



**CENTRE for  
PARTICIPATION**

> COMMUNITY > VOLUNTEERING > LEARNING > PARTNERSHIPS

# CHANGING LIVES, STRENGTHENING COMMUNITIES

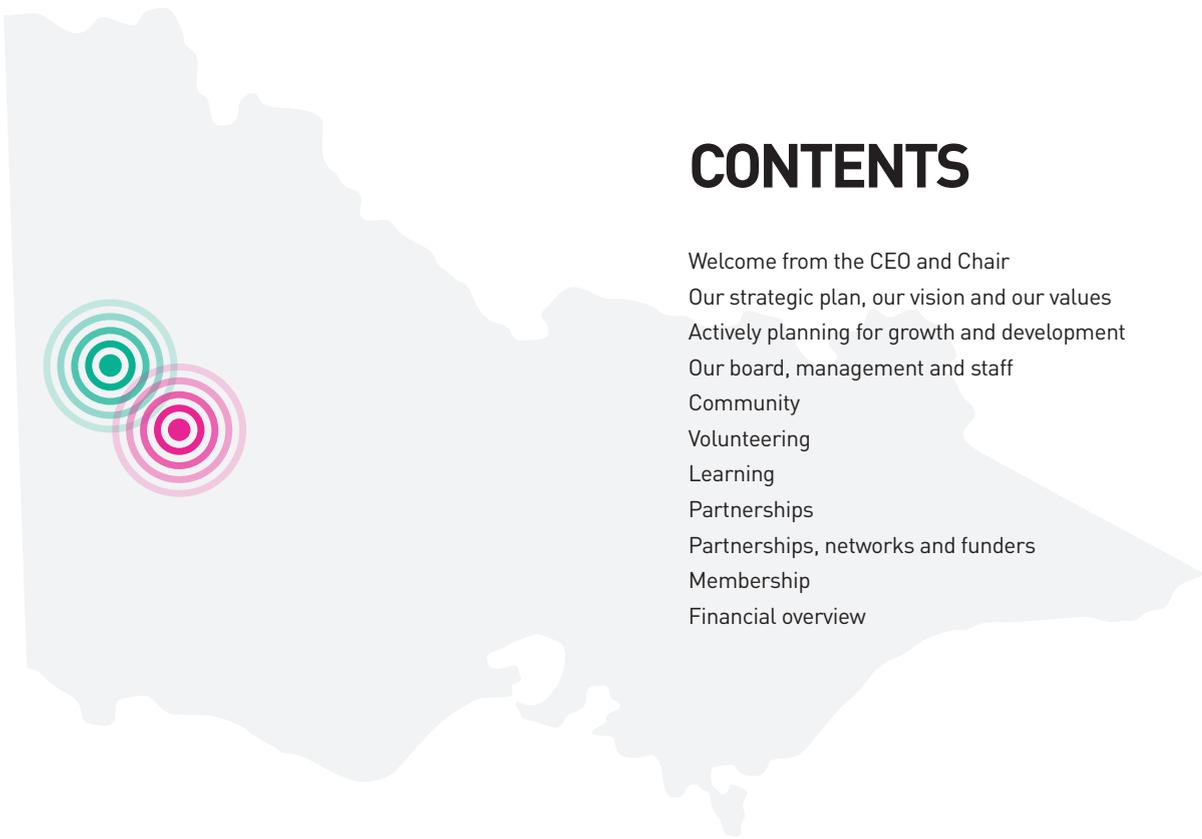
ANNUAL REPORT 2016–2017

The Centre for Participation  
changes lives and communities  
through local opportunities in  
**community support, volunteering,**  
**learning and partnerships.**



58,985

**TOTAL  
PARTICIPATION  
HOURS**



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The Centre for Participation exists to make a difference in people's lives by working in a way that is **sustainable**, **flexible** and **accountable**.

# WELCOME FROM THE CEO AND CHAIR



Kevin Mills – Chair as of May 2017

It's been a huge and exciting year for the Centre for Participation with many highlights, new challenges and achievements as we've really bedded down who we are and how we can continue to add value to our community.

The formal coming together of VWV and Wimmera HUB has given birth to something that is bigger than both in the Centre for Participation. In the year since our official launch, creating a new organisation has set us on the path to achieving more and better helping people create the types of communities they want to live in. Time, energy and resources have been invested in developing a new business model for the Centre for Participation; a model that will allow us to offer innovative and sustainable programs, services and facilities that will act as a catalyst for positive personal development and stronger communities by empowering people of all ages to actively participate in their community through learning, volunteering and social activities.

Our new identity truly reflects our scope, capacities and vision for the future. We're continuing to support community-led adaptation, particularly in the face of change. Through all our work, we constantly ask: 'What changes because we do what we do?' We take a problem and apply our strategic direction. We're making solid progress to meet our strategic objectives as we focus on the four key pillars of our organisation: community support, volunteering, learning and partnerships.

We've seen many exciting outcomes through our work, including the hugely successful Volunteering Recognition Awards, boosting initiatives for supporting new migrants, and exploring opportunities to enhance governance and capacity of community organisations. The leadership team of board and management has been the driving force in delivering on our vision and making the past year a success.

We would like to express our sincere appreciation to our board members, staff and volunteers for their support and achievements and commitment to continuous quality improvement in everything we do. Whilst committed to driving a sustainability strategy, we want to be responsive, innovative and work in a way that's safe and makes a difference.

It's a tremendous privilege to be part of the Centre for Participation. We thrive on seeing people achieve their goals and flourish, and look forward to continuing to support individuals and our communities in the future. Finally, thank you to all those who support us – your support makes a difference.



Julie Pettett – Chief Executive Officer

*'We thrive on seeing people achieve their goals and flourish, and look forward to continuing to support individuals and our communities in the future.'*

2016  
TO  
2020

## **OUR STRATEGIC PLAN 2016–2020: A DIFFERENT APPROACH**

Our strategic plan was specifically designed as a practical, hands-on tool to guide our direction and inform everything that happens at the Centre for Participation. Unlike many traditional strategic plans, ours challenges us to consider not only what we do, but why we're doing it and how we're helping create change. A particular focus is exploring fresh, innovative opportunities to do things differently and achieve our strategic priorities. By responding to the unique needs of our region, we're finding new ways to support people to achieve their potential and shaping stronger communities.

### **Core themes of our strategic plan:**

1. Anything is possible for anybody
2. We're all in this together
3. Authentic leadership
4. Getting on with business

## **OUR VISION**

To provide innovative and sustainable programs, services and facilities which will act as a catalyst for positive personal development and stronger communities by empowering people of all ages to actively participate in their community through learning, volunteering and social activities.

## **OUR VALUES**

The board, staff and volunteers share a common set of values that guides the Centre for Participation in fulfilling its vision. These values influence our actions, guide our decisions, mould our policies and determine our strategic priorities.

### **Inclusion and respect**

We believe that everyone has the right to be culturally and socially accepted, welcomed and equitably treated.

### **Integrity**

We are committed to being open and honest in our work and actions, believing that transparency is important.

### **Life-long learning**

We seek to provide accessible and affordable learning opportunities for people of all ages, recognising the importance of developing knowledge and skills needed now and into the future.

### **Responsiveness and innovation**

We seek to remain flexible and have the courage to take informed risks and try 'something new' without compromising our commitment to quality.

### **Partnership**

Collaboration with voluntary and community groups, and public and private sector businesses, improves our ability to support positive outcomes for individuals and our communities.

We're continuing to **build** on the **strong foundations** of our **strategic plan** as a platform for future growth, partnership and **evolution**.

