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On behalf of the Board, I am pleased to be able to present the Volunteering Tasmania (VT) 2012/2013 Annual Report. The report details key activities and achievements across the past 12 months and I am delighted to reflect on a year that focused on the delivery of outcomes clearly aligned to our strategic intent. Some highlights include:

Changes to our membership structure were supported by members at a Special General Meeting in June last year. In late 2012, the Board made a decision to introduce a membership subscription. With a renewed focus on providing value to our members we introduced service discounts and membership benefits that have been well received with an increase in membership across the last 6 months.

At an operational level the review and restructure of functional areas has streamlined and focused our key activities. The introduction of a Volunteer Management Unit which delivers quality training and consultancy to volunteer involving organisations has allowed us to realise growth opportunities, demonstrate expertise in volunteer related training and explore income diversification.

With the support of our Social Policy Advisory Council (S-PAC) we developed a policy statement for Volunteer Reimbursement. This policy, along with our Characteristics of Volunteering Statement, which was launched in 2012, demonstrate our desire and capacity to respond to issues identified by our members and community stakeholders. The S-PAC also played a critical role in supporting the development of our second State of Volunteering Report (SOVR). Their participation in the Symposium that informed the work and review of the outputs from the event helped shape the final report. We were very pleased to release this significant piece of work on International Volunteer Day. I take this opportunity to thank the members of the S-PAC for their valued contribution.

I would also like to take this opportunity to thank David Hudson who provided support and analysis of a Board Performance Review following the AGM last year and acknowledge the pro bono support of Peter Joyce for providing his legal knowledge, advice and expertise.

2012/13 was also an opportunity to consolidate our “Young Person on the Board” initiative which was introduced in 2011. The creation of an appointed Director role specifically for a person aged under 25 allows us to support the engagement and development of a young volunteer in governance. As the inaugural Young Person on the Board, Rebecca Livermore,
has brought new perspectives and energy to the Board and this year transitioned from a supported learning role into a position of elected Director. It is with much excitement that we look to appoint our next young person to the Board at this year’s AGM.

As a Board we have actively engaged in the work of Volunteering Australia (VA) and have supported a collaborative approach as VA explored new governance and operational models with its Foundation Members and key stakeholders. This support has also been evidenced by the active participation of our CEO, Adrienne Picone in the CEO Network.

I acknowledge the active participation, time commitment and support of my fellow Directors. It has been a pleasure to work with a group of passionate volunteers who contribute their skills and experience to the strategic focus of the organisation. This year we farewell Harry Maltby as a member of the Board. On behalf of the Directors, Staff and Volunteers I thank Harry for sharing his knowledge, financial expertise and humour over the last 3 years.

I congratulate Adrienne on her strong and effective leadership of the organisation. The commitment of Adrienne and the team of staff and volunteers is highly valued and directly contributes to the considerable success of VT. Well done team!

I have touched on a just a few of the successes of VT across the past 12 months. As the financial year drew to a close the team in Hobart embarked on a long awaited office relocation, now with boxes unpacked we look to exciting times ahead as VT continues to prosper in 2013/14.

Michelle Ewington
CHAIR
Over the last 12 months the team at VT have achieved some outstanding results and made a very real impact on volunteerism in our State. Creating an environment that promotes and sustains effective volunteering continues to be at the heart of everything we do and the strengthening of our three Units – Volunteer Management, Volunteer Engagement and Policy & Research – has enabled us to move forward and embrace new initiatives.

Our focus this year has been on individuals and organisations and we have built our key services around innovative and meaningful ways of promoting volunteering; ensuring that organisations have the tools and resources they need to effectively find and keep their volunteers; and that we have the evidence we need to build robust volunteer programs and plan for the future.

In the first half of the financial year VT investigated the impact that the ageing population will have on volunteerism. This resulted in the release of the second State of Volunteering Report (SOVR) on International Volunteer Day 2012 with a summary insert in The Mercury and The Sunday Examiner.

The SOVR 2012 was the culmination of several smaller projects which saw VT conducting interviews with older Tasmanians on the expectations for community involvement in the future; surveying organisations about their understanding of the ageing population and capacity to plan for it; releasing Tasmania specific demographic data about volunteer projections in the next 10, 20 to 38 years; providing extensive literature reviews based around our key themes of social inclusion, volunteer management, digital technology and workforce development; and working with national and state based thought leaders to gauge their views on the opportunities and challenges that an ageing population will present.

These ‘mini projects’ were brought together to form a comprehensive evidence base to both inform and support the community to plan for the impact of the ageing population and we have been delighted with the response both locally and nationally.

The SOVR 2012 reinforced to us that as the Peak Body for volunteering our evidence building work is very much at the centre of all we do providing the building block for policy, planning and action. VT kicked a significant goal with the SOVR which would not have been possible without the support and contribution of many individuals and organisations. I would like to thank our Knowledge Partners, Trail Blazers, Thought Leaders, symposium Presenters, the Social Policy Advisory Council, the VT Board and staff team. In particular I would like to acknowledge the work of Melinda McCleary and Lindsey Moffatt (volunteer) for their willingness and commitment to

from the CEO
excellence which is reflected in the final product. Research is a tool to spark action and in the coming year we will be building on the SOVR 2012 and developing an action plan that will take us forward.

As always National Volunteer Week was one of the highlights of our year. With a theme of ‘Thanks a Million’ we launched National Volunteer Week this year with a morning tea at the Hobart Town Hall, hosted by the Lady Mayoress, Elizabeth Thomas. With over 158,000 adult Tasmanians contributing time to our community every year the theme was timely and apt. Volunteering is going on around us every day in so many ways and it can often go unrecognised or unnoticed. National Volunteer Week provides us with the opportunity to stand back from our daily activities and really see and acknowledge the difference that volunteers make.

