



Socially
Connecting



Enhancing
Volunteering



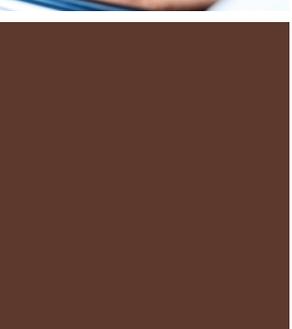
Building
Capacity



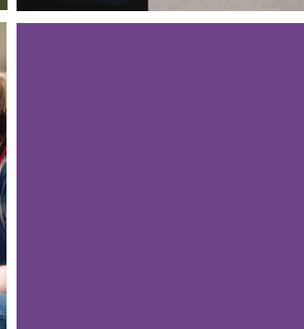
Community
Participation



Responsive
and Relevant



Celebrating
30 Years



Empowering Communities, Supporting Volunteers

Annual Report
2013-2014

Contents

VWV Members	4
Chairperson Report	5
Organisation Overview	6
Strengthening Regional Volunteering	8
Strengthening Outreach	10
Governance Mentors	12
Licencing the Wimmera	14
Wimmera Social Support	16
Community Visiting	18
Volunteering in Health	19
Board Report	
Board and Management Profiles	20
Auditor Report	21
Financial Overview	22
Statistics at a Glance	24
VWV Staffing Structure	26
Funders	27

Purpose

Empowering Communities Supporting Volunteers

Vision

To be the centre of excellence for community involvement

Values

Accessible to all members of our community in the region

Welcoming to all who visit us as either a provider or consumer of our services

Responsive to the needs of our community and on a timely basis

Enriching to enhance the experience beyond just the completion of the task

Respectful in all our dealings with all our stakeholders

Strategic Goals

Be an effective regional peak organisation

As the regional peak for volunteering and community participation, we will increase our influence, strengthen our networks and communicate the value of active citizenship

Grow access to resources

Access is critical to the development and advancement of our rural and regional communities. Therefore, we will support communities through the provision of resources to enable engagement, inclusion, strengthening and connectedness

Build capacity in the volunteer and community sector

Capacity underpins the development of organisations to further strengthen the community fabric in the Wimmera region

Organisation development

To ensure we are prepared and able to respond to community need and our program delivery is dynamic, diverse and relevant

VWV Programs

Wimmera Social Support
Licencing the Wimmera
Community Visiting
Volunteer Resources Program
Volunteering in Health
Governance Mentors

Acknowledgements

Editor: Elliot Cartledge
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Printer: Shelton and Lane

VWV Members

There are three tiers of Volunteering Western Victoria (VWV) membership: Organisational membership (volunteering involving organisations and businesses); Supporter membership (individuals demonstrating a high level of support for VWV); and Volunteer membership (individual volunteers).

Organisational Members

4th Horsham Scouts
 Grampians Community Health - Stawell
 Hindmarsh Landcare Network Inc
 Hindmarsh Shire Council
 Hopetoun and District Neighbourhood House
 Horsham Agricultural Society
 Horsham College
 Horsham Rural City Council
 Kaniva District and Progress Association
 Kaniva Link Neighbourhood House Inc.
 Murtoa and District Historical Society and Community Museum Inc
 Nhill Community Gardens
 Riding Develops Abilities
 Rotary Club Nhill
 SES Nhill Unit
 Warracknabeal Neighbourhood House and Learning Centre
 West Wimmera Shire Council
 Wimmera Regional Library Corporation
 Wimmera Catchment Management Authority
 Wimmera Development Association
 Wimmera Entertainers Network Inc.
 Wimmera Regional Sports Assembly
 Wimmera Uniting Care
 Wimmera West Grampians Neighbourhood House Network
 Yarriambiack Shire Council

Supporter Members

Art Is
 Trevor Baker

Volunteer Members

Annie Ball
 Barry Witmitz
 Bill Ball
 Bill O'Conner
 Claire Trigg
 Clyde Lourenz
 Elaine Cameron
 Fiona Werner
 Jeff Pettett
 Jenny Taylor
 John Bamkin
 Judy Carter
 Heather Duffy
 Kaye Scott
 Kola Kennedy
 Lance Trigg
 Lorna Sleep
 Lorraine Henry
 Michael Connellan
 Michelle Ross
 Naomi Zanker
 Phil Nicks
 Phillip Batchelor
 Robert Cameron
 Ron Eldridge
 Sandra Bamkin
 Shirley Dodds
 Stan Nelson
 Sue Hayman-Fox
 Trish Noonan
 William Lovell
 William McCann

Chairperson Report



I have the privilege of overseeing the Board of a vibrant, engaging organisation.

The 'ordinary to become extraordinary' is what we achieve. For this to transpire, due credit needs

to be given to the dedicated team at VVW; the staff, volunteers and Board members all working together to ensure that our vision is not only delivered but delivered with passion.

Our organisation has gone from strength to strength in the dedicated and capable hands of CEO, Julie Pettett, whom we have reappointed for another three years, the committed and talented staff who immerse themselves in their roles and the Board members who demonstrate utmost diligence when striving for what's best for the community and the organisation's core business.

On behalf of the Board I present significant highlights and achievements for VVW over the past 12 months:

- The Governance Mentors program has successfully matched experienced mentors with committees of management. These relationships have been very positive with the mentors' experience guiding and assisting committees across Victoria;
- Our Wimmera Social Support program has undergone a comprehensive internal review, funded through the Home and Community Care (HACC) program, and has achieved full integration of the active service model with outstanding results;
- The Social Support outings have grown in popularity and continue to demonstrate the important role this service plays in our local communities. In fact, our bus can be regularly seen travelling on roads throughout the Wimmera;

- Our Licencing the Wimmera program, consisting of the L2P and P21 programs, now has vehicles stationed in Horsham, Nhill and Warracknabeal. As the program expands beyond Horsham, demand for mentors continues to grow;
- The Board reviewed VVW's Strategic Plan and acknowledged our achievements, including streamlined internal processes and data collection / management, developing an organisational membership model and providing professional development for volunteer managers via our volunteer management network; and
- We recognised that our communities required governance guidance and more specialised training for volunteer-involving organisations.

I thank each Board member for their commitment, advice and dedication; it has been a delight to work alongside such positive and forward-thinking people. May I make special mention of the contribution made by Michael Ryan, an external expert appointed to chair our Finance, Audit & Risk sub-committee.