# ACTIVELY PLANNING FOR **GROWTH** AND **DEVELOPMENT**

## KEY INITIATIVES TO DRIVE PARTICIPATION AND ENGAGEMENT

### Supporting new migrants towards inclusive communities

A major focus into the future is how we can work with and support our migrant, refugee and asylum-seeker communities from many nations. This approach has culminated in us establishing a designated Migrant Support Worker role. We'll continue to work closely with the Wimmera Development Association and Ballarat Regional Migrant Association, and look to strengthen relationships with Evolve to explore how we can support migrants to 'arrive, survive and thrive'.

Some of our specific initiatives include:

- > **Licencing the Wimmera** – tailoring our program to support new migrants to obtain their driver's licence
- > **English language classes** – introducing more options to practise conversational and extension English
- > **Computers and digital literacy** – equipping people with hands-on skills to encourage digital participation
- > **Engagement workshops** – working with migrant women to understand their work and education aspirations, and how we can support them to achieve their goals
- > **Australian Flower Investment Company** – opportunities for refugees with low-level English to develop skills working on the farm
- > **Horsham Hospitality Workforce Pathways Program** – provides for 20 women to increase their confidence in English, customer service and hospitality skills, and to become work ready. Volunteers support learning and social inclusion, while hospitality partners provide valuable work experience
- > **T-Bags** – a new social enterprise partnership offering skill development and social inclusion opportunities for migrants
- > **Harmony van** – developing applications to purchase a food van – the 'harmony van' – to support many new initiatives to build skills in customer service and hospitality
- > **Multicultural festivals** – exploring opportunities to bring together different migrant groups for a larger festival
- > **Migrant professional network** – a new initiative launching to support migrants to find work and navigate employment in Australia
- > **Market enterprises/co-op** – working towards opportunities for people to sell their goods and produce.





## BUILDING BRIDGES

### New directions in youth justice

The Centre for Participation has started project managing a justice diversion program in partnership with the Department of Health and Human Services, the Department of Justice, local community service organisations and the Horsham Rural City Council (HRCC).

The 'Connect the Service Puzzle for Youth at Risk – Outreach to Mentoring' project aims to deliver a new framework for identifying, engaging with and providing linked services to young people considered vulnerable to the risk factors associated with young offenders.

Project objectives include reducing the risk of re-offending of existing young offenders, and preventing at-risk youth from becoming engaged with the criminal justice system.

### Bridging the digital divide

To increase the digital literacy of our community, we're further developing our services to ensure all people have the skills to participate in an increasingly technological world. With a particular focus on services for people aged over 55 and those with a disability, we're currently partnering with HRCC and putting together our digital inclusion strategy.

### Building for the future

We're actively seeking to expand our physical space, helping support our ongoing growth and opening up more opportunities for participation. Plans have been drawn up to extend our office to create more training rooms, customised spaces and facilities to increase program diversity and support social enterprises, and to ensure we remain at the forefront of disability access compliance.

### Getting people where they need to be

In March 2017, we obtained a state-government grant to fund a 2-year pilot for a community transport program. The pilot will encompass three different routes: Horsham/Kaniva, Horsham/Edenhope, and a partnership with the Wimmera Base Hospital to help people get home from the hospital between the hours of 5.00pm and 9.00am.

The community transport program aims to help people overcome transport limitations so they can still access essential services, maintain social connections, and get out and about. Importantly, we've also been partnering with local businesses in Kaniva and Edenhope to ensure the program is sustainable and supports their immediate communities.

With wide-ranging **skills**, **experience** and **expertise**, each person brings unique insights and perspectives that help **shape** and guide the Centre for Participation.

# OUR BOARD, MANAGEMENT AND STAFF

## BOARD

### VENKATA PETETI

Chair to 30 June 2017

Venkata has a wealth of experience in local government, corporate and community services. He holds a Master of Financial Management and an MBA.

### KEVIN MILLS

Chair elect as of May 2017

As Edenhope and District Memorial Hospital CEO, Kevin has extensive experience across the not-for-profit and corporate sectors. He also serves the Wimmera PCP, Wimmera PHN Community Council and the Wimmera Southern Mallee Health Alliance.

### LINDY MULLER

Lindy was a nurse for 15 years before moving into community nursing. She then pursued further studies and also represented her ward for 4 years for Horsham Rural City Council (HRCC).

### AVRIL HOGAN

With a background in international business, market research and strategy consulting, Avril runs a consulting firm, has completed the Australian Institute of Company Directors course and holds an MBA.

### GEOFF WITMITZ

Geoff is the Executive Officer of the Wimmera Primary Care Partnership, and has considerable community sector, budgeting, business development and governance experience.

### DOROTHY PATTON

Dorothy has served as both councillor and mayor for Northern Grampians Shire, and as a board member for the Wimmera Regional Library Corporation and the North Central Local Learning and Employment Network. She is a passionate advocate for organised volunteering and is currently editor of the *North Central News*.

### JO DEVEREAUX

Jo has recently retired from HRCC, where she was a registered nurse and also worked in the human services area. She has studied social policy and has been an active volunteer across the region.

### WENDY ROBINS

Wendy is a business owner and was a previous councillor on Hindmarsh Shire Council. She has completed the Business Leaders Leadership Program and is actively involved across many facets of her community.

### MATT COPPING

Principal of Horsham Special School since 2011, Matt's professional objective is to focus on the best possible life chances for his students. His qualifications include a Master of Education (Special Education), Bachelor of Education, P-6 and VCE.



Board members and staff as of 30 June 2017.



Board and Management team

## MANAGEMENT TEAM

### **JULIE PETTETT**

Chief Executive Officer

Julie continues to drive an expansive and influential agenda. She calls on extensive governance and management experience, is a member of the Australian Institute of Company Directors, a member of Wimmera PHN Community Council and Wimmera Primary Care, and Chair of Hopetoun Neighbourhood House.

### **SERENA KEREOPA**

Manager, Community Services and Volunteering

Serena manages Wimmera Social Support, Licencing the Wimmera and volunteering. She is passionate about providing services to the community that meet personal needs and goals, while providing altruistic opportunities for members of the community.

### **ROBBIE MILLAR**

Manager, Learning and Community Development

An experienced operator in community and youth services, as well as training design and development, Robbie has a further 7 years of learning environment experience. He is also a board member of Stawell Neighbourhood House Inc.

### **MUNYA MUGARI**

Finance and Facilities Officer

Munya is a Chartered Accountant (Australia, New Zealand and South Africa) and his background is in corporate financial management. Munya was a member of the Finance, Audit and Risk Committee.

### **JUDY NICHOLS**

Fundraising and Grants Officer

Judy has over 15 years of experience leading dynamic teams of service professionals. Her experience includes senior roles in local government and regional community health during times of unprecedented reforms and organisational re-structuring.

## STAFF MEMBERS

### Training staff

- > Karen Adams
- > Dianne O'Connor
- > Elizabeth Smith
- > Jan Schmidt-Loeliger
- > Bren Gilmore
- > Marieke Dam
- > Helen Dillon
- > Teresa O'Bryan
- > Fiona Werner
- > Biny George
- > Jacci Pirouet
- > Dianne Richards
- > Richard Opie
- > Frank Hart
- > Tracey Francisco

### Program and administration staff

- > Stephanie Thomson
- > Marieke Dam
- > Rosalie Schorback
- > Gwen Williams
- > Michelle Pitman
- > Barbara Eltze
- > Christine Picone
- > Padma Giri
- > Bren Gilmore
- > Selwyn Hatherell
- > Kylie Zanker
- > Pablo Gimenez



# COMMUNITY

■ ■ We know that often, communities have the capacity to create change and meet their needs – they just require the right support to make it happen. ■ ■

By supporting individuals, organisations, towns and regions throughout western Victoria, we help build the type of community people wish to live in. Through localised opportunities to participate and connect, we link people and organisations to support, networks and services that help them and their communities flourish.

The Centre for Participation's long-standing social support programs remain valued and in demand. These programs maintain and build capacity by promoting independence. By encouraging mobility and forging social connections, Wimmera Social Support and community visiting support the elderly, disadvantaged and socially isolated.

