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from the Chair

I am extremely pleased and proud to present Volunteering Tasmania’s 2010/11 annual report to you. It has been a highly successful year for Volunteering Tasmania and I congratulate Adrienne Picone, our CEO who has lead a great team of highly talented and motivated staff.

I would also like to thank the VT Board for all their work and contribution to the governance of the organisation. Their input has been immense and has added greatly to the ongoing development of Volunteering Tasmania. I believe we are now reaping the benefits of our new Board arrangements, as extending to three-year term for Directors is allowing for greater continuity and an improved understanding of the business.

One of the key initiatives of the Board during the year was the establishment of the Social Policy Advisory Council. The group is made up of key people who have a range of experience and interests in social policy and volunteering. They have just commenced their work and over the next twelve months their deliberations will inform Volunteering Tasmania on key policy matters relating to volunteering. This is a key initiative and a number of other States are considering adopting this model for their own policy development.

The release of the State of Volunteering Tasmania Report: Tasmania 2010 was a significant event for Volunteering Tasmania and this report is proving to be highly regarded both here in Tasmania and nationally.

The Board has continued its focus on the long-term future of Volunteering Tasmania relating both to business development and a review of the Strategic Plan. Our key objective is to ensure that VT remains a strong, viable organisation representing volunteering in Tasmania well into the future.

Volunteering Tasmania ends the year in a strong financial position. The financial outcome demonstrates the organisation is in good health and although we have our challenges ahead we are well placed to meet them.

VT has benefited from the professional knowledge and advice of Peter Joyce this year. I would like to thank Peter of Butler, McIntyre & Butler for his pro bono assistance and ongoing guidance.

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 maximise the effectiveness of the national network 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
This annual report reflects a year of growth, change and significant achievement for VT. Our new brand brought with it more than just a new look; it provided us with clarity about who we are as an organisation and why we exist. This year has seen VT squarely focused on our mission of creating an environment which promotes and sustains effective volunteering and we have endeavoured to ensure a balance between our role in providing thought leadership to the sector through our policy and research work and delivering excellent services.

The 2010/11 year has brought some of VT’s long term plans to fruition and delivered on the commitment that we made in 2009 to build a Tasmania specific evidence base for volunteering. In November, the then Premier, David Bartlett launched the landmark State of Volunteering Report: Tasmania 2010 (SoVR). The SoVR provided a broad picture of who is volunteering in Tasmania and what they are doing. In May VT launched the Engaging Young People in Volunteering: What Works in Tasmania? report which offered an insight into how to engage young people in volunteering through a series of solutions focused case studies and tips. Both reports have been extremely well received by service providers and government as well as forming the basis for VT’s policy work and service delivery.

A key aspect of the leadership and advocacy inherent in VT’s peak body role is the public expression and dissemination of social policy positions on matters relating to volunteering within Tasmania. In May 2011 VT established the Social Policy Advisory Council, an advisory group to inform and influence VT’s social policy positions on volunteering. This is a new development in our capacity to engage in representation and advocacy and we are delighted to welcome the Council members to VT.

During National Volunteer Week VT hosted the Changing Our World Conference. Aimed at Volunteer Managers and with the themes, Inspire, Lead, Innovate, the conference highlighted the importance of sound volunteer management, accountability and professionalism. It was a dynamic program that explored current and emerging trends in volunteering and placed Tasmania in a national context.

2011 marks a significant year on the volunteering calendar as we celebrate International Year of the Volunteer + 10. IYV+10 provides an opportunity to reflect not just on volunteers and their contribution to our nation this year but to focus on promoting greater global recognition of the impact of volunteers. It also invites us to take a
look at the journey of volunteering: to look back over the 10 years that have passed since we celebrated the International Year of Volunteers in 2001, acknowledging what we have achieved and the work that is still to be done; and also to look ahead to anticipate where we are heading into the next 10 years and beyond.

At VT we are justifiably proud of all of our key achievements over the last year and this report is a fulsome example of our hard work and accomplishments. None of this is possible however, without the VT staff team. It really is a privilege to be part of this group of people who frequently go above and beyond to ensure that VT services are of the highest quality and standard. Their generosity of spirit was displayed earlier this year during the Queensland floods. Volunteering Queensland put out a call for help and asked VT to set up a call centre to take a portion of the thousands of calls they were receiving from spontaneous volunteers. Over a 24 hour period VT staff and volunteers took over 1,000 calls from all around Australia with people wishing to register. The floods disaster reminds that it is simple kindness that underpins volunteering and that this is a force that connects us more strongly than any other.

My heartfelt thanks goes to the VT Board, a team of exceptional individuals who offer their skills, time and knowledge to strategically guide VT. Their commitment to best practice and their dedication to VT is reflected in all they do and their effort is very much appreciated.

The coming year will bring a new strategic direction for VT as we embark on the next stage of our journey with a sense of anticipation.

Adrienne Picone
CEO, Volunteering Tasmania
who we are

Mission: Volunteering Tasmania is committed to creating throughout Tasmania, an environment which promotes and sustains effective volunteering by all people.

our values

VOLUNTEERISM
We value the place volunteering has in our community and we actively support it.

COMMITTED TO PEOPLE
We are committed to respect, equality and adding value to the experience of others.

PROFESSIONALISM
We demonstrate our professionalism through our positive attitude, effective communication, integrity and commitment to improvement.

LEADERSHIP
We are the leaders on volunteerism in Tasmania and our position is based on experience, evidence and regular consultation.

