

# ANNUAL REPORT

2020/2021



VolunteeringACT acknowledges the Ngunnawal people as the traditional custodians of the Canberra region. VolunteeringACT pays respect to Aboriginal and Torres Strait islander peoples, and their vital ongoing contributions to the Canberra region.

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# Our Purpose, Values and Priorities

## About

VolunteeringACT 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. Through our activities we improve inclusivity, enable sustainable volunteering, and create a more resilient Canberra community.

### Charitable Objects

VolunteeringACT is a registered charity and a Public Benevolent Institution. We meet the five Objects in our Constitution by:

- Connecting people to volunteering opportunities;
- Supporting volunteer involving organisations with training, advice and volunteer recruitment;
- Making sure information on services and supports is accessible to everyone through our Community Information services;
- Fostering community networks to reflect sector voices in our policy and advocacy work;
- Supporting people experiencing disadvantage; and,
- Providing programs to help people reconnect with their community and access supported volunteering roles.

VolunteeringACT is a people driven, service-focused organisation that represents the interests of 210 members (including 194 organisations), advocates for and supports volunteers, and engages with the broader Canberra community.

VolunteeringACT is the business name of Volunteering and Contact ACT Limited.

## Purpose

To foster quality of life and an inclusive Canberra by enabling participation and connection.

## Strategic Priorities

- 1. Improve inclusion in the Canberra region**
  - We foster inclusion by reducing barriers to participation in volunteering and access to community information.
- 2. Influence change through policy and advocacy**
  - We drive the development of evidence-based policy as the lead advocate for volunteering in the Canberra region.
- 3. Strengthen the sector to enable a more resilient Canberra community**
  - We are the trusted experts in volunteering and community information in the Canberra region and we strategically invest in capability and capacity building to strengthen the sector and enhance outcomes for our stakeholders and the community.

## Values

**Collaboration**  
**Diversity**  
**Equity**  
**Innovation**  
**Integrity**  
**Participation**





# Chair's Message

## Mat Franklin

2020/2021 was a challenging year for Canberra and highlighted once again the critical need for our regions' volunteers, community engagement and the services that make this possible. VolunteeringACT has been able to adapt and innovate to respond to a changing volunteering and community landscape. Key to this has been the development of a new organisational strategy which was launched this year. Our new strategy strengthens our focus on improving inclusion, influencing change through policy and advocacy, and supporting the sector to enable a more resilient Canberra community.

I thank our members for their ongoing engagement and acknowledge the value of their work to our thriving City. I would like to acknowledge the continued support of our funding partners in the ACT Government, Department of Social Services, ACT Health, Department of Defence, Chief Ministers Charitable Fund (through Hands Across Canberra) and the Snow Foundation. Thank you to our sponsors and supporters in the Canberra Labor Club Group, Chamberlains, Galent Management Consulting, Canberra Weekly, For Purpose, Canberra Centre, University of Canberra and Omni Executive. Also thank you to our service delivery partners – the Australian Institute of Project Management, Hall and Wilcox, Communitier and the ATO's Tax Help Program. To all our employees and volunteers, I extend my heartfelt thanks and acknowledge the remarkable resilience they have shown during another unsettled year.

This year marks my last as Chair of the organisation. It has been my honour to support the journey we have taken since the merger of Contact Canberra and VolunteeringACT in 2015. I leave the organisation in very safe hands with an exceptionally skilled and engaged board, and a talented and passionate CEO and team. I look forward to watching the organisation continue to thrive in making Canberra a more inclusive place for us all.

## Board of Directors

### Chair

Mathew Franklin

### Deputy Chair

George Brenan

### Treasurer

Helen McKenna (from 29 July 2020)

### Directors

Robyn Hendry

Jayne Curnow

Lee Maiden

Kim Kachel (from 22 September 2020)

Shivani Gounder (Treasurer until 28 July,

Director until 22 September 2020)

Baoliang Wan (until 20 April 2021)

Clare Cable (from 1 May 2021)

Clare Sullivan (until 21 May 2021)

Dianne O'Hara (from 11 June 2021)

### Company Secretary

Jean Giese



## CEO's Message

### Jean Giese

What a year we have had! The impacts of the pandemic continue to highlight the criticality of the services and supports we provide to foster inclusion and participation within the region. The role of volunteers has never been more important as our Members experienced unprecedented demand across all sectors. Volunteering recovery has been a key element of our advocacy and forward strategy which was launched in May 2020.