We focus on helping people get involved or stay involved, responding to local needs and creating strong and active communities. Licencing the Wimmera is one example, aiding younger people who lack support networks to facilitate driving experience. Our volunteers step in and fill the breach. Another example is our program supporting improved governance practices for community organisations, equipping these organisations with the skills they need to operate effectively and prosper.

We're also deeply embedded in the region's social fabric through many other well-established partnerships, including with the Wimmera Regional Sports Assembly, through our Club Leadership program, and via community outreach initiatives.





**“NEW FRIENDSHIPS  
HAVE GIVEN ME  
CONFIDENCE AND MADE  
LIFE MORE FUN.”**

# 15

## LICENCES OBTAINED THROUGH LICENCING THE WIMMERA



### CASE STUDY

Since March 2017, Jemma, 18, has been practising her driving with her mentor, Darren, through the Licencing the Wimmera program. Here's what they have to say...

**Jemma:** 'It was very hard to get my driving hours up as I didn't have anyone to sit beside me to practise. I'm a young mum and without a licence, it's very hard to get to work and the places I need to. I've now finished the hours I need and am booked in to go for my licence soon.'

**Darren:** 'Not everyone has access to a car and someone they can drive with. I get a buzz at just being able to help these young people get their independence. Up here in the country without a licence you're pretty much stuffed – but this opens up more opportunities for work and education or whatever else people want.'

### LICENCING THE WIMMERA

#### Overview

Many people lack the support networks to get the driving experience they need. For others, there may be issues with finance or limited access to a vehicle. Our Licencing the Wimmera program matches disadvantaged learner drivers between the ages of 16–21 (L2P program) or over 21 years (P21 program) with experienced volunteer mentor drivers, who help them gain the driving experience required before they are eligible to sit for their probationary licence.

Experience for learners comes from practice drives with their mentor, along with professional driving lessons. Volunteers are trained through VicRoads, and all mentors must complete appropriate checks and have a satisfactory driving history.

#### Highlights from 2016/17

A key achievement has been opening up access to the program in other regions. We worked with a local champion in Warracknabeal to train 10 mentors for the L2P program. However, the remote location posed some challenges: sending a car from Horsham to Warracknabeal only once a week for use in the program meant opportunities for people to participate were limited. Now, a car has generously been donated by a local person in Warracknabeal so more people can take part. Other locals have come on board to donate car running costs such as fuel, registration and servicing, making L2P a real community initiative. We hope to have the car up and running by the end of the year.

We were also fortunate to receive a generous grant from the RE Ross Trust for our P21 program. Much of this grant will go towards supporting migrant women to achieve their licences. In addition, we have introduced a fee schedule for P21 to make the program more cost-effective and extend its reach.

#### Looking ahead

We're exploring opportunities to grow the program throughout other regional areas, including Dimboola and Hopetoun. Referrals from Dimboola continue to increase, and we're looking to actively grow our mentor base there and provide greater access to a car. In Hopetoun, we're working closely with locals and the neighbourhood house to source a car and further develop the program.

Another key focus is our P21 information nights for new migrant drivers. These sessions help migrants understand driving in Australia and how it may differ to their country of origin, covering topics including specific road rules, baby seats, insurance, safe cars and navigating wildlife.

We'll also continue to recruit more P21 mentors to help reduce our waiting lists for the program. Other ways to increase access to Licencing the Wimmera include the introduction of a sponsorship scheme, which will allow sponsors to advertise on our cars and help subsidise the program.



## CASE STUDY

Mrs Carter is a widow with poor eyesight, mobility and hearing. As she lives alone, it can be difficult for her to get out and about. For the past few years, Mrs Carter has been supported by volunteer Ron from Wimmera Social Support. Here's what they have to say...

**Mrs Carter:** 'Ron mostly helps take me out to different shops because I can't do it on my own. He's incredibly helpful, I couldn't ask for anyone better. I'm very grateful.'

**Ron:** 'I enjoy every bit of it! I don't do it for me, I do it for the people I work with. If I could keep doing it forever, I'd do it. I love what I'm doing.'

## WIMMERA SOCIAL SUPPORT

### Overview

We aim to keep people living at home and involved in the community for as long as possible, by helping people remain socially connected and independent. Volunteers meet regularly with participants through a one-on-one personalised service by visiting people in their own homes or helping them with shopping or other appointments. Volunteers also support people in social support group activities on our bus where we attend various outings focused on people's personal interests. These activities provide social interaction and assist people to achieve their social goals. We also have a youth program, which allows young people to catch up on a regular basis.

Training and development of our volunteers is always a focus, and we encourage volunteers to be flexible and take on new challenges. We also maintain strong connections with peak organisations and forums to ensure we continue to deliver the best service possible.

### Highlights from 2016/17

Our extensive calendar of events continues to grow and we now hold at least seven events each month. In addition to popular regular events such as the senior movie and lunches we've also introduced new options like the silo art trail, butterfly hatching exhibits, armchair travel and visits to the Horsham Gardens, Stawell Pickers Market and Natimuk Farmers Market. Our weekly events remain well-attended too, with growing numbers in our men's outings and ladies 'cuppa and chat' programs.

We were also pleased to successfully complete the Commonwealth Home Support Program (CHSP) audit, obtaining 100% compliance across all 18 standards.

### Looking ahead

The program continues to respond to community needs and wider changes within the sector. We've been working hard on new referral pathways to our service via the national My Aged Care portal, ensuring access to our service is simple and easy to navigate. We'll continue to streamline our processes, increase our individual social support options, and remain abreast of the many changes ahead through the shifting environment of the National Disability Insurance Scheme (NDIS), Home and Community Care (HACC) and CHSP.

3,623

hours volunteered  
through Wimmera  
Social Support

39

active  
volunteers

# 50

## PEOPLE VISITED IN THEIR HOMES OR NURSING HOMES

### COMMUNITY VISITING

#### Overview

Weekly or fortnightly visits by volunteers focus on those who may not have regular contact with family and friends due to distance or a reduced support network. The program helps create friendships, reduce social isolation, and boost the wellbeing of residents in aged care facilities or their own homes by matching people with trained volunteers.

#### Highlights from 2016/17

Positive feedback from residents, facility staff and families demonstrates the importance of the program for residents in care or their own homes. By enhancing people's autonomy and independence, the visits help people grow their confidence, connect with others and maintain their social networks.

#### Looking ahead

The recruitment of volunteers remains a constant priority as the ageing population in many parts of the Wimmera narrows the pool, and people who volunteer are often heavily involved in multiple volunteering opportunities. We're also continuing to provide the support needed to maintain and increase matches, especially in outlying areas.

Another focus is ensuring volunteers are equipped with the right skills to meet residents' needs. By raising our profile and awareness of the visiting program in residential facilities, supported living facilities and the wider community, we can both boost uptake and drive volunteer recruitment.



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*'Community visiting is all about empowerment – it's about doing things with people, not for people.'*

**Marieke Dam**  
Centre for Participation

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## CASE STUDY

Julie lives alone in Nhill and due to ill health, found herself becoming more physically and emotionally isolated.

Through a request for social support via our community outreach program, Julie was connected with Mandy – a long-term volunteer. The ladies quickly formed a friendship and discovered shared interests over their weekly catch-ups, which included trips to coffee shops, visiting outlying towns for appointments, and op shop tours.

'Life before Mandy was tough,' says Julie. 'I was almost ready to give up as my health deteriorated, mobility became more difficult and simple everyday tasks were hard going.'

'In the short-term, I got to look forward to Mandy's weekly visit – her energy and positive attitude made a big difference. I felt like I was able to start doing things again that I normally couldn't do by myself.'

'As our friendship flourished, my confidence grew, and now I'm enjoying life so much more.'

'Who knew that a total stranger 20 minutes from my home town could make such a difference in my life and become a valued friend in a short space of time?'