COMMUNITY
We have a sense of belonging where we work towards common goals, valuing diversity and respecting difference for the development of 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:

1. Supporting and facilitating pathways to volunteering for all members of the community
2. Providing consultancy, resources and information to volunteer involving organisations and programs
3. Shaping the future of volunteering through leadership, research and promotion

Anti Discrimination Commissioner Robin Banks and VT CEO Adrienne Picone being interviewed by Southern Cross Television at the launch of the Volunteers Insurance and Age investigation.
<table>
<thead>
<tr>
<th>goals</th>
<th>rationale</th>
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<tbody>
<tr>
<td>1 Increase the percentage of the Tasmanian population that is engaged in volunteering.</td>
<td>We believe volunteering is empowering for communities and individuals and is a vital force for change.</td>
</tr>
<tr>
<td>2 Ensure that VT is a well funded organisation that is sought after and able to provide advice on best practice volunteering.</td>
<td>We believe that more people will choose to volunteer if they are volunteering in a best practice environment.</td>
</tr>
<tr>
<td>3 Ensure volunteer managers improve their volunteer management skills and that volunteers develop skills that support their volunteering involvement.</td>
<td>By increasing the skill level of volunteers and volunteer managers we aim to enhance the sustainability and resilience of the volunteering sector.</td>
</tr>
<tr>
<td>4 Develop a widely available Tasmania-specific knowledge base about volunteering.</td>
<td>Best practice must be built on well researched evidence.</td>
</tr>
<tr>
<td>5 Have the capacity to deliver on our Strategic Plan.</td>
<td>In order to deliver on our goals we need to ensure that we have the organisational capacity.</td>
</tr>
</tbody>
</table>
how we do it

The Tasmanian volunteer community isn’t just one location or one demographic or one sector. It permeates every facet of our community and can include potentially all or any of us. In our State of Volunteering Report: Tasmania 2010 we talked about the three legged stool of successful volunteering – willing volunteers, meaningful roles and effective leadership. For the volunteer contribution to be valued and sustainable it requires these three interrelated elements to be healthy and robust. Volunteering won’t continue without people to put their hands up, something useful for them to do and someone to guide and inspire their effort.

VT’s primary goal is to consider the many aspects of successful and effective volunteering and to ensure that these are well supported and resourced. That is why in all our work we strive to find the balance between supporting individual volunteers and the organisations they work for. And ensuring that underpinning our work is a strong and credible research base.

Volunteerism

Over the last year VT has introduced the word volunteerism into our everyday language. By volunteerism we are using the definition coined by Susan J Ellis of Energize Inc fame who says ‘... volunteerism ...speaks to anything relevant to volunteers and volunteering... When we use “volunteerism,” we can communicate that we are speaking about issues relevant to our work: the actions necessary to plan for, recruit, encourage, and generally support volunteers in their important efforts’.
In Tasmania more than 131,000 adults contribute 18 million hours to volunteering every year. On any one day, more than 49,000 hours of volunteering time, support, knowledge, skill and enthusiasm is provided by volunteers across the state. A key role for VT is to ensure that all members of our community have access to information about volunteering so that everyone can freely participate and contribute.

**volunteer information sessions**

**introduction to volunteering**
For some time now VT has provided volunteer information sessions to individuals and groups. During 2010/11 these sessions have proved to be as popular as ever with 1545 individuals being supported into volunteering by VT staff.

**information to current volunteers**
VT also facilitated tailored education sessions to groups of current volunteers on an as needs basis. The topics covered included:

- occupational health and safety;
- awareness of boundaries within the volunteer role; and
- effective communication and customer service.

LOOKING TOWARDS 2011/12
VT will continue to raise the profile of volunteering opportunities through volunteer information sessions.

“Thanks for your time and good information that you gave me this morning...I have made contact with [organisation] a little while ago and she is very positive about interviewing me about volunteer work...she is going to send me further information about it all, in the next day or two. So it’s all good!”

Danny Korn from Police and Community Youth with student Gabriella Fraraccio at the St. Michael's Collegiate School Volunteering Expo. VT had a stall at this expo.
Schools project

The primary objective of VT’s Schools Project is to provide opportunities for young people to participate in volunteering. We know from the State of Volunteering Report: Tasmania 2010 that a high number of young people are unaware of available volunteering options and this project has been a highly successful way to give young people a taste for the myriad of volunteering opportunities available. The Schools Project worked with Huonville High, Brooks High and Parklands High to engage in targeted work integrated learning activities and supported volunteer placements with local organisations. These organisations were supported to develop best practice volunteer management strategies and resources for a workplace culture supportive of young people.

The Schools Project was completed at the end of 2010 with a total of 54 students volunteering at 24 organisations. Feedback that was received as part of the evaluation indicates the inestimable value of such a project in local communities. The real value lies in building positive concepts around volunteering for the young people and also for the organisations.

LOOKING TOWARDS 2011/12

VT is exploring innovative ways that we can encourage individuals of all ages and demographics to become involved in volunteering as part of a Volunteer Engagement Framework. There have been some key learnings from the Schools Project that will be expanded on in the coming year.

“I didn’t know about volunteering and now I see a lot of the good things of doing it.” Student

“I would recommend volunteering. You meet lots of good people and you feel a bit of pride with the work you do.” Student

“My attitudes have changed toward young people; I would now never place them all in the same basket again.” Organisation

Participant in the Schools Project, Volunteer Placement at the Huon LINC in Term 2.
Volunteer Connect (VC)

Volunteer Connect is VT’s online recruitment tool and aims to increase the number of people participating in volunteering. Participants are able to set up an individual profile on the VC database and can make contact either electronically through VC or via direct contact with the organisation of their choice. As of June 30th there were 903 individuals who had registered a profile and contacted an organisation via VC to express an interest in a position. Participants are also provided with individually tailored information sessions and support to use VC. Each individual is shown how to use the database and is provided with information and support based on their personal circumstances.

Feedback indicates that people find the database to be very simple to use with most finding a role that they are interested in.

“I really like the opportunity to come to one place and locate the types of organisations that would interest me to volunteer to gain the best level of work satisfaction for myself and to gain valuable experience in the roles I work best in. It is a great site, thank you.” Individual
consultancy, resources and information to

The State of Volunteering Report: Tasmania 2010 reinforced the role that effective leadership and management plays in a successful volunteer program. The report showed that having a manager of volunteers does make a difference as to whether volunteers are supported by systematic and accountable volunteer management. Based on this and other evidence VT is committed to working with volunteer involving organisations to ensure that volunteer management systems and processes are based on best practice.

Networking for Volunteer Coordinators

These facilitated networking sessions have grown in popularity during 2010/11 with 29 Coordinator Network Meetings being held state wide. Held both in the major population centres as well as in regional/remote areas Coordinator Network Meetings have provided a medium for facilitating and strengthening relationships with all segments of the volunteering sector.

For the first time some meetings were held via video conferencing and this enabled volunteer coordinators from King Island, the West and East coasts and the Tasman Peninsular to access training without having to travel to the major centres.

LOOKING TOWARDS 2011/12 VT will continue to provide networking opportunities to volunteers across the state over the coming year.

