



Annual Report 2017-18





Volunteering Geelong Inc

ABN 53 611 428 304

Is registered by Australian Charities and
Not for Profits Commission

Registration:A0040073C

Regulator: Consumer Affairs Victoria

Registration Date:22/08/2000

Volunteering Geelong Community Foundation Trust

ABN 43 297 814 948

Is registered by Australian Charities
and Not for Profits Commission

Endorsed as a deductible gift recipient
– DGR Item 1 effective 16 February 2017

Endorsed for charity tax concessions
Income tax exemption
GST concessions
FBT exemption effective 16 February 2018

Volunteering Geelong Annual Report 2017–18



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Be Involved
Lend a Hand
Give Back
Be Rewarded

What We Do

Volunteering Geelong is an independent not-for-profit organisation, committed to enhancing the quality of life with the community sector, through the promotion, impact and support of volunteering.

Volunteering Geelong provides a referral service for volunteers looking for volunteer roles and organisations looking for volunteers.

Volunteering Geelong is located within the St Mary's Terrace Community Hub. The Hub was recently developed by Common Equity Housing Limited.

Volunteering Geelong manages the space located in central Geelong. It provides community organisations, commercial businesses and individuals with meeting, presentation, training and event spaces for hire at a low cost accommodating up to 50 people.

VISION

To support a region where individuals feel motivated to volunteer, have the opportunity to contribute their time, skills and knowledge and are supported and encouraged to enjoy a rewarding volunteering experience.

MISSION

As a leading provider of volunteering services, we will coordinate, promote, support and strengthen volunteering in our community to enhance the health and well-being for people and community or charitable organisations within our community.

PURPOSE

Volunteering Geelong works with people to facilitate opportunities for volunteering, organisations to assist the development and management of volunteering and innovations to further enhance and promote the role and importance of volunteering within our community.

Income & Sponsorship

Funding & Income

Department of Social Services

Volunteer Management Program Funding

Volunteer Support Services provide volunteering information and support to individuals, volunteers, volunteer managers and volunteer involving organisations.

Department of Employment

In partnership with Barwon, Child, Youth and Family Services (BCYF) funding is received to deliver the 10 for 10 Program.

NDIS

In partnership with Mercy Place – Rice Village funding is received to support a person with a disability to access a volunteer role that builds their capacity and confidence in a work place environment.

Grants:

Geelong Community Foundation

\$20,000 Grant to deliver volunteer manager professional development EMERGE Leadership Training.

Barwon Health Foundation

Assistance with funding towards the delivery of the EMERGE Leadership Training.

Volunteering Victoria Helpout Program funding

Spontaneous management of volunteers in an emergency event.

City of Greater Geelong

Community Grant to deliver subsidised Certificate of First Aid & CPR Training for volunteers working within our community.

Sponsorship:

CANNY'S

Accounting Group

BERTS

Business Enterprise Risk Technology Services

PACE

Advertising & Marketing Services

In Kind:

City of Greater Geelong Municipal Emergency Management Planning

Working closely to support volunteer effort and engagement should there be an emergency in our region and where volunteers can assist in the recovery phase.

Barwon Health

Continued access for volunteers to participate in the MOVAIT Training.

Department of Justice

Provision of Conflict Coaching workshops for volunteers and volunteer managers.



Top row:

Jeff Cooke
Sandy Bell (Treasurer)
Sue Cartwright

Middle row:

Ron Andrews
Anthony Aitken (President)
Sonia McCabe (Secretary)

Bottom row:

Zoe Waters
Grant Hawkins (Vice President)

Board Members

Jeff Cooke

B.D.S., B.Ed

Jeff has recently retired after working for over forty years in the youth, housing and community health sectors.

Sandy Bell (Treasurer)

BSc, GradDipEd, BBus, MMgt, CPA, GAICD.

Sandy has 15 years board and Finance Director/Treasurer experience in commercial and NFP sectors, and worked in education, recreation and family services.

Sue Cartwright

Bachelor of Arts Degree with majors in Journalism and English.

Sue has been working in public relations for more than 20 years predominantly in Local and State Government and most recently as part of my own Geelong-based PR agency, Communication Tree.