*'I loved, and still do love,  
helping people.'*

**National Volunteering Week  
Volunteer Satisfaction Survey**

**17,916**

kilometres the Nhill  
car has travelled in  
fulfilling outreach  
role

## COMMUNITY OUTREACH

### Overview

A key focus is sharing our knowledge, information and resources with others that can benefit.

As part of this approach, we actively seek to extend the services we offer to those not just in bigger townships, but to include people that are very rural and remote. Through our community outreach program, we look for ways to help people in outlying areas access our services and find the resources they need to strengthen their own communities.

### Highlights from 2016/17

Partnerships with other community organisations have been instrumental in helping grow our community outreach program over the past year. Strong working relationships with organisations like Link Neighbourhood House, Edenhope and District Memorial Hospital and West Wimmera Shire have helped us make an impact in outlying areas where we have no physical Centre for Participation office.

We received state government funding for our community transport initiative, which will help us further reach out into more isolated communities. As part of the pilot, the first route from Kaniva to Horsham began in late October, helping people in rural regions access services and maintain connections.

Participation in social support activities also continues to increase in outlying areas, building on our rurally inclusive approach. Our initiatives such as Licencing the Wimmera have grown further to boost participation in more isolated communities, including Warracknabeal and Dimboola.

### Looking ahead

Successfully rolling out the pilot community transport initiative over the next 2 years will be an important part of our community outreach. Another key focus will be implementing HelpDem – a volunteer resource program in partnership with Edenhope Memorial Hospital supporting people that care for people with dementia. We'll also work towards building more partnerships, boosting training options for volunteer groups, and increasing access to services for everyone in the broader region.

# VOLUNTEERING

Since 1984, we've been creating opportunities in our region to support volunteering – the lifeblood of our communities.



We provide an extensive range of services, programs and resources designed to promote and strengthen volunteering in our towns and regions. We do this by helping to recruit, train and support volunteers, and develop easy-to-follow and effective volunteer management systems for organisations. An important feature of our work is training and supporting volunteer managers and coordinators.

We assist organisations and individuals to address these issues through workshops, training, policy and procedural frameworks to provide direction and structure to the way volunteers are managed. In addition, we ensure that practice meets national standards.



For many of our towns, volunteering is more about community survival and the nature of volunteering continues to change. Although it still brings people together, specialised skills and knowledge are now required to manage growing compliance concerns, community expectations and governance obligations.

As the go-to place for people looking to get involved in volunteering, we're also creating opportunities to learn new skills, boost social connections, build pathways to employment, and make a difference in local communities.



We increasingly focus on the need for appropriate volunteer recognition and renewal; as our populations age and become more centralised, the pool for volunteer contributions narrows. A benefit of membership with the Centre for Participation is access to our Volunteer Managers/Coordinators Network, opening up the opportunity to learn and share with others.



**“IT’S A FANTASTIC  
FEELING TO KNOW THAT  
YOU REALLY ARE MAKING  
A DIFFERENCE.”**

The awards celebrated the role volunteers play across the region and brought together individuals and organisations in acknowledging outstanding achievements.



## VOLUNTEERING RECOGNITION AWARDS 2017 WITH THE BENDIGO BANK

The Volunteering Recognition Awards recognised the remarkable efforts of volunteers, volunteer programs and volunteer-involving organisations that make our communities vibrant.

Held on 12 May at the Horsham Town Hall, the awards were the biggest and best to date. The major regional event not only acknowledged the contribution of volunteers, but also enabled organisations to get together with their volunteers in a social setting.

Our strong and established partnerships were a key factor in the event's success. Shires and community organisations throughout the region helped promote, support and identify outstanding volunteers for recognition, and we eventually received 83 nominations for 18 awards.

Another huge positive we took away from the event was the contribution of our sponsors. Over 30 sponsors helped bring the event together, with one sponsor now actively seeking to participate in ongoing corporate volunteering as a result of their involvement.



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*'The **feel-good factor** was amazing – with all the bad stuff happening in the world, this night reminds you that there are fantastically **generous people** out there.'*

**Mark Sulic**  
Ace Radio: Volunteering Recognition Awards 2017 sponsor

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## OVERALL 2017 LEADING VOLUNTEER TEAM AWARD – BEULAH HISTORIC LEARNING & PROGRESS ASSOCIATION

The Beulah Historic Learning & Progress Association was formed in 1999 as a whole-community response to the local post office service closing down. From these beginnings, the association has extended its reach across numerous initiatives throughout the community, including continuing to govern operation of the post office, providing access to a business and information centre, and auspicing a community garden.

'We were absolutely amazed and truly honoured to win this award,' says Helen Dillion, association secretary.

'There's been so much hard work getting our association up and running, and there's huge volunteering hours that go into running this centre. This award recognises our volunteering efforts – small towns would not function without volunteers.'

We congratulate the worthy recipients of the 2017 awards:

### Overall 2017 Leading Volunteer Team Award

Beulah Historic Learning & Progress Association

### Young Volunteer Award

Tha Blay Sher

### New Resident Award

Max Pietrushka

### Foster Carer Award

Pamela Branson

### Lifetime Achievement Award

Elva Raggatt

### Community Health Award

Pathways to Harrow: Harrow Bush Nursing

### Connecting Communities Award

Beulah Historic Learning & Progress Association

### Celebrating Diversity Award

Migrant Support Program  
Oasis Wimmera

### Emergency Recovery Award

Horsham Aeromedical Transfer Station (HATS)

### Community Organisation Award

Lions Club of Nhill

### Local Landcare Group Award

Kaniva District Landcare Group

### Individual Landcarer Award

Jamie Saines: Warracknabeal East  
Conservation Farmers

### Young Landcare Leader Award

Jessica Kuhne: Horsham Urban Landcare  
Group

### Hindmarsh Shire Council Award

Nhill Air Show

### Horsham Rural City Council Award

Horsham Aeromedical Transfer Station  
(HATS)

### Northern Grampians Shire Council Award

Eventide Homes (Stawell) Inc

### West Wimmera Shire Council Award

Pathways to Harrow

### Yarriambiack Shire Council Award

U3A Dunmunkle

35

sponsors

83

nominations

18

winners

**VOLUNTEERING  
RECOGNITION AWARDS  
2017**

With the BENDIGO BANK  
Changing lives, strengthening communities.

*'Watching all the nominees on stage was fantastic. They were all supporting each other and were overjoyed for the winners – not disappointed if they missed out.'*

Stephanie Thomson  
Centre for Participation

# 28

## TOTAL VOLUNTEER COORDINATORS TRAINED

### NATIONAL VOLUNTEER WEEK

National Volunteer Week is an annual celebration to acknowledge the generous contribution of our nation's volunteers. We continued in 2017 with the long-running theme 'Give happy, live happy', recognising the research that shows volunteers live happier and healthier lives.

We held numerous events across different towns and shires to celebrate volunteering, including barbeques and morning teas. In Yarriambiack, we combined our morning tea with an introduction to volunteering workshop. About 25 people participated in the workshop, providing a great opportunity to not only celebrate volunteering but also get new people from the community involved.

Another event was our expo and barbeque in Horsham, which we ran with community partners including Wimmera Southern Mallee Local Learning Employment Network, State Emergency Services (SES), Country Fire Authority (CFA), Wimmera Health Care Group (WHCG), Horsham Rural City Council (HRCC), Uniting, and the Wimmera Regional Sports Assembly (WRSA).

### INTERNATIONAL VOLUNTEER MANAGERS DAY

This occasion recognises the contribution of those professionals who actively manage, support and enable volunteering. To celebrate, we held a 'Many hatters tea party' to go along with the theme: 'Volunteer management – one job, many hats'. People were encouraged to dress up, wear different work hats, enjoy a tea party and join in the fun. We also invited one of the members of our Volunteer Managers/Coordinators Network as a guest speaker, who as a volunteer coordinator of the SES, scout leader and roller derby club secretary certainly exemplified the need to be a multitasker!