Anti Discrimination Commissioner of Tasmania, Robin Banks, at our Changing Our World Conference.
Volunteer Management Review (VMR)

The Volunteer Management Review has continued to be one of VT flagship services and during 2010/11 it has sat at the heart of the way VT supports organisations to implement best practice. The VMR is based on the National Standards for volunteer management, and provides a comprehensive review of an organisation's total volunteer management system and clear, practical guidance for achieving best practice.

LOOKING TOWARDS 2011/12

VT will be incorporating the VMR into a comprehensive Best Practice Framework. The Best Practice Framework will form the basis of VT’s business development unit and will provide volunteer involving organisations with a broad array of tools and resources based on the National Standards for volunteer involving organisations. The framework will give easier access to the National Standards and opportunities for programs to develop a volunteer management system from inception or to work on one Standard at a time.

“The standard of the applications [for the Volunteer Management Award] in recent years has lifted with the standard being very high. It is noticeable that the considerable work VT is doing with the volunteering sector is creating real change, with the focus being on best practice volunteer management.”
Volunteer Management Workshops

Over 2010/11 VT has trained 1323 volunteer coordinators across the state with workshops based around the National Standards for volunteer involving organisations. After the launch of the State of Volunteering Report: Tasmania 2010 VT staff implemented a series of information sessions based on the Report to disseminate the research widely across the sector.

However without a doubt the highlight was VT’s Changing Our World Conference. Held over two days during National Volunteer Week this volunteer management conference attracted participants from around the state. The conference themes were ‘inspire, lead, innovate’ and VT brought speakers from all over Australia and beyond to explore leadership, change management, enterprise and innovation.

LOOKING AHEAD TO 2011/12
In the coming year VT will be expanding both non-accredited and accredited (with a RTO partner) training that we can offer the sector as part of the Best Practice Framework.

We were also buoyed up by the overwhelmingly positive feedback that we received from participants at the Changing our World conference and will be offering another conference sometime during 2013.

“I’ve been to a couple of volunteering conferences. This was the best!”

“Everything, from the hotel to the presenters to the food…it was all faultless! I have learnt new approaches, and am excited to put them to good use.”

“What I expect from a conference is to be inspired and learn and to feel it was worth the money. This conference ticks all the boxes.”

“Just a quick note to say a big thank you I did enjoy the meeting on Tuesday, so much so that I was all fired up and spent until midnight starting to put some semblance of order to our policies, (at home of course!) We have them all there but sometimes not all together! “ Volunteer Coordinator after attending a VT Best Practice workshop
please join us for our

National Volunteer Week Launch Breakfast
‘Inspiring the volunteer in you’
with special guest, the Hon. Cassy O’Connor MP
Tuesday 10 May, 7 – 8.30am, Maranoa Room, The Old Woolstore Apartment Hotel
(1 Macquarie Street, Hobart) Dress: business casual

Please RSVP by Monday 2 May 2011 to KRISTI HAYES, VT CONFERENCE COORDINATOR
P 1800 851 530  F (03) 6234 8589  E vtconference@awardsaustralia.com

with thanks to our Gold conference sponsors:

Kylie Eastley from Tasmanian Regional Arts with VT’s Christine Lencz at the conference.
Keynote speaker Dr David Rendall.

Trade displays at the conference.

Conference presenter Christine Bennett.
Volunteer Connect (VC)

Over the past year Volunteer Connect, VT’s online recruitment tool has become an invaluable resource for volunteer involving organisations. In a world where people of all demographics are increasingly relying on the internet as the primary information resource VC has been a welcome inclusion. As at the 30th June there were 311 organisations registered with the VC database. Feedback from participating organisations demonstrates that VC is very easy to use and the majority have had an increase in the number of individuals contacting them about wanting to volunteer. Organisations are indicating that there is an increased awareness of the role and better matching leading to increased recruitment.

LOOKING AHEAD TO 2011/12
VT will be working towards promoting the VC database across the entire volunteering sector with the view to increasing the number of organisations utilising this service.

“...just a short bit of feedback on how helpful the VT website and Volunteer Connect in particular has been. Since we have registered we would get on average 1-2 referrals a week/fortnight emailed through for interest in the training... I would say approximately 90% of those people have ended up doing the training with us.” Organisation
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. The VT Policy and Research unit is still in its very early stages of development and currently we have only 1 FTE assigned to that unit. But in 2010/11 we have been kicking some pretty significant goals and ones that have been well received by all stakeholders.

Research

State of Volunteering Report: Tasmania 2010 (SoVR)

The SoVR investigated what volunteering looks like in Tasmania in 2010 – for individuals, for organisations and for the community. It explored motivations, pathways to volunteering and experiences of willing volunteers; factors determining the choice of and pattern of meaningful roles; and the people, practices and resources that form effective leadership in volunteering.

LOOKING TO 2011/12

A second State of Volunteering Report will be released late in 2012 with a view to exploring in more depth one of the ‘three legged stool’s of effective volunteering.

Engaging young people in volunteering: what works in Tasmania?

This research explored the approaches that Tasmanian volunteer involving organisations use to successfully engage and retain young people as volunteers. It examined the similarities and differences in these approaches across sectors and examined the part played by organisational culture, strategies and practice.
Engaging young people in volunteering: what works in Tasmania?

EXECUTIVE SUMMARY

by Lindsey Moffatt

April 2011
Inclusive Practice in Volunteering Project

Inclusive Practice in Volunteering, the volunteering and disability project was aimed predominately at Volunteer Coordinators/Managers across all sectors of volunteering. This report encourages all organisations to promote diversity at the organisational and community level. It promotes best practice and encourages volunteer involving organisations to consider three key themes: physical accessibility, attitudes and management and support requirements to ensure an inclusive volunteering environment is promoted.

LOOKING TOWARDS 2011/12

VT will continue to utilise the recommendations of the Engaging Young People and Inclusive Practice reports when working with volunteer involving organisations and in our policy development work.

“\textit{I really enjoy being associated with VT. They are a good organisation. Whenever someone talks about volunteering I tell them to visit VT or look at their website.}”
Volunteer Coordinator

Policy

VT has provided the responses to the following consultations:

- National Volunteer Strategy;
- VT participated in the Tasmania Together community consultations and submitted comments about the areas pertaining to volunteering;
- Hobart City Council’s Social Inclusion Strategy and Positive Ageing Strategy;
- Cost of Living in Tasmania Interim Report;
- Tasmanian Council of Social Services Budget Priority Statement.