During National Volunteer Week, the Anti-Discrimination Commissioner Robin Banks released the Volunteers, Age and Insurance Investigation Report. Back in 2010 VT raised concerns with the Commissioner about some insurance companies excluding volunteers in particular age brackets which either prevented them from volunteering or meant that they were at significant risk during their volunteering activities.

The Report will have an impact on volunteering in Tasmania and raises questions as to whether insurance companies who refuse insurance to a person volunteering on the basis on their age could be breaching Tasmania’s Anti-Discrimination Act. VT welcomed the release of the Report as it addresses a barrier to participation in the community and enhances opportunities for all people, regardless of age to volunteer and contribute.

The true value of volunteering was highlighted to us all earlier this year during the bushfire season and the subsequent clean-up activities. Thousands of people literally dropped everything to roll up their sleeves to help on the ground, while hundreds held fundraisers, donated goods and offered their homes and support for those who lost so much so quickly during the fires. Volunteering Tasmania alone registered over 600 people wanting to volunteer as part of the recovery efforts. The January bushfires
volunteer efforts showed the incredible difference volunteers can make both on an everyday and long-term scale and VT was honoured to be an active contributor both during the crisis and in the recovery phase. In the coming year we will be working to further develop our systems and processes to ensure that in the case of a disaster VT will be able to step up again.

People are attracted to work at VT because they are passionate about volunteering and want to make a difference. The VT staff team is a very able and competent group of individuals and I’d like to thank them for their willingness to ‘go that extra mile’ this year. The organisations achievements are due to their dedication and I feel very privileged to be in this organisation and surrounded by people of such high calibre.

In September Fran Healy stepped down from her role as VT Chair, a position she has held for four years. We are fortunate to have retained Fran’s skills on the Board as the Deputy Chair but I would like to take this opportunity to acknowledge Fran’s very fine contribution to VT and thank her for her unerring dedication to our governance practices. I am delighted that Michelle Ewington has taken on the role of Chair and I am confident that VT is in very capable hands with Michelle in this position and I look forward to working with Michelle in the coming year. VT has a highly skilled and dedicated Board and I would like to thank them all for their efforts this year.

With each year that passes we refine and improve the way in which we deliver our services and clarify our raison d’être. Our vision is that volunteering is a natural part of what we do and who we are and I think that we have gone a long way this year to growing volunteer numbers and ensuring that their efforts are valued and supported. I am very proud of the difference that VT has made this year and believe that our work is laying strong foundations for the future.

Adrienne Picone
CEO

Volunteer Grants Launch
our mission

VT creates an environment which promotes and sustains effective volunteerism.

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.

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.

our profile

As the state-wide peak body for volunteering we strive to ensure that we are a relevant organisation that makes a positive impact on volunteerism. Our focus is balanced between the individuals that offer their time to the community and the organisations that involve them. In our day to day work we are connecting with individuals and guiding them towards volunteering roles that are a good fit for them; working with volunteer involving organisations; and ensuring that all of our service delivery is underpinned by a robust evidence base.

We deliver our mission in three key ways:

1. By supporting and facilitating pathways to volunteering for all members of the community

2. By providing consultancy, resources and information to volunteer involving organisations and programs

3. By influencing public policy and promoting research and debate
highlights

assisted to volunteer

supported

4,203 individuals looking to volunteer

volunteer training

350 volunteers received training

membership

69 members
managers of volunteers attending VT training

324

participants

social media

507
likes on Facebook

563
Twitter followers

website

21,043
unique visitors
our impact on individuals

Schools Volunteering Project

The Schools Project is one of our favourite and most exciting projects. We love working with young people, watching their confidence grow and seeing their passion for volunteering develop.

Each year VT works with a high school or college and creates partnerships with local community organisations so that students can volunteer regularly for two to three months.

The project aims to inspire high school students to volunteer in their community. It also aims to encourage volunteer-involving organisations to recognise the value of actively including youth in their programs.

Last year we worked with students at Wynyard High School and saw some fantastic outcomes! Seven out of 10 students who completed the evaluation survey said they would definitely volunteer again and the other three said they would consider volunteering in the future. One students said that volunteering had become a hobby and something that she really enjoyed doing, and this was a direct result of the experience she had during the Schools Project.
VT has also teamed up with Hellyer College in Burnie to put a group of eight students through the project. The students are volunteering as mentors at a nearby primary school and at a local dog shelter. Through weekly volunteering placements the students are developing leadership skills, gaining work experience and feeling good about getting involved in their community.

We hope these students will become some of our future leaders!

CASE STUDY: VOLUNTEERING IS ACTUALLY PRETTY COOL!

One student who participated in the Schools Project thought he wouldn’t enjoy volunteering and assumed it would be ‘a waste of time’. It was fantastic to watch this student’s attitude change over the course of the project as he realised that volunteering was a fantastic way to learn new skills and could actually be a lot of fun. This student said he would definitely volunteer in the future and would encourage his friends to volunteer too.
Helping people towards volunteering

4,203 people have been supported on their volunteering pathway by VT this year.

We are all passionate about all things volunteering so it has been a pleasure for us to unlock the volunteering secret and tell people how they can get involved and do what they love.

VT staff have spent one on one time with individuals, conducted information sessions to groups such as Salvation Army Bridge program; Joblink School Holiday program and to Polytechnic students.

Promoting volunteering

Staff have attended a range of promotions events and expos over the year. A highlight was the NW Youth Expo. This event saw an increase in our Facebook likes by nearly 20%.
Volunteer Connect

Volunteer Connect (VC) is an online database that VT offers to our stakeholders free of charge. It is an important recruitment service and effectively connects volunteer-seekers with organisations that need volunteers. Volunteer-involving organisations can advertise their vacancies online and individuals can search and apply for roles. It’s that easy!

VC connects more than 100 people with volunteer opportunities each month.

