community information and volunteering, as well as our programs to support people experiencing disadvantage. Over the year we delivered the first phase of the Volunteering Statement Action Plan in collaboration with the Community Services Directorate. We were commissioned by the ACT Government to create a framework and tools to support consistent onboarding, supervision, peer support, coaching and mentoring across the Community Services Industry. The framework and tools are tailored to the ACT Community Services Industry based on user feedback and research.

As well as continued funding from the ACT Government, the Australian Government and the Canberra Labor Club Group, we have received new program funding from the National Disability Insurance Agency to deliver inclusive volunteering for people with disability and we have developed new partnerships with philanthropic and corporate supporters.

Thank you to our Members who continue to support the Canberra community in so many ways, and the volunteers who make this city tick. We were honoured to support you and the work you do.

OUR MEMBERS

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A

ACT Corrective Services
ACT Emergency Services Agency
ACT Fencing Association
ACT Mental Health Consumer Network Inc
ACT Volunteers In Policing
ACT Wildlife
ACT Writer's Centre
Adria Village
AFL Canberra and AFL Sapphire Coast
AIDS Action Council of the ACT
Alcohol Tobacco & Other Drug Association ACT
Amnesty International Australia – ACT/
Southern NSW
Anglicare NSW South, NSW West and ACT
Archives ACT
Arthritis & Osteoporosis ACT
Artist Society of Canberra
Australian 3D Manufacturing
Australian Business Volunteers
Australia-China Youth Cooperation
Australian Institute of Aboriginal and
Torres Strait Islander Studies
Australian Kookaburra Kids Foundation
Australian National Botanical Gardens
Australian National Eisteddfod
Australian National University (Research
School of Management)
Australian Red Cross ACT
Australian War Memorial

B

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

C

Canberra Blind Society
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 Glassworks Ltd
Canberra Hospital and Health Services
Canberra Off-Road Cyclists
Canberra Police Community Youth Club
Canberra Region Rugby League
Cancer Council ACT
Canteen ACT & SNSW Division
Capital Football
Capital Nordic Walking
Carers ACT
CatholicCare Canberra and Goulburn
Cerebral Palsy Alliance ACT
Communities@Work
Community Connections Inc
Community Services #1
Conservation Council ACT Region Inc
Conservation Volunteers Australia
Council on the Ageing (COTA ACT)

Craft ACT: Craft and Design Centre
Create Foundation (ACT)
Cricket ACT Association
Currie Crescent Community Centre
Cystic Fibrosis ACT

D

Dementia Australia
Diversity ACT Community Services
Doris Womens Refuge
Dragon Boats ACT

E

Eastar Media, Event & Marketing Pty Ltd
EPIC Employment Services (EPIC Assist)
Epilepsy Association ACT Inc
Ethnic Broadcasters Council of the ACT
Events ACT

F

Families and Friends for Drug Law Reform
Food Co-op Shop and Café
Fusion Australia Ltd

G

Geoscience Australia
Girl Guides ACT & South East Region
Goodwin Aged Care Services
Greening Australia Capital Region

H

Hands Across Canberra
Hartley Lifecare
Havelock Housing Association
Heart Foundation ACT
House With No Steps- Southern Office

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
Mental Health Foundation ACT
Mental Illness Education ACT (MIEACT)
Morshead Home For Veterans And Other
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
Parkinson's ACT
Pedal Power ACT
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

Rise Above- Capital Region Cancer Relief
Ronald McDonald House Canberra
Royal National Capital Agricultural Society
RSI & Overuse Injury Association
RSPCA ACT

S

Sanctuary Australia
Scouts Association of Australia ACT Branch
Scullin Community Group
Sexual Health and Family Planning ACT
Sharing Places Inc
SHINE for Kids
SHOUT Inc
SpringOUT Association Inc
Softball ACT
Soldier On
STEM Professionals in Schools, CSIRO
Education
St Vincent de Paul Society (ACT)
Strathnairn Arts Association

T

TADACT
Ted Noffs Foundation
Tennis ACT
The Shepherd Centre
The Smith Family (ACT)
The Mill House Ventures
Toora Women Inc
Tuggeranong Arts Centre

U

Uniting Care – Mirinjani Village
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

Wakefield Park Raceway
Warehouse Circus Inc
Warrigal Care
Wellways
Woden Community Services
Women With Disabilities ACT
Worldview Foundation

Y

YMCA of Canberra
Young Neighbourhood Centre
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.

INCLUSIVE PROGRAMS

Community Info Hub

Our Community Information Shopfront has undergone rebranding this year to become the Community Info Hub. During the year 3,722 persons dropped into the Hub to seek information on services, programs and events in the Canberra region. We made 1,800 referrals to services in the Canberra region, including:

- 417 referrals to government services
- 1,075 referrals to non-government/ community services
- 308 referrals to private sector services

Tax Help Program

This year we continued our partnership with the Australian Taxation Office to provide free tax help to low income earners in the community. Eligible persons made appointments to attend our Community Info Hub to complete their tax returns. We thank the Tax Help volunteer who provided these free appointments.

