SAFEGUARDING VOLUNTEERING - SECURING TASMANIA’S FUTURE

BUDGET PRIORITY SUBMISSION 2018-19
ABOUT THIS SUBMISSION.

This 2018-19 Budget Priority Submission has been prepared by Volunteering Tasmania.

The proposal recommends that the Tasmanian Government invest $500,000 across three years, into a multi-phase community development project aimed at safeguarding volunteering in Tasmania.

The project outlined in this Submission has been carefully crafted over a number of months in consultation with a diverse range of individual, community, business and government stakeholders (please refer to the list of contributors). We thank them all for volunteering their time and talent to the development of this Submission.

In particular, we thank the following key community organisations for their endorsement of Safeguarding Volunteering – Securing Tasmania’s future:

— Local Government Association of Tasmania
— University of Tasmania (c/o David Adams Pro Vice-Chancellor (Community, Partnerships and Regional Development - Tasmanian School of Business and Economics))
— Institute of Project Management (responsible for the development of the 2014 State of Volunteering Report).
— TasCOSS
— Tasmanian Chamber of Commerce and Industry

WHO IS VOLUNTEERING TASMANIA?

Volunteering Tasmania is Tasmania’s Peak body for volunteering. Our mission is to create an environment which promotes and sustains effective volunteerism. We advocate for the interests of all volunteers and the organisations that involve them.

Volunteering Tasmania offers a range of services to support effective volunteerism, including:

Practical services to organisations that involve volunteers so that they can ensure their volunteering programs are effective, sustainable and meet the National Standards for Volunteer Involvement;

A web portal ‘Volunteer Connect’ for organisations to recruit volunteers at no cost as well as practical assistance with volunteer recruitment;

Research, data and information on trends in volunteering and volunteer management; and

Advocacy to ensure the value of volunteering is acknowledged as a key contributor to the economic sustainability and livability of Tasmanian communities.

“We know how important volunteers are to any government. We need their [government’s] help.”
Community Member, Tasman Peninsula
WHY ARE TASMANIANS VOLUNTEERING?

Volunteering “is time willingly given for the common good and without financial gain.”

Communities across Tasmania are supported through the generosity of volunteers.

The motivations and benefits for volunteering varies, and Tasmanians may be volunteering for a range of reasons including:

— Supporting a personal passion or cause;
— To develop their skills and improve their chances of employment;
— Increasing happiness and reducing loneliness; and
— To simply to give back to their community.

CHANGE IS CONSTANT – AND HOW WE VOLUNTEER IS ALSO CHANGING

Tasmanian communities are facing unprecedented change across all aspects of their lives.

Tasmanians are busy at work and at home, so they have less time to volunteer. Those that can volunteer have more choice about who they want to volunteer with. And when they decide where to volunteer, they need to navigate increasing levels of red-tape and paperwork.

Combine these changes with other factors such as Tasmania’s ageing population, a growing generation of digital natives and increasingly transient regional populations – volunteers are becoming a valuable commodity.

As a result, the organisations that rely on volunteers to deliver services to their communities also need to change to ensure their survival.

DESPITE THESE CHANGES - TASMANIANS ARE STILL VOLUNTEERING!

Despite the ongoing change, we know that volunteering in Tasmania continues to flourish.


In particular the Report revealed:

— 4 in 5 Tasmanians volunteer, giving time unpaid to the community
— Volunteers donate 7.1 million hours
— 2,000 Volunteer Involving Organisations support volunteers across not for profit, government and private sectors
— Tasmanian employer’s gain productivity benefits valued at $1.2 billion as a result of their employees’ volunteering
— Volunteering provides a total benefit to the community of $4.9 billion
— The financial cost to replace our volunteers is conservatively estimated to be $2.5 billion.

Simply put, this Report confirmed the Tasmanian volunteering sector’s role as a key driver of economic, social and cultural growth on our island.