As testimony of VVW's service presence, we are about to celebrate our 30th year. Thirty years of enhancing, strengthening and empowering communities...that's a worthy milestone.

On a personal note, I again express my sincere gratitude and admiration for our volunteers. They underpin the value, diversity and strength of VVW and remain our greatest asset. As chair, it is incumbent upon me to acknowledge the most precious gift that you give so willingly – the gift of your time. Your commitment is unwavering and constitutes the reason we can empower communities and maintain collaborative working relationships across our region.

Kylie Zanker
October 2014

CEO Report

JULY 2013

VWV supported Environment Victoria to deliver its Future Powered Families program in Hindmarsh/ West Wimmera

JULY 2013

'Leading Teams' provided leadership training to recipients of the VWV Volunteer Recognition Awards

AUGUST 2013

Two staff enrolled in the Leading with Standards program

CEO elected as the Chair of the Victorian Volunteer Support Network

SEPTEMBER 2013

Research into a Wimmera Carpooling program; focus group VWV volunteer

VWV Volunteer Managers/ Coordinator network re-established

NOVEMBER 2013

Held VWV AGM at the Horsham Sports & Community Club

Induction of the 2014 VWV Board facilitated by Leonie Burrows

DECEMBER 2013

Two staff successfully undertake Cert IV in Training & Assessment

Celebrated International Volunteers Day with a BBQ and by partnering with Neighbourhood Houses in the Wimmera to celebrate in the respective towns



2013

JULY 2013

Began the testing phase of Governance Mentors

Delivering youth leadership in sports program in partnership with WRSA

AUGUST 2013

Staff attended Regional & Rural conference in Albury

First of four L&P trainings in Horsham



SEPTEMBER 2013

Attended and delivered two presentations at the National Volunteer Conference

CEO appointed to the Victorian Premier's Volunteering Awards Committee

OCTOBER 2013

CEO attended the Inaugural Victorian Premier's Volunteering Awards

Celebration breakfast for Licencing the Wimmera mentors

OCTOBER 2013

Interest in Governance Mentors grows to QLD including; University of Southern Queensland, Volunteering QLD

NOVEMBER 2013

CEO attended an NGO Leaders dinner in Melbourne hosted by the NAB, to discuss the role of NGO's in community business partnerships

CEO participated in the Creating Shared Value forum

Celebrated International Volunteer Managers day with a lunch

In addition to our work in the community over the past year, we initiated an intensive process of program review to ensure our programs are relevant to our stakeholders and valued by our communities. What do we do? How do we do it? Are there opportunities to do more? Our staff drove this process and the results were as revealing as they were constructive; we are better placed and stronger for it.

Notably, we ramped up our engagement with many regional networks across 2013-14, including the Wimmera Settlement Committee, Wimmera Regional Sports Assembly, Horsham CEO Network and the newly formed Northern Grampians

Volunteer Working Group.

Such engagement has culminated in us supporting the Neighbourhood House and Learning Centre network across the Wimmera with community grants, enabling the celebration of International Volunteers Day throughout the region.

Advocacy remains front and centre for VWV and I have proudly served a second term on the board of Volunteering Victoria. I also chaired the Victorian Volunteer Support Network and was appointed to the Victorian Premier's Volunteer Recognition Award Committee. Our voice, our needs and our achievements are being heard across the state.

DECEMBER 2013	Organised Bike Day in partnership with the Nhill Men's Shed, with bikes being donated to children of the CALD community
JANUARY 2014	Returned to work after a two week shutdown
FEBRUARY 2014	Survived the extensive and detailed HACC audit ... with positive feedback
MARCH 2014	Met with four other regional VRC's to discuss opportunities to work together to support volunteering in regional Victoria
APRIL 2014	CEO attended and presented at the Third Sector Conference in Melbourne
MAY 2014	First Governance Mentors training held in Melbourne
APRIL 2014	Attended Regional Community Development Alliance in Bendigo
APRIL 2014	Attended NDIS workshop in Ballarat to begin exploring our role
JUNE 2014	VWV invited to join the Northern Grampians Volunteer Working Group
JUNE 2014	Victorian VRC's meet to discuss impending funding changes and implication on volunteering



2014

JANUARY 2014	First intake of Governance Mentors trained in Horsham
JANUARY 2014	VWV Social Connectors and ASM volunteer training
JANUARY 2014	Met with Meals on Wheels SA and Volunteering SA/NT to discuss Governance Mentors
FEBRUARY 2014	Attended first Horsham NGO CEO Forum
FEBRUARY 2014	VWV Board moves to bi-monthly meetings
MARCH 2014	Active presence at the Horsham Field Days
MARCH 2014	Celebrated Harmony Day with a shared 'bring a plate' lunch at the Horsham and Nhill offices
MAY 2013	Held successful gatherings across six shires to celebrate the 25th anniversary of National Volunteers Week
MAY 2014	VWV CEO began supporting WRSA with its strategic planning
MAY 2014	CEO presented to NSW breakfasts in Stawell and St Arnaud
JUNE 2014	Board adopted the 2014/15 organisational operational plan & budget
JUNE 2014	Supported two member organisations with accounting and financial processes



Another highlight of the past year has been the establishment of a membership structure. As a community-owned charitable organisation, members not only help identify who we are but support us through participation, feedback and recognition of volunteering as a priority.

As we reflect on the positives we must also acknowledge the challenges at hand. Supporting people who are geographically and socially isolated is becoming harder. Contrary to what many believe, volunteering is not free; there must be greater investment in the management / coordination, training and support of volunteers.

More and more we need to provide 'evidence' of need and impact. This requires investment in research and evaluation and the changes to State and Federal funding are unsettling. That said, we are responding to community governance need (while also seeking to develop a social enterprise) with the Governance Mentors program.

Finally, I would also like to acknowledge our Board; they as volunteers govern VWV and provide the staff and I with guidance and support to achieve the goals they set.

Julie Pettett
October 2014

STRENGTHENING REGIONAL VOLUNTEERING

The impact of Volunteering Western Victoria is manifold and effective, bringing people, communities and networks together under multiple programs and initiatives that add cohesion and resources to regional volunteering efforts. Notably, we advocate to all levels of government on issues affecting community participation and volunteering. In this light, our work in this part of regional and rural Australia is vital. There are many compelling benefits of volunteering which drive the planning, programs, networking and advocacy of VWV.

