

[illegible]

2015-16 Annual Report

ABOUT

Volunteering and Contact ACT



Volunteering and Contact ACT is both the peak body for volunteering and the volunteer support service for the ACT, and the key source for the Canberra community to access accurate information on, and referral to, Canberra's community services and programs.

Our Vision

A community enriched by volunteering and empowered by reliable information.

Our Mission

We promote, advocate and provide access to information, volunteering and referral services.

Our Objectives

- To provide access to reliable information and be a key enabler of volunteering services.
- To be an active link between people, government and non-government organisations.
- To foster community networks and undertake research, advocacy, projects, public education programs and events.

Our Sponsors

Board of Directors

Chair - Mat Franklin
Deputy Chair - Jane Hayden
Treasurer - Cameron Lynch
Secretary - George Brenan

Wendy Prowse
John Lewis
Lynne Grayson
Sajid Hassan
Sarah Peascod
Jack Dan
Vik Sundar
Brendan Lynch
Rex O'Rourke

Contact Details

Level 2, 202 City Walk, Canberra ACT 2601
PO Box 128, Civic Square ACT 2608
p (02) 6251 4060
e info@vc-act.org.au
w www.vc-act.org.au



CHAIR'S REPORT

Mat Franklin

The 2015-16 year was a dynamic one for Volunteering and Contact ACT. We have continued to grow better together as a unified organisation and have entered into strategic partnerships, implemented the National Standards for Volunteering Involvement, hosted the National Volunteering Conference and appointed our superb new CEO.

As the Chair, I'd like to extend my thanks and gratitude to our members, our volunteers, our staff, our partners, our sponsors and my fellow board members. It has been phenomenal

experiencing the enthusiasm, talent and commitment that has been collectively applied for the common good. Together, we will continue to push the boundaries and explore how we can enhance volunteering and improve the use of community information.

We are most grateful to Maureen Cane for her outstanding leadership and wish her an enjoyable retirement. The Board also thanks Rikki Anderson, for her skilled management when Acting CEO. Their leadership as well as the professionalism and positive attitude of VCA's staff have created an enviable record of success.

VCA is most grateful for the enduring support provided by the Community Services, Health Directorates and Disability ACT of the ACT Government, the Commonwealth Government's Department of Social Services, Beyond Bank, the Canberra Labor Club Group, and The Snow Foundation.

I commend this annual report and the Volunteering and Contact ACT organisation to you and hope, that with your assistance, our coming year will provide even stronger contributions to the community than our last.

ACTING CEO'S REPORT

Dianne Carlos

2015-16 was a year of growth for Volunteering and Contact ACT (VCA). VCA continued to increase its active-link reach of services to the Canberra region - linking people to the information and services and linking volunteers and volunteer-involving organisations.

VCA rolled out new services and membership packages so VCA now offers membership benefits in both the volunteering and community information programs. Internally, to enable work flexibility, a common office ICT system was introduced across VCA's sites.

Over the course of the year all the major projects the organisation set out to achieve were successfully completed.

The following were particular highlights:

- The 2015 Volunteering EXPO, in September, at which 57 organisations engaged more than 1,200 prospective volunteers.
- Hosting the 2016 National Volunteering Conference in April. More than 700 delegates from across Australia looked at innovation, leadership and building a strong community future through volunteering.
- The ACT Community Directory, a user-friendly online portal for reliable, accessible and up-to-date community information for the Canberra Region was launched in October. The directory contains information on more than 1500 organisations in Canberra.

The successes of this year have come about due to VCA's capable staff, who have been led by Sarah Wilson, Manager, Volunteering and Inclusive Services, and Jean Giese, Manager, Community Information Services.