1 Volunteering Australia, 2015
BUT IT’S NOT ALL SUNNY DAYS AND SAUSAGE SIZZLES!

Through regional consultation, Volunteering Tasmania know there are issues. The issues are diverse and are summarised below:

1. Declining numbers of ‘suitable’ volunteers: in some communities across our island it’s assumed that there is a ready pool of individuals who could be enticed to volunteer, but there is growing anecdotal evidence to suggest that these communities may be at saturation point. That is, everyone who is volunteering is, and in more than one role. The ageing population of some regions is believed to be exacerbating this issue as long-term volunteers slow down and go from being the one providing support, to requiring it. “…even though there was a call for new committee members, only four people showed up… this is both a good example of “Community Fatigue” as well as people assuming that someone else will do the work, which is the prevalent attitude seen here on the West Coast.” West Coast Council

2. Increased demand for volunteers: ranging from sport, emergency services, tourism, arts and heritage, these community groups are being stretched thin in instances where there is insufficient volunteers available to meet demand. “…recruiting volunteers for emergency services was challenging because community members do not have the necessary availability… those who have full-time employment tend to have shift work…” Community Member in North-East Tasmania

“In any given week I can be out volunteering 4-5 nights of the week, where I will see the same faces and I know that they’re all starting to burn out.” Community Member, North-East Tasmania

“TASSO do not have enough volunteers to continue offering their services across the whole state.” TASSO, North-West Tasmania

“[Our] Community Care programs cannot accept any more clients in need, until [we] get more volunteers.” St John Ambulance, Northern Tasmania
3. Ongoing reform and change: an issue strongly felt in the community services sector, it is also a challenge for other sectors that involve volunteers (e.g. changes to police checks, safe-food-handling and/or traffic management procedures). Policy reforms, such as the Australian Government’s proposed changes to the Mutual Obligation welfare assistance requirements, also has the potential to significantly impact volunteerism across the nation, and in Tasmania.

“...some [volunteers] have left the region to look for work, others stop volunteering once they no longer need to do community work in order to receive their Centrelink payments.” Derby Schoolhouse Museum, North-East Tasmania

“I have also seen a rise in the level of compliance that charities need to adhere to creating a highly regulated environment that many people find unappealing and feel detracts from the main goal of a charity,” Angel Gowns, Tasmania

“I don’t volunteer to go to meetings,” Community Member, South East Tasmania

4. Limited or unpredictable funding support: an issue being felt across organisations that involve volunteers, it is placing pressure on community organisations to either seek to increase the involvement of volunteers to maintain or increase services because they can’t afford to employ staff. Alternatively, this pressure is also requiring organisations to work smart with their funding to find ways to hire staff in the face of volunteer shortages.

CASE STUDY:
Community Transport Services Tasmania are funded by the Tasmanian Government to deliver Home and Community Care services across the State. They have approximately 400 volunteers and 40 paid staff. The organisation has had to identify internal financial savings within their own organisation to free up funding to employ paid staff in regional areas (and other transport services and times of day) where they are unable to recruit volunteers. They are funding these roles without requesting additional funding from the State Government, but they note that there will be a tipping point at some stage in the future where they won’t be able to continue replacing volunteers with paid staff, and continue to deliver the same level of services within their existing funding levels.
WHERE ARE THESE CHALLENGES BEING FELT THE MOST?

These challenges are being felt across a number of Volunteer Involving Organisations and in a range of volunteering sectors. In particular it is being felt in our regional communities.

The following comments are a small example of the feedback provided to Volunteering Tasmania during state-wide consultations held in September 2017:

“…with so few volunteers, we are just treading water at the museum. We are open 6 days a week (one volunteer is ill and because we have no one to fill in we unfortunately are forced to close on Mondays). We have found it impossible to recruit new volunteers.” Regional Museum in North-East Tasmania

“What we’ve seen in Queenstown there’s been a lot of change in the last 5 years and the population has changed – people are moving in are taking early retirement and no longer working. We have one of the oldest populations and there’s pressure on volunteering organisations who want volunteers but there aren’t any suitable volunteers.” Community Member on the West Coast

“[The] Beaconsfield Child and Family Centre almost had to close their Breakfast Club, but Lions and Rotary came to the rescue by helping out. [Our] average volunteer age is 65.” Community Member in Northern Tasmania

[Our] aging population and a lack of middle-aged people is an issue, the average age for the Huon Agricultural Show volunteers is 80 years old.” Community Member in Southern Tasmania

“The local police sergeant volunteers for [the] Rosebery tennis club in his spare time; AFL and tennis are the only two clubs for kids’ sports in Rosebery.”