For individuals, benefits include increased social inclusion and participation, physical and psychological wellbeing, gaining new skills and creating a sense of meaning. For communities, volunteering binds people and groups and it creates vibrancy and social cohesion. For organisations, volunteering generates energy and interest, stimulates connections and creates a positive image in the community.

With VWV's formalised volunteering programs and dedicated managers / coordinators, a systematic approach is brought to volunteer management. We also have the ability to establish a policy and procedural framework to provide direction and structure to the way volunteers are managed, likewise a capacity to ensure that organisational practice is consistent with the National Standards for involving volunteers.

At VWV, we work collaboratively to:

- strengthen volunteering and community participation;
- support and recognise volunteers, both current and prospective
- building volunteer involving organisational capacity; and
- strengthen outreach services.

Value in Membership

As the following cases demonstrate, membership of VVW for individuals creates wonderful opportunities to participate, give, mentor and belong. For organisations, it opens up access to free or discounted workshops and seminars, learning and development, notifications of upcoming training and full access to our volunteer referral service. Such access and support greatly benefits individuals, organisations and, most notably, our respective communities.

Community Participation

Individual membership has its own rewards for volunteers and communities. In this example, volunteering has brought an opportunity to participate and a sense of meaning. The community has gained access to skills, experience and care.

Originally, Ron Eldridge came to VVW to seek support for his Neighbourhood Watch group. He ended up becoming one of our most dedicated volunteers, in particular for VVW's Social Support program. He cared for his wife and mother and wanted to help others get the support they need.

Ron has now clocked up eleven years as a VVW volunteer, which includes a stint on the Board. Recently, he had the opportunity to work with younger people during the 'Know Your Gizmo' workshops, which he thoroughly enjoyed.

"VVW has been very accessible, welcoming and respectful to me as a volunteer. I think their work is absolutely fabulous. They offer people the opportunity to do something good in the community."

RON ELDRIDGE
VOLUNTEER MEMBER

Membership Value

Access to VVW's networks and expertise has proved valuable for two of our organisational members. As outlined below, both member bodies were able to tap into our experience and ability to coordinate volunteering initiatives. Considerable interest and energy in volunteering has been generated and new connections have been forged.

Grampians Community Health and Stawell Regional Health wanted to explore volunteering as a social inclusion strategy for improving mental health in the community. Simultaneously, the Northern Grampians Shire wanted in order to boost its own volunteer numbers.

We suggested a central point for discovering volunteering opportunities. Three working group meetings were conducted between the interested parties and breakfasts held in St Arnaud and Stawell during National Volunteers Week to connect with volunteering organisations and kick start a consultation process. Another workshop took place focusing on recruitment.

"The partnership with VVW has been invaluable as we are now basing our strategies on evidenced-based strategies and also having expertise from workers who specialise in this field."

RACHEL WHITTAKER
GRAMPIANS COMMUNITY HEALTH

Volunteer Management

Membership can work in multiple ways. Workshops encourage best practice volunteer management, access to our networks and strategies that drive recruitment, and enlisting our expertise helps to spread the message about the value of volunteering. For rural communities, this has a binding and galvanising effect and significantly enhances inclusion.

For the Shire of West Wimmera, membership has triggered the L2P program and participation in volunteer workshops. The Shire has also benefited via discussions regarding HACC social outings.

Overall, VVW membership increased the shire's awareness of the value of using volunteers in different capacities and improved access to information and resources.

Recently, the shire invited VVW to attend Goroke and Kaniva colleges to educate year nine students about community volunteering, rights and expectations, and VVW's Nhill office helped the shire with some valuable referrals for its 'Lost In The Bush' event.

"VVW has been very responsive to our enquiries and enthusiastic in their response. Our goal is to have a knowledgeable volunteer base to work from."

VENKATA PETETI
WEST WIMMERA SHIRE COUNCIL

Strengthening Outreach

Support and recognise volunteers, both current and prospective

A fundamental part of our work is to 'celebrate and promote the role of volunteering'. We do this via our Volunteer Resource Program, which continued to support the development of management policy and practice and the provision of volunteering information and support to individuals. More visibly, we coordinated or were an active part of such events as National Volunteers Week, International Volunteers Day, Field Days and Northfest Horsham.

CASE STUDY

Edenhope BBQ brings out the smiles

As part of the National Volunteer Week activities, WWV volunteers and staff headed off to Edenhope. We cooked and served a BBQ lunch and the smell of a freshly cooked sausage enticed the mingling crowd. This is only one of the many ways such people volunteer for WWV. The 'concrete' benefits of volunteering come through local people changing attitudes, mobilising existing skills, improving networks, thinking differently about problems, and using community assets in new ways.

Building volunteer involving organisational capacity

WWV conducts individualised and localised training for volunteer managers around best practice volunteer management. Such training covers formalised volunteer programs, volunteer management, volunteer manager professional development and volunteer professional development. Across 2013-14 we again led or participated in:

- The Volunteer Managers Network, which provides a forum to share information across six municipalities. This year the focus was on recruitment, risk management, management of volunteers and reward and recognition. Guest speakers helped to reinforce key messages.

CASE STUDY

Warracknabeal Neighbourhood House and Learning Centre

This Warracknabeal institution is an organisational member of WWV and has been actively involved in the quarterly Volunteer Managers meetings, providing the opportunity to workshop best practice methods of recruiting and managing volunteers, share resources and volunteer management tools and network with peers. They have also been able to advertise volunteer vacancies and source information relevant to the recruitment and management of volunteers.

"For those of us who work in small organisations, there is great benefit in participating in the Volunteer Managers forums."

KAREN FULLER, MANAGER
WARRACKNABEAL NEIGHBOURHOOD HOUSE

- Club Leadership Program: developing tomorrow's leaders today (which helps to develop future leaders of local sporting clubs and supports club development). The program was run by the Wimmera Regional Sports Assembly with the support of WWV.

CASE STUDY

Wimmera Regional Sports Assembly (WRSA)

The WRSA is a volunteer-based organisation which supports the growth, development and promotion of sport and recreation at the grass roots level. As a member, the WRSA secured volunteer training for its Club Leadership program. WWV's trainers were able to engage a younger audience and make the experience of learning to become a volunteer administrator enjoyable and stimulating.

"To have a partner who has the intimate knowledge of what it takes to be a volunteer and to be able to pass that knowledge on to a younger group of volunteers is the strength of the partnership."