Ron Andrews

Ron is Sales Director at Tata Communications Transformation Services, specialties include: Business Strategy Planning and Execution, Business Creation, Team Building, Deal Project Management, Vendor Selection, Vendor/ Customer Negotiation, General Management Program Direction and Consultancy. Ron has represented his work across Europe, Asia -Pacific and North America

Anthony Aitken (President)

BCom MAcc CPA MAICD

Anthony has been involved in Volunteering Geelong since 2001 and has been our president since 2013.

He brings a diverse range of financial and governance academic qualifications and experiences having been employed in senior financial roles in the commercial world and as a business owner.

He has a long standing commitment to volunteering and community involvement in particular the disability sector through Board Membership and local government elected representation in Geelong.

Sonia McCabe (Secretary)

Sonia is a Senior Associate and Accredited Specialist Lawyer working in Employment, Industrial Relations & OHS, Dispute Resolution & Litigation department at Harwood Andrew Lawyers.

Sonia is accredited by the Law Institute of Victoria.

Zoe Waters

Zoe is currently Deputy Executive Director, Barwon Health Foundation and Volunteer Services for Barwon Health. Zoe is an experienced senior leader with a passionate history of working with international and national not-for-profit organisations to create positive social change. Zoe was awarded the 2014 NAB Women's Agenda Entrepreneur of the Year and has been a finalist in the Telstra Business Women's Awards.

Grant Hawkins (Vice President)

Bachelor of Arts (Political Studies)

Master of Tourism

Diploma of Business (Governance) -

Grant has worked in the volunteering sector for over 15 years, and currently manages Geelong's Meals on Wheels volunteer team.

City of Greater Geelong 2005 - current

City of Wyndham 2002 - 2005

Volunteer Recognition

November 2017

Kardinia Rotary & Volunteering Geelong held the 2017 Volunteer of the Year Awards.

Sponsored by Geelong Connected Communities, Kardinia Dental & Standby Security Services.

May 2018

In partnership with GenU, during National week of the Volunteer – an Awards Ceremony was held to recognise the valuable contribution of community based volunteers.

Geelong Volunteer Leaders Network

Volunteering Geelong hold a network forum for the managers and coordinators of volunteers to come together for training, development of training calendar, promotes resources and offers those in attendance the opportunity to network to strengthen their volunteer effort on behalf of their organisation.

The network meets at Volunteering Geelong bi-monthly

- Volunteer Leaders Breakfast – held during National celebrating volunteers to celebrate volunteer managers and coordinators
- International Day of the Volunteer – held in the first Friday of December each year – a celebration and recognition of individual volunteer effort



Award recipients, Colleen Battye, Pauline Tournier, Jim Watson, Keith Stasinowsky Bec Picone, Graham Smith, Dderek Ryan & Natalia Davey.



GenU event.

