2025-2026 Annual Report

VolunteeringACT
an inclusive Canberra

ACKNOWLEDGEMENTS

VolunteeringACT acknowledges the Ngunnawal people as the Traditional Custodians of the Canberra Region and recognises any other peoples or families with connection to this Country. We acknowledge and respect their vital ongoing contribution to the community and are committed to reconciliation. We will continue to walk alongside First Nations Peoples and embrace the traditions, stories, and wisdoms of the oldest continuing cultures in the world.

This document was created on Ngunnawal Country.

VolunteeringACT acknowledges volunteers of all ages, abilities, genders, and sexualities, and from all cultures. Their skills, expertise, and time are critical to delivering services and programs, and making Canberra a better place to live.
We also acknowledge the contribution of volunteer involving organisations that contribute to the health and happiness of our community.

We extend our sincere gratitude to our members, Board of Directors, committee members, volunteers, volunteer managers, partners, advisory group members, consultants, staff and everyone who has engaged with us over the past year. Your contributions have played a pivotal role in driving our organisation's success.



CONTENTS

- About us 1
- Message from Chair and CEO 3
- **Advocacy: Driving change through strategic actions 5**
- **Capacity building: Strengthening our foundation for greater impact 8**
  - Membership support 8
  - Flagship events 11
- **Inclusive services: Improving diversity and accessibility 14**
  - Community Info Hub 14
  - Inclusive Volunteering Pathways to Employment Program 17
  - Canberra Food Relief Network 19
- **Organisational effectiveness: Ensuring our own sustainability to better support our members 20**
  - Volunteers power our organisation 20
  - Marketing and communications 21
- Our members 23
- Partners, supporters and funders 25
- Financial review 26

ABOUT US

VolunteeringACT is the peak body for volunteers and volunteering in the Canberra Region.

We deliver inclusive services and information that connects people with their community and enables participation. We lead the design and delivery of high quality, safe, ethical and sustainable volunteering.

VolunteeringACT has a vision of an inclusive Canberra that values volunteering and connection as central to wellbeing and a thriving community. We work to represent, support, and celebrate volunteers, volunteer involving organisations, and the wider volunteer community in the Canberra Region.

We seek new ways of supporting the volunteering sector to grow, improve, and collaborate, helping to ensure that all Canberrans have access to meaningful, safe, and inclusive volunteering opportunities.

VolunteeringACT is a people-driven, service-focused organisation that represents the interests of over 200 members, advocates for and supports volunteers and volunteer involving organisations, and engages with the broader Canberra community. Through our activities, we improve inclusivity, enable sustainable volunteering, and create a more resilient Canberra.

VALE SHANE VINCENT

In June 2026, the team experienced the loss of a colleague, Shane Vincent, Volunteer & Inclusion Manager, who died following complications after surgery. Shane was passionate about inclusion and exceptional volunteer management; his values and belief in the abilities of every individual he met drove every piece of work he undertook. He was a dear colleague and friend to everyone who knew him.



Our values

- Collaboration - We engage and create with our communities
- Inclusion and diversity - We purposefully welcome and involve people from all experiences and backgrounds
- Integrity - Our intentions and actions are genuine, honest, and transparent
- Leadership - We lead and support work within our communities
- Creativity - We are always learning and exploring ways to achieve excellence.

Our strategic priorities

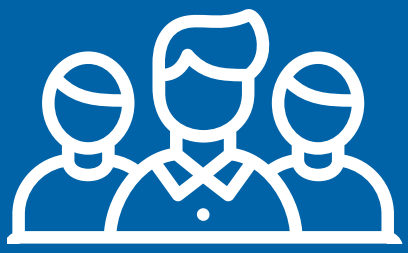
VolunteeringACT fosters vibrant and effective volunteer communities through our advocacy to recognise the economic and community value of volunteering, and through capacity building and inclusive services that empower volunteer involving organisations to enable participation, collaboration, and connection.

Our Strategic Plan 2024-2027 is focussed on:

- Advocacy
- Capacity building
- Inclusive services
- Organisational effectiveness



OUR STRATEGIC PLAN 2024-2027



OUR BOARD OF DIRECTORS

Appointment and cessation dates

Sajid Hassan
Chair
27 September 2022

Helen McKenna
Deputy Chair and Treasurer
28 July 2020

Tony Allen
4 March 2026

Bobbi Campbell
16 June 2023-25 November 2025

Jayne Curnow
29 May 2018–25 November 2025

Robyn Hendry
25 September 2018–25 November 2025

Cherie Hughes
21 November 2023

Mark La Brooy
4 March 2026-17 September 2026

Rachel Thomas
10 October 2023-12 October 2026

Annette Watson
15 August 2025

MESSAGE FROM CHAIR AND CEO

2026 has been a special year for us, with the United Nations declaring it the **International Volunteer Year for Sustainable Development**. Our communications and marketing initiatives were centred on this global movement in recognition and celebration of volunteers and volunteering. The Canberra Region runs on its volunteers, and this international movement gave us a platform to ensure their contributions were seen, heard, and protected.