### INTERNATIONAL VOLUNTEER DAY

International Volunteer Day is mandated by the UN General Assembly and is held on 5 December each year. To celebrate, we ran a morning tea for approximately 50 volunteers throughout Kaniva in partnership with Link Neighbourhood House and West Wimmera Shire.

We also held a celebration morning tea and training day for volunteer drivers in Edenhope. This event was aimed at anyone whose volunteering role includes driving, such as local taxis and meals-on-wheels drivers. The training provided a great opportunity to refresh their knowledge of procedures, update skills, and promote further understanding of their role.

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*'I was cooking a barbeque at the Nhill SES and suddenly all the volunteers had to rush off to help a truck that had rolled! They all waved at me on their way past – certainly shows the dedication of our volunteers to go above and beyond!'*

**Christine Picone**  
Centre for Participation

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128

hours of volunteer manager/coordinator training



## UNDERSTANDING AND ENGAGING 21ST CENTURY VOLUNTEERS: AMANDA'S STORY

'I was interested in attending this workshop as I'm the Volunteer Coordinator for West Wimmera Shire Council, and so it's important to keep up with what's going on in volunteering.

'The workshop was really inspiring and gave us different ideas for how to approach volunteers. Something I learnt at the workshop, that we're putting into practice, is making sure we "ask the question" – sometimes we discount people because we think they're too busy or not interested in volunteering. Particularly in small towns, we might think we already know what people are doing and what they can handle, but just by asking the question we can open up opportunities.'

**Amanda Munn**

Volunteer Coordinator, West Wimmera Shire Council

## VOLUNTEER MANAGERS/ COORDINATORS NETWORK

The network gives managers and coordinators the opportunity to come together, learn from one another, and provide each member with support in their roles. Usually meeting four times a year, the network also offers a PD component and supports members to remain at the forefront of national volunteering standards. In the past year, we facilitated the training of 28 volunteer managers across topics including: development and design of volunteer roles, burnout – yours and your volunteers', and why volunteers should understand their rights and obligations.

## INTRODUCTION TO VOLUNTEERING

Throughout each year we offer seminars, workshops and webinars for volunteers and coordinators of volunteers. These sessions can be tailored to suit organisations, and are designed to introduce people to the dynamics of volunteering.

We've continued to respond to the needs of our community by increasing the delivery of our training in more remote areas. Another highlight has been running some sessions outside of business hours, enabling more people to come and participate. We've also introduced a database called Viktor, helping connect potential volunteers with volunteering opportunities.

## UNDERSTANDING AND ENGAGING 21ST CENTURY VOLUNTEERS

We were fortunate to host renowned UK author and volunteering expert, Rob Jackson. One of the workshops Rob conducted was aimed at volunteer managers/coordinators. It addressed environmental changes in volunteering and how leaders of volunteers can update their practices to accommodate these changes, further enhancing their engagement and retention of this century's volunteers.



# LEARNING

At the Centre for Participation, we connect people with the learning opportunities that suit them and help them reach their goals.

We know that learning is the key to opening different doors and helping people create the future they want.

By boosting literacy and numeracy, computer skills and vocational skills, we can better equip people for a career or more diverse job options, or encourage them to pursue further learning.

Our courses are targeted towards people who may have experienced gaps in education or financial difficulty, or those who simply require updated professional skills. The Centre for Participation provides non-discriminatory learning opportunities that build skills, knowledge and confidence via localised, pre-accredited courses that are provided free of charge or are significantly subsidised.

Courses take place in a friendly and encouraging environment with small class sizes. Students have access to the latest resources and we continue our focus on individualised tuition. This builds confidence and greatly facilitates educational progress.

Cultural awareness training in partnership with the Wimmera Primary Care Partnership is available for community organisations, and we also offer pre-accredited training to young people with a disability (in conjunction with Uniting) to develop living and social skills. We also partner with a number of external training providers, ensuring we have the capacity to flexibly respond to the evolving learning needs of our community.



A photograph of two women in a classroom or meeting setting. The woman in the foreground is speaking and looking upwards, wearing a grey and black striped blazer over a floral top. The woman in the background is listening, wearing a red top and a dark jacket. The background is dark with some vertical light streaks.

**“LEARNING MEANS  
I HAVE THE CHANCE TO  
DO THINGS I HAVEN’T  
DONE BEFORE.”**

Adult community learning provides **learning access** for people who might not otherwise engage, helping close gaps around equity, opportunities and prosperity.

## COMMUNITY LEARNING

### Overview

Via funding from Adult Community and Further Education (ACFE) we deliver pre-accredited training to help students with further training and/or employment and assist those vulnerable in the job market by providing learning in language, literacy, numeracy and digital literacy.

*‘The course has helped me so much. I have learnt so much about me – learning and being the best I can be.’*

–Student

Our courses fall broadly under Employment Skills, Vocational Skills, and Adult Literacy and Numeracy. They include language programs, literacy and numeracy for people with a disability, customer service skills, preparation for education, foundation skills and computer training.

Across 2016/17 we accepted 272 enrolments and delivered 12,640 student contact hours.

### VETiS in Schools

Vocational Education and Training in Schools (VETiS) is designed to expand opportunities and pathways for senior secondary students and improve outcomes, while addressing industry needs. It comprises nationally recognised certificates undertaken by secondary school students as part of their VCE or VCAL. We currently deliver Certificate II in Community Services and selected units from Certificate III in Community Services. Students attend weekly classes and participate in Structured Workplace Learning (SWL) with a host employer. Across 2016/17, we taught 40 students (5,712 hours).

### Partnerships First Aid

We partner with Allens Training to deliver first aid and CPR courses to develop skills and impart knowledge to learners. In the Provide First Aid course, 201 students attained their statement (1,206 hours), while in the Provide CPR course, this result was achieved by 84 students (252 hours).



# 272

## ACFE ENROLMENTS

### Food Handling and Responsible Service of Alcohol

In partnership with the Campaspe College of Adult Education, we deliver courses aimed at those serving alcohol or working with food. In the Use Hygienic Practices for Food Safety or Participate in Safe Food Handling Practices courses, 74 students attained their statement (392) hours. For the Responsible Service of Alcohol course, 267 students attained their statement (1,602 hours).

### Yanng Ngalung Maligundij Cultural Training

In partnership with the Wimmera Primary Care Partnership, traditional owner Joanne Clarke delivers cultural awareness training to community service organisations and staff at the Wimmera Health Care Group. 'Yanng Ngalung Maligundij' means 'walk with the Wergaia people'. The training focuses on gaining an understanding of the Wimmera clan groups, historical factors of past policies and legislation, and culturally appropriate strategies when working with the traditional owners. One hundred and thirty-six learners attained their certificate (544 hours) for cultural training.

### ACFE courses

#### English language programs (Horsham and St Arnaud)

We blend the teaching of English to Speakers of Other Languages (EOSL) with further programs in citizenship and community, and computers. This suite

of programs supports learners to extend their English language vocabulary, as well as develop skills in reading, writing and comprehension. The Citizenship and Community program focuses on the requirements of migrants and refugees to sit the Australian Citizenship test, and also includes community activities and skills such as basic first aid. We also assist learners to identify and undertake work placements.

Looking ahead, we've received funding to train volunteers in the region to work as mentors in one-on-one and small group settings. This initiative will support people to get more practice in conversational English, and they will also have the opportunity to further their numeracy and foundation skills.

.....  
*'Being a student here and being in the class and joining in with the community was great – I really liked the classes.'*  
.....

