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LETTER FROM THE CHAIR

This past year, 2009 – 2010 has been an extremely busy and productive year for Volunteering Tasmania.

The organisation has continued to mature as the peak body for volunteering in Tasmania, endeavouring to expand its capacity to represent a broad cross-section of volunteering interests across Tasmania. One of the key programs that Volunteering Tasmania has embarked on during the year is the preparation of the first State of Volunteering Report for Tasmania. This will be published in November 2010 and will provide an objective perspective on what is happening in volunteering in our State.

The Board has been very active during the year. There has been a strategic focus on the long-term future of Volunteering Tasmania including the convening of a Business Development Workshop where Board members joined with staff to explore the future funding opportunities for the organisation to ensure that we stay a strong viable organisation representing volunteering in Tasmania well into the future.

A second focus of the Board has been that of good governance. In September 2009 there was a Special General Meeting (SGM) to make modifications to the VT constitution to primarily change a clause to allow the Board to waive membership fees for the organisation. This was in line with our Mission to work towards a Tasmania where everyone freely chooses to contribute voluntary time to the community as a natural part of life. We want all Tasmanians to be part of the volunteering movement and to have access to free and up to date information about volunteering.

In March 2010 a second SGM was held to endorse some additional amendments to the Volunteering Tasmania Constitution. These amendments focused primarily on the terms of Directors, extending it from one to three years to enable the capacity for greater continuity and commitment from our Board Members. I would like to thank Peter Joyce of Butler, McIntyre and Butler for his pro bono assistance with the preparation of these amendments.

The Finance and Audit Committee has been actively involved in enhancing the organisation’s financial governance and the Governance Policy Committee has reviewed the governance policies to ensure the Board’s oversight is transparent and effective. This year’s financial outcome demonstrates the organisation is in good health and although we have our challenges ahead we are well placed to meet them.

The relationship between Volunteering Australia and its Foundation Members, which includes Volunteering Tasmania, has been a focus of attention during the year. Work is currently underway to enhance the way we work together to maximize the effectiveness of the national network of volunteering organisations. Considerable progress has been achieved so far and I believe that we are well on the way to becoming a very effective ‘federation’ of volunteering organisations.

On behalf of the Board I commend Volunteering Tasmania to you as a vital and thriving organisation that is striving to advocate for and represent the interests of volunteering in Tasmania.

FRANCES HEALY
CHAIR
VOLUNTEERING TASMANIA
LETTER FROM THE CEO

The last 12 months have been some of the most significant in VT’s history. The new year brought with it the announcement from the Premier that VT was to receive recurrent funding to ‘reinvigorate volunteering across the state’ as part of the Supporting Tasmanian Volunteers Program (STVP). The generous commitment from the State Government was also a commitment to volunteerism in Tasmania and an indication that volunteering is now more than ever a vital component of the social, economic and cultural health of our community.

The new funding together with existing funding from HACC and FaHCSIA has assisted VT to examine our operations and ensure that the organisation is responsive and relevant. One of the challenges for VT in the past has been that our focus has been on community welfare volunteers at the expense of the plethora of other volunteers and sectors. Volunteering cuts across every area of our community. Every day in so many ways volunteers touch our lives and achieve extraordinary results in areas such as the arts, education, animal welfare, community welfare, hospitality, tourism, sport and recreation, emergency services and boards of management. As the peak body for volunteering in Tasmania we need to have relevance right across the volunteering community and we have worked hard this year to build our relationships and networks in new and innovative ways.

Over the last year we have made some noteworthy changes to our staff structure. The new structure reflects our commitment to offering a true state wide service. We have increased our staffing levels in our Burnie and Launceston offices and ensured that we are equipped with the right skills and expertise to support both organisations that involve volunteers and the volunteers themselves.

We have begun the journey this year to really lead the way by developing a strong Tasmania specific evidence base. We have spent time walking along side volunteers and volunteer managers and consulting with them about how they see the current state of health of volunteering in Tasmania in 2010. The coming year will see the launch of the inaugural State of Volunteering Report: 2010. The Report will strengthen our understanding of volunteering in Tasmania and enable VT to advocate more effectively on behalf of the sector. The information in the Report will inform VT service delivery and also be an invaluable resource for organisations that involve volunteers.

The end of the financial year brought with it a brand new look for VT. Just as the volunteering landscape is changing, so too is VT and we believe that our new exterior reflects some of the changes that we have been undergoing internally. Our new brand is fresher and more vibrant. It reveals our intention to be a dynamic and up to date organisation that successfully lobbies for public policy outcomes as well as providing effective support to individuals and organisations in order to enable an environment where volunteering can flourish.