It was also a year in which VCA embedded the new, united organisation into the Canberra landscape. This would not have been possible, without ongoing support from our supporters and partners. VCA is sincerely grateful to the Canberra Labor Club Group who provide our office space on City Walk, Beyond Bank Australia for sponsoring the ACT Volunteer of the Year Awards, Volunteering EXPO and Quarterly Forums for Volunteer Managers, and also to The Snow Foundation for their generous support to the Inclusive Volunteering Program.

OUR MEMBERS

Volunteering and Contact ACT Members 2015-16

O

2XXfm

A

A Chorus of Women
Abundant Water Inc
ACT Corrective Services
ACT Disability, Aged and Carers Advocacy Service
ACT Emergency Services Agency
ACT Equestrian Association
ACT ME/CFS Society Inc
ACT Mental Health Consumer Network Inc
ACT Wildlife
ACTCOSS
Adria Village
AFL Canberra and AFL Sapphire Coast
AIDS Action Council of the ACT
Alcohol Tobacco & Other Drug Association ACT
Alzheimers Australia ACT
Amnesty International Australia - ACT/
Southern NSW
Anglicare ACT
ArchivesACT
Arthritis & Osteoporosis ACT
Association of Parents & Friends of ACT
Schools (APFACTS)
Asthma Foundation ACT
Australian Business Volunteers
Australian Institute of Company Directors
Australian Institute of Project Management
Australian National Botanical Gardens
Australian National Eisteddfod
Australian National University - Student
Experience and Career Development
Australian Railway Historical Society - ACT
Australian Red Cross ACT
Australian War Memorial
Autism Aspergers ACT Inc

B

BaptistCare NSW & ACT
Barnardos Canberra Australia
Basketball ACT
Belconnen Arts Centre
Belconnen Community Service
Billabong Development Corporation
Boundless Canberra
Boxing ACT
Bush Heritage Australia
C
Callida Consulting
Calvary John James Hospital
Calvary Private Health Care
Camp Quality ACT
Canberra and Queanbeyan ADD Support
Group
Canberra and Region Centre for Spiritual
Care and Clinical Pastoral Education
Canberra and Region Multiple Birth
Association
Canberra District Rugby League
Canberra Glassworks Ltd
Canberra Hospital and Health Services
Canberra Latin Dance Festival
Canberra Off-Road Cyclists
Canberra Police Community Youth Club Inc
(CPCYC)
Canberra Potters Society
Cancer Council ACT
Canteen ACT & SNSW Division
Capital Football
Carers ACT
CatholicCare Canberra and Goulburn
Children's Medical Research Institute
Communities@Work
Community Connections Inc
Community Participation Group - ACT
Community Services Directorate
Conservation Council ACT Region Inc
Conservation Volunteers Australia
Council on the Ageing (COTA ACT)

Craft ACT: Craft and Design Centre
Cultural Facilities Corporation
Currie Community Centre
Cystic Fibrosis Association of the ACT
D
Diabetes Australia ACT
Diversity ACT Community Services
Doris Womens Refuge
Duo Services Australia Ltd
E
Epilepsy Association ACT Inc
Ethnic Broadcasters Council of the ACT
Event Volunteering ACT
F
Food Co-op Shop and Cafe
Friends of Brain Injured Children ACT Inc
Friends of the National Arboretum Canberra
Inc.
Fusion Australia Ltd

