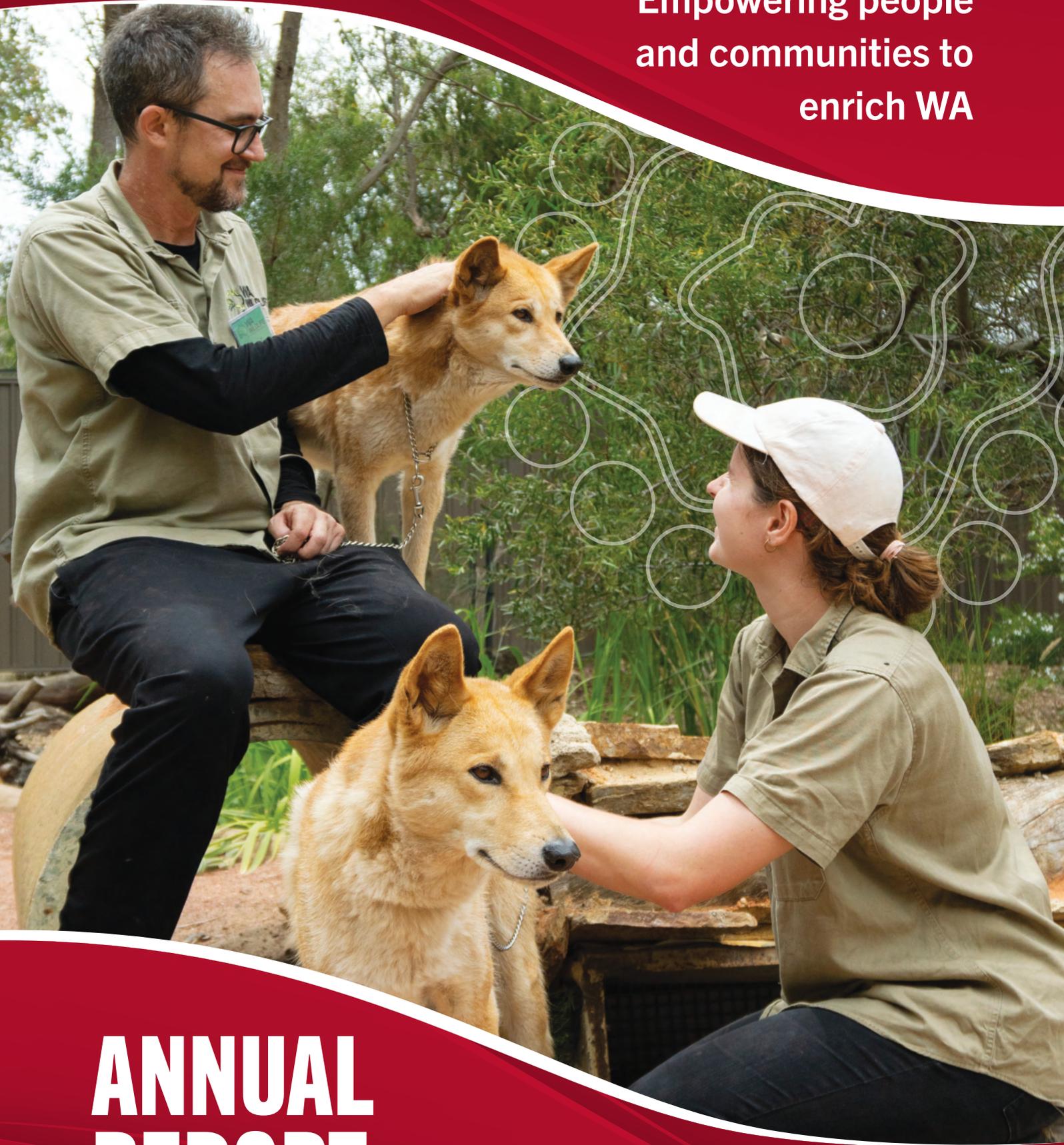
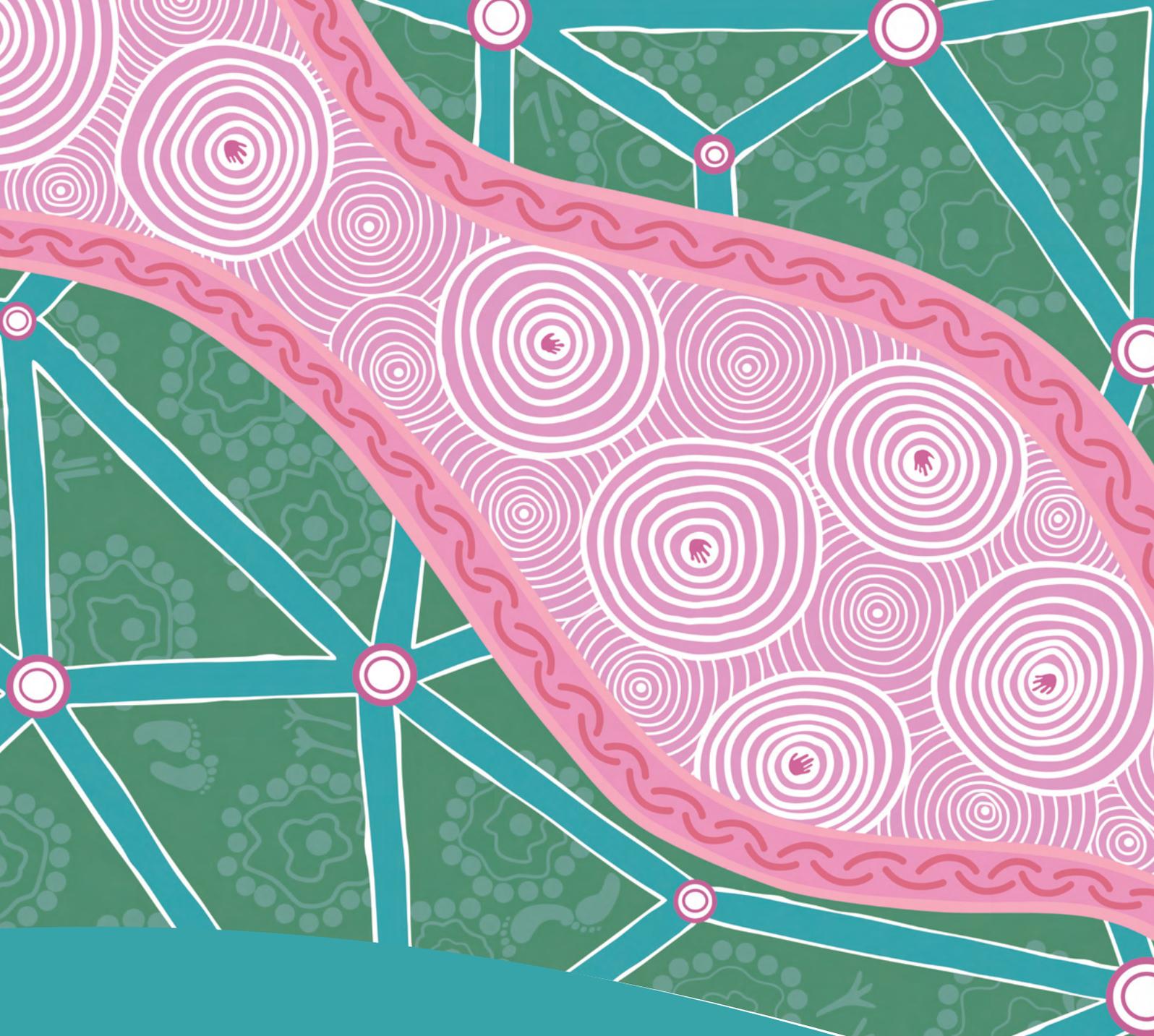