At VT we are genuinely proud of our people and I want to thank the staff team for their enthusiasm for all things volunteering and for their commitment to making VT the best it can be. Their vigour and dedication has contributed to VT’s successes over the past year.

My thanks also to the VT Board who have guided VT through this period of growth and transition. VT is fortunate to have directors with skill and vision to strategically lead the organisation. In particular I would like to acknowledge the enormous contribution of our Chair, Fran Healy for her support and encouragement. Her wisdom and vision are a great asset for all at VT. It is with a sense of vim that we anticipate the coming year and the challenges and opportunities that it will present. We look forward to consolidating some of the work that has commenced this year and building new and innovative ways to support the volunteering community.

Adrienne Picone
CEO
VOLUNTEERING TASMANIA

Launch of National Volunteer Week in Launceston, May 2010
VOLUNTEERING TASMANIA
VOLUNTEERING AWARD WINNERS
– CENTACARE IHSS VOLUNTEERS
WHO WE ARE

Our mission is to work towards a Tasmania where everyone freely chooses to contribute voluntary time to the community as a natural part of life and growth.

Our vision is that Tasmania is a place where volunteering is:

- universally acknowledged as being integral to society and the social, economic and cultural cohesion of our community;
- recognised as enabling individuals and organisations to cooperatively achieve their full potential;
- recognised as enhancing the quality of life of all individuals and the community at large; and
- valued, supported and effective and everyone in Tasmania freely chooses to be involved in volunteering.

At VT we aim to respond to the changing environment of volunteering. We shape the future of volunteering in Tasmania and deliver our mission in three key ways:

- by supporting and facilitating pathways to volunteering for all members of the community;
- by providing consultancy, resources and information to volunteer involving organisations and programs; and
- by influencing public policy and promoting research and debate.

“Volunteering Tasmania has come a long way in the last 12 months and is really positioning itself as the peak body for volunteering in Tasmania. VT is making the policies and leading the Way...” Volunteer Coordinator

GOALS

a) Increase the percentage of the Tasmanian population that is engaged in volunteering.

b) VT is a well funded organisation that is sought after for and able to provide, advice on best practice volunteering.

We believe that more people will choose to volunteer if they are volunteering in a best practice environment.

c) Volunteer Managers will have improved volunteer management skills and volunteers will have skills that support their volunteering involvement.

By increasing the skill level of volunteers and volunteer managers we aim to enhance the sustainability and resilience of the volunteering sector.

d) Development of a widely available Tasmania-specific knowledge base about volunteering.

Best practice must be built on well researched evidence.

e) Have the capacity to deliver on the Strategic Plan.

In order to deliver on our goals we need to ensure that we have the organisational capacity.
HOW WE DO IT

Our role as a peak body means that if we are to be truly representative of the volunteering sector then we need to know that sector. All of our promotion and advocacy work needs to be built on a strong evidence base. VT is committed to providing leadership to the volunteer sector as well as engaging in projects and service delivery.

Over the last year we have aimed to find a balance between the way in which we promote and advocate for volunteering and the way in which we deliver services. The two are intertwined, each strengthening and building on the other. At the core of VT services are volunteers, organisations that involve volunteers and communities.

1. VOLUNTEERS

Volunteer information sessions
One of the ways that VT facilitates pathways to volunteering is through Volunteer Information sessions. These sessions, held in one of the three VT offices or out in the community, offer prospective volunteers an opportunity to explore volunteering options and discover their rights and responsibilities as a volunteer. Volunteer Information sessions reflect VT’s desire to respond to need and can be facilitated on an individual or group basis. They have been highly successful over the last year with participants reporting that they have quickly gone on to find a satisfying volunteering experience with the organisation of their choice.

LOOKING TOWARDS 2010
VT will continue to offer this important service to the community and aims to expand to regional areas.

“I attended an Introduction to Volunteering session at VT today and when I got home I went straight onto the Volunteer Connect site and signed up to a few organisations, ... and got a reply within a couple of hours and I have an interview with them on Tuesday afternoon. Thank you for your support today and will keep you posted on how I go.”

Louis, Client Services Coordinator from Wise Employment said Volunteer Information Sessions are breaking down some of the barriers for people with mental illness and/or a lack of confidence; “They feel much more comfortable talking one on one about volunteering and the opportunities out there”.