These are people who can now make a difference in their communities thanks to the connections that VT helped to create. Expressions of interest for volunteer roles on VC are steadily increasing and we predict this trend to continue over the coming year. The number and variety of volunteer roles that are listed on VC is also increasing as more and more organisations become aware of the database.

VT is committed to meeting the needs of our stakeholders and ensuring we are providing the best possible service. This is why we listened to feedback from our stakeholders and in October 2012 made the exciting decision to launch a new database (VIKTOR) which has improved the experience for volunteer-seekers and volunteer-involving organisations. This change also brought us in-line with national databases Go Volunteer and SEEK Volunteer and means that organisations that register on VC have national exposure.

The internet is becoming a popular tool for recruiting volunteers and we want to ensure our stakeholders are equipped to take full advantage of our free VC service. We have developed a range of resources that are available on our website.

The Pathways Program

This year we ran a pilot of a new project, The Pathway Program. This initiative was to provide supported opportunities for clients coming through the Job Service Agency system to undertake training in volunteer-readiness, to participate in effective volunteer matching, and to gain meaningful volunteer roles.

The project ran for 6 months and trained 49 JSA clients and enabled a significant number of these to find satisfying volunteer positions.

However in December the Board took the view that in the current economic climate we would be best placed to direct our energies to our core business and we ceased delivering the project. There were some great learnings from the trial that we will be able to utilise in other projects and we are fortunate to be part of an organisation that values innovation.
Radio Amnesty Coordinator for Amnesty International Australia

Coordinate the production of the weekly Radio Show "Human Rights Matters" on Cool FM.

Festival Promotions

for organisations

products and services
consultancy
training
resources
- volunteer management manual
- national standards implementation guide
- national standards workbook
- tip sheets
- volunteer connect guide
- workshops
- lessons in leadership conference
- volunteer connect
- national volunteering network
- other resources

policy and research

resources

Your guide to effectively using Volunteer Connect to recruit volunteers.

Open publication · Free publishing

Download the PDF here.
CASE STUDY: NAVIGATING A TECH-SAVVY WORLD

The increasing dependence on technology for communication, getting work done (and just about everything else!) can be very daunting for many volunteer-involving organisations, especially those that are run by older volunteers. A Tasmanian organisation contacted VT for assistance when they faced this very issue: “I have an urgent need for somebody to guide this dinosaur on the proper use of a PC,” said the email from the volunteer-involving organisation.

With a bit of help from our Volunteer Engagement Officer the organisation posted an advert on Volunteer Connect seeking a Computer Guru to help them produce spreadsheets, mail mergers and offer general computer assistance.

Three days later the organisation phoned back to say a young lady, who was studying a Masters of Computing at UTAS, had seen the ad on VC and applied for the role. She had her first volunteer shift that day and they couldn’t be happier with her suitability for the role. She was able to fix their computer woes and help the organisation achieve their goals.

This is just one of many success stories about how VT has connected volunteer-involving organisations and volunteers. VC makes it possible for organisations to promote their volunteer roles to a far wider audience than ever before, increasing their chances of finding a suitable volunteer quickly.

Resources for individuals developed this year

- A tip sheet making it easier for individuals to access Volunteer Connect;
- Information Kits for students participating in the Schools Project;
- Reviewed VC brochures for individuals and organisations;
- Tasmanian bushfire Q&A tip sheet;
- Updated ‘Introduction to Volunteering’ workshop.
Increasing the skills and knowledge of managers of volunteers

Many people come into the role of managing volunteers with no formal qualifications in management and often no previous experience. An effective manager of volunteers needs a diverse range of skills as their role includes a bit of everything – marketing and promoting the organisation; recruiting and screening volunteers; providing training and skill development; supervision and performance management; and administration and reporting. They also need to find that fine balance between management and leadership ensuring accountable and effective management of the program while also making certain that the volunteers are well supported and valued.

We believe that upskilling managers of volunteers is critical to the sustainability of volunteer programs and the sector as a whole. Prioritising and investing in the development of management personnel (whether they are paid or volunteer staff) is a key strategy for organisations to equip themselves to tackle the challenges they face.

The manager of volunteers is the lynch pin on which the program hinges and can take a program from good to great. This year our training program has become front and centre of our Volunteer Management Unit and we have been delighted with the response we have had from managers of volunteers who clearly recognise the importance of developing their own skills so that they are more equipped to lead their program.

This year

managers of volunteers attended VT training delivered and developed by VT staff.

Topics included:

· Engaging and Managing Young Volunteers
· Establishing and Managing a Training Program
· Inclusive Practice
· Working with the Media
· Impact Assessment of your volunteer program
· Why Invest in Quality?
What managers of volunteers are saying about VT training sessions:

“[As a result of the training] we now have a person dedicated to making sure that volunteers are managed in a safe and efficient way”.

“The most useful information for us was to take control of our volunteer program, we have in past felt obliged to accept volunteers even if we knew they would not be suitable. We came away [from the training session] with the skills to redirect these people. We make the decision to interview all our volunteers and accept only those who were a good fit with what we are doing. We also decided to offer more support to our volunteers in the way of regular meetings”.
Sue Jones workshop – ‘Developing You, the Volunteer Leader’

This year we were fortunate to host leadership and career coach, Sue Jones, when she facilitated a full day training session in Hobart. Sue presented an interactive workshop that investigated the distinction between leading and managing volunteers and encouraged participants to be creative learners in order to create the approaches required for successful volunteer leadership.

The feedback from the 62 managers of volunteers who attended Sue’s session was overwhelmingly positive. Participants appreciated the reminder that the world over managers of volunteers face similar challenges and that a problem shared is a problem solved.

“Thank you for organising this day. It was well organised, run professionally and left me feeling empowered with knowledge”.

“Fabulous workshop – thank you Sue and thanks for involving Tasmania”.
Accredited Training – Recruit and Coordinate Volunteers

For the first time in recent years VT delivered two accredited training sessions to managers of volunteers. In partnership with the Skills Institute the Recruit and Coordinate Volunteers training focused on identifying suitable roles for volunteers, the importance of orientation and how to provide ongoing support to volunteers so that they will want to keep coming back.