Adults have a few more options, but only the two for kids, due to parents being too busy to help out or supervise.” Community Member on the North-West Coast

“…the Lake Burbury Mt Lyell Picnic, which is an historic event that has run for 100 years – 2017 was the first year the event did not go ahead as the organiser was sick and no one would step up to take their place,” West Coast Council, Tasmania

“Compliance - for example we can no longer sell cream cakes and sausage rolls due to the need for refrigeration, but they were some of our bestselling fundraisers… reduced capacity to fundraise means less income to maintain our room (our branch responsibility) and give to both local community and Country Women Association causes.” Community Member in the Tasman Peninsula
WHY DO WE THINK THIS IS HAPPENING?

People.

We need more people because if there’s not enough people, there won’t be enough volunteers.

There will always be organisations that are more successful in recruiting and retaining volunteers, and this is likely due to the implementation of best-practice volunteer management practices.

But we know that this isn’t enough. There are organisations across the island that are designing and delivering excellent volunteer management programs, but they are also struggling to find volunteers.

And to be clear, it’s not because Tasmanians aren’t volunteering because we know they are.

Rather, the key issue appears to be linked to a declining pool of volunteers or ‘suitable’ volunteers.

And whilst there is an argument that the survival, or otherwise, of organisations delivering services to our communities should be left to ‘market forces’, this approach assumes that communities can absorb the loss of these organisations.

Many cannot.

“Finding new volunteers has become a significant problem, making it difficult to “future-proof” our local organisations.” West Coast Council representative

“Unfortunately most of the people who have come to us don’t want to volunteer, but they have been told they must to maintain their support payments, so even when they do stay, they lack the drive or enthusiasm we would like.” Volunteer Involving Organisation, Southern Tasmania

“There are issues such as community members who are unemployed, or of poor health, who are unable to volunteer… health and wellbeing have a large part to play in giving people the confidence to step forward and volunteer,” Community Member in North-East Tasmania
IS SAFEGUARDING VOLUNTEERING THE STATE GOVERNMENT’S CONCERN?

Yes because safeguarding volunteering will secure Tasmania’s future. In particular, investing in this proposal will:

1. Safeguard a multi-billion dollar industry - volunteering is a $4.9 Billion dollar industry in Tasmania. A reduction of just 1 per cent equates to an annual loss of $49 million. An investment of $500,000 over three years into initiatives to safe-guard this industry is considered exceptional value for money.

2. Invest in sustainable communities - as regional Tasmanian communities start to struggle to find volunteers to undertake volunteer roles, they will turn towards the State Government to fund these positions.

We have already started to see this trend start in ‘traditional’ emergency or community service roles (e.g. ambulance officers and foster carers). We are also seeing this trend in the increased requests from community sporting clubs seeking government funding for paid administrators to keep regional sport alive. We are also noting an increase in the call for volunteers to support festivals, events and the regional museums that support our flagship tourism industry.

3. Increase success of regional development strategies - the potential loss of any organisation that delivers services to our community not only puts at risk the liveability of towns in our regional communities but it also puts at risk any regional development planning strategies that are being implemented to build community capacity, stimulate economic activity or create jobs.
CASE STUDY:
The 2017 Bicheno Food and Wine Festival was a resounding success for the region. Previously coordinated 100% by volunteers, 2017 was the first time a part-time employee was hired for six months “as the event had grown so much the workload became too much for volunteers.”

Attracting 3,300 visitors to the region, the burst of economic activity was felt across all aspects of the community. “The flow on effect was also felt very strongly by Waub’s Bay Gallery and the whole Brown Brother’s Devils Corner complex, to name only a couple. We know businesses in other surrounding townships also had a great weekend.”

Bicheno Food and Wine Festival, East Coast

In July this year the Meander Valley Business Association disbanded due to a lack of volunteers. Founding member Barbara Harvey provided the following comments to The Examiner:

“It seems there are a lot of organisations that are struggling to get people on board… community and sporting groups are having trouble finding members who want to volunteer their time.”

Additionally, the following Tasmanian Government initiatives are a small example of 2017 deliverables listed in the ‘Plan for a Brighter Future’ that involves volunteers:

— Tasmanian Visitor Engagement Strategy Implementation Plan
— Ministerial Arts and Cultural Advisory Council
— Tourism and Hospitality Workforce Development Plan
— Active Ageing Strategy for older Tasmanians & Carers Action Plan
— State Sport and Recreation Infrastructure Strategy & Australian Master Games
CASE STUDY:
In March 2017, the Tasmanian Visitor Information Network had 303 volunteers assisting across 14 visitor centres, volunteering 680 hours per week. It is Volunteering Tasmania’s estimate that the cost-replacement value of these volunteers is conservatively $1,176,000 per annum.