DAVE BERRY
CEO OF WRSA

- Way2Go volunteer management, delivering training utilising the Way2Go volunteering toolkit, is designed to assist volunteer-involving organisations to increase the capacity of volunteering and the development and enhancement of volunteer programs.

CASE STUDY

Hindmarsh Landcare Network

Membership for the Hindmarsh Landcare Network (HLN) has resulted in participation in numerous workshops such as Way2Go training and grant writing, as well as attending the Managers Network meetings. It has provided HLN with the opportunity to mix with other groups, share information and network at a local level.

“It is through working partnerships that we have been able to grow our goals and strategies in the community – these partnerships have been formed through our VWW Organisational Membership.”

STEVE HEMPHILL
HINDMARSH LANDCARE FACILITATOR

point for potential volunteers and staff on the ground (i.e. Nhill office) giving us a local understanding of the operating environment. Additionally, it has enabled to extend our service provision by running monthly Introduction to Volunteering sessions and various workshops.

CASE STUDY

Conservation Volunteers Australia

Conservation Volunteers Australia (CVA) has a Bendigo branch which, amongst other responsibilities, manages the unique Little Desert Lodge. VWW membership has attracted a small but devoted number of local volunteers from Nhill and surrounds for the Lodge projects concerning maintenance and repairs. VWW's ability to network and recruit has proved an asset, as it can be quite difficult for CVA to source volunteers to go away to the Lodge for a week at a time.

“VWW has been very enthusiastic, helpful and has importantly got volunteers on the ground for us with not much lead time.”

CONSERVATION VOLUNTEERS AUSTRALIA

Nhill Office

Over 2013-14 we have bolstered our partnerships in the Hindmarsh and West Wimmera municipalities. We are now the focal



**WRSA Club Leadership 2013
Graduates**

Back row L to R: Harry Carine, Patrick Easson, Angus Martin, Hugh Gove
Front row L to R: Timothy Carter, Rebecca Schmidt, Ambrose Launder

Governance Mentors



Con O'Brien
Mentor



Sarah Franklyn
Mentor

Volunteering on boards helps build strong, connected and more resilient communities; however, running community organisations is becoming more complex. Increasing compliance and reporting requirements mean that some organisations find it difficult to operate effectively.

In response to these trends, WWV developed the Governance Mentors (GM) program. It recruits experienced mentors and matches them with boards to guide them to develop more effective ways of working together and achieving outcomes.

Across 2013-14, the GM program coordinator has been following up organisational leads to match mentors. For example, Scouts Victoria and the Neighbourhood House Network have engaged WWV to undertake additional training, with dates being negotiated.

We will continue the matching process as a priority, with leads followed up until all mentors have been matched. The program will work best matching mentors to organisations and not vice

versa. While we have identified some contributing factors that were not taken into consideration during roll-out, there have been a number of individuals self-referring wishing to be a mentor. We now have a waiting list for the next training session.

CASE STUDY

Scouting groups have served the Wimmera community for over 100 years and have over 200 volunteers and youth members. Wimmera District Scout Association (WDSA) is a successful and important youth program and the Regional Commissioner approached WDSA chair Daryl Clark regarding the need to develop a district plan.

Community groups in the Wimmera are dealing with a shrinking youth demographic and the resulting changes to expanded district boundaries have impacted on the Scouts membership base. It was clear Scout groups had to adapt. The WDSA committee provides stewardship for Scout groups in Dimboola, Goroke, Kaniva,

Horsham, Rainbow, Stawell, and Warracknabeal, as well as the Cooina Burrong Scout Camp in the Northern Grampians area. The committee comprises of two non-uniformed members from each group, which has broad community representation. Its role is to ensure that adequate funds, property and administrative infrastructure are available to enable the district commissioner and district leaders to carry out their responsibilities in accordance with an agreed plan.

But the external landscape is changing. The organisation has to think even more innovatively about how it positions itself in the community. The WDSA was matched with mentor Merryn under the Governance Mentors program. She has considerable experience working in tightly-regulated organisations and government departments as a board member and volunteer.

Merryn met with the committee to assist with the rebuilding phase. It became clear WDSA faced decreasing attendance at meetings, declining growth in membership, communication

/ stakeholder issues and challenges within management. In response, a plan has been established and the committee, with Merryn's support, will work on the identified priorities.

Merryn then offered advice on how to maintain an optimistic outlook while strengthening the organisation and guaranteeing its future. Options include possible partnerships with other groups, reassessing which services to focus on and bolstering resources and expertise to cope with an evolving youth community sector.

"Our journey has just begun," said chair Daryl Clark. "The program will run for twelve months. The assistance and expertise Merryn brings to the table helps our members to adjust to the changing landscape and being recognised as a contemporary and relevant organization."



Peter Toby
Mentor



Merryn Eagle
Mentor

Licencing the Wimmera

L2P

Without question, a driver's licence is essential for mobility and accessing resources and facilities in rural communities. It greatly improves access to education, training, employment and social opportunities. The L2P program, funded by the TAC and administered by VicRoads, is for young people aged between 16-21 years who have trouble accessing a car or a supervising driver to log their 120 hours of mandatory driving practice.

The program matches mentor drivers with younger people so they can develop their driving skills and confidence. Applicants are matched based on level of disadvantage, date of registration for the program and preference for a male or female supervising driver. L2P also provides immense personal satisfaction, enabling a younger person to bond and socialise with a mentoring figure in a safe and supportive environment.

Across 2013-14, the demand for the program once again outstripped the supply of volunteer driving mentors. We now have outreach services in Nhill (VWV office), Kaniva (in partnership with the local council and the youth worker) and Warracknabeal (in partnership with the

Neighbourhood House and the local council). And Licencing The Wimmera has also gone digital! We have an online newsletter for learners and mentors with articles, videos, quizzes, information and opportunities to explore certain topics in more depth.

CASE STUDY – Transport for the family

Arun* is an 18 year old male from a migrant background who registered for the L2P program. He had moved to Australia with his mother and five siblings. He is the eldest and attends a local high school. Arun was matched with an experienced mentor who had travelled much in his life (and still does). The two were able to foster a genuine relationship based on mutual interests and respect. They drove twice a week.

Happily, Arun went for his licence and got it first time. Understandably, he was immensely proud and dropped into the VWV office show us his driver's licence and new car. He is the only person in his family to have a licence, which means he can help with groceries, transport his brothers and sisters, drive his mother to medical appointments and visit friends in other places. Now, Arun and his whole family are better connected.