Innovation has been central to our response to the changing community landscape, adapting services and supports to ensure we remain accessible for those who need it. As the pandemic has further entrenched existing barriers and disadvantage, our inclusive programs have been at the heart of all that we do. Whilst we have experienced great accomplishments in these programs including in our Community Info Hub portfolio, Inclusive Volunteering Pathways to Employment Program (in partnership with the Centre for Volunteering (NSW) and Volunteering Tasmania) and new MAP Program, this year was also the year we had to say goodbye to our longstanding Connections Program. I would like to recognise the incredibly positive impact this program has had on the lives of volunteer mentors and participants over the past two decades.

In August 2020, we were excited to launch our new Events and Training Hub, providing a much-needed space for community organisations to host their training and regular events. Highlights of our events and training calendar included our first ever virtual Volunteering Awards ceremony in September 2020 and several flagship events and training sessions delivered during National Volunteer Week in May 2021.

Our role in the Canberra Relief Network and as Chair of the Advisory Committee has showcased the very best in collaboration and partnership between the Community and Corporate sectors and Government and is an exemplar of what can be achieved when everyone comes to the table with a genuine desire to affect change. This year we have also strengthened the shared expertise offered by the National Volunteering Peak Body Network through development of the new Volunteer Management Activity to be delivered over the next 5 years across the country, increasing opportunities to build sustainable and inclusive volunteering practices.

I am proud to have led a brilliant and innovative team and worked with a dedicated Board over the last year and want to thank each of them for choosing to be part of this wonderful organisation. Thank you to our Members, funders, partners, donors and supporters who make our work possible. I look forward to the coming year, as we continue our journey to strengthen the sector and improve inclusion in our beautiful city.

# Our Members

2XXFM  
Abbeyfield Ainslie  
AbbeyField Garran Inc  
Abundant Water Inc  
ACT Corrective Services  
ACT Disability, Aged and Carers Advocacy Service  
ACT Emergency Services Agency  
ACT Fencing Association  
ACT Mental Health Consumer Network Inc  
ACT Parks and Conservation Service  
ACT Volunteers in Policing  
ACT Wildlife  
ACTCOSS  
Active Canberra  
Adria Village  
Alcohol, Tobacco & Other Drug Association  
ACT Amnesty International Australia  
ACT/SNSW  
Anglicare NSW South, NSW West, and ACT  
Annecto Canberra  
Arthritis & Osteoporosis  
ACT Arts Capital Ltd  
Artsound FM Inc  
Association of Parents & Friends of ACT Schools  
Australia-China Youth Cooperation  
Australia Institute of Company Directors  
Australian Kookaburra Kids Foundation  
Australian National Botanic Gardens  
Australian National Eisteddfod  
Australian National University  
Australian Network for Plant Conservation Inc.  
Australian Red Cross ACT  
Australian War Memorial  
Baptist Care NSW & ACT  
Barnardos Canberra Australia  
Basketball ACT  
Belconnen Arts Centre  
Beryl Women  
Better Hearing Australia Canberra  
Billabong Aboriginal Development Corporation Bush Heritage Australia  
C3 Cares Monash - a ministry of C3 Church Monash  
Calvary Haydon Retirement Village  
Calvary Health  
Care ACT  
Calvary John James Hospital  
Canberra and Region Multiple Birth Association  
Canberra Blind Society  
Canberra City Farm  
Canberra College of Piping and Drumming  
Canberra Glassworks Ltd  
Canberra Hospital and Health Services  
Canberra Hospital Foundation  
Canberra International Music Festival  
Canberra Police Community Youth Club, Inc.  
Canberra Potter's Society  
Canberra Railway Museum  
Canberra Region Rugby League  
Cancer Council ACT  
CanTeen ACT & SNSW  
Capital Nordic Walking  
Capital Region Community Services Ltd  
CatholicCare Canberra and Goulburn  
Communities@Work  
Community Connections Inc  
Community First Development  
Community Services #1  
Conservation Council ACT Region Inc  
Council of the Ageing ACT  
Currie Crescent Community Centre  
Cyclabilities  
Cystic Fibrosis ACT Dementia Australia  
Domestic Animal Services  
Doris Women's Refuge  
EndoACT  
Epilepsy Association ACT Inc  
Ethnic Broadcasters Council of the ACT  
Events ACT  
Families and Friends for Drug Law Reform  
Family Drug Support  
Federation of Nepalese Community Associations of Australia  
Feel the Magic  
First Hike Project Inc  
Food Co-op Shop and Cafe  
Friends of the National Arboretum Canberra Inc  
Fusion Canberra  
Geoscience Australia  
Girl Guides NSW, ACT & NT  
Goodwin Aged Care Services  
Greening Australia Limited  
Greyhound Connections Inc  
HammondCare  
Hands Across Canberra  
Hartley Lifecare Inc  
Havelock Housing Association  
Heart Support Australia  
Indigenous Reading Project  
IRT Group  
Karinya House