The Hobart Travel Centre has 61 volunteers supporting their organisation providing visitor information, and undertaking meet and greet and welcoming visitors to Hobart. During 2016-17 these volunteers undertook 740 shifts, contributing 2,200 hours to the Centre. If these volunteers had to be replaced with paid staff, Volunteering Tasmania estimates it would cost approximately $73,000 per annum.

CAN WE SAFEGUARD VOLUNTEERING IN THESE AREAS?
Yes. Through the development of a pro-active approach that empowers our local communities to understand these changes, and create co-designed place-based strategies to respond.

Because there are solutions and there is community energy – it just needs to be harnessed.

For example, during our consultation there were examples of positivity and community action delivering results.

“I think that for the West Coast, encouraging community organisations to collaborate is the key, especially due to the decline in volunteers.” West Coast Council representative

“We are endeavouring to set up a register for volunteers who would be happy to volunteer a couple of times a year for special events. We have been actively promoting this in the community by setting up a website and through a specially made gazebo that we take to events to try and recruit volunteers. This is a new project and has been reasonably successful so far.” Community Member, Tasman Peninsula

“DoMaur has no trouble with getting large numbers of volunteers due to being viewed as having more benefit, the social aspect, etc. It’s a completely different model to [other organisations] like Lions or Rotary,” DuMaur Productions, North West Tasmania

“Our branch used to (15yrs ago) have 15+ members and now we have about 8, up from 5 active members (for past 3-4 yrs) with recent recruiting. CWA generally is an aging group and we now have several under 50 which is exciting.” Community Member, Tasman Peninsula

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2Tasmanian Visitor Information Network, direct communication
3Calculated on a TSSA General Stream Band 2, Range 1, Level 2 of $27.69545 per hour. A 20% loading has been added to cover on costs
4Refer Footnote 3
5Please note, this information is provided for demonstration purposes and the final analyses will be more comprehensive
HOW WILL WE DO IT?
Volunteering Tasmania proposes a three phase project to commence in 2018-19 and conclude in 2020-21.

This work would complement the existing regional development, workforce development and local government initiatives.

This project does not seek to duplicate this work but work alongside and collaboratively to ensure that the significant contribution of volunteering is included and addressed as a key contributor to sustaining healthy and vibrant regional communities.

PHASE 1: CONSOLIDATE THE DATA
During this phase, Volunteering Tasmania would work with key stakeholders to consolidate existing information sources to map and forecast volunteering participation across Tasmania.

This data is the essential first step to increase our island’s preparedness to safeguard volunteering and the information that would be analysed would include:

— Population Growth Projections such as the Department of Treasury and Finance’s 2014 Population projections for Tasmania and its Local Government Areas (to tell us where the people will be)

— 2016 Census Data from the Australian Bureau of Statistics (to tell us who these people are)

— Tasmanian State of Volunteering Report 2014 (to tell us if they are likely to volunteer)

— Labour market projections, and information on Tasmanian regional development investment strategies. For example the Australian Government Department of Employment Projections and Small Area Labour Markets publications (to tell us if there will be more people coming)

This information would be analysed at both a state and local government level, and enable Volunteering Tasmania to provide forecasts on volunteering levels over the next 5-10 years.

For example, Graph 1 below is an example of the type of analysis that would be undertaken.

Graph 1 provides a breakdown of the projected age-groups of the Derwent Valley municipality in 2026, compared to 2016. This information indicates that in nine years, the number of residents aged between 30-44 years of age will remain relatively stable, with a drop in those aged between 50 and 59, alongside an expected increase in those aged 60 an above.

Comparing this information with the propensity of these age-groups to volunteer, in Graph 2 (taken from the 2016 Census), the projected stability in the 30-39 age group is encouraging as this cohort of individuals are amongst those with a higher propensity to volunteer in this region. This information also indicates that an opportunity for this region to consider will be how to engage their ageing population to volunteer, because this cohort currently report a lower propensity to volunteer compared to the Tasmanian average.

During Phase 1, this information would be further assessed to provide evidence-based insights into future volunteering participation levels in each Tasmanian municipality.

What does success in Phase 1 look like? Success would be measured by the availability of a robust
evidence base that would provide communities with insights into potential increases or declines in volunteering. This information would refer to particular demographics, which can then be linked to specific volunteering roles/sectors. This information would identify strengths and weaknesses and also opportunities and threats in relation to projected future volunteering levels.