Eddie Nsanzimana
L2P Graduate



Jobie Green
L2P Graduate



Natasha Haustorfer
P21 Graduate



Left to Right: Than Than Soe Htoo
(P21 Graduate), Fiona McKeown (P21
Mentor)

P21

P21 has the same eligibility criteria as L2P but is aimed at people over the age of 21. They don't have to log driving hours but do need to practice until they are ready for their probationary licence test.

With a high percentage of migrant families moving to our region, the P21 program is proving both popular and necessary. Migrant families can be disadvantaged as typically there is only one licence holder in the household. This greatly restricts access to facilities and community participation for the rest of the family. What's more, our evidence strongly suggests that gaining a licence and therefore boosting mobility significantly enhances the settlement process.

The P21 program is also benefitting those over 21 without a licence who have children. For these people, a licence is essential. From taking kids to school, to supporting them in extra-curricular activities, or simply aiding shopping trips or making appointments on time, it makes a wholesale difference to quality of life. Furthermore, we note the positive impact on self-esteem and sense of independence for our successful P21 applicants. Undoubtedly, this program changes lives.

CASE STUDY - **The road less travelled**

Meet Than Than, an active member of Nhill's Karen community. Her husband is the licenced driver in the family and takes the car for work. Due to her husband's work commitments it was difficult for Than Than to build her hours and experience as an adult learner driver.

We met Than Than at VWV's Nhill office, with the assistance of a local interpreter and the Nhill Neighbourhood House. This meeting was to share information about our Licencing the Wimmera program and how it could help. As a result, we matched Than Than with mentor Fiona, who has lived in Nhill for two years and wanted to give something back to others.

Over the space of eight months, Than Than and Fiona formed a great friendship and utilised the time to explore surrounding areas. Than Than is now a fully licenced driver, with her own car and is very happy. When asked, Than Than said the best thing for her about the program was obtaining her licence, but also to meet a friend through the process, a friendship that will continue now as residents of Nhill.

Wimmera Social Support



Front: Maurice Wade, Second Row: Bruce Stewart, Third Row : Herbie Hallam, Archie Mackley, Barry Lane
Back Stephen O'Connor

The Wimmera Social Support program works by socially engaging and connecting people to help reduce social isolation and increase mental and emotional health and wellbeing. We know that frail older people and people with disabilities who choose to live independently can become socially isolated within their community. WWV responds to social isolation and helps people to become or stay connected. Volunteers spend regular time with clients in a one-to-one or in a group based situation.

Our service provision and activities are person centred and tailored to each person's needs, goals and abilities. Volunteers are matched with services users based on personality, interests, etc. They underpin our services and are critical in developing special relationships with clients and connecting them with others. Our volunteers are able to draw clients 'out of their shell' and derive much satisfaction from this process.

The Home and Community Care (HACC) program

funds a range of services designed to support participants and their carers in their caring role, enabling clients to be independent and living at home for as long as possible.

Our social support programs assist older people, aged 65 years or over, people with disabilities, unpaid carers, Aboriginal or Torres Strait Islanders aged 50 years or over who may be at risk of social isolation. Our programs operate within the municipalities of Hindmarsh, Horsham, West Wimmera and Yarriambiack.

Additionally, we receive funding from the Department of Health under a brokering arrangement where in-home support is provided to service users who are being discharged from hospital. Typical funded post-hospital support pays for district nursing, personal care and home care/domestic assistance. The program funding has allowed people who are discharged from hospital the continuity of further support to aide their recovery.

Under the Wimmera Social Support umbrella, VVV offers:

- Shopping assistance
- Social activities and outings
- Carer support – Flexible respite
- Targeted social support outings
- Know Your Gizmo
- In home activities
- Hospital to Home
- Assistance with attending social activities

This year, we have achieved full integration of the active service model (ASM) and can report that a number of service users have become so well connected within their own and other communities that they have been transitioned out of our services.

Volunteers receive ongoing development opportunities in the areas of: working with people with dementia, youth with disabilities, Active Service Model, How to be an effective social connector and other opportunities as identified.

CASE STUDY

Social Support Transport Assistance

Mr Jones* retired with his wife to a small rural town close to where they both grew up and met, after living in Melbourne for the majority of their married life. Both are happy to be back, enjoying familiar surrounds and reconnecting with friends from their earlier days; however, Mr Jones suffers from early dementia and Mrs Jones is his sole carer.

Social isolation can be a problem in such communities, especially if there are limitations to other family and friends who can share the burden. A solution was found for Mr Jones via partnerships with other support organisations in the Wimmera. He now attends a Men's Shed in Horsham, a program offering support and assistance with respite for service users to allow carers a break.

Once a fortnight, a VVV Social Support volunteer collects Mr Jones to drive him to Horsham. Later, he takes him home in the afternoon. A very enjoyable part of the process is that Mr Jones and the volunteer get to talk about the day's events. Over the time, Mr Jones has met four different VVV volunteer drivers and has enjoyed the experience. It has given him the confidence to attend Men's Shed by himself, get to know other people and allow his wife time out.



One-to-one social outing



Jellybeans playgroup participants (VVV assists migrant mums and their bubs so they can socially engage through the playgroup)

Community Visiting



Friendly visitors visiting people in their own homes

Left to right: Glad Hopkins and Margaret Woodford (Margaret visits Glad as part of the Community Visitor Scheme)

Community Visitor Scheme

To enhance the lives and wellbeing of residents in aged care facilities, VVW is funded for 28 one-on-one visits across the municipalities of Horsham Rural City, Yarriambiack, West Wimmera and Hindmarsh, along with the towns of Stawell and Donald.

The one hour fortnightly visits benefit residents identified as being socially isolated. We know that isolation from culture and heritage can also contribute to a feeling of loneliness and loss. The visits focus on residents who don't have regular contact with family and friends for various reasons. Following recruitment and appropriate training and matching, ongoing regular volunteer contact ensures our volunteers fully understand the service and role of a Community Visitor.

CASE STUDY – Getting out and about

A male volunteer visits two gentlemen in the same aged care facility on a fortnightly basis. One of the men has been very withdrawn since the passing

of his wife and his subsequent move into the facility.

Staff have now arranged for the Community Visitor to occasionally borrow a facility vehicle to take the two men for a drive around the local areas where they once lived. Staff report there is a noticeable improvement in both residents' attitudes and spirits and especially for the most recently admitted resident. Our volunteer, who is recently retired, is also enjoying these visits and is always full of stories when he drops into the VVW office.