Volunteer Hours for 2017-2018

Volunteer	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
Margaret Thorp	24.0	15.3	25.0	25.5	22.5	8.5	-	19.0	37.5	23.0	19.0	26.5	245.8
Kay Goldsworthy	54.0	37.8	47.5	42.5	26.6	21.0	13.0	26.0	14.5	6.0	48.0	27.0	363.9
Phyllis Castle	8.0	2.0	6.5	6.0	6.0	3.5	6.0	8.5	6.5	8.0	10.0	9.0	80.0
Pat Welsh	78.0	65.0	55.0	71.0	74.0	33.0	55.0	72.0	60.0	48.0	79.0	60.0	750.0
Yvonne Coxall	-	-	-	1.0	-	-	-	-	11.0	17.0	25.5	10.0	64.5
Judy Foster	12.3	23.5	20.5	17.8	20.8	10.5	12.0	15.3	21.5	22.0	24.8	21.0	221.8
Frank Thompson	5.0	-	-	-	-	-	-	-	-	8.0	9.0	14.0	36.0
Deirdre Harris	10.0	25.0	11.0	5.0	6.0	-	-	-	-	-	-	-	57.0
Joanne Bowen	6.0	15.0	9.5	2.0	4.5	1.0	2.5	1.0	-	-	-	-	41.5
Sue Minchinton	18.0	24.5	10.5	-	-	13.5	-	8.5	18.5	9.0	-	-	102.5
Trish Dangerfield	-	-	-	-	-	-	-	-	-	-	-	-	-
Rob Petersen	-	-	-	-	-	-	-	-	-	-	-	-	-
Lyn Mallet	-	-	-	-	-	-	-	-	-	-	-	-	-
Anne Fairbairn	-	-	-	-	-	-	-	-	-	-	-	-	-
Yvonne D'Helin	-	-	20.0	19.0	20.0	-	10.0	10.0	-	-	-	-	79.0
Jess Lock	-	-	9.0	7.0	11.0	-	4.5	6.5	5.0	5.5	6.5	-	55.0
Steve Tomming	-	-	22.0	26.5	18.0	6.0	16.0	12.0	9.5	12.0	-	-	122.0
													2,219.0
Anthony Aitken	5.0	2.0	2.0	2.0	2.0	2.0	-	3.0	2.0	1.5	4.0	1.5	27.0
Grant Hawkins	2.0	2.0	2.0	-	2.0	2.0	-	3.0	2.0	1.5	6.0	-	22.5
Sandy Bell	7.0	2.0	-	-	2.0	2.0	-	3.0	2.0	1.5	11.0	1.5	32.0
Belinda McPherson	-	2.0	-	-	2.0	-	-	3.0	2.0	1.5	-	-	10.5
Sonia McCabe	-	-	-	-	-	-	-	3.0	-	-	2.0	1.5	6.5
Ron Andrews	-	2.0	-	2.0	2.0	-	-	3.0	-	1.5	-	-	10.5
Zoe Waters	-	-	2.0	-	-	2.0	-	3.0	-	1.5	2.0	1.5	12.0
Jeff Cooke	2.0	-	2.0	2.0	2.0	2.0	-	3.0	2.0	1.5	9.0	1.5	27.0
Sue Cartwright	2.0	2.0	-	2.0	2.0	2.0	-	3.0	2.0	1.5	8.0	1.5	26.0
Jill Rush	-	-	-	-	-	-	-	-	2.0	-	-	-	2.0
Total Hours	233.3	220.1	244.5	231.3	223.4	109.0	119.0	205.8	198.0	170.5	263.8	176.5	2,395.0

Program Delivery

Our Partners in the Community

Volunteering Geelong manages a database (VIKTOR) with the support of volunteer database administrators including Kay, Judy, Yvonne, Frank, Jess, Marg and Pat. This database represents:

- 309 active community based agencies
- 413 active volunteer roles
- 266 face to face interviews
- 3316 online expressions of interest
- 5030 referrals made on behalf of interested volunteers to organisations involving volunteers in their business

Step by Step Program

Volunteering Geelong partners with NDIS and Mercy Place – Rice Village to deliver this program.

The objective of this program is to enable a person with a disability into a volunteer role within an organisation to build confidence and capacity in a workforce environment.

The program is supported by volunteer Sue Minchinton with administration and coordination.

10 for 10 Program

Volunteering Geelong partners with Barwon Child Youth and Family Services (BCYF) with funding from Department of Employment to deliver the 10 for 10 Program.

10 for 10 targets young people at risk of significant disadvantage and facing risks such as social exclusion, long term unemployment, homelessness, and involvement in the justice system.

The project aims are to better equip the young people to develop career based aspirations, develop confidence, commitment and capacity building to enter the workforce or pursue further education whilst pursuing a career path of their choice.

Volunteering Geelong work closely with BCYF Youth to recruit volunteer Community Connectors who provide a professional mentor role to the young person.

EMERGE Training

Volunteering Geelong delivered this program in partnership with Peter Waters and James Garland from Renewed Careers with funding provided by Geelong Community Foundation & Barwon Health Foundation.

Emerge training is directed to leaders in community organisations managing or coordinating volunteer programs.