PHASE 2: DEVELOP THE VOLUNTEERING CHANGE FRAMEWORK

During this phase, Volunteering Tasmania would take the data prepared in Phase 1 and identify (incollaboration with key stakeholders) three regional communities (north, north-west and south).

Volunteering Tasmania would work with these communities to co-design and test a community volunteering change framework. Whilst initially tested on three communities, the learnings from this phase will be used to finalise the framework, and develop resources that would be made available to all councils (refer Phase 3).

A key emphasis will be on providing resources that build the capacity of the community, and the organisations within it, to respond.

Volunteering Tasmania would work alongside relevant local government community development staff to ensure the information and resources are tailored and communicated in the most effective manner.

To develop and test this framework, Volunteering Tasmania would implement a two-stage community engagement process over a 12 month period.

The first stage would involve:
- Identifying, and consulting with key community leaders
- Establishing the project governance and oversight model
- Facilitation of community information sessions
- Workshopping volunteer management strategies to address community specific challenges.

What would success in Phase 2 look like?

Success would be measured by the commencement of volunteer management strategies co-designed with the community, for the community. Success would also include the documentation of evidence and examples to inform Phase 3 (see below).

PHASE 3: SHARING THE LEARNINGS ACROSS THE ISLAND

Success during this phase would be measured by:

1. Finalising the resources:
   a. Community Volunteering Change Framework Guide – including outline of process and examples of volunteer management strategies
   b. Detailed report for each municipality (remaining 26 councils) providing key insights into projected volunteering levels, demographics and potential opportunities or threats
   c. Access to the volunteering data, which would be made available via Volunteering Tasmania’s website

2. Promoting the resources:
   a. State-wide to all councils (face-to-face and/or telephone as appropriate) and in collaboration with key stakeholders (e.g. LGAT or UTAS)
   b. Nationally, as this is the first time in Australia that a project of this nature has been undertaken there will be strong interest in this project

Ensuring effective community engagement will be key and Volunteering Tasmania would collaborate with local councils to work in partnership to ensure these resources are distributed widely. The Local Government Association of Tasmania has been consulted and is supportive of this strategy.

What would success in Phase 3 look like?

Success would be measured by each local government association being provided with the Community Volunteering Change Framework Guide, and a detailed report for their municipality.
WHAT INVESTMENT IS REQUIRED TO UNDERTAKE THIS WORK?

This financial investment for this project $500,000 over three years, as outlined in the Table below:

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<tr>
<th>Phase One – Consolidate the Data*</th>
<th>2018-19</th>
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<th>2020-12</th>
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<td>Phase Two – Develop the Volunteering Change Framework**</td>
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<td>Phase Three – Sharing the Learnings ***</td>
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*This cost is calculated on the employment of a staff member with project management and policy skills. It also includes an estimated cost outsource anticipated data analysis work.

**This cost is calculated on the employment of staff skilled in community engagement and policy development. It also includes an estimated cost for travel and accommodation for these staff and the costs to host regional workshops (including reimbursements for community member travel)

*** This cost is calculated on the employment of a staff member with project management and policy skills. It also includes an estimated cost to upgrade the Volunteering Tasmania website to house the data, and costs to design, and publish the supporting materials.

HOW WILL WE ENSURE THIS WORK IS SUSTAINABLE?

Volunteering Tasmania will ensure the sustainability of this investment in three ways:

1. The Community Volunteering Change Framework Guide would be made available to all councils. If required, Volunteering Tasmania would negotiate to work individually with councils on a case-by-case basis (not funded by the Tasmanian Government).

2. Volunteering Tasmania would absorb the task of ensuring the volunteering projection data modelling is current, within its core business. Consequently, no additional funding would be requested to maintain this data, and it would remain freely available and accessible on our website.

3. Volunteering Tasmania would seek to have representation on appropriate regional development and/or industry reference committees to ensure the ongoing inclusion of volunteering in these forums.

WHO WOULD WE WORK WITH?

In the development of this Budget Priority Submission, Volunteering Tasmania has drawn upon the feedback of our members, and the general community. A list of those involved in the consultation is attached.