New board leadership

In November 2025, Sajid Hassan was appointed Board Chair, succeeding Robyn Hendry whom we thank for her steady leadership over many years. We also welcomed new directors to the Board, bringing further governance, finance, and community-sector expertise.

ACT Volunteering Strategy

In year two of the ACT Volunteering Strategy 2024–2034, we convened the first annual Volunteering Roundtable with representatives from across ACT Government directorates and published the first Volunteering Roundtable Communique in September 2025. This was followed by the first joint Progress Report, which highlighted progress across all three focus areas: individual potential and volunteer experience; community and social impact; and conditions for volunteering to thrive.

Advocacy win

In 2025 we launched a campaign opposing the proposed introduction of an $11 fee for ACT volunteers to access a Working with Vulnerable People (WWVP) card. In July 2025, the ACT Government dropped the fee. This was a win for a simple principle: volunteers should never pay to give. We thank the members, individual volunteers, community organisations, and members of the Legislative Assembly who supported our campaign.

Policy submissions

This year we made a submission to the Inquiry into Barriers and Opportunities in Community Sports, making six recommendations on volunteer management training, better data collection processes, the establishment of an ACT Community Sport Volunteer Network, and improved regulatory processes. We also made two ACT Budget submissions, seeking $370,000 over two years for three Strategy priorities (a Volunteer Passport scheme, development of WWVP resources in partnership with Access Canberra, and coordination of the next State of Volunteering survey in the ACT), and $180,000 for the Canberra Food Relief Network to facilitate network meetings, implement the Food Relief Action Plan, and develop capacity-building activities.

Canberra Food Relief Network

We continued supporting network members to provide food relief to Canberrans and advocated for more funding and resources. Our 2026 Canberra food relief service provider snapshot found that demand for food relief services increased by 25% in 2025 compared with 2024, and the cost of purchasing food increased by almost 50%. Alongside ACTCOSS, we called on the ACT Government to prioritise the food relief sector and welcomed the ACT Food Relief Action Plan, tabled in February 2026.

Partnerships and collaborations

We worked with Volunteering Australia and the state and territory volunteering peak bodies on an incoming government brief, a submission on a national approach to worker screening in the care and support economy, and the 2026 National Volunteering Conference. Locally, with ACTCOSS and the ACT Government, we are working on a 'strengthening and enabling ACT social recovery ecosystem' project to map how the community sector supports Canberrans during natural disasters.

Celebrating volunteers

This year, Australia celebrated its volunteers like never before with the inaugural Australian Volunteer of the Year Award at Government House. The Governor-General, Her Excellency the Honourable Ms Sam Mostyn AC, presented each state and territory finalist with a certificate and named Dr Felix Ho ASM OAM of the Northern Territory as the inaugural Australian Volunteer of the Year. We were proud to attend in support of our ACT finalist, Trish Carling, the 2025 Canberra Region Volunteer of the Year, whose outstanding 30-year contribution to Palliative Care ACT was recognised nationally.

Thank you, volunteers

Our own volunteers extend our reach, amplify our impact, and bring diverse perspectives to strengthen our programs and initiatives. This year, 126 volunteers supported our operations as Board directors, advisory group members, Community Info Hub volunteers, event coordination experts, and Inclusive Volunteering Pathways to Employment program mentors. We are grateful for the support of our diverse volunteer cohort, which includes young people, older people, students, people from migrant and culturally and linguistically diverse backgrounds, people with disability, LGBTQIA+ people, and First Nations peoples. We thank every single one of you for bringing to life our vision of an inclusive Canberra.

Looking ahead

As the International Volunteer Year for Sustainable Development draws to a close, we thank our members, partners, and funders, including the ACT Government, for their continued support, and our staff and Board for their dedication throughout the year. We look forward to building on this momentum with the sector to ensure volunteering in the Canberra Region continues to thrive.

Thank you,

- Sajid Hassan, Chair
- Jean Giese, CEO





ADVOCACY

Driving change through strategic actions

We work closely with our members and other stakeholders to provide current and evidence-based advice to advocate for connection, inclusion, and enhanced participation for all Canberrans.

This year, policy and advocacy work included:

Policy submissions

We contributed to both ACT and national policy processes though four submissions.

- February 2026: VolunteeringACT 2026-27 ACT Food Relief Budget Submission
- December 2025: VolunteeringACT Budget Submission 2026-27
- October 2025: Submission to national worker screening
- September 2025: Submission to Inquiry into Barriers and Opportunities in Community Sports in the ACT

POLICY SUBMISSIONS

Campaign to reverse the introduction of the Working with Vulnerable People (WWVP) card fee

Our campaign was successful with Government announcing in July 2025 it would no longer introduce the fee. Volunteers matter and should be respected. Our opposition to this fee was a matter of principle regarding the value of volunteering. We worked with Government, ACTCOSS, and other key partners on a systemic review of the WWVP Scheme across the year.

WWVP CARD CAMPAIGN

The ACT Volunteering Strategy

VolunteeringACT and ACT Government directorates successfully contributed to the effective implementation of key actions in the ACT Volunteering Strategy Action Plan 2024-2027. This included convening a Volunteering Roundtable in August 2025 to strengthen partnerships between directorate officials and VolunteeringACT. Progress on actions were reported to the Legislative Assembly in the first Progress Report in December 2025.