10
Schools project
Encouraging and building capacity in young people will also help ensure the sustainability of community organisations that find it difficult to recruit young board and committee members...A Social Inclusion Strategy for Tasmania 2009

The Schools pilot project was established in 2009/10. The project aimed to provide selected students in years 9 and 10 with a supported and meaningful volunteering experience. Brooks High School in the North, Parklands High in the North West and Huonville High in the South participated and worked with VT to provide social and employment related opportunities for students and encourage their interest in volunteering.

Fifty eight students volunteered at 22 organisations across a range of organisations in the community welfare, sport and recreation, animal welfare, conservation, education and training sectors. The organisations offered a variety of roles including administration and customer service, general support and maintenance, information and technology, aged care and child care, retail, animal attendants, gardening and environment and project work.

Feedback from students and staff so far has indicated a very positive reaction to the project. Students have articulated and demonstrated a change in attitudes to volunteering as well as their local organisations, and many have indicated an increase in confidence and motivation. Students renowned for non-attendance have increased their participation with some students in the South requesting to attend their school workplace program beyond their initial half-year enrolment.

School staff have further expressed favourable opinions regarding the project, including a positive change in students attitude toward school and volunteering; an increase in student confidence, motivation and maturity; an increase in the available opportunities for students to participate in their communities; an increase in the students’ understanding regarding choice for their future pathways and a desire to be involved in volunteering beyond the life of the Schools Project.

“It helps with connecting in some way, feeling like we’re part of where we live and meeting with the people from the organisations was good”. Student

“I’m very looking forward to it. It’ll be very good for us having someone help us out, and he’s a very pleasant young man. I had ideas of what the students are like and it’s been good to see another side of them”. Community organisation

“LOOKING TOWARDS 2010
The success of this highly effective pilot project means that VT will explore alternative funding sources in 2010 to enable young people to be engaged in volunteering into the future.”
2. ORGANISATIONS THAT INVOLVE VOLUNTEERS

Underpinning all of VT’s work with volunteer involving organisations is the belief that in order for volunteering to flourish in Tasmania the work of volunteers needs to be coordinated and supported by an effective leader. When volunteers offer their invaluable time, skills and expertise to an organisation we need to ensure that they are appropriately utilised, protected and valued. Each volunteer management system will look different according to the size and nature of the group or organisation but at the heart is the necessity of having a person that is committed to the ‘people resources’ and an infrastructure that wraps around it.

Networking for Volunteer Coordinators

VT hosts Coordinator Network Meetings (CNM) in each of our three regional offices as well as in rural and remote areas. The format of these meetings is a facilitated discussion based on the National Standards for Involving Volunteers in not for profit organisations. CNM provide Volunteer Coordinators with invaluable networking and resource sharing opportunities as well as being a platform for best practice volunteer management.

“[I enjoyed] hearing other people’s stories, ways of approaching things and communicating with volunteers.” Volunteer Manager

LOOKING TOWARDS 2010

VT will continue to provide networking opportunities for Volunteer Managers both in urban and rural communities.

“… the Review has put me in a positive state of mind and I’m excited about what we can do.”

“I’m not working and I have no other family here. This [VC] is a great way that I can connect with others – I’ve always been very active in my community, and it’s great to see what’s available”.

“[I enjoyed] hearing other people’s stories, ways of approaching things and communicating with volunteers.” Volunteer Manager

LOOKING TOWARDS 2010/11

There is a growing demand for VC sites. In the coming year we envisage that many more organisations will choose to advertise positions on VC, providing potential volunteers with more diverse roles and opportunities.
Volunteer Connect offers organisations a way of advertising and promoting volunteer positions. As at the 30th June there were 186 organisations registered with the VC database and this number is growing at a rapid pace. Many organisations have reported an increase in the number of individuals contacting them to enquire about volunteering. Other benefits include the ability to be able to promote volunteer vacancies widely, increased ability to find a good match for the organisation and increases in recruitment levels. Organisations are reporting that Volunteer Connect is helping to fill a gap in volunteering resources in Tasmania. The provision of a free quality resource and ongoing support to organisations has increased their capacity and understanding of how to engage potential volunteers.

LOOKING TOWARDS 2010

During 2009/10 the VMR was offered for the first time as a fee for service to non-HACC funded organisations. The feedback from participants has been overwhelmingly positive and in 2010 we will be actively promoting this Australia first resource.

Volunteer Management Workshops

VT’s commitment to working from a community development framework means that we are able to offer tailored and relevant Volunteer Management workshops. The response to our workshops is always extremely positive as they provide opportunities to explore emerging trends both nationally and internationally as well as information about best practice volunteer management.

LOOKING TOWARDS 2010

The demand for workshops and information sessions has been higher than ever. In 2010 VT will be hosting a Volunteer Management statewide conference called Changing Our World.