–Student

#### Learning for Life

In partnership with Uniting we deliver the pre-accredited training for the Learning for Life program. The aim of the Learning for Life program is for young people with a disability to develop living and social skills so they can live within the community as independently as possible. The program is targeted at young people with a disability aged 16 to 24, and covers topics such as

136

Cultural Training students

267

students obtained RSA statement

1,206

hours of First Aid training delivered

*'We like to come to the Centre for Participation because everyone is nice and we enjoy the activities... We first came here to learn about volunteering.'*

**Carly Bird and Tiffany Leathan**  
Community Base students



**6,705**

student contact hours  
for Individual  
Support

### Foundation skills

This course is designed to provide basic skills in reading, writing and numeracy. The training focuses on skills in reading for understanding, the writing process, and thinking clearly to explain ideas, along with basic numeracy. These skills provide foundation for further study and progression into accredited training and vocational outcomes, as well as building core competencies and confidence.

### Customer Service program

This program was developed to meet the needs of learners about to enter the workforce or formal study, or those adult learners who may have had interrupted learning and are considering study or the workforce. Training assists learners to develop foundation skills such as verbal communication, body language, tone, written communication, and cultural contexts to enhance connections with others and support employment options.

### Preparation for Education

This program assists learners considering further study (who have had interrupted learning) with the foundation skills in reading and writing.

The learning environment is positive, safe and nurturing, and students are supported by other learners.

### Computer training (Horsham and St Arnaud)

This course is designed for people who want to make better use of their computers. It teaches basic skills in a range of areas including word processing, internet use, email and printing. It also supports a movement towards formal study or assists with vocational requirements.

During the last year we have tailored specific computer training for job seekers to assist them to navigate the MyGov website.

### Digital Literacy – Using an iPad

This training builds on foundation computing skills and introduces learners to smart technologies, including the use of iPads. Learners develop skills in using apps to assist study (locating information, creating documents and storing documents). This training increases learners' abilities to complete study and creates strong pathways towards employment.

### Community Base

In partnership with Uniting, we deliver pre-accredited training as part of the Community Base program. This program aims to assist people with a disability to improve social and employment skills. It also helps increase people's understanding of volunteer roles within the community, and their associated rights and responsibilities.

## A WOMAN'S JOURNEY: THANDI AND JENNY'S STORIES

'I have learnt so much. The course has helped me in so many ways through empowerment, self-realisation, personal growth and overall development, improving my self-esteem, improving my communication skills and improving my socialising skills. I also learnt skills such as job applications, résumé writing and computer skills, and I made new friends!'

– Thandi

'The reason I began the class was because I needed to find myself again. The class can empower you to become the person you want or would like to become. It's helpful to know you are not alone and change in yourself is positive and possible.'

– Jenny



### New Beginnings – A Woman's Journey

In a safe and supportive learning environment, women meet to set life goals, enhance interpersonal skills, and boost communication. The course covers five topics: personal effectiveness, becoming a lifelong learner, IT, pathways to work, and women's issues.

Some participants are referred by agencies while others self-refer. Some are looking for a new job and some have been long-time mothers looking for personal development. All are looking for a change and clearer future direction.

It is more than a group counselling course, offering scope for women to explore personal development on the path to greater resilience, enhanced self-esteem, improved self-confidence, and clarity to set goals.

The course is aimed at dealing with life's stresses. It can empower participants to respond differently to themselves and their lives, ultimately opening up a more positive outlook. Course outcomes include improving personal effectiveness, becoming a lifelong learner, increasing information technology skills, and building pathways to employment.

### External training providers

We also work with other training providers to deliver a range of additional courses. Training provided via external providers includes Certificate IV in Training and Assessment, Diploma of Vocational Education and Training, Certificate IV in Work Health and Safety, HSR Initial OH&S training course, HSR Refresher OH&S training course, and Certificate III in Early Childhood Education and Care.

We're also partnering with the Centre for Continuing Education Inc (RTO: 4172) to deliver Certificate III in Education Support and Certificate III in Individual Support. By increasing the learning options available, we're continuing to open up new opportunities and support personal growth for people throughout the region.



# PARTNERSHIPS

By actively seeking organisations to join us, we can share infrastructure and expertise, collaborate for a common goal, and respond more flexibly to the communities we serve.

Working in partnership means we can achieve a great deal more for our communities. To this end, we partner with local government, health providers, Indigenous organisations and schools for mostly short-term projects with specific outcomes, tapping into common resources, connections and experiences to achieve mutual goals.

By bringing together networks with different skills and expertise, we are able to strengthen organisations that support the community and its aspirations. One example is our project to assess and redevelop Horsham Rural City Council's (HRRC) volunteer management framework. We are also heavily involved with the Wimmera Health Care Group (WHCG) providing its volunteer coordination and thereby supporting its volunteer recruitment and retention.

Other partnerships include our work with the Wimmera Regional Sports Assembly (WRSA) to deliver our course in Club Leadership – Developing Tomorrow's Leaders Today. We're also exploring further innovative partnerships through our program enhancing governance for community organisations, and the consolidation of our work with the Wimmera Southern Mallee Community Learning Alliance.

Finally, we remain committed to partnering with organisations directly to help them build their capacity. This includes localised learning to upskill staff; assistance with volunteer recruitment, recognition and training; and opportunities to support people and the wider community on a project-by-project basis.

A man in a dark suit, light shirt, and patterned tie stands at a podium, speaking into a microphone. He is holding a small white card. The podium has a microphone and a small logo that says "Lectrum". In front of the podium is a large, vibrant floral arrangement featuring pink lilies, white baby's breath, and greenery. The background is dark with some colorful stage lights visible on the left. The text "BY WORKING IN PARTNERSHIP, WE CAN DO SO MUCH THAT WE COULDN'T ACHIEVE ALONE." is overlaid in large white letters across the center of the image.

**“BY WORKING IN  
PARTNERSHIP, WE  
CAN DO SO MUCH  
THAT WE COULDN'T  
ACHIEVE ALONE.”**

# 80%

## OF INDIVIDUALS COMPLETING VOLUNTEER SATISFACTION SURVEY ENJOYED THEIR VOLUNTEERING 'IMMENSELY'

### VOLUNTEER ENHANCEMENT PROGRAM WITH WHCG

#### Overview

We partner with the Wimmera Health Care Group (WHCG) to provide its volunteer coordination. By continuing to recruit, screen, refer, manage data and train volunteers, we assist in the growth and retention of volunteers for the organisation. We also provide staff support to coordinate the day-to-day processes required for effective volunteer coordination, along with support to nurse unit managers and WHCG.

We've also been working with WHCG's Volunteer Planning Committee to continue to enhance its volunteer program and ensure alignment with the 2015 National Standards for Volunteer Involvement.

#### Highlights from 2016/17

Significant progress has been achieved in embedding volunteering as crucial to WHCG's strategic and workforce planning. We've also built on the successful innovations for volunteer placement through a volunteer vacancy request procedure across the hospital, helping to streamline processes and ensure optimum use of resources. Other highlights include boosting staff awareness of the program through regular internal newsletters and communications, introducing organisation-wide volunteer drives, and creating new volunteering roles in the Oncology Day Unit and Wyuna Unit.

### STRENGTHENING VOLUNTEERING PROJECT WITH HRCC

#### Overview

In early 2016, we partnered with Horsham Rural City Council (HRCC) to undertake a 12-month project to redevelop council's volunteer management framework.

Our role was to research current HRCC processes and work closely with council's planning group to identify areas for continuous improvement under the 2015 National Standards for Volunteer Involvement. We also worked with volunteer-involving departments to design a management framework that can be standardised at different points of entry, but which also facilitates program-specific volunteering.

#### Highlights from 2016/17

Over 1500 hours were devoted to developing the volunteer management framework specific to HRCC's context and environment, including a full toolkit with volunteering-specific policies and procedures for use by council, a draft volunteer handbook, and reports at four project milestones. The framework is a uniquely designed document that identifies best-practice volunteer management approaches at strategic, operational and volunteer levels of local government.

The council has since begun engagement with the necessary cultural and organisational changes required to effect the redeveloped volunteer framework's main objectives, helping both improve volunteer management and highlighting the benefits of volunteering to the community.