The training objectives are:

- Empower volunteer leaders to build on their existing skills increasing self awareness, gain confidence, develop knowledge and build experience
- Provide opportunities and support for leaders to obtain new skills and strategies which expand their capacity to lead
- Be exposed to a variety of speakers and community leaders

- Build the knowledge and capacity of volunteer leaders to 'pay it forward' supporting future leaders
- Build knowledge of industry trends, opportunities and challenges within the volunteering and not for profit sector
- Develop strategies and practices to enable influential leadership for volunteer managers
- Build skills to manage influence, change and behavioural practices in volunteer programs
- Develop strategies to ensure the participant achieves internal organisational awareness and influence of the importance of your volunteering program
- Develop strategic tools and practices to measure and leverage ongoing impact

13 Participants completed the Emerge Training and represented these organisations:

- Norlane Community Centre
- Cloverdale Community Centre
- Barwon Health
- Aust Multicultural Community Services
- Humans in Geelong
- Red Cross
- Cherished Pets
- The Salvation Army
- Peace of Mind
- Tourism Greater Geelong
- Lara Community Centre
- Jewish Care



BCYF staff and vols attend Geelong Vol Awards

Training, Workshops and Resources Calendar

Volunteering Geelong provides the G21 Region with resources for Volunteer Management with training for their volunteers and Professional Development for Volunteer Managers or Coordinators.

The design of the training calendar is developed in partnership with Geelong Volunteer Leaders Network.

- Introduction and Advanced workshops for Introduction to Volunteering – provided by Volunteering Geelong to community and school based groups, return to work and rehabilitation groups
- First Aid for volunteers – certified, subsidised training was available for volunteer with funding from City of Greater Geelong – Community Grant
- MOVAIT – Management of Violence and Aggression International Training in a collaborative arrangement with Barwon Health
- Conflict Coaching Workshop – Identify, prevent, and resolve conflict – provided in collaboration with Department of Justice
- Dealing with the “Tuff Stuff” – performance counselling for volunteer management in partnership and collaboration with Hazel Maynard and Volunteering Victoria
- Introduction and Advanced workshops looking at National Standards for Volunteer Involvement – delivered by Volunteering Geelong in partnership with Volunteering Australia and Volunteering Victoria
- Hearing Awareness Workshop – delivered by Australian Hearing Services to improve strategies and skills for dealing with hearing loss



First Aid training.

President's Report

The statement that change is the only constant in life is so true and Volunteering Geelong in 17/18 has continued to change and evolve.

During the past year we farewelled Jason Doherty and welcomed Helen Hunter as our new CEO. We farewelled some long term volunteers and welcomed some new ones.

We lived with Latrobe Community Health as a subtenant in the Smith Room providing regular turnover of new faces into our home and most importantly revenue to support our programs and projects.

We ran our first Emerge Volunteer Leadership Program and received excellent feedback from the participants.

We formally received written confirmation that the Geelong Volunteer Community Foundation has been officially endorsed by the Australian Taxation Office and Australian Charities and Not-for-profits Commission as a Charitable Trust.

We transferred our accounting system from MYOB to Zero.

We updated our website.

We welcomed back our patron Keith Fagg and look forward to working with Keith on a number of exciting projects in the future.

We became more active in social media and grew the number of our tweets and friends on Facebook.

We continue to work closely with the Federal Government Department of Social Services to deliver volunteer placement services in the Geelong Region.

We consolidated our excellent relationship with Common Equity Housing Limited whom we manage our home on their behalf.

We are learning to live with builders again who have returned into our home, except when they knock over walls in our basement carpark, as we watch the new apartments being constructed behind us.

We worked with a number of partners to establish relationships to advocate and promote volunteering in the G21 Region. There were lots of meetings which included some of the following organisations: Volunteering Australia, Volunteering Victoria, Give Where You Live, Geelong Community Foundation, State Government, Ministerial Advisory Committee, Emergency Management Victoria, NDIA, City of Greater Geelong, SurfCoast Shire, Golden Plains Shire and Borough of Queenscliff.

We continued to manage the Geelong Volunteer Network of volunteer organisations.

During all this change the paid staff and volunteers of Volunteering Geelong continued to be the glue that held use together and it is important to acknowledge in particular Lucinda and Alison.

One area that did not change though and this was greatly appreciated was the Board of Volunteering Geelong and the united support to transform this organisation to be able to reach its full potential.