Managers of Volunteers Network Meetings

Networking with others in the field and sharing expertise and resources has continued to be well received by the sector. This year managers of volunteers attended VT network meetings. Topics included:

- Engaging and Managing Volunteers;
- Identify Training Needs of Volunteers;
- Inclusive Practice;
- Working with the Media;
- Strategic Planning; and
- Finding and Keeping Volunteers.

Volunteer Connect – VC

VT’s very own on-line recruitment tool continues to be a valuable resource for volunteer involving organisations. In April we conducted a survey with participating organisations with most reporting that they found VC easy to use and a useful adjunct to their usual recruitment methods. Organisations reported that many potential volunteers go straight to the internet when they are thinking of volunteering and that VC puts them at the forefront of peoples minds.

92.6% of organisations said they would recommend VC to others.

“Without doubt – I was surprised to find the website and how good it was.”

“It is a great way to introduce yourself to organisations and find out what help is being requested.”

140
Increasing the capacity to maximise volunteer involvement

The National Standards for involving volunteers in not for profit organisations are guidelines for best practice volunteer management. Standard one, Policies and Procedures outlines the infrastructure that underpins a well-run volunteer program. Early this year we developed a generic suite of policies and procedures that clearly outlines all of the boundaries, rules, expectations, rights and responsibilities of volunteers.

Our comprehensive Volunteer Management Manual is customisable for any organisation making it easy for organisations to be really clear and accountable. Overwhelmingly organisations that have used the Volunteer Management Manual have cited it as an invaluable reference point on which to build their volunteer management system.

“\textit{The Volunteering Tasmania Volunteer Management Manual provided an excellent reference point for us. We integrated some of the VA Standards and customised to our needs. Thank you for your support and assistance.}” – Local government representative

Consultancy

This year VT provided advice to organisations on topics as far ranging as regulatory obligations and risk management, WHS, recruitment, recognition, grievance procedures and change management. Whether you are a large organisation with multiple programs or a small volunteer group we welcome enquiries and conversations about volunteering and volunteer management.

CASE STUDY
VT worked extensively with a local council this year and reviewed their volunteer management system. As a result of the review the council has now employed a volunteer coordinator for two days a week who works closely with the risk management officer and administration staff. The review was the catalyst for a five year volunteer strategy to be implemented and the council to be more proactive in the way that they recruit, engage and manage their volunteers now and in the future.
Volunteer Management resources developed this year

- The Volunteer Management Manual contains 43 detailed individual policies and procedures and 14 templates covering all the National Standards including Recruitment, Selection and Orientation, Risk Management, Work Health & Safety, Communication, Grievances, Training & Development, Service Delivery, Confidentiality, Support, and Continuous Improvement.
- A self-assessment tool for organisations to assess their compliance with the National Standards.
- An e-book (based on feedback from managers) to guide users through the use of our Volunteer Connect database.
- Other resources developed:
  - Information kits for Schools Project promotion;
  - Tasmanian bushfire Q&A tip sheet;
  - Tip sheet for organisations using Volunteer Connect;
  - Volunteer Connect training for volunteer managers; and
  - Volunteer Connect users guide booklet for volunteer managers.

“Thank you for following up. The meeting was a really good way to do a reality check around what we were planning and how we were planning it. I feel more confident now to go ahead and develop the groundwork for the volunteer program. I was able to present information to the team meeting about setting it up which was really important in making sure that staff understand what involving volunteers in the organisation will really mean”. – Manager of volunteers
The State of Volunteering Report (SOVR) 2012: What does Tasmania’s ageing population mean for volunteerism?

The release of the State of Volunteering Report 2012 on International Volunteer Day was the culmination of twelve months of collaboration and investigation. The SOVR project began at the end of 2011 when a group of individuals with an interest in the ageing population posed three questions:

1. What are the volunteering demographics projected to look like in Tasmania in 10, 20 and 38 years up to 2050?

2. What challenges and opportunities do these projected changes raise for volunteering in Tasmania in the next 5, 10 and 20 years? and

3. What recommendations can VT make to policy-makers, service providers and other volunteer involving organisations in Tasmania to respond to these challenges and opportunities?

Each component of the SOVR provided valuable information in its own right but when put together they formed a comprehensive overview of all the information the community needs to start planning for an ageing population. The milestones included,

• A demographic analysis – an analysis of projections of the Tasmanian volunteering population up to 2050;

• Community Voices – interviews with Tasmanians aged 48 plus and a survey with volunteer involving organisations:

  • In partnership with COTA Tasmania we asked Tasmanians 48 plus about their needs and expectations of community services and volunteerism in the future. Without exception respondents told us that they are committed to giving back to their community, both formally through an organisation and informally; they see volunteering as part of a lifestyle choice rather than something they plan for; and the need for community services was linked primarily to maintaining their capacity to remain independent;

  • Our survey with volunteer involving organisations showed us that only 1 in 3 organisations have considered the impact the ageing population will have on their organisation with most saying that they would like...
Cassy O’Connor MP launching the SOVR 2012 at Mawson Pavilion
some support to plan for the future;

- Literature Reviews – VT produced literature reviews based around the key themes of volunteer management; workforce development; social inclusion; and digital technology to interpret the existing evidence base and provide a thought spring board for contributors to the project;

- Insights from national and state thinkers, researchers, government, and not for profit organisations outlining their views about the challenges and opportunities the projected demographics raise.

The Symposium

A highlight of the State of Volunteering Report project was when all of the partners put their heads together to examine the evidence and refine a set of preliminary recommendations from the research to take us forward.

The symposium was a critical turning point in the project where participants were asked to help us shape the future of volunteering and what we need to do to plan for a relevant and thriving community that recognises Tasmania’s ageing population as an opportunity for strengthening and enhancing communities.