ACT VOLUNTEERING STRATEGY

ACT Food Relief Action Plan

On behalf of the Canberra Food and Emergency Relief Advisory Committee and Canberra Food Relief Network, VolunteeringACT and ACTCOSS contributed input to the development of the ACT Government's Food Relief Action Plan, released in February 2026.



Networking and collaboration

VolunteeringACT is a member of and convenes several committees, forums, groups, and taskforces to influence both jurisdictional and national decision-making processes, policies, strategies, and program design.

Throughout the year, we worked in partnership with our ACT peak body colleagues to identify and address key areas of intersectionality, ensuring the needs of the volunteering sector are embedded in broader ACT advocacy efforts.

We also work in close partnership with Volunteering Australia and the state and territory peak volunteering bodies to ensure the needs of the Canberra Region volunteering ecosystem are championed in any national collaborations, policy, and advocacy.

Representation

VolunteeringACT is represented on many committees, forums, groups, and taskforces, and uses these opportunities to influence jurisdictional and national decision making processes, policies, strategies, program design, and implementation/ action plans that are of interest to and impact on our sector.

Some of these include:

- Food and Emergency Relief Network Advisory Committee (Chair)
- Canberra Food Relief Network (Chair)
- ACTCOSS CEO Forum
- ACTCOSS Member Forum
- National CEO Peak Volunteering Network
- National Policy Group
- National Marketing and Communications Group
- Volunteer Management Activity National Coordination Group
- ACT Social Recovery Sub-Committee
- Child Safe Standards Implementation Oversight Group
- ACT Community Sector NAIDOC Committee
- Mental Health Community Coalition Members Leadership Think Tank



ACT Ethical Volunteering Checklist

The Ethical Volunteering Checklist is a tool for volunteer involving organisations to ensure volunteering efforts are steered by ethical principles to create a safe, empowering, and meaningful volunteering environment where volunteers are treated with dignity, fairness, and respect.

It is aligned to the four guiding principles of the 2024-2034 ACT Volunteering Strategy: Respect, Volunteer-Centred, Responsive, Collaboration; and to Safety as a priority from the National Strategy for Volunteering 2023-2033 and the National Standards for Volunteer Involvement 2024.

This checklist is a deliverable of the ACT Volunteering Strategy Action Plan 2024-2027.

The ACT Volunteering Strategy 2024-2034 and first Action Plan 2024–2027 outline a comprehensive roadmap to support and enhance volunteering across the Canberra Region.

ETHICAL VOLUNTEERING CHECKLIST

CAPACITY BUILDING

Strengthening our foundation for greater impact

MEMBERSHIP SUPPORT

Our members are from all volunteering sectors including community services, arts and culture, disability support, sports, environment and conservation, mental health and wellbeing, and more.

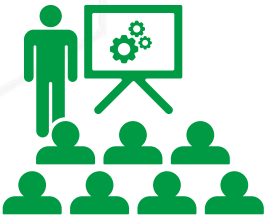
Throughout the year, as part of our Volunteer Management Activity, we provided tailored support and resources to increase volunteer recruitment, retention and engagement, and upskilled volunteers and volunteer involving organisations through our regular training sessions on topics including cyber security, governance, inclusion, and best practice in line with the National Standards for Volunteer Involvement.

In partnership with the other state and territory volunteering peak bodies we delivered a range of nationally consistent projects and resources including resources tailored to fully volunteer led micro-organisations and new resources to help organisations embed the National Standards for Volunteer Involvement and the Volunteer Involvement Cycle

205
members

22
sectors represented by our members





32
training sessions delivered

RESOURCES FOR ORGANISATIONS

Consulting work

We also engage with members through contracted consulting work to provide more structured and detailed support in their volunteer management. An example of this was our work with Tennis ACT to develop their first Volunteer Strategy.

> *Our detailed engagement with VolunteeringACT helped build our capacity as we developed Tennis ACT's first Volunteer Strategy. With the expertise and guidance of the peak body, we were able to draw on contemporary research on volunteering trends and issues, brainstorm ideas and engage with our members throughout the Strategy's development.*
>
> ***Tennis ACT***

First Nations project

Through a small grant from the ACT Government, we developed a video showing the different experiences and understandings of volunteering in the Aboriginal and Torres Strait Islander communities. We are grateful to the community members who were part of this important work.

Member benefits

Our members had access to discounted services provided by Conflict Resolution Services and access to pro bono legal advice through our expert partners Synlaw and Moray & Agnew Lawyers.

200+

pro bono hours provided by Synlaw and Moray & Agnew Lawyers to our members

Supporting social recovery

We developed resources and training to support our members and local volunteers in disaster preparedness and social recovery. While ACT spontaneous volunteers, known as the Emergency Volunteer Crew or EV Crew, were not activated in the reporting period, this work strengthens capacity in the event of an ACT emergency.





We won an award!

VolunteeringACT's Youth Volunteering Working Group received a 'Significant Support Award' in the ACT Children's Week Awards in October 2025.