I wish to publicly thank Board Members: Sandy, Grant, Sonia, Zoe, Jeff, Sue and Ron who all volunteer their time to lead this organisation. Without your support, ideas and encouragement, I could not fulfil my role as President and undertake the duties with such joy and pleasure.

In particular I wish to thank Sandy who stood in as temporary CEO during the recruitment process that lead to Helen's successful appointment and her ongoing exceptional

commitment as Treasurer for Volunteering Geelong. The volunteer hours that Sandy is giving to Volunteering Geelong is exceptional and a role model for all of us.

The Board is reviewing our strategic future at the moment and is very much looking forward to working with Helen to develop the next phase of Volunteering Geelong Life.

Some of the future includes:

- Maximising the great foundation the St Mary's Terrace Community building has given us and makes us the envy of many community organisations;
- Formally launch the Volunteering Geelong Community Foundation Trust and start funding raising activities;
- Develop new relationship and partnerships which assist our stated goal of providing volunteering as a pathway to employment;
- Continuing to deliver leading with standards training program aligning with National Standards for Volunteer Involvement in G21 region.
- Confirm ourselves as the peak body and advocate for volunteering in the G21 region.

The future of volunteering in Geelong is extremely bright and the future of Volunteering Geelong is extremely exciting.

Thank you to all who have contributed to our success in 17/18 and on behalf of the Board and Helen we look forward to working with you again in the future. Your volunteering and personal commitment whether as a paid employee in the sector or one of our great volunteers in Geelong is greatly appreciated by all us.

Anthony Aitken
President
Volunteering Geelong

Treasurer's Report

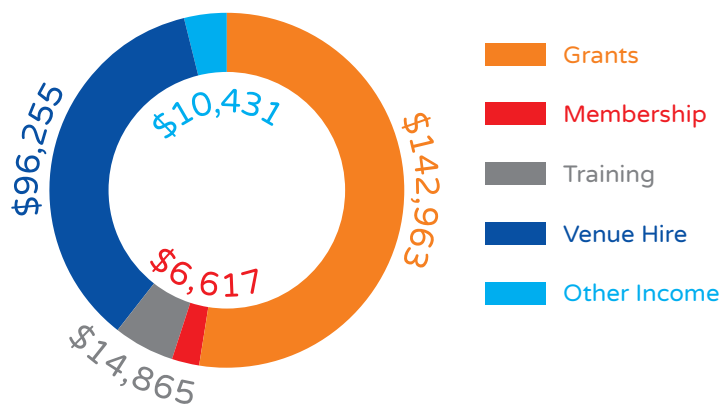
Overview

For the financial year ending 30th June 2018 Volunteering Geelong recorded revenue of \$271,564 and incurred costs of \$311,309, resulting in a loss of \$39,745. This is mainly due to increased wages, less than expected grant income and a number of noncash adjustments.

Our main income source continues to be from the Federal Government through the Volunteer Management Program which continued at the current level. We greatly appreciate the financial support Give Where You Live, Geelong Community Foundation and Geelong Connected Communities provide for our volunteering initiatives in the community. The Emergency Volunteer Program was discontinued.

This year our income was boosted by Room Hire, which was 35% of total revenue. However, this was offset by increased costs and a provision for income sharing with Common Equity Housing.

Revenue 2017-18



Key Results:

	2017	2018	% Var
Income	\$240,096	\$271,564	13%
Expenses	\$207,117	\$311,309	50%
Surplus / (Deficit)	\$32,979	(\$39,745)	
% Salaries	75%	67%	-8%
Cash at Bank	\$88,709	\$73,674	-17%
Net Assets	\$82,894	\$37,389	-55%

Financial Review:

Crowe Horwath audited the Annual Financial Report of Volunteering Geelong and on the 9th October 2018 concluded that in all material respects they give a true and fair view of the financial position of Volunteering Geelong.

I would like to acknowledge the contribution of Helen and Lucinda for their hard work in diligently monitoring, preparing and updating the financial records, and the assistance of Canny's Group in transferring from MYOB to Xero.