Following the symposium recommendations were developed and refined through four stages. Utilising an approach based on the Delphi method consensus was reached by moving the recommendations through a series of steps using evidence, expertise and criteria.

We are very proud of the final product and see it as a tool that has a wide application for the community. The coming year will see the real test of the SOVR as the recommendations become the evidence base for action.
Social Policy

- The Social Policy Advisory Council (S-PAC) is an expert group whose members advise VT on volunteering social policy issues. The Council complements VT’s consultation platform and provides advice on a range of issues when VT is responding to government consultation or developing position statements on key issues and trends affecting Tasmanian volunteers and volunteer involving organisations. With input from VT’s Social Policy Advisory Council this year we developed a Volunteer Reimbursement policy position. The statement is available on our website and provides guidance to stakeholders about this issue.

- Volunteers, Age & Insurance Investigation Report. A meeting with Robin Banks, the Tasmanian Anti-Discrimination Commissioner in 2010 was the catalyst for an investigation into whether volunteers are being discriminated against due to their age. The report was released during National Volunteer Week this year and will have a significant impact on volunteering in Tasmania. The Volunteers, Age and Insurance Investigation Report makes a series of recommendations including calling for the removal of age-based limits on volunteer insurance products offered to volunteers; increased transparency and enhanced reporting meaning that insurance companies should be required to make more widely available meaningful reasons when decisions to exclude certain people are made; enhanced obligations on volunteer organisations; and simplified policy statements. Volunteering is critical to the effective functioning of our communities and being able to actively participate should be a right enjoyed by all Tasmanians regardless of age. This Report addresses a significant barrier to participation in the community and will enhance opportunities for all people to be involved in volunteering.

CASE STUDY
We were delighted with the response we received from our SOVR. A couple of days after the summary report was released in the newspaper a local High School called VT to request multiple copies to use as a resource for students with an interest in demographics and volunteering.
community achievement awards

VT Volunteer Management Award

And the winner is... Meander Valley Council – Great Western Tiers Visitor Centre!

The VT volunteer management award recognises the people that create an environment where volunteering can flourish. Volunteer programs are great because someone planned their activities, coordinated their shifts, implemented effective recruitment strategies, devised orientation and training programs, ensured job satisfaction and that volunteers are recognised and valued.

Successful and thriving volunteering programs don’t just happen in a vacuum. They are the result of collaboration, planning, innovation, strategic thinking, implementation and inspiring leadership.

In 2012 the VT Volunteer management award went to Great Western Tiers Visitor Centre. The visitor centre has 48 volunteers and receives over 55,000 visitors per year. The GWT visitor centre sets a standard in volunteer management and we were delighted that they were the very deserving recipients of the VT award this year.
tasmanian bushfires

In January 2013 Tasmania experienced one of the worst bushfire seasons in recent history, with devastating bushfires affecting people around our state.

VT played an important role during the response and recovery phases of the bushfires by linking people with volunteer roles where they could safely help affected communities. We established an online register to record the enormous influx of people who wanted to lend a hand and we were a key source of information about volunteer opportunities.

We helped organisations such as BlazeAid, the Tasmanian Farmers and Graziers Association and Landcare recruit volunteers for the bushfire recovery by registering their need for volunteers on our Volunteer Connect website and directing all volunteer enquiries to this site.

Thank you morning tea for the volunteers
VT was privileged to witness an enormous outpouring of community support in the aftermath of these tragic events. We were truly touched to hear so many stories of courage and generosity about volunteers that played a key role in rebuilding Tasmanian communities.

To all the volunteers who rolled up their sleeves and helped put Tasmania back on its feet, we say a huge thank you.

In less than a month we received more than 600 expressions of interest from people wanting to volunteer to help fire affected Tasmanian communities.

There was an overwhelming outpouring of support in response to the bushfire recovery and some people missed out on the chance to volunteer. However, these generous offers were not wasted and VT connected people with emergency response organisations that offered them the opportunity to become trained to help in future emergency situations. Many people grasped the opportunity to sign up as long-term volunteers and will be able to be deployed in any future emergency situations.

BlazeAid volunteers

Communications Officer Kelly Eijdenberg and her nephew Michael donating chicken feed to RSPCA Tasmania

Volunteer firefighter Helen Baird during the bushfires
‘Thanks a Million’

In May VT joined with hundreds of organisations around the State to pay tribute to the 158,000 volunteers that make this state great. Tasmania punches above its weight in terms of volunteer numbers with a State figure of 41% of the adult population as opposed to 36% nationally.

Across Australia volunteers contribute more than 700 million hours of unpaid work each year to their local communities. The economic contribution of volunteering has been estimated at more than $200 billion, outstripping the mining, agriculture and the retail sectors.

Without volunteers so many of our vital services would either cease to exist or significantly down size.
THANKS A MILLION

Mersey - Devonport Lions

THANKS A MILLION

SES Volunteers

Hooray to the 50+ Better Centre Volunteers (Veronica!)
vt in the news

This year we significantly increased our media presence right across the board helping to raise the profile of the organisation and of volunteering.
- 17 media releases
- 6 TV interviews
- 8 radio interviews
- 563 Twitter followers
- 507 Facebook likes

the year ahead

During the year the Board undertook a mid-term review of our strategic plan to ensure that we are on target and on mission. The result was only a minor refresh but it provided the reassurance that we are focusing on our key strengths and able to deliver excellent services for all stakeholders.