Social Policy Advisory Council (S–PAC)

At the Changing our World conference during National Volunteer Week VT launched the inaugural volunteering Social Policy Advisory Council. The Council will be a consultative advisory group to inform and influence VT’s social policy positions on volunteering. This is a new development in VT’s capacity to engage in high level peak body representation and advocacy and signals our maturity as an organisation.

LOOKING TOWARDS 2011/12

Guided by the VT Board the S-PAC will discuss, develop and communicate policy positions on matters relating to volunteering in Tasmania.
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. We have:

- sponsored the Volunteer Management Award at the Community Achievement Awards and attended the presentation night;
- sought and collated stories from volunteers and volunteer managers and published these in VT’s e-news and on VT’s web and Facebook sites;
- continued to promote the Volunteer Connect database for organisations wishing to advertise volunteer positions and individuals seeking volunteering opportunities state-wide;
- contributed articles relating to volunteering to regional newsletters;
- held a regular slot on Edge Radio to interview a young volunteer;
- attended numerous expo’s and provided information on volunteering;
- developed a DVD promoting young people and volunteering;
- publically launched the *State of Volunteering Report: Tasmania 2010* with the then Premier of Tasmania, David Bartlett;
- publically launched the *Engaging Young People in Volunteering: What Works in Tasmania?* report at the Youth Conference of Tasmania.
National Volunteer Week
During this week we:

• hosted a statewide Breakfast Launch in Hobart with Cassy O’Connor, Minister for Community Development as the guest speaker;
• hosted the VT ‘Changing Our World’ Conference;
• attended Glenorchy City Council Volunteer Recognition Awards evening, Clarence Council Volunteer Recognition event, and Hobart City Council Volunteer Recognition Awards ceremony;
• attended the West Coast Council Volunteer Recognition event with the CEO being the guest speaker;
• launched two VC sites at the Polytechnic Centres at Hellyer and Devonport campuses; and
• thanked Tasmania’s 131,000 volunteers (including our VT volunteers) in each of the 3 regional newspapers.

Celebrate Tasmania Day
VT worked with the Community Development Division of DPAC to promote Celebrate Tasmania Day. Grants were made available for community organisations and two VT staff members were involved in the selection process. VT produced two television advertisements with DPAC to promote volunteering.

International Volunteer Day
VT organised an event celebrating International Volunteer Day hosted by the Governor of Tasmania at Government House. It was attended by 213 volunteers & volunteer managers;

International Volunteer Day received extensive media attention in 2010 with the CEO being interviewed on all 3 TV stations and a newspaper article in The Mercury.
**Measure 2**  
Schools will be engaged with VT.

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<tr>
<th>Region</th>
<th>School</th>
<th>Students</th>
<th>Organisations</th>
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<tr>
<td>South</td>
<td>Huonville High School</td>
<td>14</td>
<td>4 community and government organisations identified in:</td>
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<td>Community Services/ Welfare</td>
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<td>Sport and Recreation</td>
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<td>North</td>
<td>Brooks High School</td>
<td>19</td>
<td>4 community organisations identified in:</td>
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<td>Community Services/ Welfare</td>
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<td>Animal Welfare/ Environment</td>
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<td>North-West</td>
<td>Parklands High School</td>
<td>25</td>
<td>5 community and government organisations identified in:</td>
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<td>Education and training</td>
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<td>Animal Welfare/ Environment</td>
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<td>Environment</td>
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<td>Local council</td>
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<td>Community Services/ Welfare</td>
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Measure 3
Volunteer Connect.

TOTAL NUMBER OF INDIVIDUALS USING THE VC DATABASE
JULY 2010 – JUNE 2011

TOTAL NUMBER OF ORGANISATIONS REGISTERED AND APPROVED
TO USE THE VC DATABASE JANUARY – JUNE 2011
Measure 4
Greater utilisation of VT website.

VT’s new website went live in October 2010. It has been well received by all stakeholders and provides VT with an opportunity to convey the latest information about volunteering.

NUMBER OF VISITS TO THE VT WEBSITE JULY 2010 – JUNE 2011

TOTAL VISITS = 17,989
AVERAGE VISITS/DAY = 49.28

VT SOCIAL MEDIA FOLLOWING JULY 2010 – JUNE 2011
GOAL 2

Ensure that VT is a well funded organisation that is sought after and able to provide advice on best practice volunteering.

Measure 1
VT is the reference point for volunteering in Tasmania indicated by number of requests for advice and assistance.

VT’s network list (non voting members)
VT’s network list grew by over 500 members over the year, with the number of non voting members totalling 1347 at 30th June 2010.

Support to volunteer–involving organisations
There have been 3928 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;
• training needs;
• volunteer roles and developing position descriptions;
• risk management;
• social media and marketing;
• police checks and screening; and
• governance.
Support to individuals
There have been 1284 individuals assisted towards volunteering by providing Volunteer Information Sessions and one-to-one support.

VT’s involvement in the community
VT staff members are involved in the following groups and committees:
• State Emergency Services Advisory Committee;
• TasCOSS Social Policy Council;
• TasCOSS Board;
• Community Achievement Awards (sponsor);
• Tasmanian Peaks Network;
• Judge of the Hobart City Council Volunteering Awards;
• National Volunteering CEO network;
• National Policy Officers discussion group;
• Spontaneous Volunteers working group;
• West Coast Service Providers Planning group; and
• National Volunteer Rights Working Group.

Akia Chabolt from Centacare and Melinda Thomas from the Skills Institute at the trade displays during the Changing Our World Conference.

VT CEO Adrienne Picone, The Hon. Cassy O’Connor MP (Minister for Human Services and Community Development) and VT State Manager Jill Maxwell at the launch of National Volunteer Week 2011.
GOAL 3

Ensure volunteer managers improve their volunteer management skills and that volunteers develop skills that support their volunteering involvement.

Measure 1
Increased number of training courses.

VT facilitated training
VT continues to work from a community development framework which has ensured that workshops delivered throughout the reporting period have been as a direct response to local issues. There have been 1323 managers trained over the past 12 months.