G

Geoscience Australia
Ginninderra Catchment Group Inc
Ginninderra Cricket Club - Juniors
Girl Guides ACT & South East Region
Goodwin Aged Care Services
Greening Australia Capital Region
GWS Giants
Gymnastics ACT
H
Hartley Lifecare Inc
Havelock Housing Association
Heart Foundation ACT
Heavy Horse Heaven Inc
Helping Ultras Ltd
House With No Steps- Southern Office
I
Indigenous Community Volunteers
Indigenous Reading Project
IRT Kangara Waters
K
Karinya House
Karralika Programs Inc
Koomarri
L
Leukaemia Foundation
Libraries ACT
Lifeline Australia
Lifeline Canberra
Lifestream Christian Fellowship
Lone Fathers Association Inc
M
Marymead
Menslink
Mental Health Community Coalition
Mental Illness Education ACT (MIEACT)
MI Fellowship
Migrant and Refugee Settlement Services of
the ACT
Molonglo Catchment Group Inc
Multiple Sclerosis - ACT/NSW/Vic
Museum of Australian Democracy
N
Narrabundah Early Childhood School
National Capital Exhibition - National Capital
Authority
National Folk Festival
National Gallery of Australia
National Library of Australia
National Museum of Australia
Nationsheart Christian Community
Navitas English AMEP ACT
North Belconnen Day Centre
Northside Community Service
O
Outward Bound Australia
OzHelp
P
Palliative Care ACT
Parentline ACT
Parks and Conservation Service
Pegasus - Riding for the Disabled

Post & Ante Natal Depression Support &
Information
Pregnancy Support Service (ACT) Inc
Print Handicapped Radio of ACT
Prisoners Aid ACT
Pro Musica
Q
Queanbeyan Multilingual Centre Inc
Questacon
R
Ronald McDonald House Canberra
Royal Nat Cap Agricultural Society
Royal Society for the Blind (RSB) Canberra
RSI & Overuse Injury Association
RSPCA
S
Scientists and Mathematicians in Schools,
CSIRO
Scouts Association of Australia ACT Branch
SEE-Change Inc
Self Propelled Enterprises
Shareability Incorporated
Sharing Places Inc
SHINE for Kids
SHOUT Inc
Sids and Kids ACT
Sir Leslie Morshead Manor
Skilled Volunteer Program ACT
Snowy Hydro Southcare
Softball ACT
Southside Community Service
Special Olympics ACT Region
Sports and Recreation Services - ACT
Government
Sports Medicine ACT
St John Ambulance
St Vincent de Paul Society (ACT)
Stella Bella Little Stars Foundation
Strange Weather Gospel Choir Inc
Strathnairn Arts Association
Support Asian Women's Friendship
Association Inc.
T
Table Tennis ACT
TADACT
Ted Noffs Foundation
Telopea Park School P&C
Tennis ACT
The ACT Eden Monaro Cancer Support
Group
The Salvation Army
The School Volunteer Program ACT Inc
The Smith Family
Triathlon ACT
Tuggeranong 55 Plus Club
Tuggeranong Arts Centre
Tuggeranong Vikings Amateur Basketball Club
U
Uniting Care - Mirinjani Village
Uniting Care Kippax
Uniting Care NSW ACT
Unity College Australia
University of Canberra - Student Support
Services
V
Victims of Crime Assistance League (ACT) Inc
Villaggio Sant Antonio
Vision Australia
Volunteering ACT
Volunteers in policing
W
Warehouse Circus Inc
Warrigal Care
Woden Community Services
Y
YMCA of Canberra
You Are Here Canberra Inc
Young Neighbourhood Centre
Youth Coalition of the ACT
YWCA of Canberra

ACHIEVEMENTS AGAINST MISSION STATEMENT

Providing access to reliable information

VCA is committed to providing accessible, reliable and up-to-date community information to everyone. It is essential to embrace the possibilities of technology to benefit the community and connect people to appropriate services. The ACT Community Directory enables a single platform for the sharing of high quality data on services in the ACT and region.

The ACT Community Directory contains information about 1525 organisations, delivering 2531 services across the ACT and region.

The CONTACT Canberra shopfront, info line and email address assisted with accurate and appropriate referrals on 6195 occasions.

Access City

During the year the Access City Hotline received 103 calls. Of these, 59% were requests for information and 41% were access issues. Every request that came through the Hotline was successfully resolved. Any ongoing advocacy cases were referred to alternative supports following the closure of Access City in mid-2016.