Community Directory

Over the year the ACT Community Directory was viewed over 170,000 times, a 37 percent increase on the previous year. The Directory continues to be a growing repository of information about community services, programs and events. The Directory now lists 3,256 services being delivered by 1,761 organisations.

170,000+
Directory
views

1,761 organisations
listed in the Directory

3,256 Directory
services delivered

Community Diary

The ACT Community Diary, an extension of the ACT Community Directory, is an events calendar where all members of the public can browse meetings, workshops, training sessions and events from the organisations listed in the Directory. The Diary also draws information from two event databases, giving tourists and locals up-to-date and relevant information on events in the Canberra region.

Access My Community App

The Access My Community smartphone application is the most recent feature to be added to the Directory. Available for download on both iOS and Android devices, the app includes points of interest in addition to the information found in the Directory and Diary. This makes the information available any time, anywhere, with the app being a useful tool for Canberrans to plan activities and events from the convenience of their device.

3,722 visitors to the
Community Info Hub

7,339 VCA
services accessed

1,388 Info Guides
handed out

1,800 community
information referrals

inclusive

volunteering program

Throughout this financial year we have continued to promote inclusion in volunteering through the Inclusive Volunteering Program, thanks to funding from the National Disability Insurance Agency. The Program assists people who are experiencing barriers to volunteering to find meaningful volunteering roles.

Over the past twelve months, through generous funding from Hands Across Canberra, the Inclusive Volunteering Program was also able to pilot supporting migrants and refugees to find volunteering roles.

During the 2018-2019 financial year the Inclusive Volunteering Program has supported a total of:

- 57 participants; with
- 22 participants currently placed in volunteering roles

The feedback from participants in the Program is overwhelmingly positive, with people identifying an increase in community connections, an increase in identifying their own skills and abilities and an increase in confidence.

The Inclusive Volunteering team developed training to equip organisations and volunteer managers to be more inclusive. 85 per cent of attendees reported they improved their understanding of inclusion, and 80 per cent of attendees believed their ability to be inclusive had improved.

"I feel like I am giving back to the community doing volunteering and helping people. It has made me a bit more confident and I have met some nice new people."

- IVP Participant

"The Connections Program has been a great confidence builder and I have felt supported by my volunteer mentor. I feel now that I'm ready to volunteer."

- Connections Participant



Throughout 2018-19, we continued to run our community mental health program, Connections, whilst we sought new funding. However, the Program was only able to support a minimum number of participants due to the loss of government funding.

The Connections Program matches people who are socially isolated with a specially trained friendship volunteer. Program participants may experience social isolation due to a variety of reasons including people on a mental health recovery journey. Volunteers accompany participants as they make new connections with the community, reducing their social isolation.

The Program is very excited to have received advice that philanthropic funding from the Snow Foundation will enable the Program to run for

at least another two years. New funding in 2019-20 from the Chief Minister's Charitable Fund will enable the establishment of Connections Program – Youth Focus, to specifically support young people aged 18-30 years; and funding from the ACT Office for Women will enable the establishment of Connections for Women in the next financial year.

EVENTS & TRAINING

2019 Volunteering Awards, Canberra region

In May 2019, Volunteering and Contact ACT hosted its annual Volunteering Awards. The 2019 Awards received over 100 nominations from volunteer involving organisations across the Canberra region. The 2019 Volunteer of the Year is Nikki Bensch, nominated for her work as the ACT Team Leader for Share the Dignity. The Canberra Labor Club Group Volunteer Team of the Year Award was presented to the Southern Tablelands Ecosystem Park Volunteers (STEP). The STEP volunteer team has developed a regional botanic garden of local eucalypts and 200 species of shrubs, herbs and grasses for the enjoyment of the Canberra community and visitors. Now in its 28th year, the Awards continue to be the premier recognition event for volunteers in the Canberra region.



2018 Volunteering Expo

Our popular, annual Volunteering Expo was well attended again in 2018, with 836 prospective volunteers coming through the doors to network with volunteer involving organisations.



Volunteering Symposium

During National Volunteer Week we hosted a two-day Volunteering Symposium for volunteers and managers of volunteers. 36 managers of volunteers and 28 volunteers attended across the two days, participating in workshops and networking with their peers. Due to the nature of work undertaken by the community sector, the Symposium featured two workshops on understanding and responding to vicarious trauma. Participants learnt what vicarious trauma is, how to recognise it in yourself and others, and strategies to respond to vicarious trauma with a view to minimising harm. In addition to the trauma workshops, the Symposium featured two masterclasses delivered by industry experts. The first masterclass was on Legal Issues in Managing Volunteers, delivered by Not for Profit Law. The second masterclass was on Storytelling for Impact, delivered by Hancock Creative.