Other workshops provided by VT include:
- Workplace Bullying – conducted by Skills Institute;
- State of Volunteering Report information sessions held across the state;
- Volunteer Connect training for staff within NFP’s;
- Recruitment, retention and valuing volunteers conducted by VT for TasCOSS stakeholders.

Conference
The VT Changing Our World conference was a highlight for VT during the financial year with 79 participants from all around the state.

Measure 2
Increased number of networking opportunities.

VT has facilitated 29 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.
GOAL 4

Develop a widely available Tasmania-specific knowledge base about volunteering.

**Measure 1**

Range of research projects commenced, completed and disseminated.

The following research reports have been released during 2010/11,
- State of Volunteering Report: Tasmania 2010
- Engaging Young People in Volunteering: what works in Tasmania?
- Inclusive Practice in Volunteering report

GOAL 5

Have the capacity to deliver on our Strategic Plan.

**Measure 1**

Appropriate and productive staff.

As at the 30th June VT had a total of 12 staff equating to 10 FTE.

**Measure 2**

VT is linked with regional community centres.

Community Development Regional Work

VT has continued to work within the more regional areas of the state. During 2010/11 these areas have included the West Coast, West Tamar and Derwent Valley/Brighton. Staff have been working from the regional development plan with an overall objective of strengthening social capital in these areas.

**Volunteer Connect Access Points**

As at the 30th June there were seven VC Volunteer Access Points across Tasmania at:
- Huon LINC & Geeveston and Cygnet online centres as annexes on Huon LINC;
- Pittwater Community House;
- Ravenswood Neighbourhood House;
- Burnie Centrelink;
- Burnie LINC; and
- Polytechnic Centres at Hellyer and Devonport campuses.
our people – board members

Frances Healy
CHAIR
Fran has been a member and the Chair of VT Board since 2008. Fran’s career spans over 30 years work in the State and Commonwealth Governments as well as the not-for-profit sector. She worked in the National Parks and Wildlife, Department of Premier and Cabinet, Health and Community Services as well as CSIRO and the National Oceans Office. She was CEO of Greening Australia (Tas) for seven years where she developed the organisation into a vibrant and dynamic organisation.

Most recently she was Campus Leader at TAFE Tasmania where she oversaw the Hobart City Campus and coached the Training Managers. Fran’s strengths are in communication and marketing as well as strategic and operational planning and human resource management.

Michelle Ewington
DEPUTY CHAIR
Michelle has experience within the corporate and community sectors in Learning & Development, Project Management and Organisational Culture.

Michelle is employed by Red Cross and in her role as Manager – Youth, Families and Communities oversees a number of staff and community related programs, with a key interest in community engagement, strengths based approaches to community development, volunteer participation and youth engagement.

Michelle has strong facilitation skills. She has a passion for people, leadership development, individual growth and the development of organisational culture. Michelle joined the VT Board in 2007.
Harry Maltby  
TREASURER
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, Harry has contributed to substantial and sustainable financial management reforms in a variety of international development environments. He is a resident of Tasmania and is committed to community involvement. He currently serves on the Boards of Volunteering Tasmania and Greening Australia (Tasmania).

Shirley Haas  
PUBLIC OFFICER
Shirley recently retired from TAFE Tasmania after a long career in education and training in Tasmania. At TAFE she was a senior manager for 14 years and before that had a variety of managerial positions with such organisations as the Community Services and Health Industry Training Advisory Board (CS&H ITAB), Launceston SkillShare, Adult Education North and Adult Literacy and Basic Education (ALBE). With ALBE, Shirley co-ordinated the volunteer tutor program for six years and in that role worked closely with other volunteer organisations to lift the profile and status of voluntary work. This included developing and trialling a prototype generic training program.

Shirley has been on Boards of Management for a number of community organisations, mainly for labour market programs and in the disability sector. She was also on the Education Minister’s Learning Together Council for some time. Shirley is particularly interested in access, equity and diversity issues. Her key strengths are in the training, facilitation, coordination and general communications areas.
**Will Forsyth**

Will has been a Board Member of Wildcare Inc for the past two years and also Co-chair. In addition, Will is a member of the Wildcare Gift Fund Committee.

Will is an active volunteer facilitator on the Overland Track Warden Program with 12 years experience in the area. The personal qualities he brings to the Board member include reliability, integrity and a keen interest serving all volunteers in the State.

**Tim Ritchie**

Tim brings a focus on corporate intelligence, marketing know how and NFP development to the Board of Volunteering Tasmania.

Currently Tim reports to the Board of O group Inc as Executive Manager – Business Development. As part of one of Tasmania’s largest HR services organisations Tim has developed the O group of businesses for more than 10 years.

Tim is a qualified company director and AICD Fellow with 35 years experience in government and Not-for-profit (NFP) roles.

Tim has made a career of NFP management having operated at a senior level for 21 years in both incorporated bodies and public companies under the Corp. Act. Tim is a Rotarian, alumni member of the International Rotary Foundation, Certified Practicing Marketer (CPM) and Fellow of the Aust. Marketing Inst. (FAMI).
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’s career includes Community Development Manager at Burnie City Council; workplace trainer and assessor and Quality Assured Assessment Systems Project Officer at TAFE; and Electorate Advisor at State and Federal levels. Mary is currently lecturing at UTas Cradle Coast Campus in the University Preparation Program and undertaking further academic study in the area of sustainable enterprises and regional development. Mary’s expertise includes: Governance, Local Government, community development, event and project management, volunteer management, adult and vocational education, and youth mentoring.

Christine Bennett
Christine has extensive experience as a volunteer which includes: almost 40 years in hockey (Board, committees, coaching, managing, umpiring, events, redevelopment); more than 10 years with “Look Good Feel Better”; many years on the school P&F and other committees and the Consumer Reference Group for Cancer Screening Services, as well various roles through church.

She has run a successful direct sales business for 27 years and was the volunteer Director of Operations at the Tasmanian Hockey Centre for over 13 years overseeing ground, bar, kiosk, tenants etc. This involved supervising up to 15 staff as well as dealing with local and state governments.

Christine worked with Centacare as Volunteer Manager of 150 volunteers in the Humanitarian Program for over three years and has managed many teams of volunteers in hockey and other areas of the community. Christine was awarded an OAM for services to hockey and the community.

Christine has a passion for volunteering and the important role it plays in our society.
Mike Moffatt
Mike joined VT’s Board in 2010. He brings 20 years’ experience of managing advertising and marketing in the UK and Australian media publishing sectors, culminating in his current role as Advertising Director at Tasmania’s *Mercury* newspaper.