The VolunteeringACT's Youth Volunteering Working Group developed three Youth Volunteering Toolkits to inspire young people to build skills, grow their confidence, and connect with their community through volunteering. The group consisted of young people (under 25 years of age), volunteer managers, and support people (e.g. teachers, counsellors).

Over seven months, the working group contributed more than 340 volunteer hours to the project.

We congratulate Kathleen, Travis, Jordian, Ellie, Mijica, and Isha for this achievement, and thank them again for their contributions to our Youth Volunteering Toolkits.

We launched the Youth Volunteering Toolkit for Volunteer Managers in May 2025 during National Volunteer Week and the other two for young people and support people were launched in August 2025 during National Student Volunteer Week.





YOUTH VOLUNTEERING TOOLKITS

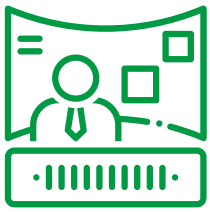
FLAGSHIP EVENTS

Our events serve as valued platforms for connection, learning, and recognition of volunteering contributions in the Canberra Region.

We organised and celebrated the following events this year:

- **Volunteering Expo** in March connected Canberra's enthusiastic volunteers and potential volunteers eager to make a difference with volunteer involving organisations.
- **Volunteering Conference** celebrated during National Volunteer Week in May was a professional development opportunity for leaders in the volunteering sector.
- **Volunteer Leaders Seminar** was celebrated on 5 November in recognition of International Volunteer Manager's Day. Sessions were designed to build participants' skills and capabilities, enabling leaders to create and lead diverse, healthy, safe, and inclusive volunteering initiatives in the ACT. During the Seminar, we also honour and celebrate our local volunteer managers and volunteer management teams through the **Volunteer Manager of the Year Awards.**
- **Volunteering Awards, Canberra Region** are held in December in recognition of International Volunteer Day to celebrate the dedication and impact of Canberra Region volunteers.

2026 VOLUNTEERING EXPO



57
exhibitors



900
attendees

2026 VOLUNTEERING CONFERENCE



14
speakers



95
attendees

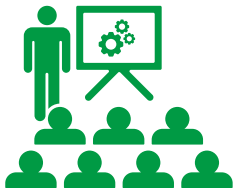
> *The Volunteering Conference helped reinforce what we are doing as an organisation and got me thinking about how to improve or tweak what we are doing to better support volunteers.*
>
> ***2026 Volunteering Conference attendee***

Recognising volunteers and volunteer managers affirms the value of volunteering, honours those who go above and beyond, and inspires others to get involved.

We thank everyone who participated, and we encourage even greater involvement in the year ahead as we continue to champion, connect, and celebrate volunteers.

> *As a palliative care volunteer, I appreciate the opportunity this award provides for me to talk about the things I care deeply about - providing high quality palliative care and support to those in our community who are living with life-limiting illness.*
>
> ***Trish Carling***
> ***Winner, 2025 Canberra Region Volunteer of the Year and the ACT Finalist, 2025 Australian Volunteer of the Year***

2025 VOLUNTEER LEADERS SEMINAR



12
speakers



97
attendees

2025 VOLUNTEER MANAGER OF THE YEAR AWARDS



24
nominations

2025 VOLUNTEERING AWARDS, CANBERRA REGION



104
nominations



Australian Volunteer of the Year Award!

In May 2026, Australia celebrated its volunteers like never before, with the inaugural Australian Volunteer of the Year Award presented during National Volunteer Week.

VolunteeringACT was delighted to cheer for Trish Carling - winner of the Canberra Region 2025 Volunteer of the Year Award and ACT Finalist to the Australian Volunteer of the Year Award.

The Award brought together Volunteer of the Year from each state and territory volunteering peak body and celebrated their collective contributions.

The Award was presented by Her Excellency the Honourable Ms Sam Mostyn AC, marking a significant national moment of volunteer recognition.

Trish was recognised for decades of compassionate volunteer service and community care through palliative and end of life support in the Canberra Region.

AUSTRALIAN VOLUNTEER OF THE YEAR AWARDS

INCLUSIVE SERVICES

Improving diversity and accessibility

COMMUNITY INFO HUB

Our Community Info Hub provides a vital social anchor and is a trusted access point for the Canberra community. Through the Hub, we deliver community information and referral services to the community in a safe space where visitors feel supported and can obtain assistance.

With many government and essential services moving to online interactions, the Hub continues to be a link for people who do not have online access, have low technological skills, and/or prefer human interaction.

We often collaborate with other service providers such as Communities at Work and Libraries ACT to share information about our services and community information.

We deliver these services using a hub-and-spoke model; the Hub located at the Griffin Centre is at the centre of our delivery model providing a physical location for people to access information services. It also provides a base from which we deliver other services including online support and information, and plan our delivery of outreach to support the Canberra Region at festivals and expos.

Community Info Guides

Our information guides provide information on important community services and frequently asked questions in the Canberra Region.

These are distributed through our website, public libraries, community services, and some Centrelink offices.



72%

increase in face to face support provided than previous year

6,341

community info guides distributed physically and electronically

15,985

referrals were made through the ACT Community Directory

Our most frequently utilised info guides were:

- Food & groceries relief guide
- Emergency & crisis services guide
- Short stay accommodation guide
- Homelessness services guide.