International Volunteer Managers Day

On 5 November 2018 we hosted our inaugural International Volunteer Managers Day Luncheon. The luncheon was a celebration of the profession of Volunteer Management, and managers of volunteers in the Canberra region. At the luncheon we announced the launch of our new Volunteer Manager of the Year Award for the Canberra region, to be presented for the first time at our 2019 International Volunteer Managers Day event.

International Volunteer Day

On 5 December 2018 we hosted an International Volunteer Day Business Breakfast to celebrate volunteerism in the Canberra region. The event was supported by our partner the Canberra Business Chamber and we welcomed Communitier as guest speakers for the event. The event focused on the impact that volunteers can make through strategic, skills-based volunteering and encouraged organisations to think outside the box about how they engage skills-based volunteers.

Education and Training

Over the year we continued to deliver our popular Essentials for Volunteer Managers Workshop to new managers of volunteers. We also continued our free Volunteering Essentials and Directory Essentials training sessions to prospective volunteers and community organisations. We introduced training on the National Standards for Volunteer Involvement to help organisation's benchmark their volunteering programs against the National Standards and identify areas for improvement.

Volunteering and Multicultural Communities Workshop

Volunteering and Contact ACT hosted a workshop on Volunteering in Multicultural Communities in the lead up to the ACT Government's Multicultural Summit in November 2018. 20 attendees from 13 organisations engaged in this interactive workshop to explore the challenges and opportunities around engaging with the community through volunteering, with a focus on volunteering for people from diverse backgrounds and new arrivals to Canberra. The group workshopped ideas to better support community engagement through volunteering, with the outputs of the workshop provided to the ACT Government to help inform the update of the Multicultural Framework.



Member Networking Breakfast

In March, 26 people attended our Member Networking Breakfast on Volunteering, Advocacy and the Law. The breakfast included presentations from two guest speakers, Adrienne Picone, CEO of Volunteering Australia and Nathan Kennedy from law firm Hall and Wilcox. Adrienne explained her advocacy on behalf of the volunteering movement, while Nathan described the new partnership between Volunteering and Contact ACT and Hall and Wilcox, providing a wonderful new Member benefit of pro bono legal advice.

Event Volunteering

Volunteering and Contact ACT offers an event volunteering service that undertakes volunteer management activities for events. As experts in volunteer involvement, we are able to increase efficiency and add value for organisations who need help with volunteer management at their small or large-scale events.

- National Multicultural Festival

In February 2019, Volunteering and Contact ACT managed the volunteers for the National Multicultural Festival for the third year running. Out of the 437 expressions of interest received, 245 volunteers completed one or more shifts, contributing 1,856 total hours over the festival period. This project was funded by the Community Services Directorate.



75 events and
training held

161 managers of
volunteers trained

175 volunteers
trained

Corporate Volunteering

Volunteering and Contact ACT is able to assist organisations to find volunteering opportunities for their staff. Our Corporate Volunteering Program is a great way to increase staff engagement and deliver real workplace benefits, whilst simultaneously giving back to the community.

- ADFA Partnership

The 2018 Weary Dunlop Challenge is a great example of corporate volunteering in action. The inaugural Weary Dunlop challenge took place in September 2018 as a pilot program in collaboration with the Australian Defence Force Academy. The concept took a group of ADFA training officers on a 24-hour volunteering journey, where they progressively visited different organisations, marching between each station to engage with people from different walks of life, challenging them to step outside their comfort zone.

The Challenge allowed the training officers to interact with people experiencing disadvantage and homelessness, migrants and refugees, seniors and ex-servicemen. The impact on the community was outstanding resulting in a beautifully landscaped garden, a newly painted outreach centre, and lots of conversations and shared stories. The Challenge was a huge success, with over 90 percent of the training officers identifying an improvement in their abilities to show and work with empathy.

Volunteering and Contact ACT is working with ADFA to make the Weary Dunlop Challenge a permanent fixture in ADFA's Character Mentoring Program.



"I learnt that everyone is human, and it is only a slightly different set of circumstances that separates us."
- ADFA Training officer

PEAK BODY

Policy and Advocacy

Volunteering and Contact ACT continues to advance volunteering and community information in the Canberra region through our policy and advocacy program, informed by our stakeholders. During the 2018-19 year we made the following policy submissions:

- ACT Government 2019-20 Pre-Budget Submission
- Input into the Office of Mental health and Wellbeing's community consultations around the development of its plan and priorities
- Submission in response to the consultation on the ACT Government Digital Strategy
- Submission in response to the consultation on the Future of Employment Services
- Submission in response to the consultation to develop the ACT Government's Second Multicultural Framework Action Plan
- Submission to the Healthy Prison Review of the Alexander Maconochie Centre
- Submission to the Productivity Commission Inquiry into the Economic Benefits of Mental Health

Volunteering and Contact ACT also hosted regular Volunteering and Mental Health Roundtables to support organisations in Canberra that involve volunteers in their mental health programs or provide programs to mental health consumers.