Friendly Visiting Program

Funded by the Department of Health, Friendly Visiting connects volunteers with elderly residents who still live in their own home. The program aims to create ongoing friendships and to reduce social isolation, which is just as important as physical and mental health. Such connection lifts mood and creates a wonderful sense of anticipation for each visit.

Friendly Visiting enables elderly residents to retain

their independence while improving social contact and connectedness. It greatly improves the quality of life for residents and puts a real spring in the step of our volunteers, too, who are always carefully matched to ensure the best possible opportunity for a genuine bond to be formed. Across 2013-14, we can report...

CASE STUDY – **A big step for Bill**

We received a referral concerning Bill*, an older male living on a property outside a rural town. He was identified as socially isolated and withdrawn since the passing of his parents. Although being able to drive, Bill lacked the confidence to instigate an outing on his own. A gentle supportive approach spanning over some weeks

was required before a home visit was achieved and Bill's needs and goals were identified.

The Friendly Visitor match up was a success and as time went by, VWV's volunteer and Bill extended their visits from one hour a week to one and a half hours a week. Some visits are now held at a local café in town, which is a big step for Bill. With the support of his friendly visitor he is now considering attending one of our Social Support outings.

Volunteering in Health

Wimmera Health Care Group

Volunteering Western Victoria partnered with the Wimmera Health Care Group (WHCG) to provide volunteer coordination for WHCG's volunteer program. The new volunteer coordinator was charged with the responsibility to implement a review of WHCG's volunteer policy, centralise volunteer coordination, enhance the recruitment and screening process, manage data, train the referring of volunteers and aid the retention of volunteers.

The volunteer program was developed in line with WHCG's strategic priorities and National Standards. This included: integrating volunteers through orientation, training and communications strategies; addressing potential legislative and compliance risk; assisting with volunteer advocacy; enhancing the work undertaken by WHCG staff; and managing the 'fit' of potential

volunteers into WHCG programs.

Rural Northwest Health

Volunteering Western Victoria was contracted by Rural Northwest Health to review the organisation's volunteer program. This included the processes of recruitment, induction, training, evaluation of positions and continuous improvement.

The purpose was to provide Rural Northwest Health with a 'snapshot' of the current volunteer situation, then an understanding and the confidence to improve programs and volunteer management. The outcomes of the review will also assist create new volunteer programs within Rural Northwest Health.

Board and Management Profiles

Board

Kylie Zanker (Chair)

Bachelor Early Childhood, Bachelor Teaching (Primary), Diploma of Aged and Community Care, Diploma Special Education, Mayor Yarriambiack Shire Council
Passionate about community engagement and volunteering

Jo Devereaux (Deputy Chair)

RN, Specialist Certificate Social Policy, Human Services Manager Horsham Rural City Council
Enthusied about the strategic direction of volunteering across the region

Catherine Morley (Secretary)

RN, MBA, CEO Rural North West Health
Brings a wealth of corporate and health industry experience

Lindy Muller

Diploma Welfare Studies/ Case Management, Cert IV Mental Health, Former councillor- Horsham Rural City Council
Brings community issues to the forefront and actively participates

Bronwen Clark

BA, Grad. Dip. PR, AICD, business owner
Focused on building the foundations and opportunities of the community

Venkat Peteti (Appointed 14/11/13)

Bachelor of Commerce (B Com), Master of Financial Management (MFM) Master of Business Administration (MBA), General Manager Corporate and Community Services- West Wimmera Shire, Director at Worawa Aboriginal College
Understands the key challenges facing regional and remote Victoria

Wendy Robins

Diploma – Local Government, Business Leaders Leadership Program, business owner
Sees a real need for community organisations to work together

Cliff Unger

Local Government – Former Mayor Hindmarsh Shire Council
Former Chair, with a proud history of community engagement

Joe Xerri

Retired business owner, volunteer with VWV for four years
Committed to supporting older people stay connected with their community

Board Secretariat

Annie Bothe

Finance Audit & Risk Committee Members

Michael Ryan (Chair)

Lindy Muller
 Bronwen Clark

Michael Ryan is an externally appointed Chairperson: Fellow of the Institute of Chartered Accountants(CPA), Registered Company Auditor, Bachelor of Business –Accounting, Council member: Federation University / Finance Audit Risk & Investment Committee.

Outgoing Board Members

We sincerely thank the following Board members who gave up their time in the pursuit of good governance:

Annette Jones	(Term Ended: 14/11/2013)
Ron Eldridge	(Term Ended: 14/11/2013)

Management

Julie Pettett (CEO)

Julie is driving a more expansive and influential agenda for VWV. Previously CEO of a number of national and state level NGOs in Australia and New Zealand, her governance experience is diverse and includes membership of the AICD and Volunteering Victoria Board.

John Clements (Financial Officer)

John has strengthened our financial governance, growth areas and reporting. Prior to VWV, John worked in the UK, Melbourne and regional Victoria in finance, operations and risk related roles.

Serena Kereopa (Administration and Communication Manager)

Serena is responsible for VWV's suite of communications, Program reviews and has considerable experience in the tertiary and not-for-profit sectors.

Auditors Report



Independent Audit Report

We have audited the accompanying financial report of Wimmera Volunteers Inc T/As Volunteering Western Victoria (the association), which comprises the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the board.

Board's Responsibility for the Financial Report

The board of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act 1981 (VIC) and for such internal control as the board determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial report of Wimmera Volunteers Inc T/As Volunteering Western Victoria is in accordance with the Associations Incorporation Act 1981 (VIC), including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2014 and of its performance for the year ended on that date; and
- i.i. complying with Australian Accounting Standards (including Australian Accounting Interpretations).

.....