Additionally, the following key community organisations have been consulted and have confirmed their support for the approach outlined in this Submission:

— Local Government Association of Tasmania
— University of Tasmania (c/o David Adams Pro Vice-Chancellor (Community, Partnerships and Regional Development - Tasmanian School of Business and Economics)
— Institute of Project Management (responsible for the development of the 2014 State of Volunteering Report).
— TasCOSS
— Tasmanian Chamber of Commerce and Industry
CLOSING REMARKS

It is critical that we increase our understanding of volunteerism in Tasmania to safeguard its future:

— In 2014 we did the research to inform us how many Tasmanians are volunteering (4 in 5)
— We crunched the numbers to tell us how much it’s worth economically, culturally and socially ($4.9 billion every year)
— We know that there are significant changes happening across Tasmania, particularly in our regional communities that is impacting volunteering
— It is vital that we understand the impact of any shifts in volunteerism and plan accordingly
— This information will provide the basis for informed decision making within communities that can be empowered to plan for change, and work collaboratively alongside all tiers of government to safe-guard volunteering across Tasmania.
Thank you!

Volunteering Tasmania thanks the following organisations, and individuals, for their contribution to the development of this Budget Priority Submission:

AFL Tasmania (Rob Auld & Trisha Squires)
Ambulance Tasmania (Rena Venetsanakos)
Angel Gowns (Janette Gyselman)
Australian Sailing (Richard McMinn)
Beaconsfield Child & Family Centre (Dale Hodge & Sandra Hodge)
Berghouse, David (individual volunteer, Hobart)
Clarence Community Volunteer Service (Judy Smith)
Colony47 (Christina Augustine)
Community Transport Services Tasmania (Lyndon Stevenson)
Country Women’s Association – Sorell (Madeline Thompson)
Country Women’s Association – Coal Valley/Orielton (Annette Ferguson)
Department of State Growth
Devonport City Council (Brooke de Jong)
Derby Schoolhouse Museum (Virginia Valentino)
Do Maur Productions (Douglass Doherty)
Drummond, Janet (volunteer and Councillor with the Break’O’Day Council)
East Coast Tourism (Ruth Dowty)
Foodbank Tasmania (Ed Gauden)
Friends of the Theatre Royal (Helen Dunford)
Greenwood, Tanya (individual volunteer & volunteer coordinator at Hub4Health, St Marys)
Harman, Kay (individual volunteer – Bagdad)
Hastings, Annie (individual volunteer – Queenstown)
Hobart City Mission (Sheralyn Jackson)
Hospice Care Association of North West Tasmania (Lois Berry)
Huon Valley Council (Lisa Plohl, Rebecca Stevenson & Hannah Matthew)
Johnstone, Kacee (Individual volunteer - Hobart)
Liberal Party (Karen Hodgetts for Sarah Courtney MP)
LINC Tasmania (Kim Lethbridge)

Lisson, Leon (individual volunteer from the Tasman Peninsula)
Live Well Tasmania (Robin Krabbe)
Local Government Association of Tasmania (Dr Katrena Stephenson)
Meals on Wheels Tasmania (Keith Simmonds)
Migrant Resource Centre South (Kate Dostalek)
Muller, Dr Paul (Institute of Project Management)
MyState (Louise Bearman)
National Trust (Karina Eastoe)
Neighbourhood Houses Tasmania (Jonathon Bedloe)
Northern Midlands Council (Lorraine Green)
OPEN Seniors Computer Club (June Hazzlewood)
Pittwater Neighbourhood House (Bruce Donovan, Sonia Cook, Jo-Anne Roland, Kevin Butler, Mary Donovan & Susan Reid)
Rosebery Community House (Nicole Lowien)
Rural Alive and Well (Ann Hughes, Amity Deans & Sharleen Fawkner)
St John Ambulance (Lucy Bester & Darren Cooper)
St Vincent de Paul (Peter Freak)
Scouts Tasmania (Michael Hovington)
SelfHelp Workplace (Tracey Bagger)
Sharman, Carey (Individual volunteer from the Tasman Peninsula)
TasCOSS (Kym Goodes and Kate Burton)
TasTAFE (Jenny Wood)
Tasmanian Association of State School Associations (Debra McOrist-Mitchell, Lisa Gillard & Morgan Read)
Walters, Tina (individual volunteer – St Helens)
Westwinds Community Centre (Jill Cooper)
West Coast Council (Vikki Iwanicki)
Wise, John (individual volunteer – Hobart)
Volunteer Ambulance Officers Association of Tasmania (Lesley Green)
Volunteering Services Australia (Sirppa Khan & Kristine Lord)