## 150+

pages in HRCC  
volunteering policies  
and procedures  
toolkit

## 8+

strengthening  
volunteerism  
executive  
meetings

# TOMORROW'S LEADERS TODAY...

## CLUB LEADERSHIP – DEVELOPING TOMORROW'S LEADERS TODAY WITH WRSA

### Overview

In partnership with Wimmera Regional Sport's Assembly (WRSA) we delivered this course specifically designed to support young leaders and strengthen community organisations.

Sporting clubs around the region sponsor a young person to take part in the program. Young people are provided with a mentor and hands-on training across a variety of topics, including first aid, food handling, responsible service of alcohol, and organisational governance. The governance workshops cover areas such as roles and responsibilities of meetings and people, risk management, event planning and management, planning for the future/strategic planning, and presentation skills.

### Highlights from 2016/17

The course was successfully delivered for the fifth time, culminating in a graduation ceremony showcasing the participants' new skills and celebrating their achievements.

Over the course of the ceremony, the participants put their public speaking abilities into practice as they recapped what they had learnt with the audience. The participants also worked together to consider how they could strengthen sporting in the region in the future, coming up with many valuable ideas and insights.

One major highlight resulting from the program was the proposal to develop a youth subcommittee at a local sporting club. To be chaired by a program participant, the subcommittee would consider strategic objectives and risk management, have a budget, and take minutes to be tabled to the main committee.



## CASE STUDY

The Club Leadership program helps young people gain the skills they need to become the next generation of leaders within our clubs and associations. Here are two perspectives on why the Club Leadership program has such a valuable role in supporting vibrant, thriving communities.

**David Berry – Executive Officer, WRSA:** 'It gives young people the grounding they need should they want to step onto a committee within the community, so they don't feel they're going in cold and end up not putting their hand up. We want to see plenty of young people on our committees so our clubs are sustainable going forward.'

**Ash Fogarty – Club Leadership participant:** 'I liked learning about what all the people in the background do. It's not just showing up on a Saturday and playing sport and going to training once a week – there's so much that the committee do and I had no idea about that. I've also learned lots of skills that will help people get more involved in our club and spread the word.'



## ENHANCING GOVERNANCE, STRENGTHENING COMMUNITY ORGANISATIONS

### Overview

We support community organisations to improve governance practices through a program linking them with recognised community leaders. These community leaders act as mentors by offering their experience to improve financial and social outcomes. By specifically improving overall governance in an advisory capacity, mentors help empower the committee to develop good policies and processes that facilitate good governance.

Organisations that undertook mentoring reported improved confidence in governance overall, greater commitment, a sense of optimism, enhanced teamwork, clarity around roles and responsibilities, and deeper mutual respect.

### Highlights from 2016/17

We've been exploring new opportunities to extend the program and further grow its impact. As part of this approach, we took part in an initiative run by Social Traders known as 'the Crunch'. The Crunch is designed to support business development in the social space.

*'It's great to be part of a regional organisation developing an innovative response to the needs of small community groups.'*

**Pablo Alfredo Gimenez**  
Centre for Participation

The Crunch process involved pulling apart our program and analysing how the delivery model works. By evaluating the model from different perspectives, we learnt more about refining our market testing, the role of volunteers, the importance of training, accounting for costs, and scaling the program to make it viable.

We'll continue to take the learnings to improve the program, increase our social enterprise capacity and achieve our strategic outcomes – focusing on developing community, boosting participation, and building resilience and inclusion. We'll also keep exploring social enterprise opportunities for particularly vulnerable target groups, including youth, new arrivals, and people that are under- or unemployed.

## RIGHT ON TRACK WITH GOOLUM GOOLUM

### Overview

'Right on Track' is a hub of bike-focused creative, mechanical, physical and community activities designed as an early intervention program for young Indigenous people aged 12–19 living in the Grampians region. The program encourages physical activity and re-engagement with education, increases skill development and improves connectedness to training opportunities.

### Highlights from 2016/17

Participants continued to take part in the program with much energy and enthusiasm, making their own 'deadly bikes'. They also initiated giving 'gift bikes' to members of the community who don't own a bike, which was an empowering and rewarding experience. Gift bikes were crafted with a focus on the cause or organisation they were gifted to, helping raise awareness for the cause and building trust, engagement, mutual respect and teamwork.

*'Bikes is like my family. We look out for each other, we listen, help each other out and stuff like that.'*

Right on Track participant

A major highlight was having three participants interviewed on the SBS *Insight* program. Participants spoke of how Right on Track had helped them overcome challenges and surrounded them with a positive community of youth, with one commenting that 'I have been given chances – people believe in me and it's changed my life... At bikes, I found myself.'

Two participants also extended themselves by going on to study at Federation University, while another two furthered their employment opportunities.

*'Our new approaches to learning are just one example of how we're innovating and doing things differently to achieve better outcomes.'*

## WIMMERA SOUTHERN MALLEE COMMUNITY LEARNING ALLIANCE

### Overview

Partnerships, fresh initiatives and big-picture strategies are all informing new directions for boosting learning in our region.

We've combined with other neighbourhood houses and community learning centres across the region to form the Wimmera Southern Mallee Community Learning Alliance. Following on from our research report into learning in the area, 'Learning for Opportunity', the alliance has adopted a Wimmera Community Learning Strategy (WCLS).

The WCLS aims to drive regional collaboration, engagement and contribute to the region's educational, economic and social future. The strategy will enable Learn Local organisations to expand educational offerings, enhance links between stakeholders, strengthen governance and create a flow-through to further education and employment. It will assist in the design and delivery of relevant programs in localities not well serviced, improve pathways for those socially or economically disadvantaged, encourage engagement with community learning, and develop responsive partnerships between the Learn Local sector and community and industry partners.

### Highlights from 2016/17

As part of our approach to implement the WCLS, we've been looking beyond traditional models to teach courses such as literacy, numeracy and foundation skills.

In response to research and feedback from our learners, we've been exploring options to make learning more accessible for people not as comfortable in a conventional classroom setting.

Working in partnership with other Learn Local organisations in the region, we have received funding to train and coordinate volunteers to provide one-on-one and small group training/mentoring for students. By creating different learning options, we're both harnessing the skills of volunteers and finding new ways to support learners to achieve better outcomes.



*'The class has empowered me to become the person I want to be.'*

Student

*'Studying here has helped with my personal growth and overall development.'*

Student

The initiative first began in July 2017 and we'll be looking to share our learnings with the broader community to help inform other educational programs.

Our partnerships create opportunities and build capacity **to achieve our common goals.**

# PARTNERSHIPS, NETWORKS AND FUNDERS

We look forward to working with our partners into the future and building new partnerships to better support individuals, develop organisations, and strengthen communities.