This conference will explore and contextualise international best practice in volunteer management as well as current trends and themes.

“Our listing on the Volunteer Tas data base [sic] has helped raise the number of people contacting us interested in Volunteering. It has been a wonderful resource and I am finding people who contact us through the data base [sic] want to give of their time just had no idea what services they could volunteer for. The data base [sic] gives them great choice in this way”.

“Volunteer Connect has some of the anxiety out of managing volunteers”.

“I have much better understanding now. The Review process makes me more confident in referring to the National Standards”.

Volunteer Management Review

The Volunteer Management Review (VMR) continues to provide unique and meaningful support to organisations that involve volunteers. Based on the National Standards for involving volunteers in not for profit organisations, the VMR acts as a guide for a cohesive volunteer management system by promoting accountable, sustainable volunteer management.

LOOKING TOWARDS 2010

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“Volunteer Connect has some of the anxiety out of managing volunteers”.

“I have much better understanding now. The Review process makes me more confident in referring to the National Standards”. 
3. COMMUNITIES

Evidence Base and Advocacy
An important part of VT’s peak body role is to build and maintain an effective knowledge base on volunteering. We are making forays into gathering more information about volunteering in Tasmania and communicating that information to all stakeholders.

RESEARCH
Positioning Paper for the State of Volunteering Report: Tasmania 2010 (SoVR)
In November 2009 VT released the Positioning Paper for the State of Volunteering Report 2010. This paper laid the foundations for the SoVR which is due to be released in November 2010 and will be the first of a biennial document that will examine the state of health of volunteering in Tasmania. The SoVR, though ambitious, will be a vital resource for the Tasmanian community and will provide valid Tasmania specific data. The SoVR will explore who is volunteering, what roles they are doing and what management structure is in place around them. We call it the three legged stool of volunteering and the Report will give us the opportunity to see how strong the legs of the stool are both individually and collectively.

HACC Youth Project
This study looked at the ways that HACC funded organisations are engaging young people and some of the barriers to youth involvement. The research found that the major issue preventing them from being involved is not a lack of commitment or willingness on the part of young people, but rather the gap that exists between the opportunities volunteer roles can offer and young people acquiring knowledge of their existence. In many instances young people simply don’t know what is available and what value it could add to their lives. The research recommended a youth based promotions campaign and encouraging more young people to volunteer while they are still at school.

VT has used the study to promote the benefits of young people volunteering; educate young people about the diversity of volunteering roles and to assist community organisations to engage young people by developing appropriate roles and opportunities.

LOOKING TOWARDS 2010
VT will be building on the learnings of the HACC Youth project and will more fully explore youth volunteering in the Engaging Young People in Volunteering research report. The Engaging Young People report is intended to be an inspiration.

“The service you provide is also fantastic. Since [we] started listing our volunteer opportunities on Volunteer Connect we have had half a dozen really wonderful people join [us] and contribute to our organisation’s culture.”

“It’s a great resource – we’ve needed this for a long time.”
to those already involved in volunteering and those yet to be involved and provide support to those organisations who are struggling to recruit young volunteers in Tasmania.

It will present the human face of volunteering and tell the stories of the people and places involved with volunteering in our state.

‘This is a great opportunity because we need younger volunteers – we did a volunteer group photo recently and there’s no one younger than 45! We need to learn about how to engage young people and how to work with them and keep them, because they’re our future.’

Disability Project
This study involved extensive consultations with the disability sector and individuals with a disability. The objectives were to develop a training package which will encourage all people to volunteer and help to build inclusive recruitment strategies within volunteer involving organisations. The report will be released later in 2010.

Policy and advocacy
VT has provided policy responses to the following:

- Working with children and vulnerable people screening discussion paper;
- Hobart City Council’s Social Inclusion Strategy;
- Hobart City Council Positive Ageing Strategy;
- A National Volunteer Strategy;
- Tasmania Police Dept’s ‘Police checks options paper’;
- State Emergency Management Committee;
- Spontaneous Volunteer Consultation Committee;
- TasCOSS Workforce Development Resource Kit;
- Glenorchy Youth Taskforce;
- Tasmanian Polytechnic in relation to Certificates in Active Volunteering;
- A CALD training package for organisations interested in recruiting people from diverse backgrounds;
- The Federal Govt’s Voluntary Work Initiative; and
- The National Compact Discussion Paper.