He has an effective track record of introducing innovative advertising techniques, creating new ways for his companies and his clients to understand markets, rejuvenating revenue streams and managing and motivating talent within companies. His position on VT’s Board is his first experience of the not for profit sector. He hopes that his experience will bring a fresh perspective to VT within strategic management, understanding audiences, marketing and advertising, income generation and people management.

**DIRECTORS MEETINGS ATTENDANCE**

<table>
<thead>
<tr>
<th></th>
<th>Date elected/appointed</th>
<th>Date of cessation</th>
<th>Board Meetings</th>
<th>Finance and Audit</th>
<th>Governance Committee</th>
<th>Social Policy Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>C Bennett</td>
<td>30/09/2009</td>
<td>30/09/2010</td>
<td>3 3</td>
<td>6 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E Brown</td>
<td>30/09/2010</td>
<td>30/09/2010</td>
<td>1 1</td>
<td>2 2</td>
<td>2 2</td>
<td>4 4</td>
</tr>
<tr>
<td>M Duniam</td>
<td>30/09/2009</td>
<td>30/09/2010</td>
<td>1 4</td>
<td>1 7</td>
<td>4 6</td>
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<tr>
<td>M Ewington</td>
<td>29/09/2008</td>
<td></td>
<td>4 4</td>
<td></td>
<td></td>
<td>6 6</td>
</tr>
<tr>
<td>W Forsyth</td>
<td>29/09/2008</td>
<td></td>
<td>4 4</td>
<td></td>
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<td></td>
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<tr>
<td>S Haas</td>
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<td></td>
<td>3 4</td>
<td>7 8</td>
<td>5 7</td>
<td></td>
</tr>
<tr>
<td>F Healy (Chair)</td>
<td>30/09/2009</td>
<td></td>
<td>3 4</td>
<td>5 10</td>
<td></td>
<td>4 6</td>
</tr>
<tr>
<td>N Malhotra</td>
<td>29/09/2008</td>
<td>30/09/2010</td>
<td>3 4</td>
<td>5 9</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>H Maltby</td>
<td>29/09/2008</td>
<td></td>
<td>1 3</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>M Moffatt</td>
<td>16/02/2010</td>
<td></td>
<td>1 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>T Ritchie</td>
<td>23/11/2010</td>
<td></td>
<td>4 4</td>
<td>7 7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A: Number of meetings attended
B: Number of meetings held during the time the director held office during the year
State Manager’s report

JILL MAXWELL

Over the past 12 months we have strengthened our role in providing advice and support to the Tasmanian community in relation to volunteering. We have seen an increase in the number of managers accessing training opportunities and an increase in the support provided to volunteer-involving organisations.

VT has successfully advocated for accredited Volunteer Management training and managed a range of significant projects which are providing tailored resources and learning opportunities to strengthen the sectors’ response to demographic change.

In order to achieve successful outcomes you need dedicated and committed staff. I am grateful for the capable and professional team we have at VT and would like to acknowledge and thank each one for their contribution.

As we enter a new year we will continue to promote volunteerism and provide the support and advocacy needed to raise the profile and meet the needs of our sector.
BOARD OF GOVERNANCE
CHAIR Fran Healy
DIRECTORS Michelle Ewington, William Forsyth, Shirley Haas, Mary Duniam, Tim Ritchie, Harry Maltby, Chris Bennett, Mike Moffatt

CHIEF EXECUTIVE OFFICER
Adrienne Picone

POLICY OFFICER
Melinda McCleary

STATE MANAGER
Jill Maxwell

COMMUNITY DEVELOPMENT TEAM LEADER
Peter Middleton

COMMUNITY DEVELOPMENT OFFICER (NW)
Amanda Barden

COMMUNITY DEVELOPMENT OFFICER (N)
Pamela Ivanics

VOLUNTEER MANAGEMENT CONSULTANT (S)
Vicki Fox

VOLUNTEER CONNECT PROJECT OFFICER (S)
Laura Halm

VOLUNTEER CONNECT PROJECT OFFICER (NW)
Christine Lencz

MARKETING ASSISTANT
Kelly Eijdenberg

SENIOR ADMIN OFFICER
Shanthini Gurung
Volunteer Connect Unit
CHRISTINE LENCZ
AND LAURA HALM

As Project Officers for Volunteer Connect we work to develop pathways to volunteering for individuals in Tasmania. Our goal has been to increase the rate of volunteering within communities by providing information on how to volunteer and where to find volunteering roles.

This has been done by:

• promoting the Volunteer Connect program and the database statewide, to individuals and volunteer organisations;

• providing support for organisations and individuals to register on our Volunteer Connect database; and

• providing current and consistent information sessions about Volunteer Connect and volunteering.

Highlights for the year:

1. Volunteer Connect was established as a community partner at the new Local Connections to Work Initiative at Centrelink, Burnie. Burnie is the only site in Tasmania that has been selected as a trial site with over 28 community partners rostered on to provide direct service delivery to jobseekers.

2. A consultation framework has been developed and implemented with existing Volunteer Connect Access Points which has provided clear strategic direction, objectives and working relationships between VT and these Access Points.

3. Two new Volunteer Connect Access Points were also established in the Burnie and Devonport Polytechnic Career Hubs. More Access Points mean easier access to local volunteering information.

Our aim for the future is to establish even more Access Points in strategic locations statewide to increase the awareness of opportunities for community participation and to support the recruitment capacity of volunteer-involving organisations.
Community Development Unit
AMANDA BARDEN, PAMELA IVANICS AND PETER MIDDLETON

Core purpose of the unit
The Community Development Unit works across four key areas:

1. **Capacity building** – we provide support that is appropriate in meeting the needs of volunteer-involving organisations.

2. **Learning and development** – we provide opportunities and activities designed to deliver specific skills relating to managing volunteers.

3. **Consultation** – we work to build effective and meaningful partnerships.

4. **Leadership** – we support the sector in best practice volunteer management, including advocacy.