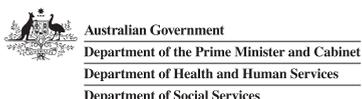
- > Albury-Wodonga Volunteer Resource Centre
- > Allens Training Pty Ltd
- > Beverlie Wood Training and Assessment
- > Buloke Shire Council
- > Campaspe College of Adult Education
- > Commonwealth Home Support Program
- > Community Action Networks
- > Community Axis
- > Community Learning Alliance
- > Community Visiting Scheme State Network
- > Community Visiting Scheme Rural Network
- > Disruptive Media
- > Edenhope and District Memorial Hospital
- > Federation University
- > Goolum Goolum Aboriginal Cooperative
- > Grampians Community Health
- > Harrow Bush Nursing Centre
- > Health Promotion Network
- > Helen McPherson Trust
- > Hindmarsh Shire Council
- > Home and Community Care Managers Network
- > Horsham CEO Network
- > Horsham College
- > Horsham Friends Abreast
- > Horsham Rural City Council
- > Horsham Volunteer Managers/ Coordinators Network
- > LINK Kaniva Neighbourhood House
- > Loddon Mallee Community Transport Forum
- > Memory Lane Café Network
- > Northern Grampians Shire Council
- > RE Ross Trust
- > SES – Nhill Unit
- > Social Traders
- > St Arnaud Resource Centre
- > Stroke Support Group
- > The Centre for Continuing Education Wangaratta
- > Think Impact
- > Uniting
- > VicRoads
- > Victoria Volunteer Support Network (VVSN)
- > Victorian Community Transport Association
- > Victorian Women’s Benevolent Trust
- > Vocational Education and Training in Schools (VETiS) Cluster
- > Voices of Wimmera
- > Volunteering Victoria
- > Warracknabeal Neighbourhood House
- > West Wimmera Health Service
- > West Wimmera Shire Council
- > Wimmera Community Options
- > Wimmera Disability Action Network
- > Wimmera Health Care Alliance
- > Wimmera Health Care Group
- > Wimmera Men’s Shed Network
- > Wimmera Primary Care Partnership
- > Wimmera Regional Sports Assembly
- > Wimmera Settlement Committee
- > Wimmera Southern Mallee Community Transport Forum
- > Wimmera Southern Mallee LLEN
- > Wimmera West Grampians Neighbourhood House Collective
- > Western District Employment Access
- > Yangg Ngalung Maligundij
- > Yarriambiack Shire Council

Membership opens up opportunities to participate, give, mentor and belong.

# MEMBERSHIP

## MAJOR FUNDING BODIES

We duly acknowledge our donors, funders and sponsors. With your ongoing support, the Centre for Participation continues to empower communities in a richer, more effective and meaningful way.



## Membership greatly benefits individuals, organisations and our communities.

Organisational membership benefits include access to our networks and expertise, free or discounted workshops and seminars, and our volunteer referral service. For individuals, membership provides opportunities for people to participate, create networks, and get to know their communities.

Members support our work and assist us to advocate on behalf of volunteers and the broader sector – and ultimately, fulfil our mission to build stronger communities.

## ORGANISATIONAL MEMBERS

- > Art Is
- > Business Horsham Inc
- > Central Grampians LLEN
- > CFA Horsham
- > Dunmunkle Lodge
- > East Wimmera Health Service
- > Grampians Community Health Stawell
- > Harrow Bush Nursing Centre
- > Hindmarsh Landcare Network
- > Hindmarsh Shire Council
- > Hopetoun and District Neighbourhood House
- > Horsham Rural City Council
- > Horsham Special Development School
- > Kaniva LINK Inc
- > Nhill SES Unit
- > Riding Develops Abilities
- > St Arnaud Community Resource Centre
- > Stawell Neighbourhood House
- > Uniting
- > Warracknabeal Neighbourhood House
- > West Wimmera Shire Council
- > Wimmera Catchment Management Authority
- > Wimmera Development Association
- > Wimmera Health Care Group
- > Wimmera Mallee Southern LLEN 2
- > Wimmera Regional Sports Assembly
- > Wimmera Regional Library Co-Op
- > Wimmera West Grampians NH Network
- > Yarriambiack Shire Council



# FINANCIAL OVERVIEW

## FINANCIAL YEAR SUMMARY

The 2016–17 financial year saw us complete our final investment of reserves into business development via the MOU with the Wimmera HUB. A new constitution was developed to reflect our growing business. This gave rise to a rebranding phase and a new business name of Centre for Participation Inc.

For the finance team, this rebranding led to a significant focus during a relatively short timeframe to bring on board the new name and undertake the operational changes required with all suppliers, debtors, government and stakeholders.

The Centre for Participation appointed a Fundraising and Grants Officer during the year to focus on obtaining grants that will benefit our regional communities. Our team approach led to the following new successful grants/funding streams, with some commencing later in the year and others over 2017–18:

- > Department of Economic Development, Jobs, Transport and Resources – community transport

- > Department of Justice – youth justice
- > Department of Education – delivering ACFE-funded programs from January 2017; CAIF project/skilling volunteers
- > RE Ross Trust/Victorian Women’s Benevolent Trust/Horsham Rural City Council (HRCC) – skilling migrant women
- > RE Ross Trust – P21 program
- > Partnerships with other RTOs in delivering certified courses.

Seeking grants for building redevelopment will continue into the next financial year. The redevelopment will result in increased capacity and is supported by a financial strategy that will drive growth and profitability.

We are yet to fully assess the impact the introduction of the NDIS will have on our current contracts. We will continue to position ourselves to support service users and other support agencies in the delivery of high levels of service.

## FINANCIAL YEAR RESULTS

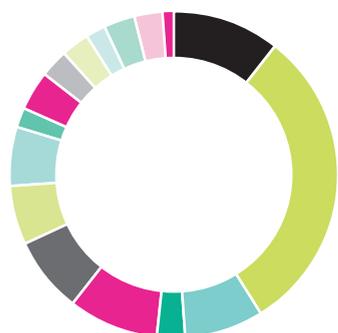
The operating loss for the year was -\$220,931, including depreciation of \$81,571.

The loss was in line with the goals of the financial strategy plan, using capital reserves investments to drive growth. The planned growth from new partnerships and a varied project and activity scope is expected to generate higher revenue over future years, which will greatly benefit our regional communities.

Total 2016–17 incomes were \$1,266,333 including interest of \$9,453 derived from investments. Net equity was \$779,895.

Financial operations were well supported by the finance, audit and risk subcommittees of the board.

**Income summary**  
by program 2016–2017 (%)



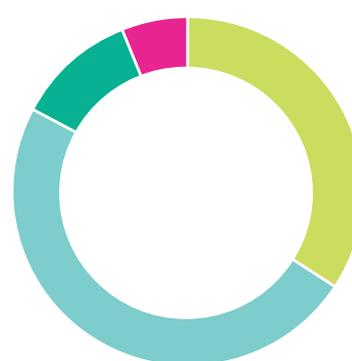
● Wimmera HUB	11%
● Social Support	32%
● Volunteer Resource Program	8%
● Volunteer Awards	3%
● Other income	9%
● Training	8%
● Licensing the Wimmera	6%
● Right on Track	6%
● Governance Mentors	2%
● Memory Lane Café	4%
● Community visiting	3%
● Wimmera Health Care Group	3%
● Youth Disability Support	2%
● Interest	1%
● Horsham Rural City Council	3%
● Fundraising/contributions	1%

**Expense summary**  
2016–2017 (%)



● Staff wages/on-costs	68%
● Depreciation	5%
● Program delivery	4%
● Occupancy	4%
● Administration	7%
● Motor vehicle	2%
● Governance	1%
● Staff expenses/training	4%
● Project costs	1%
● Outsourcing	1%
● Information technology	1%
● Accounting	1%

**Projected cash reserves commitment summary** to June 2018



● Staff provisions	34%
● General operating reserves	48%
● Capital purchase	11%
● Research and development	6%

## INDEPENDENT AUDIT REPORT

We have audited the accompanying financial report of Centre For Participation Inc (the association), which comprises the statement of financial position as at 30 June 2017, 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 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 gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In Note 1, the board also state, in accordance with Accounting Standard AASB 101 Presentation of Financial Statements, that the financial statements comply with International Financial Reporting Standards.

### 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 about 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 association'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.

### Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

### Opinion

In our opinion:

- a. the financial report of Centre For Participation Inc 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 2017 and of its performance for the year ended on that date; and
  - ii. complying with Australian Accounting standards and the Associations Incorporation Act 1981 (VIC)
- b. the financial report also complies with International Financial Reporting Standards as disclosed in Note 1.

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

Dated this 12 day of July 2017



*'In the future, we'll keep building on our achievements to support individuals, organisations and communities to thrive. We believe anything is possible for anybody, and are excited about what lies ahead for our region.'*

**Julie Pettett**  
CEO  
Centre for Participation

# WHERE TO FIND US





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