“[VT has] blown us away in a whirlwind tour over the last 12 months especially and now recognisable as the peak body for volunteering”.
Volunteer Manager

LOOKING TOWARDS 2010
In 2010 VT will engage stakeholders in a Volunteering Tasmania Social Policy Council. The council will support VT to develop social policy statements on a range of volunteering related issues.
PERFORMANCE AGAINST OUR STRATEGIC PLAN

The following section highlights our performance against key measures for each of our strategic plan goals.

GOAL 1
Increase the percentage of the Tasmanian population that is engaged in volunteering.

Measure 1 – Increased range of volunteer recognition events being conducted.

Over the last year VT has been actively promoting volunteering to the community through:

- A state-wide advertising campaign to promote Celebrate Tasmania Day and encourage people to become involved in volunteering
- Monthly spots on City Park Radio
- Monthly volunteer interviews on Edge Radio
- Sponsorship of the VT Volunteering Award at the Community Achievement Awards
- Radio interviews on:
  - ABC radio x 2
  - Southern Midlands Radio
  - Ultra 107
  - North West Radio
- National Volunteer Week articles featuring comments from the CEO in:
  - The Advocate
  - The Mercury
  - The Examiner
- VT had ‘Thank You’ advertisements in each of the three regional newspapers during National Volunteer Week
- Organised an event celebrating International Volunteer Day hosted by the Governor of Tasmania and attended by 145 volunteers and volunteer managers
- Statewide breakfast for the launch of National Volunteer Week with David Adams, The Commissioner for Social Inclusion as the guest speaker
- Staff had a stall at Salamanca market during National Volunteer Week to promote volunteering and the SoVR

Volunteer Connect

Figure 1: Total number of organisations registered and approved to use the Volunteer Connect database January – June 2010.

Figure 2: Total number of individuals using the Volunteer Connect database January – June 2010.
Measure 2 – Schools will be engaged with VT.

<table>
<thead>
<tr>
<th>Region</th>
<th>School</th>
<th>Students</th>
<th>Organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td>South</td>
<td>Huonville High School</td>
<td>14</td>
<td>4 community and government organisations identified in: Community Services/Welfare Community Knowledge Network Sport and Recreation</td>
</tr>
<tr>
<td>North</td>
<td>Brooks High School</td>
<td>19</td>
<td>4 community organisations identified in: Community Services/Welfare Animal Welfare/Environment</td>
</tr>
<tr>
<td>North-West</td>
<td>Parklands High School</td>
<td>25</td>
<td>5 community and government organisations identified in: Education and training Animal Welfare/Environment Local council Community Services/Welfare</td>
</tr>
</tbody>
</table>

Social Media
The development of VT’s Facebook and Twitter sites have seen a greater capacity to connect with younger Tasmanians and the continuing increase in usage demonstrates this.

Measure 3 – Greater utilisation of VT website.
The VT website aims to provide users with access to volunteering resources and information and to keep the community informed about VT’s initiatives. In the 2009/10 financial year the website received over 42,000 visits, an increase of 32% on the previous year.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of visits</th>
<th>Pages</th>
<th>Hits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 July 2008 to 30 June 2009</td>
<td>28,819</td>
<td>217,894</td>
<td>480,407</td>
</tr>
<tr>
<td>1 July 2009 to 30 June 2010</td>
<td>42,104</td>
<td>451,617</td>
<td>889,158</td>
</tr>
<tr>
<td>% Increase</td>
<td>32%</td>
<td>52%</td>
<td>46%</td>
</tr>
</tbody>
</table>

Support to volunteer involving organisations
There have been 3919 occasions in which community organisations have been assisted on volunteering matters. These matters have consisted of the following:
- Policies and Procedures
- Establishing volunteer programs
- Recruitment and retention
- Insurance issues
- Funding and funding applications
- Recognition

Figure 3: Social Media Following April–July 2010
- Event management
- Ageing volunteers and succession planning
- Training needs
- Continuous improvement strategies
- Communications
- Corporate volunteering
- Volunteer roles and developing position descriptions
- Marketing
- OH & S

Support to Individuals
There have been **1848 individuals** assisted towards volunteering by providing Volunteer Information Sessions and one-to-one support.

**VT’s involvement in the Community**
VT Staff members are members of the following groups or committees:

- Kingborough Positive Ageing Committee
- State Emergency Services Advisory Committee
- TasCOSS Social Policy Council
- Regional Arts Australia National Conference Committee
- Sponsor of the Community Achievement Awards
- Small Grants Advisory Group
- Tasmanian Peaks Network
- National Standards Review Committee
- Judge of the Hobart City Council Volunteering Awards
- TasCOSS Workforce Development Advisory Group
- Hobart City Council ‘Homeless Connect’ Advisory Group
- COTA Social Policy Council
- Working with Children and Vulnerable People Advisory Group
- National Volunteering CEO network.