Tax help

We continued to host an Australian Tax Office-accredited community volunteer to provide free and confidential support to eligible people to complete their tax returns.

ACT community directory and diary

We manage the ACT Community Directory and Diary – online platforms to search for local health and wellbeing services, aged care, disability support, youth and family programs, and interest groups in addition to finding events, exhibitions, festivals and meetings happening around the territory.

Be Connected

This year, VolunteeringACT met with 60 participants from Carers ACT's culturally and linguistically diverse groups and introduced participants to the importance of online safety, strong passwords, and how to recognise scams. A Be Connected volunteer also provided one-on-one digital literacy support over five one-hour sessions at the Community Info Hub.

Digital Sisters

In collaboration with Café Stepping Stone, we supported over 40 migrant or refugee women aged 18 to 60 to build digital skills, increase online safety, and utilise for social connections.

Inclusion project

Through a small grant from the ACT Government, we developed Easy Read versions of key documents including some of our info guides and other volunteering resources.

45

volunteers contributed

2,505

hours at the Hub

Volunteer contributions to the Hub were worth

$130,736

in kind!

100+

Canberrans supported to build digital literacy through Be Connected and Digital Sisters programs

14

community events and expos attended

SPRINGOUT Pride Festival | Canberra

CANBERRA DISABILITY EXPO

ACT Seniors and Better Ageing Expo

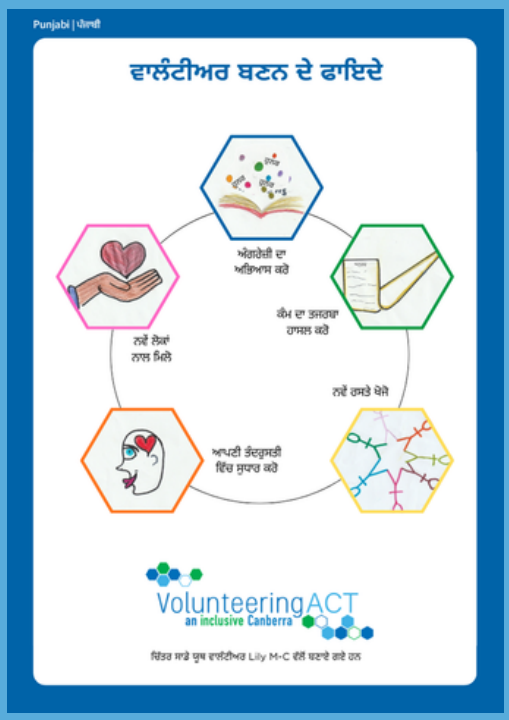
VISIT US AT Reconciliation Day 1 JUNE 2026 | JOHN DUNMORE LANG PLACE

careersXpo

National Multicultural Festival







Benefits of volunteering - translated resources

We translated our popular flyer on benefits of volunteering into 10 different languages: Arabic, Simplified Chinese, Traditional Chinese, Italian, Korean, Nepali, Punjabi, Spanish, Urdu, and Vietnamese.

These popular flyers have led to deeper engagement with multicultural communities in Canberra.

Community information sessions

Delivered information sessions at Navitas Skilled Futures to support migrant or refugee people build their understanding of volunteering, develop language skills, and explore opportunities to gain valuable Australian work experience.

We also delivered community information sessions at Donate Life, Carers ACT, and a range of other organisations.



161

interactions through community information sessions

INCLUSIVE VOLUNTEERING PATHWAYS TO EMPLOYMENT PROGRAM

With more than one in five people in Australia living with a disability or mental health condition, our Program is strategically designed to provide volunteer involving organisations with training, resources and one-on-one coaching to build inclusive volunteering infrastructure and support individuals to engage with volunteering opportunities as a pathway to employment.

Our award-winning program is delivered in partnership with our peer volunteering peak bodies in Tasmania and NSW to empower organisations to make genuine structural and cultural changes and support participant skill development, confidence, and improve their sense of belonging.



204

volunteer involving organisations engaged - 29 of these were for the first time



101

participants supported



13

volunteer mentors supported program participants



Through an Inclusive Volunteering Pathways to Employment Program pilot project, we supported nine students with disability from three schools, creating volunteering opportunities to support meaningful participation, skill development and connection with the broader community.



Case study: Sethmi

Sethmi's mother referred her to Volunteering ACT's Inclusive Volunteering Program (IVP), hoping to explore future pathways after school and provide structure as Sethmi prepared to graduate. She saw volunteering as an opportunity for Sethmi to build on her interests and skills, while ensuring she would be welcomed as a valued contributor.

With support from an IVP coordinator, a volunteer mentor, the food pantry's volunteer manager, and her mother, Sethmi found a rewarding role where she uses her hospitality skills to support a busy community food pantry.

The team worked together to make the role accessible and engaging, adapting the role description, creating a flexible visual guide to support tasks, and establishing regular feedback.

These practical adjustments have helped Sethmi make meaningful contributions and fostered a positive, mutually beneficial relationship between her and the organisation.