Over the coming year our key focus areas will be:

1. Increase the number of VT members who make full use of their membership and, are satisfied with the value of their membership;
2. Expand our portfolio of training products for volunteer managers and volunteers;
3. Further support the career development of volunteer managers;
4. Tell more people about the benefits of volunteering and how they can access it through an increase in our project work;
5. Increase the number of organisations accessing VT’s consultancy services;
6. Continue the work of the SOVR with the action plan;
7. Work collaboratively with all stakeholders to ensure that volunteerism is well represented;
8. Host a State-wide volunteer management conference in Launceston
### Strategic Plan

<table>
<thead>
<tr>
<th>Key Action</th>
<th>Marketing</th>
<th>Capacity Building</th>
<th>Engagement and Collaboration</th>
<th>Income</th>
<th>Research and Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Volunteerism</strong></td>
<td>Increased status of volunteering.</td>
<td>Raising the profile of volunteerism will increase participation and the value of volunteering.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
<td>VT works alongside the volunteering community, business and all levels of government.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
</tr>
<tr>
<td><strong>External</strong></td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
<td>To build effective leadership and sustainability in volunteerism.</td>
<td>VT has a sustainable future.</td>
<td>Financial strength to ensure sustainability.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
</tr>
<tr>
<td><strong>Internal</strong></td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
<td>VT has a sustainable future.</td>
<td>VT works alongside the volunteering community, business and all levels of government.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
</tr>
<tr>
<td><strong>Research and Policy</strong></td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
<td>VT is valued and sought after as the leader on volunteerism in Tasmania.</td>
</tr>
<tr>
<td><strong>Outcomes</strong></td>
<td>VT is valued, recognised and credible.</td>
<td>Supporting an environment of best practice volunteer management.</td>
<td>VT is a recognised and credible organisation.</td>
<td>Total revenue is increased and diversified to create flexibility.</td>
<td>Autonomous and credible voice for the sector.</td>
</tr>
</tbody>
</table>
our people

Organisational chart
as of June 30 2013
Our valued members

- Hospice Care Association of Southern Tasmania
- Lifeline Tasmania
- National Heart Foundation Tasmania Division
- Waratah-Wynyard Council
- Tamar Natural Resource Management (Tamar NRM)
- Mission Australia
- Beaconsfield Child & Family Centre
- Independent Living Centre
- Uniting Care Tasmania
- Franklin House, National Trust of Australia (Tas)
- Goodwood Community House
- Netball Tasmania
- Volunteer Ambulance Officers Association of Tasmania Inc
- Meals on Wheels Assoc of Tasmania Inc
- Warrane Mornington Neighbourhood Centre Inc
- National Council of Women of Tas Inc
- Youth Network of Tasmania
- Hobart City Council
- Polish Association in Hobart Inc
- Arthritis Foundation of Tasmania Inc
- Regional Development Australia Tas Inc
- Corumbene Nursing Home for the Aged Inc
- Landcare Tasmania
- LINC Tasmania
- Hydro Tasmania
- Royal Hobart Hospital
- Ambulance Tasmania
- Hobart City Mission
- COTA Tas
- Bethlehem House
- The Living Boat Trust Inc
- Geeveston Community Centre Inc
- The Tenants’ Union of Tasmania Inc
- Australian Red Cross Tasmania
- Baptcare
- Devonport City Council
- Migrant Education South
- Parks and Recreation, Launceston City Council
- The Freemasons’ Homes of Southern Tasmania Inc
- Tasmanian Acquired Brain Injury Services Inc
- St Vincent de Paul Society Inc
- Child and Family Centre - East Devonport
- Child Health Association Inc
- Migrant Resource Centre (Southern Tasmania) Inc
- New Mornings
- Calvary Health Care Tasmania
- Dogs Homes of Tasmania
- Helene Whitehead *life*
- Sylvia Godman *life*
- Ian Pullen *life*
- Jamie Bayly-Stark
- Christine Bennett
- Mary Duniam
- Claire Ellis
- Will Forsyth
- Frances Healy
- Claire Horner
- Rebecca Livermore
- Harry Maltby
- Michelle Ewington
- James McAlpine
- Frances Swiadek
- Julia Phillips
Board members

Michelle Ewington (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 2008 and was elected as Chair in 2012.

Fran Healy (Deputy Chair)
Fran has been a member 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.

Claire Horner (Treasurer)
Claire has been a member of the VT Board since September 2011. She holds a Bachelor of Business with First Class Honours and is presently undertaking a PhD in Accounting and Corporate Governance at the University of Tasmania, her area of research being corporate social responsibility, with a focus on social and environmental accounting and reporting.

Claire's chosen area of research reflects her personal values, as she ardently believes in the value of making a positive contribution to the community. She has held a Directorship position with Greening Australia Tasmania since October 2010, and is a member of The Golden Key International Honour Society. Having worked in the legal industry for over ten years, she also has experience in a variety of roles including compliance and management.
Adrienne Picone  
(Public Officer)

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, 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).

Chris 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.

Rebecca Livermore

Rebecca recently joined the Volunteering Tasmania Board as the first Youth Director.

Rebecca has a Bachelor of Arts (Journalism, Indonesian and International Relations) from the University of Tasmania and a professional background in Journalism and Communications. Rebecca is employed by Australian
Red Cross as Executive Assistant to the Executive Director.

With a passion for volunteering, Rebecca has worked in various voluntary roles in Tasmania, interstate and overseas. She currently volunteers as the Tasmanian Campaigns Coordinator for Oxfam Australia.

Rebecca is passionate about community engagement, social justice and youth engagement.

Dr Claire Ellis

Claire grew up in Tasmania, but also spent 14 years living and working overseas, mostly in Indonesia, Vietnam, China, USA, and within Australia in Perth, Darwin and Canberra as well as Tasmania. Together with her work in the tourism and environmental fields Claire has been active in each location with various charity and not-for-profit groups involving volunteering.

As well as running her own businesses, Claire has had a varied background working for organisations such as the Australian Bureau of Statistics, the Indonesian office of the World Wide Fund for Nature, the University of Tasmania and Tourism Tasmania. She completed a PhD examining episodic volunteering focussing on volunteer tourism, now works as a consultant and is active on several other state and national Boards including Wildcare and Ecotourism Australia.