**Volunteer Management Review**
In the last year VT staff conducted five Volunteer Management Reviews.

**GOAL 3**
Volunteer Managers will have improved volunteer management skills and volunteers will have skills that support their volunteering involvement.

**Measure 1 – Increased number of training courses.**

**VT Facilitated training**
VT held a total of 33 Volunteer Management training opportunities during 09/10 with a total of 753 participants. These sessions are based on the National Standards for involving Volunteers in not for profit organisations and support organisations to integrate and adapt the Standards to suit their particular needs.

**Externally facilitated training**
- VT brought international expert in volunteer management, Jayne Craven, to Tasmania to facilitate a workshop ‘Creating a volunteer program in the 21st century’ to over 50 volunteer managers;
- VT worked in partnership with Skills Tasmania in providing workshops on ‘Workplace bullying, harassment and discrimination’ to volunteer managers in Burnie, Launceston and Hobart.

**Additional Training**
VT secured additional funding from FaHCSIA to bring national expert in Governance Liz Corbett, to Tasmania. Liz facilitated ‘Leading Boards, Leading Organisations’ to 56 participants in Rosebery, Nubeena and St Helens. These workshops were welcomed by regional Tasmania and feedback was very positive.

**Sponsorship**
VT sponsored three volunteer managers to attend the Volunteer Managers retreat in Adelaide.

**Coordinator Network Meetings**
VT has facilitated 26 coordinator network meetings state-wide during this reporting period. These meetings were held in the major population centres as well as in regional / remote areas (see Figure 4 on next page).
GOAL 4  
Development of a widely available Tasmania specific knowledge base about volunteering.

Measure 1 – A range of research projects commenced, completed and disseminated.

Research projects underway or complete:
- The HACC Youth Report
- The Disability Report
- The State of Volunteering Report: Tasmania 2010

GOAL 5  
Have the capacity to deliver on the Strategic Plan.

Measure 3 – VT is linked with regional community centres.

Volunteer Connect
Through the Volunteer Connect project VT has been able to strengthen our relationship with regional community centres and be part of a more integrated and collaborative culture. Volunteer Connect sites are placed in existing hubs in regional areas.

Measure 1 – Have core funding by 2010.

In 2009 VT received recurrent funding from the Tasmanian State Government as part of the Supporting Tasmanian Volunteers Program.

Measure 2 – Appropriate and productive staff profile.

As at the 30th June VT had a total of 13 staff equating to 10 FTE.

Community Development Regional Work
Commencing at the beginning of 2010 VT’s Community Development Officers have elected to provide six months intensive support to a rural community in their region. In the first half of this year the CDOs travelled to the Tasman Peninsula, the West Coast and the St Helens area. In the coming six months they will be focussing on, Southern Midlands/Brighton, Beaconsfield and the West Coast.
HARRY MALTBY
Harry is a senior consultant (qualified as a Chartered Accountant in Canada and New Zealand) with thirty years experience in international, professional financial and administrative management encompassing private and public sector, tertiary education and the accounting profession. Noted for strategic leadership in collaborative team environments with successes in achievement of substantial and sustainable financial management reforms in development environments. Harry is a resident of Tasmania and committed to community involvement.

MICHELLE EWINGTON
Michelle has experience within the corporate and community sectors. She has excellent facilitation skills and has worked in the area of Learning and Development focusing on the development and facilitation of workshops contributing to the strategic alignment of the business (examples include team building, strategic planning and change management programs). Over the past two years Michelle has worked with Red Cross as the Program Co-ordinator of a youth based program (save-a-mate) and has developed a wide range of experience and skills in dealing with volunteers with a particular focus on engaging young people. She was recently appointed to the role of Manager, Youth & Family programs for Red Cross, Tasmania. Michelle is proactive and enthusiastic. She has a passion for people, leadership development, individual growth and the development of organisational culture.

NITYA MALHOTRA
Nitya has been a member of the VT Board of directors for the past two years and has greatly enjoyed the experience to date. She does not have much experience or skills in this sector however she does bring a willingness to participate actively in the Board.

As a young person Nitya has been involved as a volunteer with various organisations in a variety of roles including advisory, organisation, advocacy, fundraising and promotional. Nitya is currently in her fourth year of study in her medical degree through UTAS.
**MARY DUNIAM**

Mary Duniam has been a Board Member of Volunteering Tasmania since November 2007. She has been a Councillor at Waratah-Wynyard since 2005, and as a member of several community organisations is very supportive of the role of volunteers and their contribution towards building community capacity. Mary is currently undertaking further academic study in the area of Community Development. Mary’s expertise includes: Governance, Local Government, Community Development, Project Management, Adult & Vocational Education, and Youth Mentoring.