Sandy Bell
Treasurer

CEO's Report

Joining the Volunteering Geelong team in mid-June 2018; the contribution of this report gives me great satisfaction in setting the stage for the many opportunities 2018 – 2019 will bring to the volunteering community of Geelong.

Our key focus areas will be to continue to fulfill our funding and reporting obligations to Department of Social Services with the management and empowerment of volunteers and organisation involving volunteers.

Key focus and outcome deliverables for the Board of Management for the 2018-2019 years involve:

- Enhancement and strengthening in all areas of our business governance especially in our service delivery compliance, public relations and communications, occupational health and wellbeing, financial management practices and risk management strategies.
- Having a strong voice within our community of the positive impact volunteering delivers in the giving back to the community, lending a hand, feeling of wellbeing, development of new skills and building the confidence of volunteers.
- Volunteering Geelong Community Foundation Trust – build and launch our very own foundation with DGR 1 status; building a future for Volunteering Geelong involving philanthropic funding opportunities and donations that support the very valuable impact volunteering gives back to the community.

DGR 1 status allows for donations made to Volunteering Geelong to receive a ATO - tax benefit.

- Develop digital impact in volunteering effort within G21 Region – by effectively mapping the volunteer involving organisations in the G21 region to put an economic and social value to volunteering effort and measuring the impacts it has to business and pathways to employment.
- Development and recognition of a Volunteer Passport that certifies qualification and required certificates to be ready and active to participate in volunteer involving community organisations.
- Continue delivery of Bi-monthly Geelong Volunteer Leaders Network – a forum of learning, shared opportunity and collaboration for Volunteer Coordinators and Volunteer Managers. Volunteering Geelong hosts this Forum the first Wednesday bi-monthly in July 2018, September 2018, November 2018, February 2019, April 2019 and June 2019.
- Delivery of a Training Calendar developed in consultation with volunteers and the Leaders network with a continued focus on The National Standards for Volunteer involvement representing best practice principles in the management of volunteer involvement; the professional development and leadership of volunteer managers and coordinators.
- Continue to celebrate the importance of recognition of volunteer effort with our volunteer awards held during National Volunteers Week in May and partnership with Rotary Club of Kardinia in November annually.



Chief Executive Officer
Helen Hunter

Training Report

Throughout 17/18 Volunteering Geelong continued to provide a range of training for volunteers and volunteer leaders in the G21 region.

One of our new additions to the 2017 calendar was the 'Dealing with the Tuff Stuff' workshop delivered by renowned trainer Hazel Maynard. This workshop received great feedback from participants and we hope to provide this workshop regularly to our volunteer leaders as it provides valuable information on performance management of their volunteers. Comments included:

"Thanks Hazel, this workshop has definitely improved my level of confidence dealing with the 'tuff stuff'"

"I am of the opinion that this workshop was definitely a 5/5 – thankyou"

"Great session and networking opportunity"

"Fantastic session – very interactive"

Again our partnerships with state and local organisations (inc. Department of Justice (Conflict Coaching), Barwon Health (MOVAIT - Management of Violence and Aggression International Training), Alzheimer's Australia (Dementia Awareness) provide an opportunity to deliver free training designed to build skills and knowledge of volunteers who may face conflict in their workplace. The majority of these workshops were fully booked confirming that demand for our courses is always strong in the volunteer community who may otherwise be deterred from attending training due to fees charged.

Funding made available via the City of Greater Geelong Community Grants Program, has allowed us to directly engage with a new First Aid training provider and continue to provide subsidized training to volunteers. Feedback from one participant - "I attend a lot of training and this workshop was one of the best I have ever attended. Keep up the great work Volunteer Geelong". Also Feedback from the Lorne Community Hospital Volunteer Coordinator whose volunteers regularly attend training said "I have received great, positive comments from volunteers. The trainer was an excellent course leader and trainer. Thanks Volunteering Geelong for being able to provide our volunteers with first aid training".

Our training outputs would not be possible without the invaluable funding provided by Give Where You Live and City of Greater Geelong that has allowed Volunteering Geelong to offer very affordable or free training to the sector over the past year.