Koomarri  
 Landcare ACT  
 Libraries ACT  
 Lifeline Australia  
 Lifeline Canberra  
 Lifestream Christian Fellowship  
 Little Oak Sanctuary  
 Lone Fathers Association Inc  
 Marymead  
 Menslink  
 Mental Health Community Coalition ACT  
 Mental Health Foundation ACT  
 Mental Illness Education ACT (MIEACT)  
 Meridian Inc  
 Mongarlowe Group  
 Morshead Home for Veterans and Other Aged  
 Persons  
 Multicultural Communities Council of Illawarra  
 Incorporated (MCCI)  
 Museum of Australian Democracy at Old  
 Parliament House  
 Narrabundah Early Childhood School  
 National Arboretum Canberra  
 National Capital Authority  
 National Gallery of Australia  
 National Library of Australia  
 National Multicultural Festival  
 National Museum of Australia  
 National Opera  
 Nationsheart Christian Community  
 Neighbourhood Watch ACT  
 North Belconnen Day Centre  
 Northside Community Service  
 Outward Bound Australia  
 Ozhelp  
 Palliative Care ACT  
 Parentline ACT  
 Parkinson's ACT  
 Pedal Power  
 Pegasus Riding for the Disabled  
 Perfect Pets  
 Perinatal Wellbeing Centre  
 Print Handicapped Radio of ACT  
 Prisoners Aid ACT  
 Project Independence  
 Queanbeyan Multilingual Centre Inc  
 Questacon  
 Rise Above Capital Region Cancer Relief  
 Ronald McDonald House Charities ACT &  
 Southeast NSW  
 Rostrum ACT Roundabout Canberra  
 RSI & Overuse Injury Association

RSPCA ACT  
 Safe Shelter ACT  
 Sanctuary Aus  
 Scouts Association of Australia, ACT Branch  
 Scullin Community Group  
 ServeGate Australia  
 Sexual Health and Family Planning ACT  
 Sharing Places Inc  
 SHINE for Kids  
 SHOUT  
 Softball ACT  
 Soldier On  
 Soroptimist International, ACT and Monaro  
 SpringOUT Association Inc  
 St John Ambulance  
 St John's Care  
 St Vincent de Paul Society  
 Canberra/Goulburn  
 TADACT  
 Ted Noffs Foundation  
 Tennis ACT  
 The Canberra Region and Visitors Centre  
 The Millhouse Ventures Limited  
 The Smith Family (ACT)  
 Toora Women Inc  
 Tuggeranong Arts Centre  
 Tuggeranong Community Council  
 UN Women Australia  
 UnitingCare Kippax  
 Unity College Australia  
 University of Canberra  
 Urban Parks and Places Volunteering - TCCS  
 Victim Support ACT  
 Victims of Crime Assistance League (ACT) Inc  
 Villaggio Sant Antonio  
 Warehouse Circus Inc  
 Warrigal  
 Wellways Australia Ltd  
 Weston Creek Uniting Church  
 Woden Community Service  
 Women with Disabilities ACT  
 Woodlands and Wetlands Trust  
 Worldview Foundation  
 YMCA of Canberra  
 Young Neighbourhood Centre (Goodstart  
 Young)  
 Youth Coalition of ACT  
 YWCA of Canberra



“I have nothing but glowing reviews for William, Isaac and Bashir [William's support workers]. He has been increasingly more engaging and communicative with me on each occasion.