Claire is passionate about understanding and supporting the diverse ways volunteering allows our communities to flourish. She is keen to contribute to ensure volunteering continues to be seen by all levels of society and government as a positive, effective and critical part of our way of life.

Julia Phillips

As a life-long volunteer, Julia is committed to supporting and promoting volunteering and encouraging organisations to provide volunteering opportunities. She completed a Master of Management degree at Deakin University and also holds a Graduate Diploma in Sport Management from University of Technology, Sydney.

Since July 2011 Julia has been employed as the General Manager of Netball Tasmania. Her previous job was Chief Executive Officer of Voluntary Action Stratford on Avon and as a volunteer she was a Board Director of the National Association of Voluntary and Community Action (NAVCA) and Regional Action West Midlands (RAWM); a Trustee of the Warwickshire Children and Voluntary Youth Services, and Chair of the Stronger Communities Local Strategic Partnership.
Her past experience within the not-for-profit sector includes Chief Executive Officer of the Royal NSW Bowling Association Inc., Badminton Australia, International Netball Federation, and Masters Swimming Australia. As a consultant she has undertaken organisation reviews and strategic planning for not-for-profit organisations in the USA and the Netherlands.

James McAlpine

James McAlpine is a business leader with experience in Australia and overseas. He is an engineer by profession and has extensive board experience, particularly in Tasmania. He recently completed tenure as a Commissioner on the bench of the Tasmanian Industrial Commission, a position he held for 8 years, prior to which he was General Manager of the then Pasminco Hobart Smelter, until 2001.

### 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>30/09/2010</td>
<td></td>
<td>4</td>
<td>4</td>
<td>4 4</td>
<td>2 3</td>
</tr>
<tr>
<td>M Duniam</td>
<td>29/09/2008</td>
<td>21/09/2012</td>
<td>1</td>
<td>1</td>
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<td></td>
</tr>
<tr>
<td>C Ellis</td>
<td>21/02/2012</td>
<td></td>
<td>3</td>
<td>4</td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>M Ewington</td>
<td>29/09/2008</td>
<td></td>
<td>4</td>
<td>4</td>
<td>5 5</td>
<td>3 3</td>
</tr>
<tr>
<td>M Ewington</td>
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<td>M Ewington</td>
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<tr>
<td>M Ewington</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>F Healy</td>
<td>29/09/2008</td>
<td></td>
<td>4</td>
<td>4</td>
<td>4 8</td>
<td></td>
</tr>
<tr>
<td>C Horner</td>
<td>29/09/2011</td>
<td></td>
<td>4</td>
<td>4</td>
<td>6 8</td>
<td></td>
</tr>
<tr>
<td>R Livermore</td>
<td>29/09/2011</td>
<td></td>
<td>4</td>
<td>4</td>
<td></td>
<td>2 4</td>
</tr>
<tr>
<td>H Maltby</td>
<td>16/02/2010</td>
<td></td>
<td>2</td>
<td>4</td>
<td>2 3</td>
<td></td>
</tr>
<tr>
<td>J McAlpine</td>
<td>21/09/2012</td>
<td></td>
<td>3</td>
<td>3</td>
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<tr>
<td>J Phillips</td>
<td>21/09/2012</td>
<td></td>
<td>3</td>
<td>3</td>
<td>3 3</td>
<td></td>
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<tr>
<td>T Ritchie</td>
<td>16/02/2010</td>
<td>21/09/2012</td>
<td>0</td>
<td>1</td>
<td>1 1</td>
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</tr>
<tr>
<td>T Ritchie</td>
<td>16/02/2010</td>
<td></td>
<td>4</td>
<td>4</td>
<td></td>
<td>4 4</td>
</tr>
</tbody>
</table>

A: Number of meetings attended  
B: Number of meetings held during the time the director held office during the year
Location where you volunteered: The Conservatorium of Music and Parliament Lawns.

Organisations that you volunteered for: Ten Days on the Island.

Describe the work that you did: I was a front of house volunteer, which meant that I was to help direct people to seats at Shadow Dreams at the Con, and 21 Circus Acts in 20 Minutes on Parliament Lawns. I also was in charge of crowd control and making sure that exit paths were made and that it was safe for patrons.

Approximately how many hours did you volunteer? Probably around 3-4 hours in total.

Why did you volunteer for Ten Days on the Island? I had a friend on the organising committee who asked for assistance. I did it as a favour but I was also interested from a professional perspective about volunteering for events and what the experience would be like from a volunteer’s point of view.

What were your learnings from this experience? 21 Circus Acts in 20 Minutes was flooded out and had to be cancelled within 5 minutes. I realised how much work went into the events and how vulnerable the events were to the Tasmanian weather. It demonstrated to me how flexible the organisers and the volunteers had to be in terms of organising crowds, communicating what was going on and trying to meet the expectations of hundreds of members of the public. To me that highlighted the necessity of contingency plans. I also liked being able to watch the acts – I had never really been to Ten Days on the Island before!
The National Breast Cancer Foundation put the call out for volunteers to help assemble the thousands of goody bags for participants in the Mother’s Day Classic Fun Run, and to help marshalling on the day.

Phil, Adrienne, Jill, Shanthini and Kelly from the Hobart VT team put their hands up. At the assembly line they joined around 30 other volunteers and on the day Jill accompanied the official photographer to help capture stories of some of the participants. “It was very moving,” said Jill, “We heard from people who had survived breast cancer and people who were still going through treatment. There were whole families doing the fun run in memory of a loved one.”