ACT Volunteering Statement Action Plan

Volunteering and Contact ACT has worked with the ACT Government to implement the first year actions identified in the Volunteering Statement Action Plan. Some of the key outputs over the 2018-19 year include collaboration and joint support for expos, events and awards directed at volunteers, a workshop that was hosted by Volunteering and Contact ACT in the leadup to the ACT Government's Multicultural Summit, and the continuation of Volunteering and Contact ACT's networking events.

 **2,800+**
Likes

 **1,850+**
Followers

 **1,000+**
Followers

Representation

Volunteering and Contact ACT was represented at the following forums throughout the year:

- 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
- Workforce Impact Collective

ACT Community Services Industry Project

In 2018, as part of workforce analysis and planning, the ACT Government, with endorsement from the Industry Strategy Steering Group, commissioned Volunteering and Contact ACT to undertake a project to develop a framework and tools to support consistent onboarding, supervision, peer support, coaching and mentoring across the ACT Community Services Industry. The framework and tools are tailored to the Community Services Industry based on user feedback and research. Volunteering and Contact ACT would like to acknowledge and thank the Industry for participating in the research and testing phases of the project. The Industry was unfailingly generous in sharing its expertise and participated in the testing group workshops with enthusiasm. The framework and tools are available for download from our website.

Membership

Volunteering and Contact ACT values the continued support of our Members and strives to offer benefits to enhance volunteering in the Canberra community. During 2018-19, we surveyed our Members about our membership offerings. In response to member feedback we reviewed our membership model, and whilst the model has remained the same, we are focusing on:

1. Supporting you to manage your volunteers
2. Supporting your volunteer involving organisation
3. Supporting a strong voice for volunteering

8,948
volunteer referrals

176
Members

At the close of the financial year, we were actively supporting 176 Members.

FINANCIAL REPORT

Volunteering and Contact ACT achieved a positive financial outcome for the 2018-19 financial year with a surplus of \$6,854. To compare with the previous year, the larger surplus achieved in the financial year of 2017-18 included \$168,880 from the management of the 2018 National Volunteering Conference and \$32,000 of unspent grant funds which were rolled over, with approval, and expended in 2018-19. Our sustained higher level of revenue due to increased program funding and new revenue streams for consulting services and corporate volunteering, enabled us to provide more services again this year.

As we move into 2019-20 the financial outlook for Volunteering and Contact ACT is very positive. Grant income continues to be provided by both the ACT and Australian Governments and donations from a number of charitable funds have allowed us to continue running established programs. Retained earnings of \$753,545 have allowed us to establish projects which will significantly benefit the future of the organisation, our Members and the Canberra community.

**Thank you to the
Members of our
Finance and Audit
Committee.**

Statement of Financial Position as at 30 June 2019

	2019 \$	2018 \$
ASSETS		
Cash and cash equivalents	1,004,672	722,577
Trade and other receivables	30,693	204,545
Other assets	15,474	10,668
TOTAL CURRENT ASSETS	1,050,839	937,790
Property, plant and equipment	10,466	19,397
TOTAL NON-CURRENT ASSETS	10,466	19,397
TOTAL ASSETS	1,061,305	957,187
LIABILITIES		
Trade and other payables	48,455	53,970
Employee benefits	51,431	40,482
Other financial liabilities	207,874	116,044
TOTAL CURRENT LIABILITIES	307,760	210,496
Employee benefits	-	-
TOTAL NON-CURRENT LIABILITIES	-	-
TOTAL LIABILITIES	307,760	210,496
NET ASSETS	753,545	746,691
EQUITY		
Retained earnings	753,545	746,691
TOTAL EQUITY	753,545	746,691

Statement of Profit or Loss for the Year Ended 30 June 2019

	2019 \$	2018 \$
Revenue and other income	1,527,202	1,507,856
Administration expenses	(119,912)	(107,779)
Conference and event expenses	(41,227)	(30,091)
Depreciation	(8,931)	(9,486)
Marketing expenses	(5,701)	(7,267)
Occupancy costs	(195,808)	(233,904)
Employee costs	(962,329)	(825,759)
Other expenses	(186,440)	(72,638)
Profit attributable to members of the entity	6,854	220,932
Other comprehensive income		
Total comprehensive income for the year	6,854	220,932

For complete financial statements please go to volunteeringact.org.au



CONTACT DETAILS

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Community Info Hub

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