Being an active link between people, government, and non-government organisations

CONTACT Canberra linked members of the community with key services through representatives of external organisations having a presence within the shopfront environment. These included the Australian Tax Office offering Tax Help support to low income earners, the National Disability Insurance Agency engaging in Community Conversations and a regular Justice of the Peace service.

1579 referrals
to government services.

2488 referrals
to non-government/community
services.

6195 community
information referrals

Being a key enabler of volunteering

2016 National Volunteering Conference

In April 2016 VCA hosted the 2016 National Volunteering Conference, in partnership with Volunteering Australia. Themed 'Build the Future' the conference welcomed 700 delegates, who heard from five keynote addresses, 39 presentations, 14 workshops and one panel. Over the course of the three-day Conference attendees built knowledge, leadership, networks, and innovation.

Volunteering EXPO

In September 2015 VCA hosted the biennial Volunteering EXPO. The EXPO featured 57 exhibitors who showcased their volunteering programs to the public. More than 1200 people came through the doors of the EXPO to find out how to enrich their lives through volunteering. The EXPO was sponsored by VCA's Community Partner Beyond Bank Australia.

The Inclusive Volunteering Program

In 2015-16 the IVP received 55 referrals and facilitated 34 inclusive placements with member organisations. The Program produced 'Building Inclusive Bridges', a document which assists people with facilitating inclusive referrals. The IVP ceased operations at the end of the financial year due to a discontinuation of funding. Since its inception in 2012 the Program facilitated 101 inclusive placements.



**20 media
contacts**



**59 events
and training**



**60, 700+
directory views**

Fostering community networks and undertaking research, advocacy, projects, community education programs, and events

Connections

In 2015-16 the Connections Program facilitated 31 supported friendships between mental health consumers and appropriately screened and trained volunteers. Fifty five referrals were received for prospective participants and 38 volunteers were accepted onto the Program.

In early 2016 Connections was the only mental health program in the ACT granted funding for the transition year before being eligible to apply for funding under the NDIS.

ACT Volunteer of the Year Awards

Sponsored by Beyond Bank, the awards recognised eight individual volunteers and six volunteer teams for their outstanding contribution to the Canberra region. Jeanette Purkis, a passionate advocate for people with Autism, was awarded the ACT Volunteer of the Year and Arthritis ACT Warm Water Exercise team received the Team Award.

Fostering a Culture of Giving: Volunteering and the Australian Curriculum

During National Student Volunteer Week 2015, Volunteering ACT launched a suite of resources for Foundation to Year 10 teachers that aligns volunteering with the Australian curriculum.

The resources show how principles and practices in volunteering can be embedded into everyday classroom activity. The resources were launched by Associate Professor Dr Thomas Nielsen, a strong advocate for a 'Curriculum of Giving'.

Be Prepared: Managing volunteers in an Emergency

Under the Natural Disaster Resilience Program, VCA undertook research on managing trained and spontaneous volunteers in an emergency. Consultations were held with ten volunteer involving organisations that have designated responsibilities in an emergency ACT Community Recovery Plan. The resulting product is a practical guide on how to manage both trained and spontaneous volunteers in an emergency.

196 volunteer managers trained

5029 volunteer referrals

4726 instances of support to VIOs

VCA representation included:

- ACT Shelter Forums and Meetings.
- Joint Community and Government Reference Group
- West Belconnen Services Network
- Southside Interagency Meetings
- Steering Committee for the 2016 National Multicultural Festival
- Community Services Industry Plan Project Committee
- The Social Enterprise Taskforce
- ACT Community Recovery Committee



2,200+ likes



1,900+ followers



530+ followers

TREASURER'S REPORT & FINANCIAL STATEMENTS

Year Ending 30 June 2016

Cameron Lynch

Volunteering and Contact ACT completed its first full year of operations as a corporate entity and achieved significant financial success - a surplus of \$209,167. This was achieved through:

- the management of the 2016 National Volunteering Conference on behalf of Volunteering Australia
- additional grant income being obtained for various projects as well as the provision of ongoing services
- the containment of ongoing expenses to ensure value for money is achieved, and
- an overall increase in activity across the organisation as reflected in the turnover exceeding \$2 million for the financial year.