National Standards for Volunteer Involvement training

Demand still continues for the Introduction and Advanced training on the implementation National Standards for Volunteer Involvement run by Volunteering Geelong. 'Fee for service' workshops were delivered on behalf of Boroondara Council and Volunteering Geelong to over 45 volunteer leaders in Geelong and Melbourne regions.

Projects supporting spontaneous volunteers

During January 2018 I resigned from my Volunteering Victoria role as Project Coordinator for the MSEV and HelpOut pilot projects. These Volunteering Victoria's initiatives supported by Volunteering Geelong continued through the first part of 2018 building a team of skilled volunteer leaders across the state to assist local government and support agencies in the management of spontaneous volunteers after emergencies. Sadly this service and respective resources have been wound back from mid 2018 as ongoing funding is no longer available via Natural Disaster Relief and Recovery Grants, or alternative sources.

Alison Duff
Training Officer

Operations Report

The use of St Mary's Community Hub has continued to grow with the Smith, Rodgers and Cooke rooms being a constant driver of activity and to do lists. A brief email reply to a room enquiry in December 2017 was the catalyst for La Trobe Community Health Services becoming full time tenants in the Smith Room for most of the last twelve months. At first they found something else to meet their needs; however in July 2018 we received an urgent request to renew our short term offer of 3 months accommodation. Accommodating another 18 people required some planning, however we obviously provided a good service and possibly because of a lack of decent office space in the CBD, LCHS stayed for almost 12 months. A very big thank you to our reception volunteers Pat Welsh and Marg Thorp who managed the comings and goings of LCHS and other tenants with their usual aplomb.

Furthermore it has been wonderful dedicated volunteers who have continued to support us in our delivery of services to the community and provide professional and non-judgmental assistance to the many enquiries. Once again there have been changes with the return of Frank Thomson and Yvonne Coxall to their roles of Volunteer Information Officers, replacing Steve Tomming and Yvonne D'Helin. In January we also said farewell to Deirdre Harris and Joanne Bowen who returned to study for new careers.

As has been the trend now for some time there has been a gradual drop in the numbers of face to face interviews and an equal increase of people accessing volunteer vacancies through our website. A big thanks to Kay Goldsworthy and Judy Foster who have the endless task of maintaining our entries on Viktor Online, and Phyllis Castle our accuracy checker, ensuring that information provided is as accurate as possible.

The Geelong Mums Deliveries have continued to grow with an additional delivery site and a few minor changes to provide greater efficiency for the volunteers and Maternal Health Centres. Thanks to Anne Fairbairn, Lyn Mallet and Rob Petersen for their reliable and willing service, especially since it's not only their time and knowledge but cost of petrol and car use. Mention also to Judy and John Foster and Marg Thorp who help out in an emergency.

We repeated last year's successful National Volunteering Week event in May by hosting another breakfast for Volunteer Managers, Supervisors and Coordinators. Appreciated by attendees, it was a great opportunity to provide some recognition for those who often miss out on being appreciated, deferring instead to their many volunteers. A very big thank you to Sue Minchinton, a skilled barista, Sue produced superb coffees all morning without skipping a beat. Sue has also taken on the valuable role of our unofficial coffee consultant; regularly tweaking and adjusting our coffee machine for improved quality and taste. A skill gratefully appreciated by all. Not a coffee drinker myself I have found her assistance with the Step by Step program just as invaluable and would not have been able to achieve half as much without her generous assistance.

It has been a busy year with Volunteering Geelong's continued involvement in delivering Introduction to Volunteer sessions to a range of organisations from schools to Alcohol and Other Drugs rehabilitation centres, retirement villages and a regular monthly appearance at the Geelong Clinic. In total, 31 sessions were delivered during the year. They are always worthwhile and people are continually amazed at the range of opportunities available for them.

All in all another busy year, however 2018-2019 promises to be even busier.

Lucinda Tucker
Operations Manager



“The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others”

DeAnn Hollis



Volunteers don't get paid,
not because they're worthless,
but because they're priceless.

Volunteering Geelong Inc
Phone: (03) 5221 1377

St. Mary's Terrace Community Hub
192 Myers St. Geelong 3220

volunteeringgeelong.org.au