Key achievements over the last year
We have had an excellent year working consistently using a team-based approach to all our work. Some of the highlights include:

- increased activity in regional and remote areas such as the West Tamar, West Coast and Brighton regions;
- a more professional and strategic approach to Coordinator Network Meetings with involvement from other staff and guest speakers resulting in over 300 coordinators attending these sessions state wide;
- increased use of videoconferencing to better cater to volunteer involving organisations in remote areas;
- the establishment of Tasmania specific fact sheets around insurance, police checks and virtual volunteering;
- the continuation of a cultural and linguistically diverse volunteering scheme in partnership with the University of Tasmania;
- completion of Volunteer Management Reviews with several volunteer-involving organisations;
- Pam attended the Advanced Volunteer Management Retreat in New Zealand; and
- Peter attended the National Emergency Management Volunteer Summit in Canberra.
The Community Development Unit’s work has contributed to raising the profile of VT’s services and the importance of volunteering.

The investigation into age-related insurance issues, the increased numbers of organisations wanting to improve the effectiveness and efficiency of their volunteer programs, the increased networking as a result of managers participating in Coordinator Network Meetings have demonstrated the impact that the unit is having.

Over the next 12 months we plan to continue to strengthen our work in building the sector’s capacity by:

• being accessible and supportive;
• consolidating and expanding on the regional work;
• providing high quality training options and consultation; and
• continuing to expand our work across all sectors.

Marketing and Administration Unit
KELLY EIJDENBERG, SHANTHINI GURUNG AND JUDY THOMPSON (FINANCE MANAGER)

This year the Volunteering Tasmania Facebook and Twitter profiles gained the attention of over 450 people.

We have recorded almost 18,000 visits to the Volunteering Tasmania website since it went live late in 2010, with over 400 people viewing our Engaging Young People in Volunteering Report, over 800 people investigating our State of Volunteering Report, as well as thousands of people mining our website for resources for volunteers and for volunteer-involving organisations.

We have published various fact sheets relating to volunteer insurance, police checks and volunteer rights and responsibilities, and we have collected and disseminated hundreds of media clippings, and added a number of volunteer profiles to our records.
Policy and Research Unit
MELINDA McCLEARY

The two purposes of VT’s Policy and Research unit are to formulate evidence-based policy on issues affecting volunteerism in Tasmania and conduct research on volunteering in our state.

Policy
During 2010/2011, VT endorsed a formal process for developing policy on issues affecting volunteerism in Tasmania. As part of this process, VT formed an advisory council that will provide advice on issues to guide the development of VT’s policy work. The inaugural meeting of the council was held in May 2011. VT also submitted responses to the Tasmania Together 10 Year Review, the Social Inclusion Commissioner’s Interim Cost of Living Report, and the Anti-Discrimination Commissioner’s investigation into volunteers, insurance and age.

VT’s policy work has provided a voice for the diverse volunteering sector in State Government policy agendas. Over the next financial year, VT anticipates that implementation of the formal policy development framework will deliver substantiated policy statements that will provide a basis for proactive advocacy.

Research
During 2010/2011, VT released the State of Volunteering Report: Tasmania 2010 which provides a snapshot of the Tasmanian volunteer sector. VT, in partnership with volunteer researcher Lindsey Moffatt, also released the research report Engaging Young People in Volunteering: What Works in Tasmania. This report provides evidence of what works to engage young people in volunteering.

Both reports are a valuable source of evidence and recommendations for informing the work of community organisations and Government stakeholders with regards to volunteerism. The research findings have also been internally processed to deliver services that are relevant and reflect the sectors’ needs. Over the next financial year, VT anticipates that it will deliver further research work for the benefit of the sector and stakeholders.
Volunteer Management Unit

VICKI FOX

Over the past twelve months we have provided the Volunteer Management Review (VMR) to several community organisations; these include Goodwood Community House, Hobart City Mission, Deloraine House and Burnie Hospice.

The VMR process contributes to the establishment of best practice by taking a systems approach to volunteer management; this has key benefits at several levels:

1. Individual – professional development for volunteer coordinators by increasing their awareness, understanding and implementation of the National Standards; providing access to networks and resources; facilitating collaboration between individuals; and learning from peers.

2. Community – the VMR contributes to improving the volunteering experience for volunteers by providing a more accountable and structured system. This enhances the recruitment and retention capacity of organisations to deliver much needed services to community members.

3. Organisational – the review assists the organisation to establish a structured framework for managing volunteers that will allow them to make the most of the contribution of volunteers and to identify and develop volunteering pathways for future program and service delivery.

4. Sector – the reviews have been undertaken in the community services sector and this helps to achieve consistency across the sector in how volunteers are managed. It has also contributed to the development of collaboration between organisations and sharing of resources and ideas for improved efficiencies.

Organisations undertaking these Reviews have been able to more effectively identify and set priorities and access resources such as templates, check lists and information sheets to strategically plan for a sustainable program in which their volunteers are well managed.
Location where you volunteer: Rokeby Volunteer Fire Brigade and the Southern Search and Rescue Team. Mostly in southern Tasmania, however I have volunteered all over the state on fires and searches and also interstate including the Victorian Bushfires in 2009 and Cyclone Yasi in 2011.

Organisation: Tasmania Fire Service and State Emergency Service. I have also previously volunteered for Wildcare and Landcare.

Describe the work that you do: With the Tasmania Fire Service I am a Volunteer Firefighter, which includes responding to emergencies, undertaking hazard reduction burning and participating in community fire safety education. Incidents include vehicle fires, house fires, car accidents, bushfires and community assistance. I am also the Team Manager of the Southern Search and Rescue Team – a group of 25 volunteers. This involves searching for missing bushwalkers in southern Tasmania, mainly within our National Parks. I sometimes also get involved in radio operations and storm damage with SES.

How many hours? About 8 to 10 hours per week, often more.

How did you get into volunteering for this organisation? I became involved as an emergency services volunteer 10 years ago due to my strong interest in the outdoors as a bushwalker and sea kayaker with the aim of being able to contribute something to the community.

One of the best things about volunteering is... the people! If it wasn’t for the fantastic people within both organisations I would not be there today. I also value the way both organisations manage volunteers. It really is to the highest of standards.
Location where you volunteer: Hobart.

Organisation: The TMAGgots Inc.

Describe the work that you do: I am president of the TMAGgots which has a 400+ person membership. I coordinate monthly events and write, edit and design our quarterly magazine and a quarterly arts calendar. This role also includes everything from regular meetings at the TMAG (Tasmanian Museum and Art Gallery) and representing the group overseas, to seeking corporate sponsorship and writing grant applications.