INCLUSIVE VOLUNTEERING PROGRAM

CANBERRA FOOD RELIEF NETWORK

VolunteeringACT continued to facilitate Canberra's Food Relief Network to help front line staff stay connected across the sector, build capacity of staff and volunteers, and enable sharing of information to address food insecurity.

Canberra food relief sector toolkit

Launched in November 2025, this toolkit was developed in collaboration with the Canberra Food Relief Network to enhance operational effectiveness and increase collaboration within food relief service providers.

Canberra food relief service provider snapshot

In February 2026, we released the findings of our survey from food service providers across the ACT which highlighted nearly 100 Canberra families go without food every day. It summarises major insights into funding, costs, unmet demand, and the challenges faced by both providers and service users. In response, along with ACTCOSS, we published a joint media release calling on the ACT Government to prioritise the food relief sector in budget deliberations to address the alarming rise in demand for relief by Canberrans.

Training for frontline volunteers and other staff

We delivered training for the sector including working with Keystone Australia to prepare de-escalation training for food relief sector volunteers and other staff potentially exposed to challenging situations with visitors experiencing increased hardships.

2026 Canberra food relief service provider snapshot



Some organisations are supporting up to

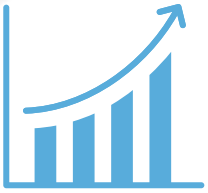
96

households per day



100

(nearly) Canberra families go without food everyday



61%

organisations reported a 25% increase in people accessing their services compared with 2024.



The average amount of money each organisation spent on food per month was

$8,672

a 47% increase from 2024



CANBERRA FOOD RELIEF NETWORK

ORGANISATIONAL EFFECTIVENESS

Ensuring our own sustainability to better support our members

We enhance organisational sustainability and preparedness through effective strategic planning, financial management, operational efficiency and governance effectiveness.

VOLUNTEERS POWER OUR ORGANISATION

Our volunteers extended our reach, amplified our impact, and brought diverse perspectives to strengthen our programs and enhance our connection to the communities we serve.

Volunteers are at the core of our effectiveness as an organisation and contribute by:

Board and subcommittees
The 10 volunteer directors who were part of the Board this year are detailed on page 2. These volunteers gave their time and expertise to the stewardship and future wellbeing of the organisation by focussing on strategic governance, safety, and the security of VolunteeringACT. We also had four independent co-opted members across three of the Board's subcommittees. These volunteers brought deep expertise that improved our approach across finance and audit, information and systems technology, and governance and risk management.

Our **lived experience advisory groups** supported our work in implementing the ACT Volunteering Strategy 2024-2034 and our own Strategic Plan by reducing barriers to volunteering for young volunteers, newly arrived migrants, and people with mental ill health and/or physical disabilities. The groups ensure our initiatives are aligned with community needs and informed by lived experience insights from community members.

Community Engagement volunteers lead daily operations at the Community Info Hub and were daily ambassadors of our work. They provided information and services to visitors, assisted individuals in using free computers, telephone, and printing services, and helped maintain the inventory of coffee, tea, and stationery available for all visitors. Additionally, these volunteers supported us by staffing stalls at our community outreach engagements and at various expos and events.

Event coordination volunteers supported us in planning and delivering our flagship events, through on-the-ground support such as venue setup, registration, and participant engagement.

Inclusive Volunteering Pathways to Employment Program mentoring volunteers offered personalised support to program participants, supporting them to learn new skills, gain work experience, and build confidence for personal and professional growth.

Office volunteers supported the communications and sector development teams by managing administrative tasks such as data entry, report preparation, and outreach efforts, while also contributing to content creation for newsletters and social media channels.

This year, 126 volunteers supported our operations.

VolunteeringACT is fortunate to be supported by so many enthusiastic and talented volunteers. We are grateful to every volunteer whose dedication has made all our projects and programs possible and continue to support our purpose and inspire our vision.

MARKETING AND COMMUNICATIONS

Throughout the year, we extensively promoted benefits to volunteering and ways to start volunteering journey through social media campaigns, magazine advertisements and web banners with Newstime Media.

We actively featured our volunteers in newsletters and social media channels to encourage more people to get involved. We also used our marketing channels to inform about our attendance at community events, policy submissions, promoted volunteering resources, and acknowledged international and national days of diversity and inclusion including National Volunteer Week, National Student Volunteer Week, Pride Month, Disability Pride Month, Loneliness Awareness Week, Homelessness Week, Harmony Day, Mental Health Month, and many more.



We actively promoted volunteering and our "Find a Volunteering Opportunity" webpage, building on promotion for 2026 as the International Volunteer Year for Sustainable Development.