This year a record 130,000 people across Australia ran or walked in a Mother’s Day Classic event in eleven cities and 63 regional locations. Participants and fundraisers raised $5 million for National Breast Cancer Foundation research programs – the highest amount of funds in the event’s sixteen year history. Congratulations to organiser Judi Adams and her team.
## financial summary
for the year ending June 2013

<table>
<thead>
<tr>
<th>Income and Expenditure</th>
<th>12/13 $’000</th>
<th>11/12 $’000</th>
<th>% Percentage</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMP Grant</td>
<td>272</td>
<td>269</td>
<td>27%</td>
<td>1%</td>
</tr>
<tr>
<td>Social Inclusion Grant</td>
<td>260</td>
<td>260</td>
<td>26%</td>
<td>0%</td>
</tr>
<tr>
<td>HACC DHHS Recurrent Grant</td>
<td>172</td>
<td>282</td>
<td>17%</td>
<td>-39%</td>
</tr>
<tr>
<td>HACC DoHA Recurrent Grant</td>
<td>146</td>
<td>0</td>
<td>15%</td>
<td>100%</td>
</tr>
<tr>
<td>HACC DHHS One off</td>
<td>50</td>
<td>0</td>
<td>5%</td>
<td>100%</td>
</tr>
<tr>
<td>HACC DoHA Transition funding</td>
<td>40</td>
<td>0</td>
<td>4%</td>
<td>100%</td>
</tr>
<tr>
<td>Investment Income</td>
<td>15</td>
<td>18</td>
<td>1%</td>
<td>-17%</td>
</tr>
<tr>
<td>Other</td>
<td>48</td>
<td>15</td>
<td>5%</td>
<td>220%</td>
</tr>
<tr>
<td><strong>TOTAL INCOME</strong></td>
<td><strong>1,003</strong></td>
<td><strong>844</strong></td>
<td><strong>19%</strong></td>
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</tr>
<tr>
<td>Staffing Costs</td>
<td>671</td>
<td>611</td>
<td>68%</td>
<td>10%</td>
</tr>
<tr>
<td>Accommodation</td>
<td>56</td>
<td>49</td>
<td>6%</td>
<td>14%</td>
</tr>
<tr>
<td>Depreciation</td>
<td>28</td>
<td>24</td>
<td>3%</td>
<td>17%</td>
</tr>
<tr>
<td>Operating Costs</td>
<td>172</td>
<td>95</td>
<td>17%</td>
<td>81%</td>
</tr>
<tr>
<td>Travel Costs</td>
<td>39</td>
<td>30</td>
<td>4%</td>
<td>30%</td>
</tr>
<tr>
<td>Board &amp; Project Costs</td>
<td>17</td>
<td>20</td>
<td>2%</td>
<td>-15%</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>983</strong></td>
<td><strong>829</strong></td>
<td><strong>19%</strong></td>
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<tr>
<td><strong>SURPLUS / (DEFICIT)</strong></td>
<td><strong>20</strong></td>
<td><strong>15</strong></td>
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</tr>
</tbody>
</table>
**MAJOR REVENUE AREAS**

- HACC DoHA Transition funding...... 4%
- Investment Income...................... 1%
- Other........................................ 5%
- VMP Grant................................. 27%
- HACC DHHS One off..................... 5%
- HACC DoHA Recurrent Grant........ 15%
- Social Inclusion Grant............... 26%
- HACC DHHS Recurrent Grant........ 17%

**MAJOR EXPENDITURE AREAS**

- Staffing Costs............................ 68%
- Operating Costs.......................... 17%
- Travel Costs................................ 4%
- Board & Project Costs.................. 2%
- Depreciation.............................. 3%
- Accommodation............................ 6%
### BALANCE SHEET

<table>
<thead>
<tr>
<th>Balance Sheet</th>
<th>2012/13 $’000</th>
<th>2011/12 $’000</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>316</td>
<td>322</td>
<td>-2%</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>10</td>
<td>1</td>
<td>900%</td>
</tr>
<tr>
<td>Other current assets</td>
<td>13</td>
<td>9</td>
<td>44%</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td><strong>339</strong></td>
<td><strong>332</strong></td>
<td><strong>2%</strong></td>
</tr>
<tr>
<td>Property Plant and Equipment</td>
<td>86</td>
<td>69</td>
<td>25%</td>
</tr>
<tr>
<td><strong>TOTAL NON CURRENT ASSETS</strong></td>
<td><strong>86</strong></td>
<td><strong>69</strong></td>
<td><strong>25%</strong></td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>425</strong></td>
<td><strong>401</strong></td>
<td><strong>6%</strong></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>95</td>
<td>51</td>
<td>86%</td>
</tr>
<tr>
<td>Grants in advance</td>
<td>48</td>
<td>107</td>
<td>-55%</td>
</tr>
<tr>
<td>Provisions</td>
<td>68</td>
<td>49</td>
<td>39%</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td><strong>211</strong></td>
<td><strong>207</strong></td>
<td><strong>2%</strong></td>
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<tr>
<td><strong>TOTAL NON CURRENT LIABILITIES</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0%</strong></td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>211</strong></td>
<td><strong>207</strong></td>
<td><strong>2%</strong></td>
</tr>
<tr>
<td>ACCUMULATED FUNDS</td>
<td>214</td>
<td>194</td>
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</tr>
<tr>
<td>CURRENT RATIO</td>
<td>1.61</td>
<td>1.60</td>
<td></td>
</tr>
</tbody>
</table>
During the 2012 to 2013 financial year, Volunteering Tasmania had a turnover of $1,003,472 an increase of 18.4% from the previous year.

This increase in income was primarily due to HACC DHHS grants carried forward from previous year and one-off transition funding from HACC DoHA.

With this steady growth the overall financial position of Volunteering Tasmania has strengthened with a current year surplus of $20,012. As at 30 June 2013 Volunteering Tasmania had Accumulated Funds of $214,495.

The financial results were primarily impacted by the following areas:

- Grant Income increased to $941,830 which represents 94% of Total Income.
- Investment Income decreased due to fall in interest rates.
- Increase in fee for service income and introduction of Membership fees.
- Staffing and Operating Costs continue to be the two major expense items in 2012–2013.

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 our website, www.volunteeringtas.org.au.