How many hours? Approximately 5 to 10 hours per week, depending on our events schedule.

What have you learnt from your role as volunteer manager? Younger volunteers appreciate the opportunity to gracefully opt out when they want to move on to something else – be flexible: they often come back later.

How did you get into volunteering for this organisation? Through a family member who is involved in the Friends of TMAG – another ancillary group of the museum.

One of the best things about volunteering is... the opportunity for professional development – I have added to my resume over the last few years an RSA accreditation, experience with organising 60 events and public speaking, a scholarship to a museums conference in Israel and 16 editions of my own magazine. I have been twice nominated for the Southern Cross Young Achiever Awards due to my work with The TMAGgots and I have recently been awarded a second scholarship to attend the World Federation of Friends of Museums Congress in Genoa in September.
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.
## Financial Summary for the Year Ending June 2011

<table>
<thead>
<tr>
<th>Income and Expenditure</th>
<th>10/11 $’000</th>
<th>09/10 $’000</th>
<th>% Percentage</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMP Grant</td>
<td>269</td>
<td>279</td>
<td>29%</td>
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</tr>
<tr>
<td>Social Inclusion Grant</td>
<td>260</td>
<td>260</td>
<td>28%</td>
<td>0%</td>
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<tr>
<td>HACC Recurrent Grant</td>
<td>334</td>
<td>289</td>
<td>36%</td>
<td>16%</td>
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<tr>
<td>HACC Non Recurrent Grant</td>
<td>0</td>
<td>32</td>
<td>0%</td>
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<tr>
<td>Profit on Asset Sale</td>
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<td>15</td>
<td>0%</td>
<td>-80%</td>
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<tr>
<td>Investment Income</td>
<td>13</td>
<td>6</td>
<td>1%</td>
<td>117%</td>
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<tr>
<td>Conference Income</td>
<td>39</td>
<td>0</td>
<td>4%</td>
<td>100%</td>
</tr>
<tr>
<td>Other</td>
<td>16</td>
<td>10</td>
<td>2%</td>
<td>60%</td>
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<tr>
<td><strong>TOTAL INCOME</strong></td>
<td><strong>934</strong></td>
<td><strong>891</strong></td>
<td><strong>5%</strong></td>
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<table>
<thead>
<tr>
<th>Expenses</th>
<th>10/11 $’000</th>
<th>09/10 $’000</th>
<th>% Percentage</th>
<th>% Variance</th>
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<tr>
<td>Staffing Costs</td>
<td>634</td>
<td>579</td>
<td>69%</td>
<td>9%</td>
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<tr>
<td>Accommodation</td>
<td>50</td>
<td>44</td>
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<td>Operating Costs</td>
<td>129</td>
<td>88</td>
<td>14%</td>
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<tr>
<td>Travel Costs</td>
<td>29</td>
<td>29</td>
<td>3%</td>
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<tr>
<td>Board &amp; Project Costs</td>
<td>71</td>
<td>130</td>
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<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>913</strong></td>
<td><strong>870</strong></td>
<td><strong>5%</strong></td>
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</table>

**SURPLUS / (DEFICIT)**  
21 / 21
**MAJOR REVENUE AREAS**

- VMP Grant: 29%
- Social Inclusion Grant: 28%
- Profit on Asset Sale: 0%
- HACC Non Recurrent Grant: 0%
- HACC Recurrent Grant: 36%
- Social Inclusion Grant: 28%
- Investment Income: 1%
- Conference Income: 4%
- Other: 2%

**MAJOR EXPENDITURE AREAS**

- Staffing Costs: 69%
- Operating Costs: 14%
- Accommodation: 6%
- Travel Costs: 3%
- Board and Project Costs: 8%
**BALANCE SHEET**

<table>
<thead>
<tr>
<th></th>
<th>2010/11 $’000</th>
<th>2009/10 $’000</th>
<th>% Variance</th>
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<tbody>
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<td><strong>Cash and cash equivalents</strong></td>
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<td>182</td>
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<tr>
<td><strong>Trade and other receivables</strong></td>
<td>4</td>
<td>2</td>
<td>100%</td>
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<tr>
<td><strong>Other current assets</strong></td>
<td>7</td>
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<td>0%</td>
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<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>171</td>
<td>191</td>
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<tr>
<td><strong>Property Plant and Equipment</strong></td>
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<td>114</td>
<td>-24%</td>
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<tr>
<td><strong>TOTAL NON CURRENT ASSETS</strong></td>
<td>87</td>
<td>114</td>
<td>-24%</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>258</td>
<td>305</td>
<td>-15%</td>
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<td><strong>Trade and other payables</strong></td>
<td>41</td>
<td>70</td>
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<tr>
<td><strong>Deferred grant income</strong></td>
<td>0</td>
<td>40</td>
<td>-100%</td>
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<tr>
<td><strong>Provisions</strong></td>
<td>37</td>
<td>29</td>
<td>28%</td>
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<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>78</td>
<td>139</td>
<td>-44%</td>
</tr>
<tr>
<td><strong>Provisions</strong></td>
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<td>7</td>
<td>-100%</td>
</tr>
<tr>
<td><strong>TOTAL NON CURRENT LIABILITIES</strong></td>
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<td>7</td>
<td>-100%</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>78</td>
<td>146</td>
<td>-47%</td>
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<tr>
<td><strong>ACCUMULATED FUNDS</strong></td>
<td>180</td>
<td>159</td>
<td></td>
</tr>
<tr>
<td><strong>CURRENT RATIO</strong></td>
<td>2.19</td>
<td>1.37</td>
<td></td>
</tr>
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</table>
During the 2010 to 2011 financial year, Volunteering Tasmania had a turnover of $933,946, an increase of 4.8% from the previous year.

With this steady growth the overall financial position of Volunteering Tasmania has strengthened with a current year surplus of $21,185.

As at 30 June 2011 Volunteering Tasmania had Accumulated Funds of $179,869.

The financial results were primarily impacted by the following areas:

- Grant Income remained steady at $863,134 which represents 92% of Total Income.
- Investment Income increased due to improved cash flow management and investment in bank term deposits.
- Changing our World Conference generated additional income which was offset by conference associated expenses.
- Staffing and Operating Costs continue to be the two major expense items in 2010-2011.

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.