**Figure 6: Directors meetings attendance**

<table>
<thead>
<tr>
<th></th>
<th>Date appointed</th>
<th>Date of cessation</th>
<th>Board Meetings</th>
<th>Finance &amp; Audit</th>
<th>Governance Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>D Baker</td>
<td>29/09/08</td>
<td>30/09/09</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E Browne</td>
<td>30/09/09</td>
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<td>M Ewingston</td>
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<td>M Gibson</td>
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<td>S Haas</td>
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<td>R Hammond</td>
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<td>F Healy (Chair)</td>
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<td>P Lane</td>
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<td>N Malhotra</td>
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<td>H Malby</td>
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<td>T Ritchie</td>
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<td>A Smith</td>
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<td>R Thompson</td>
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A Number of meetings attended  
B Number of meetings held during the time the director held office during the year
The operational team, although small and spread throughout the State, has served individuals, organisations and communities everywhere with enthusiasm, professionalism and a dedication to quality. The team have been challenged with the growth and changes we have experienced as an organisation and as a sector and yet they have continually kept pace and achieved outstanding results.

One of the biggest challenges we have faced this year is to simultaneously fulfil our obligations to the volunteering sector and our staff, while at the same time, invest significant resources in organisational structures that permit VT to succeed in the future. We have focused on linking people management directly to our organisational goals; implementing effectiveness indicators; and developing continuous improvement strategies to foster responsiveness and innovation.

As we move into the coming year we will continue to deliver quality services and look forward to providing the Tasmanian community with a means in which to create and foster a valued and sustainable volunteering culture.
COMMUNITY DEVELOPMENT TEAM

The Community Development Team is at the core of Volunteering Tasmania’s (VT) work in developing the capacity of the volunteering sector. The team consisted of: Peter Middleton (Team Leader), Amanda Barden (North West) and Siobhan Reid (North).

Fundamental to the community development approach taken by VT is building strong and dynamic relationships across the state. This has generated a great deal of activity and continues to raise the profile of VT.

A significant aspect of the Community Development Team has included providing support and training to volunteers and volunteer managers in regional and isolated areas. The team has ensured the more remote areas, such as Circular Head, the West Coast and the Tasman Peninsular have had equal opportunities for support and professional development.

We have adopted a team approach on state wide issues and work together to ensure there is a consistency in quality and service provided across the state.

In the coming year the Community Development Team will continue to strengthen and foster relationships across the regions and respond to opportunities and challenges. We will continue to play a key role on issues relating to social inclusion and the role volunteering can play in strengthening communities.

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VOLUNTEER CONNECT PROJECT TEAM

As Project Officers for Volunteer Connect we are vital to helping develop pathways for volunteering in Tasmania, and we do this by:

- Helping simplify entry into volunteering opportunities by providing basic information about the volunteering process and providing assistance in accessing details about available volunteering roles
- Assisting local organisations with volunteer recruitment pathways
- Maximising local organisations’ capacity to take on volunteers
- Working towards increasing the rate of volunteerism within community

At the heart of this service is a website and database which can be accessed through any computer with an internet connection.

Launch of Volunteer Connect, November 2009

Through the website, volunteers can search for vacancies and organisations can place advertisements for volunteer positions.

To support this at a more local level we have begun to establish a network of local Volunteer Connect (VC) sites across Tasmania.

These sites provide reliable information and advice about local opportunities for volunteering. Over the next 12 months more VC sites will be set up strategically across the state. Periodic refresher training with staff and volunteers at the sites will be conducted to ensure that they provide consistent information and messages about volunteering.

“It’s an excellent project and we work extremely well together. Everything is going smoothly and it’s great for our community.”
POLICY AND RESEARCH

During 2009/2010 VT has engaged in a number of policy and research activities in keeping with our leadership role as peak body for the sector. Most prominently on the research side we have been working on the inaugural State of Volunteering Report: Tasmania 2010. A positioning paper for this ambitious project was released in November 2009 outlining VT’s vision for the Report. In addition to this, during 2010 VT has been working with a volunteer researcher on a research project ‘Engaging Young People in Volunteering: what works in Tasmania’.