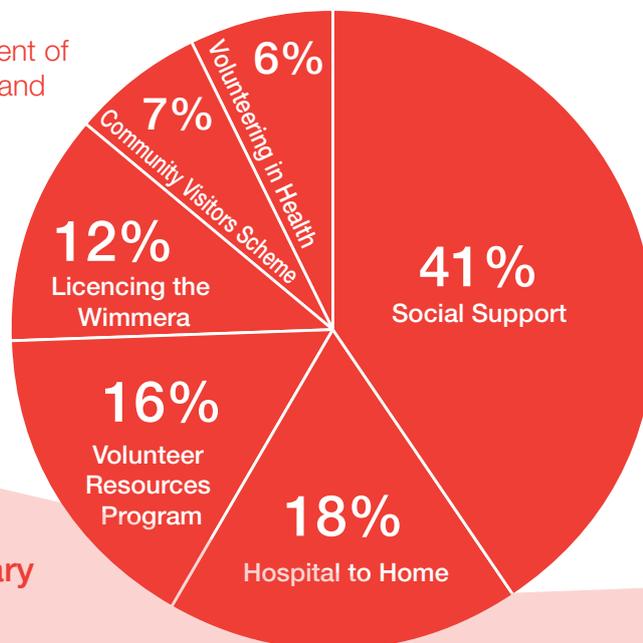
John Bertram Carter CPA
Olsen & Carter Pty Ltd
95 Firebrace Street, Horsham

Dated this 16 day of September 2014

Financial Overview

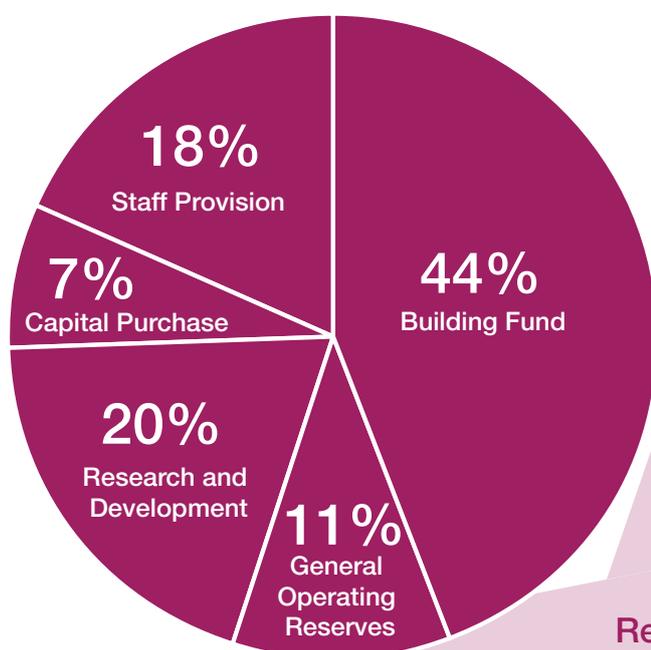
We have consolidated and streamlined our financial operations during the year. Extensive analysis was undertaken to cost program delivery and the impact of any movement of funding from the State to Commonwealth governments. As a result, we have been able to identify our ordinary business performance against our strategic performance and operations.

2013-2014 saw a strategic investment of \$304,637 in program development and sustainability.



Program Income Summary

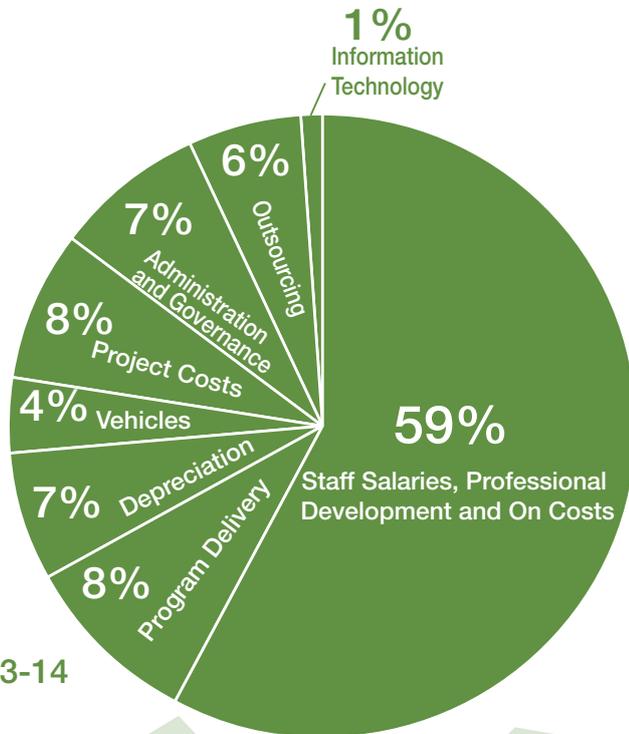
The Reserve Fund is to ensure VWV's ability to deliver its mission of 'empowering communities, supporting volunteers'. Recognising this requires the funding of operations, capital purchase and strategic goals.



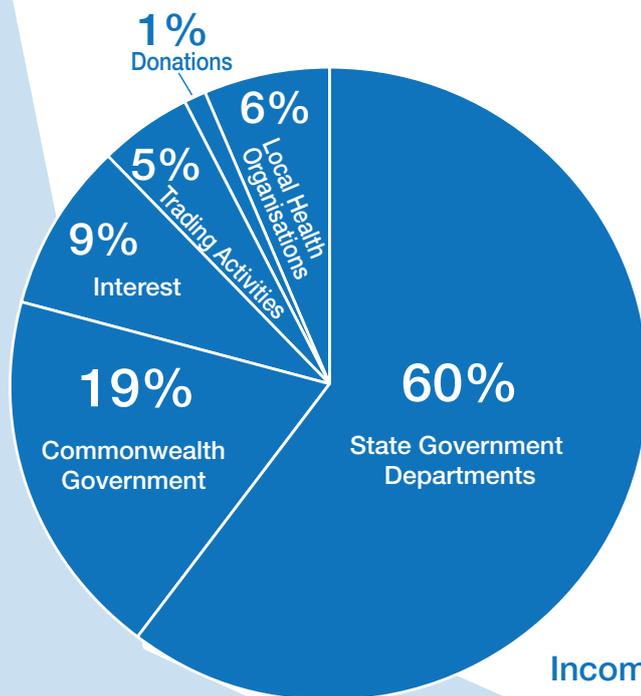
Reserves Commitment

In response to Volunteering Western Victoria's continued growth, its dynamic and funding operating environment, an Audit, Finance & Risk committee was established. The committee evaluates the financial performance of VVV, ensures finance resources are used appropriately in line with its objectives, are accounted for and in accordance with the Australian Accounting Standards, and focus on the systemic risks that threaten its long-term health and profitability.

Staff and associated expenses is the main cost driver followed by program delivery.



Expense Summary 2013-14



Income by Sector Summary

At A Glance...