All the GIVIT organisations that have met William when he has done a donation collection or delivery have been extremely impressed and happy to see him working as part of our team. We really do think he is a blessing to have with us.

This experience so far has been a major highlight of the year for GIVIT ACT.”

- **Kristi Clark, Volunteer Coordinator, GIVIT ACT  
Inclusive Volunteering Program –  
Pathways to Employment host organisation**





# Our Inclusive Programs

## Inclusive Volunteering – Pathways to Employment Program

The Inclusive Volunteering Pathways to Employment Program works with organisations to help them become more inclusive as they reduce and remove barriers to involvement of people of all backgrounds and abilities. In particular, the program aims to improve inclusive practice for people living with disability or mental health conditions. Throughout the 2020-21 financial year, VolunteeringACT has continued to deliver the Program thanks to funding from the Department of Social Services and in partnership with The Centre for Volunteering (NSW) and Volunteering Tasmania. The Program has also provided opportunities for participants to engage in volunteering as a pathway to employment.

The Program team have provided supports such as one on one coaching, resources and checklists and training for organisations in the Canberra region to increase their capacity for inclusion. The Inclusive Volunteering for Organisations workshops highlight the benefits of inclusion and discuss practical strategies for identifying and removing barriers to involving volunteers from diverse backgrounds. We have worked with a total of 98 volunteer-involving organisations to build capacity for inclusion in the Canberra community.

A total of 54 participants were referred to the program this financial year. While volunteer programs have been significantly impacted by the COVID-19 lockdowns and restrictions, participants have continued to engage with the program, and we have been able to successfully place several participants into challenging, rewarding, and inclusive roles. Some participants choose to be matched with a Volunteer Mentor, who attends shifts with the participant and provides moral support and guidance in workplace skills. Volunteer Mentors are an invaluable support for many participants, and their ongoing support allows us to affect change on a larger scale.

Funding for the Inclusive Volunteering Pathways to Employment Program will continue until 2023. The Program team looks forward to continuing to engage organisations, participants, and volunteer mentors in further building the capacity for inclusion in the Canberra region.

## Connections Program

VolunteeringACT has been proud to offer Connections, a social support program that has spanned two decades and has helped to facilitate safe and supportive friendships. Due to circumstances beyond our control the Program came to an end on June 30th 2021. The Connections Program has positively impacted the lives of all staff, volunteer mentors and participants that have been a part of the Program.

During its final year the Connections Program supported 29 friendship matches. Participants were matched with a trained volunteer “buddy” who accompanied them as they reconnected with their community. At all times the participant was placed at the centre of decision-making about what they wished to achieve, with the volunteer buddy providing friendship and support. VolunteeringACT is grateful to the Snow Foundation and the ACT Government who funded the program during its final year.

## MAP Program

In October 2020, VolunteeringACT launched the MAP Program, with thanks to funding from the ACT Government's COVID-19 Mental Health and Wellbeing Innovation Grants Program (MHWIGP).

The MAP Program supports young people in the Canberra region to become more resilient, connected and job-ready by coupling mental health training provided by Lifeline Canberra and Mental Illness Education ACT (MIEACT) with career mentoring and volunteering. The aim of the program is to increase the mental health literacy of young people, whilst also providing pathways to employment through volunteering.



# Community Info Hub

We continue to provide a range of Community Info Hub services including our Griffin Centre space via our info line, ACT Community Directory and Diary, Info Guides, and outreach services.

During the year, 1767 visitors accessed Hub services, with an estimated 2,174 individual services provided, 609 resources taken, and 685 different referrals made to community, government, and private organisations.



**1767** visits to the Community Info Hub

**3007** services listed in the Community Directory

**685** different referrals provided



## Community Directory

The Community Directory lists 1734 community organisations and interest groups, delivering over 3007 services and programs within the Canberra region.