716,385
event count
on our website

(Event count is the number of times a user interacted with website content, such as clicking, reading, browsing, and downloading)

91,375
website users -
89,974 new users

22
days of inclusion
recognised and celebrated

4,064
newsletter
subscribers

227,202
combined engagement
and reach on social
media













OUR MEMBERS

At 30 June 2026

- 2XXfm
- Abbeyfield Australia
- Abilities Unlimited Australia
- Abundant Water
- ACT Chinese Australian Association
- ACT Council of Social Service (ACTCOSS)
- ACT Disability, Aged and Carers Advocacy Service (ADACAS)
- ACT Emergency Services Agency
- ACT Fencing Association
- ACT Mental Health Consumer Network Inc
- ACT Natural Resource Management (ACT NRM)
- ACT Rescue & Foster (ARF)
- ACT Wildlife
- Alcohol, Tobacco & Other Drug Association ACT (ATODA)
- Ali Aljulayfi
- Allara Creative
- Anglicare NSW South, NSW West and ACT
- Annette Watson
- Antony (Tony) Allen
- ANU - School of Medicine and Psychology
- ANU Research Ethics Office
- ANU Student Life
- Ariah Holmes
- Arthur Wilks OAM
- ArtSound FM 92.7
- Australian National Botanic Gardens
- Australian National Eisteddfod
- Australian Red Cross ACT
- Australian War Memorial
- Barnardos Canberra Australia
- Basketball ACT
- Belconnen Arts Centre
- Belconnen Dog Obedience Club
- Beryl Women Inc.
- Bob Pillifeant
- Bobbi Campbell
- Boccia Australia (ACT)
- Bosom Buddies ACT
- Braddon Collective
- Calvary Regional Offices ACT
- Canberra and Region Visitors Centre
- Canberra Blind Society
- Canberra Bushwalking Club
- Canberra City Care (Life Unlimited Church)
- Canberra Environment Centre
- Canberra Food Co-op
- Canberra Girls Grammar School
- Canberra Hospital and Health Services
- Canberra Hospital Foundation
- Canberra Independent Network
- Canberra Multicultural Community Forum (CMCF)
- Canberra Multicultural Service (CMS) Radio
- Canberra Museum and Gallery (CMAG)
- Canberra Police Community Youth Club (Canberra PCYC)
- Canberra Railway Museum
- Canberra Repertory Society (REP)
- Canberra Runners
- Canberra Seed Savers Cooperative
- Cancer Council ACT
- Capital Nordic Walking
- Capital Region Community Services (CRCS)
- Cherie Hughes
- Communities at Work
- Community First Development
- Community Services #1
- Council on the Ageing (COTA ACT)
- Covenant Care (Holistic Care Nursing Ministries)
- Deaf Advocacy, Sports and Recreation ACT (DeafACT)
- Dementia Australia (ACT)
- Diversity ACT Community Services
- DonateLife ACT
- Doris Women's Refuge
- Embracing Ministries - ACT
- Epilepsy ACT
- Events ACT
- Family Drug Support
- Fearless Women
- Friends of Black Mountain
- George Brenan
- Ginninderra Catchment Group
- Girl Guides NSW, ACT & NT
- Good Omen Goodeze
- Goodwin Aged Care Services
- Greening Australia Capital Region
- Greyhound Connections Inc.
- HammondCare (ACT)
- Hands Across Canberra
- Hartley Lifecare
- Havelock Housing Association
- Helen McKenna
- Indigenous Reading Project
- IRT Group
- Jayne Curnow
- Karinya House
- Karralika Programs Inc
- Kids in Care ACT
- Kidsafe ACT
- Lady Nora Preston
- Lake Ginninderra College
- Landcare ACT
- Laura Turnbull OAM
- Legacy Club of Canberra
- Libraries ACT
- Lids4Kids Australia
- Lifestream Christian Fellowship
- Lions Club Youth Haven - Westwood Farm
- Lions Club of Canberra Belconnen

- Lynette Grayson
- Margaret Reid AO
- Mark La Brooy
- Marymead CatholicCare Canberra & Goulburn
- Mathew Franklin
- Matthew Watts
- Maureen Cane
- Menslink
- Mental Health Community Coalition ACT
- Mental Health Foundation ACT
- Mental Illness Education ACT (MIEACT)
- Meridian
- Michael Brady
- Microforest Collective
- Mosaic Life Care - Canberra
- MTC Australia - Canberra
- Multicultural Communities Council Of Illawarra (MCCI)
- Museum of Australian Democracy at Old Parliament House (MOAD)
- Narrabundah Early Childhood School
- National Arboretum Canberra
- National Capital Authority
- National Folk Festival
- National Gallery of Australia
- National Library of Australia
- National Multicultural Festival
- National Museum of Australia
- NationsHeart Christian Community
- Navitas Skilled Futures ACT
- Neighbourhood Watch ACT
- North Canberra Hospital
- Orange Sky Australia (ACT)
- Palliative Care ACT
- Pedal Power
- Pegasus Riding for the Disabled
- Perinatal Wellbeing Centre
- Prisoners Aid ACT
- Project Independence
- Queanbeyan Multilingual Centre Inc
- Queanbeyan Night Podz (Terry Campese Foundation)
- Queanbeyan Palerang Regional Council
- Questacon
- Rachel Thomas
- Radio 1RPH (Print Handicapped Radio of ACT)
- Raise Foundation (ACT)
- Rise Above Capital Region Cancer Relief
- Robyn Hendry
- Ronald McDonald House Charities ACT & South East NSW
- Roses in the Ocean
- Roundabout Canberra
- RSI & Overuse Injury Association
- RSL LifeCare (ACT)
- RSPCA ACT
- Sabine Godfrey
- Sajid Hassan
- Sanctuary Aus
- Scout Association of Australia, ACT Branch
- SEE-Change
- Seeyourself
- Sexual Health and Family Planning ACT (SHFPACT)
- Sharing Places
- Sherryn Hamill
- Society for Immortality Research
- Soldier On
- Special Olympics ACT
- St John Ambulance ACT
- St John's Care
- St Vincent de Paul Society Canberra/Goulburn (Vinnies)
- Street Side Medics
- Susan Helyar
- Technology for Ageing and Disability ACT (TADACT)
- Ted Noffs Foundation
- Tender Funerals Canberra Region
- Tennis ACT
- The Embroiderers' Guild ACT
- The Hospital Research Foundation Group - Parkinson's (THRFGP)
- The Salvation Army (ACT)
- The Smith Family (ACT)
- Tony Hobbs
- Toora Women & Parentline ACT
- Tuggeranong Arts Centre
- Tuggeranong Community Council (TCC)
- UN Women Australia
- UniSport Australia (ACT)
- UnitingCare Kippax
- University of Canberra - UCX
- Victim Support ACT
- Victims of Crime Assistance League ACT (VOCAL)
- Vietnam Veterans and Veterans' Federation ACT Inc T/A Veterans' Support Centre
- Warehouse Circus
- Warrigal
- Wellways Australia (ACT)
- Woden Community Service
- Women with Disabilities ACT
- Young Neighbourhood Centre Inc. trading as Hilltops Community Hub
- Youth Coalition of the ACT
- YWCA Canberra
- ZamZam Foundation Australia
- Zonta Club of Canberra Breakfast Inc