5340

The total number of hours VVW volunteers spent supporting our community

16

Licencing the Wimmera learners gained their P plates

142,796

Kilometres covered by VVW staff, volunteers and community groups

62

VVW members



Warracknabeal
Nhill
Donald
Kaniva
Horsham
Stawell
Rainbow
Dimboola
Edenhope
St Arnaud

The towns Volunteering Western Victoria visited during National Volunteers Week, celebrating and promoting the important role of volunteering

152

VVW volunteers involved in training

Value

“Interaction with all service users has been fantastic. Banter and fun with all persons is different on each outing. Love to see all persons enjoy each other’s company, singing, playing musical instruments, morning teas, lunches and general fun. Interaction between service users is brilliant as they all meet new people on each visit. Lovely characters and personalities join in with memorable days of fun.”

Quote from Robyn Abbey, a volunteer on VVW social support outings.

...At A Glance

L to R: Robyn Murphy (P21 and L2P Mentor), Rokeya Ayvi (P21 Graduate)



18

Learners over the age of 21 who are waiting to be matched with a mentor

5052

Hours our clients socially connected through our programs

373

People assisted towards volunteering

Goals

“If the mentors don’t help them and ‘front up’ how are these people going to reach the goals of their licence and have opportunities in employment? It helps them in their pursuit of obtaining gainful employment and a semi-independence which helps them to feel worthwhile.”

Licensing the Wimmera mentor

55

VWV volunteers

13

VWV staff members

6

VWV cars

2

VWV offices

1

VWV bus

Required to provide our services across the region



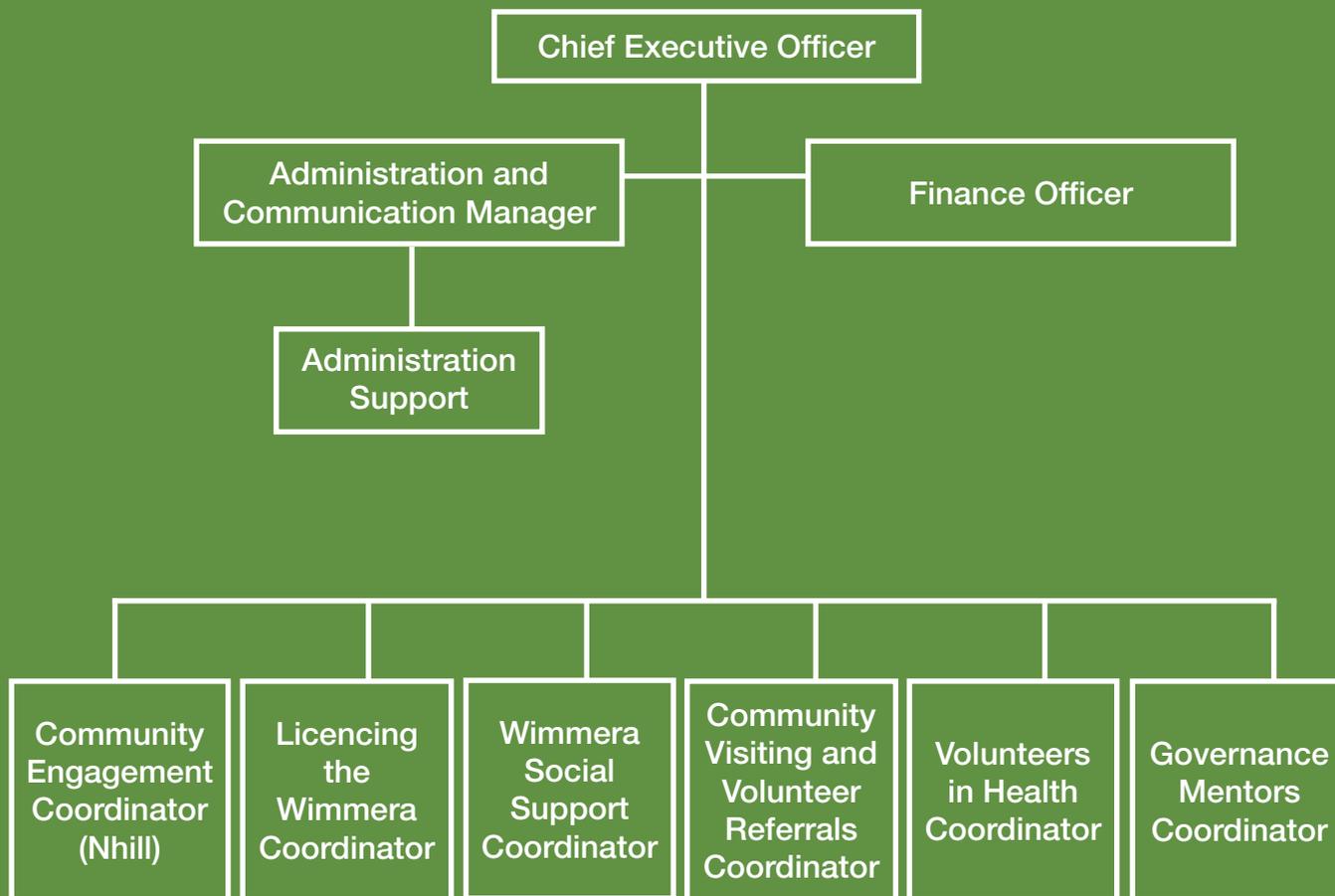
1195

Hours learners spent gaining driving experience

977

The number of hours spent visiting people in aged care homes and in their own homes

VWV Staffing Structure



Julie (CEO), Marieke, Christine, Padma, John, Barbara, Fiona, Sue, Rosalie, Serena, Michelle

Funders

We would like to thank our donors, funders and event sponsors. With your support, Volunteering Western Victoria has been able to continue to empower communities and support volunteers in a richer, more effective and meaningful way.



Australian Government



Funding Partners

Federal Government

Department of Prime Minister
and Cabinet
Department of Health and Ageing
Department of Social Services

State Government

Department of Health
Department of Planning and
Community Development
Department of Premier and Cabinet
(Office of Multicultural Affairs and
Citizenship)
VicRoads (via Horsham Rural City
Council)

Local

Wimmera Regional Sports Assembly
Horsham Sports and Community Club

Other

FRRR



COMMUNITY VISITORS SCHEME
Friends for Older People



A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



Volunteering Western Victoria is a charitable organisation with all contributions, donations and sponsorships going towards delivering our programs to benefit those socially or geographically isolated and initiating events recognising the efforts of volunteers, such as the VVV Volunteering Recognition Awards.

Empowering Communities, Supporting Volunteers



Website



You Tube



Twitter



Facebook