This extensive database of information can be freely and readily accessed by anyone in the community through a range of different channels and formats.

## Community Diary

The ACT Community Diary is an events calendar where 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.

## Tax Help Program

Between August and October 2020

VolunteeringACT continued its 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. VolunteeringACT provided the venue and administrative assistance to the program.

This included booking appointments, performing eligibility checks, and providing pre-appointment information and checklists. VolunteeringACT thanks the Tax Help volunteers who provided these free appointments.

## Info Guides

VolunteeringACT published a range of Info Guides over the year. In response to the COVID-19 pandemic and to provide more up-to-date and relevant information, three of our previous related and popular guides were combined into a single Free Meal, Emergency Relief and Accommodation Guide.

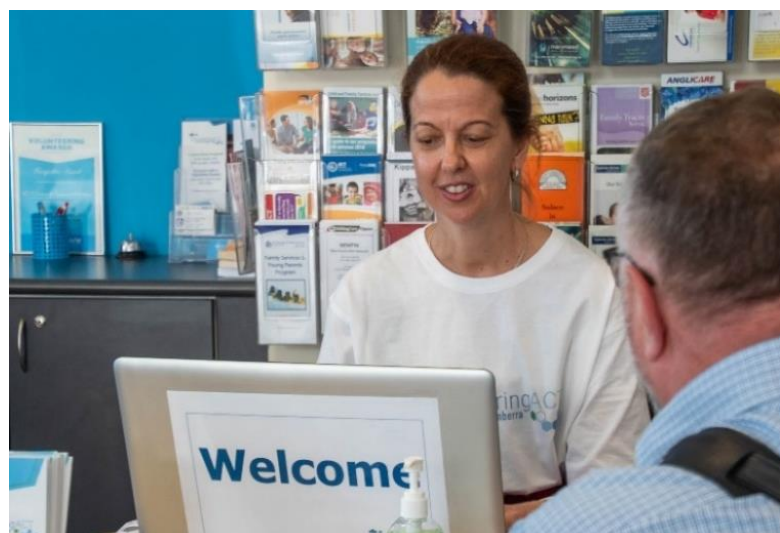
Our guides are available as printed copies at the Community Info Hub and as digital copies via VolunteeringACT's website.

The Free Meal, Emergency Relief and Accommodation Guide was viewed online 854 times during the year. The titles of these guides are:

- ACT Legal Services Guide
- Complaints Resolution Services Guide
- Free Meal, Emergency Relief and Accommodation Guide
- Op Shops Guide

We also supplied four of our resources in three different languages as a part of the Translated Resources project.

- Hindi
- Vietnamese
- Simplified Chinese





# Canberra Relief Network

The Canberra Relief Network (CRN) was established to respond to increasing food insecurity in the ACT and is a collaboration between community organisations.

Jean Giese is the Chair of the CRN Advisory Committee. The role of the Committee is to provide advice about the best models for relieving food insecurity.

From March to June of 2021 VolunteeringACT provided additional support to the Relief Network through our Community Information Hub and oversaw the running of the Canberra Relief Network Connect Centre. VolunteeringACT staff supported callers to be linked with food and other products and services.

Working alongside a collaborative network of established social service and emergency relief providers in the ACT, we were able to address our community's increasing demand for food and other essential items as a direct result of the COVID-19 pandemic.

# Education and Training

VolunteeringACT continued to deliver a suite of training to volunteers as well as Managers and Coordinators of volunteers.

Training in 2020 moved to a hybrid format, allowing participants to attend either in person, or virtually to increase accessibility for participants.

In 2020-2021, VolunteeringACT delivered a larger training portfolio than in previous years, with the introduction of Masterclasses to address key topics in the management of volunteers. These masterclasses were situated around VolunteeringACT's standard training portfolio which includes Essentials for Volunteer Managers and Implementing the National Standards for Volunteer Involvement.

## Virtual Training Grant

In 2020, VolunteeringACT received funding from the ACT Government as part of the COVID-19 Rapid Response Grants to deliver hybrid training to both volunteers and Managers and Coordinators of volunteers on topics in volunteering relevant to the COVID-19 health pandemic. Volunteers were offered free training on volunteering boundaries and mental health and wellbeing in volunteering.