PARTNERS, SUPPORTERS AND FUNDERS

ACT Government Health and Community Services Directorate supports us as the peak body for volunteering and community information services; also supports our work on food security and small grants including the community sector funding boost, our translation project, First Nations volunteering project, and inclusion project.

ACT Justice and Community Safety Directorate supports our work supporting social recovery (in partnership with the ACT Council of Social Service) and our project delivering disaster readiness for the sector.

Australian Government Department of Health, Disability and Ageing supports our Inclusive Volunteering Pathways to Employment Program.

Australian Government Department of Home Affairs supports us to raise awareness with the sector on cybersecurity.

Australian Government Department of Social Services supports our Volunteer Management Activity.

Burbirra Group Dr Karen Demmery is our First Nations Consultant; supported the First Nations Volunteer of the Year Award at the 2025 Volunteering Awards, Canberra Region.

BlueArc IT Solutions supported the Community Support Award at the 2025 Volunteering Awards, Canberra Region.

Canberra Labor Club Group generously provides ongoing support to us through our office space; also supported the Volunteer Team of the Year Award at the 2025 Volunteering Awards, Canberra Region.

Community Bank Canberra and Regions, part of Bendigo Bank supported the Young Volunteer of the Year Award at the 2025 Volunteering Awards, Canberra Region.

Conflict Resolution Service provided discounted mediation, conflict and communication coaching, facilitation and restorative conferencing services to our members.

Good Things Foundation Australia supported VolunteeringACT to provide digital literacy mentoring to older people and to migrant and refugee women.

Moray & Agnew Lawyers provided pro bono legal advice to VolunteeringACT and our members; also supported the Inclusion Award at the 2025 Volunteering Awards, Canberra Region.

Newstime Media supported the 2025 Volunteering Awards, Canberra Region as our media partner and presented the Canberra's Choice Award.

Synlaw provided pro bono legal advice to VolunteeringACT and its member organisations; also supported the Volunteer Leadership Award at the 2025 Volunteering Awards, Canberra Region.

We work with **Volunteering Australia** and the **other state and territory volunteering peak bodies** to collaborate and partner on delivering nationally consistent products and services aligned with best practice.



FINANCIAL REVIEW 2025-26

VolunteeringACT's 2025-26 financial outcome was a ($93,477) deficit result due to planned organisational investment in strengthening operational rigour through investment in the board — through an external evaluation process — and technical enhancements to the management of the Emergency Volunteer Crew, a function of our work as an ACT social recovery partner.

Core grant funding meant the organisation was able to deliver all programs and projects and meet all milestones. The organisation has again finished the year with substantial reserves with an investment strategy developed mid-2025 and enacted through this financial year.

Our leased City Walk office premises were provided as a donation in kind on a month-to month basis and we hold a lease through to mid-2027 for our central office.

The purpose of Volunteering and Contact ACT Limited is to foster quality of life and an inclusive Canberra by enabling participation and connection. Through our activities we drove change through strategic actions, strengthened our foundation for greater impact, improved diversity and accessibility, and ensured our own sustainability to better support our members.

VolunteeringACT remains committed to delivering high-quality outcomes and fostering a sustainable future for our organisation and the volunteering ecosystem. The 2025-26 audited financial statements are available in their entirety on our website.

Category	FY26($)	FY25($)
Revenue	2,849,732	2,982,402
Expenses	2,943,209	2,923,086
Operating Surplus/(Deficit)	(93,477)	59,315
Unearned grant funds held	57,600	166,241
Cash and cash equivalents	1,511,841	1,731,592



www.volunteeringact.org.au | info@volunteeringact.org.au | 02 6251 4060