On the Policy front, VT has responded to a discussion paper on the introduction of a ‘Working With Children and Vulnerable People Check’ in Tasmania and has subsequently been invited to be a member of the Steering Group for this initiative. VT has also become a member of the COTA(Tas) Policy Council during 2010. In June 2010 VT consulted with the Tasmanian volunteer sector to provide input into a National Volunteer Strategy being developed by FaCHSIA.

MARKETING AND ADMINISTRATION

This year we reinvigorated our social media strategy and saw a 450% increase in our online followers.

We have collected and disseminated hundreds of media clippings, as well as recorded a number of volunteer profiles.

Most significantly we have overseen the rollout of our striking new visual identity, designed by The Cutaway.

VOLUNTEER MANAGEMENT CONSULTANTS

The role of the Volunteer Management Consultant is two-fold: to promote the use of the National Standards for Volunteer Management across the state, and also to undertake the role of Reviewer for the Volunteer Management Review process. Broad promotion of the National Standards takes a variety of forms: attending networking meetings, forums, conferences, expos – wherever volunteer-involving organisations meet – to be there, on hand, to offer advice and support on all matters relating to best practice in volunteer management. Occasionally it has also been possible to have a slot on an agenda or to be an invited guest speaker at one of these events.

The role complements the work of the Community Development Officers in each region by offering in-depth expertise to organisations that require more one-to-one specific support.

Organisations that have some form of structured volunteer program in place are recommended to undergo a Volunteer Management Review. The Review is based on Volunteering Australia’s National Standards for Involving Volunteers in not for profit organisations, and has simplified the eight standard areas into an easy to use, clear and concise toolkit. The Reviewer uses the toolkit to work through each Standard area step-by-step with the volunteer manager at the organisation: 1. Policies and Procedures; 2. Management Responsibility; 3. Recruitment, Selection and Orientation; 4. Work and the Workplace; 5. Training and Development; 6. Service Delivery; 7. Documentation and Records and 8. Continuous Improvement.

Once each standard area has been looked at in detail, with the organisation demonstrating how best practice is being met, the Reviewer puts together a detailed report outlining their findings with practical recommendations on how the organisation can improve the way they manage volunteers.

Organisations that have had a Volunteer Management Review have reported that they found the process extremely useful. Here is one comment from a reviewed organisation: “It gave me ideas for the future, to manage volunteers more effectively and include them in more aspects of the organisation”.


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OUR PEOPLE – PATRON

HIS EXCELLENCY
THE HONOURABLE PETER
UNDERWOOD AC
GOVERNOR OF TASMANIA

His Excellency the Honourable Peter Underwood AC was sworn in as Tasmania’s 27th Governor on 2 April 2008, and has been Patron of Volunteering Tasmania since 2009.

He was previously Chief Justice of the Supreme Court of Tasmania. At various times while a judicial officer he was Deputy President of the Australian Defence Force Discipline Appeal Tribunal, President of the Australian Institute of Judicial Administration, and Chair of the National Judicial College of Australia.

In 2001 the University of Tasmania awarded him an honorary Doctor of Laws degree. In 2002 he was appointed an officer of the Order of Australia for service to the judiciary and to the law. In June 2009 he was made a Companion of the Order of Australia.

His Excellency has taught at the University of Tasmania and he has taught advocacy in all States of Australia with the Advocacy Institute of Australia and overseas with the College of Law (UK). He has been Chair of the Friends’ School, a large Hobart Quaker school.

His Excellency also has an interest in the arts and from 1997 to 2006 was the Chair of the Tasmanian Symphony Orchestra Board. His Excellency was born in the UK and migrated to Australia with his family in 1950. He attended the Launceston High School and the University of Tasmania.

He is married to Frances, BA, Dip Ed, A Mus A, MACE who was the Principal of the Friends’ Junior School, Hobart until her retirement on 31 December 2004. He has four children and three stepchildren.

International Volunteer Day at Government House, December 2009
During the 2009 to 2010 financial year, Volunteering Tasmania had a turnover of $891,553, an increase of 62% from the previous year.

With this steady growth the overall financial position of Volunteering Tasmania has strengthened with a current year surplus of $21,868.

As at 30 June 2010 Volunteering Tasmania had Accumulated Funds of $158,684.

The financial results were primarily impacted by the following areas:

- Grant Income increased to $860,783 with the addition of the Tasmanian Government Social Inclusion Grant Funding of $260,000.
- Higher level of Grant Funding provided for additional Staffing and higher Project Expenditure which were the two major expense items in 2009-2010.

As a not-for-profit organisation any financial surpluses generated by Volunteering Tasmania operations are reinvested into future growth of the organisation.

Audited financial statements of Volunteering Tasmania are available for download from the website.