VolunteeringACT was also able to offer a full-day Volunteering Symposium for the professional development of Managers and Coordinators of volunteers.

The Symposium introduced speakers from across Australia, and one international speaker, to share their expertise on areas relevant to volunteer management.

The Symposium was held in a hybrid format and delivered information on topics including the impacts of COVID-19 and volunteer involvement, supporting a mentally healthy volunteer workforce, and managing legal risk with a diverse volunteer workforce.



# Events

## National Volunteer Week

National Volunteer Week is Australia's annual celebration to acknowledge the generous contribution of our nation's volunteers. National Volunteer Week took place from 17 - 23 May 2021 with the theme Recognise. Reconnect. Reimagine.

This year, to celebrate National Volunteer Week, we decided to host the Volunteering Expo on Saturday 22 May instead of the previous years where it was held in December.

Sessions aimed at educating members of the public on how to volunteer and what to look for in a volunteering role were also delivered.



## 2021 Volunteering Expo

The 2021 Volunteering Expo was held on Saturday 22nd May 2021, during National Volunteer Week to promote volunteering to the ACT community. The event was attended by 577 people and over 40 exhibiting Volunteer Involving Organisations.

The number of attendees had decreased from the 2019 Expo. We expected this to be as a direct result of the Covid-19 restrictions and a reduction in volunteering roles in the community due to the pandemic.

Those who responded to our survey told us if they had volunteered previously and if they had found a role, with over half of the surveyed attendees reporting they had found a role at the Volunteering Expo.



## 2020 International Volunteer Day Celebration

International Volunteer Day is held each year on 5 December. The 2020 theme of International Volunteer Day was Together We Can Through Volunteering and sought to shed light on the difficulties and needs of volunteers during the global pandemic, recognising the impact volunteers make during a crisis.

To celebrate International Volunteer Day, VolunteeringACT and Canberra Aqua Park hosted a free Volunteer Day on Lake Burley Griffin for VolunteeringACT Members, their volunteers, and their families.





## 2020 Volunteering Awards, Canberra Region

The Volunteering Awards is a dedicated event to recognise the outstanding contribution of volunteers in the Canberra region and is the premier recognition event of volunteers in the region.

In 2020, the Volunteering Awards were postponed from their scheduled date in May to be held in September and were held for the first time in a virtual format.

The 2020 Volunteering Awards received 96 nominations. The recipient of the 2020 Volunteer of the Year award was Tim Miller, for his work in founding Lids4Kids, a completely volunteer-run organisation that collects plastic bottle tops and rescues them from going into landfill across Australia.



## International Volunteer Managers Day Morning Tea

VolunteeringACT hosted the Volunteer Manager of the Year Award ceremony on International Volunteer Managers Day (IVMD) on 5 November 2020. The 2020 theme of International Volunteer Day was What's Next? and sought to reflect on the lessons, challenges and most importantly opportunities that confronted the sector in 2020.

To celebrate IVMD Managers of Volunteers from across the region were invited to a special morning tea, followed by the Award Ceremony. The Volunteer Manager of the Year Award aims to recognise the pivotal role of volunteer management in enabling volunteering in the Canberra region.

The 2020 Volunteer Manager of the Year was awarded to Jessica Claudianos from Mental Illness Education ACT (MIEACT). Jessica has worked tirelessly to build MIEACT's volunteer base in an authentic and person-centred way. As a direct result of Jessica's recruitment, retention, relationship building and upskilling of individuals with a lived experience, MIEACT has been able to deliver over 305 mental health education sessions to over 32,511 people in the ACT.





# Events and Training Hub

In August 2020, VolunteeringACT launched the Events and Training Hub, made possible with thanks to the Australian Government Stronger Communities Programme and the Canberra Labor Club Group. The launch was attended by the Honourable Alicia Payne MP.

The Events and Training Hub provides a space for community organisation to host training, forums, meetings, workshops and more. In 2020-2021 the Events and Training Hub hosted the 2020 Volunteering Awards VIP screening, the 2021 Volunteering Symposium, and meetings for the Canberra Relief Network and Volunteering Peak Body CEO Network.