The financial position has improved as a result of the outcomes achieved and it is pleasing to report that retained earnings are now just under \$0.5 million. This places the company on a solid financial foundation from which it can pursue its strategic objectives.

For complete financial records please go to www.vc-act.org.au

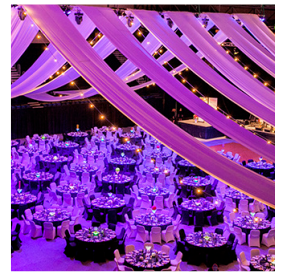
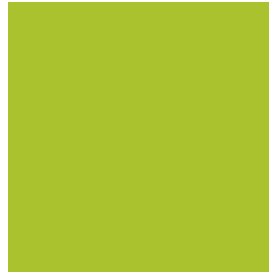
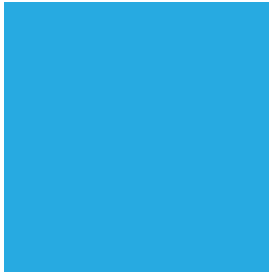
Note: The 2015 comparative figures only represent one month in 2015 reflecting the establishment of the Company on 31 May 2015.

Financial Position

	2016	2015
ASSETS		
Cash and cash equivalents	700,770	528,190
Trade and other receivables	7,800	64,285
Other assets	20,113	5,697
TOTAL CURRENT ASSETS	728,683	598,172
Property, plant and equipment	17,909	5,072
TOTAL NON-CURRENT ASSETS	17,909	5,072
TOTAL ASSETS	746,592	603,244
LIABILITIES		
Trade and other payables	104,581	81,970
Employee benefits	27,242	53,243
Other financial liabilities	111,276	172,758
TOTAL CURRENT LIABILITIES	243,100	307,971
Employee benefits	5,999	6,946
TOTAL NON-CURRENT LIABILITIES	5,999	6,946
TOTAL LIABILITIES	249,098	314,917
NET ASSETS	497,494	288,327
EQUITY		
Retained earnings	497,494	288,327
TOTAL EQUITY	497,494	288,327

Income and Expenses

	2016	2015
Revenue and other income	2,096,924	125,376
Conference and event expenses	(315,200)	-
Depreciation	(3,721)	(297)
Interest expenses	(110)	-
Marketing expenses	(37,132)	(835)
Direct funding costs	-	(23,388)
Administrative expenses	(223,113)	(1,124)
Occupancy costs	(227,699)	(16,149)
Employee costs	(860,595)	(45,145)
Other costs	(220,185)	(8,176)
Profit attributable to members of the entity	209,167	30,262
Other Comprehensive Income		
Retained earnings transferred from Volunteering and Contact ACT Inc	-	258,065
Total comprehensive income for the year	209,167	288,327



Volunteers do fantastic work in Australia, and we're proud to support them. By partnering with Volunteering and Contact ACT, we provide valuable support to the volunteering community. Beyond Bank supports volunteers by recognising and rewarding them and by assisting volunteering organisations across Australia. It's our way of saying "thanks" for the great achievements of volunteers and Volunteering and Contact ACT.

To find out how we reward volunteers, phone **13 25 85** or visit beyondbank.com.au/cheersforvolunteers

VOLUNTEERING and CONTACT ACT

Beyond Bank Australia is a trading name of Community CPS Australia Ltd
ABN 15 087 651 143 AFSL/Australian Credit Licence 237 856.

Beyond Bank
AUSTRALIA

(02) 6251 4060 | info@vc-act.org.au | www.vc-act.org.au
Level 2, 202 City Walk, Canberra ACT 2601 | PO Box 128, Civic Square ACT 2608