## Policy and advocacy

VolunteeringACT proactively collaborates with a diverse range of stakeholders to inform strategic priorities. In 2020-21, VolunteeringACT advocated to elected representatives, including:

- To the ACT Government on a 2021-22 Pre- Budget Submission
- 2020 ACT Election Priorities

VolunteeringACT also produced a range policy of submissions to advocate for the role of volunteers, including:

- Submission to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
- Submission to the Select Committee on Mental Health and Suicide Prevention
- Response to the Proposed Amendment to the ACNC Governance Standard 3.

VolunteeringACT continues to work in partnership with Volunteering Australia and the National Network on National submissions.

# Representation

VolunteeringACT is represented on the following committees, forums, groups, and taskforces:

- Canberra Relief Network Advisory Committee
- IMPACT2030 Council of Australia
- Industry Strategy Steering Group
- Joint Community Government Reference Group
- ACTCOSS CEO Forum
- ACTCOSS Community Leaders Forum
- ACTCOSS Justice Reform Group
- National Volunteering Network
- National Volunteering Policy Network
- Assessment panels for the Volunteer Grants and Stronger Communities Grants

Through our representation, we champion the role of volunteering as a critical contributor to the workforce and access to community services, programs, and events as vital for wellbeing and connection for those who we serve.

## Election Strategy 2020

In October 2020, VolunteeringACT sent an open letter to all ACT Government Election candidates, calling on them and the major parties to recognise and support volunteering in a meaningful way.

VolunteeringACT asked all candidates to publicly state that if elected, they would adopt VolunteeringACT's Election Priorities, including:

- Appointing a Minister for Volunteering and establishing a Ministerial Advisory Council
- Investing in a Volunteer Ready Program
- Commissioning research on the State of Volunteering in the ACT

## Membership

VolunteeringACT is a member-based organisation. Members of VolunteeringACT receive access to services, training and events that support their volunteer management activities, and are consulted on advocacy issues relevant to the sector.

In 2020-2021, VolunteeringACT acknowledged the impact that our sector had faced in light of the COVID-19 health pandemic. As a result, the Board made the decision to offer half-price Membership fees to all current and new Members in recognition of this difficult period faced by the community.

At the close of the 2020-2021 year, VolunteeringACT was actively supporting 210 Members.



# Enabling Volunteering

## Australian Defence Force Academy

In October 2020, VolunteeringACT partnered with the Australian Defence Force Academy (ADFA) to deliver the Weary Dunlop Activity.

The Weary Dunlop Activity aims to enable them to participate in volunteering activities and provides an opportunity for Training Officers to support their local community, build goodwill and learn from the lived experiences of people in the community. The Activity involved 360 Training Officers completing a day of volunteering with a range of organisations in the Canberra region. In 2021 the Activity saw 2,000 volunteering hours contributed to 15 organisations across 25 projects.

The 2020 Weary Dunlop Activity proved highly successful and delivered on the objectives of all stakeholders involved. Training Officers self-identified an improvement in their knowledge of vulnerability in the community, and skills of teamwork, communication, and critical thinking. Similarly, feedback from participating Volunteer Involving Organisations demonstrated that the involvement of Training Officers in volunteering activities across the Canberra region delivered value and impact.

## Volunteering Support and Referrals

VolunteeringACT facilitated 6,158 online volunteering referrals.

Volunteers at the Community Info Hub also facilitated 149 face-to-face and telephone referrals, resulting in a total of 6,307 volunteering referrals during the year.

## Emergency Volunteering

VolunteeringACT holds responsibility under the ACT Community Recovery Plan to coordinate spontaneous volunteers. There are over 1,400 Canberrans registered as an Emergency Volunteers.

**6,158 online volunteering  
referrals**

**149 face-to-face and phone  
referrals**

# Website and Social Media

In the past year our website had 20,390 users, with a 13% increase in page views and an average of 1.5 sessions per user.

VolunteeringACT social media followers increased across all platforms over the year:

- Facebook followers increased from 3,274 to 4,063 (increase of 24 per cent)
- Twitter followers increased from 1,902 to 1,957 (increase of 2.8 per cent)
- Instagram followers increased from 1,095 to 1,215 (increase of 11 per cent)
- LinkedIn Connections increased from 193 to 281 (increase of 45.5 per cent)

## COVID-19

In early 2020, Coronavirus was announced as a Global Health Pandemic. Because of this, VolunteeringACT had to adapt to the new government restrictions between March and June until Canberra came out of lockdown and business and services could continue in person. The second half of 2020 and beginning of 2021 were relatively un-impacted by Covid-19 in the ACT.

The 2020 Volunteering Awards, which were scheduled for May needed to be postponed, and were successfully held in September in a virtual format.

The 2021 Volunteering Expo was held in person with exemptions required by the Government for larger events.

The Covid-19 pandemic has impacted on the way we plan and host our events, resulting in a better understanding of the needs of people who are immunocompromised. This learning has been incorporated into our processes with improved consideration of how we need to accommodate these needs and ensure our events and training remain inclusive, accessible, and safe.

Instagram followers – 1,215

LinkedIn connections – 281

Facebook followers – 4,063

Twitter followers – 1,957



# VolunteeringACT acknowledges the support of our Partners



# Financial Review

VolunteeringACT achieved a very positive financial outcome for the 2020/21 financial year with a surplus of \$146,741. Core grant funding and Federal Government COVID-19 stimulus measures meant we were able to deliver all programs and finish the year with substantial reserves.

As we move into 2021/22, the financial outlook for VolunteeringACT remains very positive. Strong core grant funding has eliminated the need for reliance on Government subsidies going forward. Significant cash reserves provide us with the opportunity to invest in projects which will benefit both the community and the future of the organisation.

## Volunteering and Contact ACT Limited Statement of Financial Position as at 30 June 2021

|  | 2021<br>\$                 | 2020<br>\$                 |
|--|----------------------------|----------------------------|
| <strong>ASSETS</strong>                        |                            |                            |
| Cash and cash equivalents                      | 2,151,135                  | 2,578,437                  |
| Trade and other receivables                    | 25,897                     | 99,203                     |
| Other assets                                   | 9,468                      | 8,836                      |
| <strong>TOTAL CURRENT ASSETS</strong>          | <strong>2,186,500</strong> | <strong>2,686,476</strong> |
| Property, plant and equipment                  | 528,675                    | 791,582                    |
| <strong>TOTAL NON-CURRENT ASSETS</strong>      | <strong>528,675</strong>   | <strong>791,582</strong>   |
| <strong>TOTAL ASSETS</strong>                  | <strong>2,715,175</strong> | <strong>3,478,058</strong> |
| <strong>LIABILITIES</strong>                   |                            |                            |
| Trade and other payables                       | 37,825                     | 304,416                    |
| Employee benefits                              | 57,342                     | 60,603                     |
| Other financial liabilities                    | 1,235,234                  | 1,407,187                  |
| <strong>TOTAL CURRENT LIABILITIES</strong>     | <strong>1,330,401</strong> | <strong>1,772,206</strong> |
| Other financial liabilities                    | 414,781                    | 882,600                    |
| <strong>TOTAL NON-CURRENT LIABILITIES</strong> | <strong>414,781</strong>   | <strong>882,600</strong>   |
| <strong>TOTAL LIABILITIES</strong>             | <strong>1,745,182</strong> | <strong>2,654,806</strong> |
| <strong>NET ASSETS</strong>                    | <strong>969,993</strong>   | <strong>823,252</strong>   |
| <strong>EQUITY</strong>                        |                            |                            |
| Retained earnings                              | 969,993                    | 823,252                    |
| <strong>TOTAL EQUITY</strong>                  | <strong>969,993</strong>   | <strong>823,252</strong>   |

For complete financial statements visit [volunteeringact.org.au](http://volunteeringact.org.au)



## **VolunteeringACT Office**

Level 2, 202 City Walk, Civic 2601  
PO Box 128, Civic Square, ACT 2601  
p 02 6251 4060

## **Community Info Hub**

Griffin Centre, 20 Genge Street,  
Canberra 2601  
p 02 6248 7988

## **Events and Training Hub**

Level 3, 202 City Walk, Civic 2601

E [info@volunteeringact.org.au](mailto:info@volunteeringact.org.au)  
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