Empowering people  
and communities to  
enrich WA



# ANNUAL REPORT 2024/25



## Acknowledgement of Country

**In the spirit of reconciliation Volunteering WA acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country throughout Western Australia. We recognise their continuing connection to land, waters and community and we pay our respect to them, their cultures, and to Elders both past and present.**

**V**olunteering WA is committed to forging stronger relationships and a deeper respect for Aboriginal and Torres Strait Islander peoples. By acknowledging and respecting the diversity and histories of Aboriginal and Torres Strait Islander peoples we will continue to realise our vision for reconciliation.

We are committed to ensuring Aboriginal and Torres Strait Islander peoples have a seat at the table, a voice in volunteering, opportunities for sharing knowledge, and to celebrate the unique ways in which First Nations people volunteer and better Australia's communities.



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### Diversity and Inclusion

Volunteering WA is committed to understanding, embracing and celebrating the rich and multi-dimensional experiences that shape our lives and aims to ensure that everyone who engages with us feels welcomed and included. Volunteering WA welcomes all people irrespective of ethnicity, faith, sexual orientation, ability and gender identity.

### Where to find a copy

Volunteering WA's Annual Report and Financial Statements can be downloaded via our website [www.volunteeringwa.org.au/keydocuments](http://www.volunteeringwa.org.au/keydocuments)



In line with Volunteering WA's commitment to sustainability the Annual Report can be found online with limited hardcopy versions available.



# VOLUNTEERING WA

**Established in 1988, Volunteering WA is the peak body for volunteering in Western Australia. With a membership of more than 850 volunteer involving organisations, we work in partnership with community, corporate, educational and public sector organisations to provide leadership, advancement and promotion of volunteering to achieve the greatest impact for Western Australia.**

**A**s the leading voice for volunteers and volunteer involving organisations, we work to strengthen the sector and promote the benefits of volunteering and its value in transforming and enriching the communities in which we live.

Volunteering WA proudly represents over 1.5 million volunteers across the state including 742,000 people aged over 15 who volunteer formally with an organisation or group.

# OUR STRATEGIC APPROACH 2022-25

The Strategic Plan is centred around four strategic priorities to ensure we achieved our purpose supporting volunteering in Western Australia.

## MISSION

Empowering people and communities to enrich Western Australia.

## VISION

A society in which everyone is inspired to make a difference.

## VALUES

We use our integrity in all we do and are committed to being inclusive, collaborative and innovative.

## ENABLE

Integrity  
Inclusion  
Innovation

Enable sustainability through a highly effective board and workforce, excellent governance, financial and business management.

## ENGAGE

Connect  
Communicate  
Celebrate

Establish partnerships and initiatives that drive progress and respond to emerging trends.

## LEAD

Research  
Policy  
Advocacy

Elevate volunteering by raising awareness and championing the sector.

## ADVANCE

Training  
Advice  
Support

Deliver exemplary services that build knowledge and capability in the sector.

# CHAIR & CEO STATEMENT



**As the state's peak body for volunteering, Volunteering WA continues to empower people and communities to enrich Western Australia. We are pleased to report another impactful and productive year in 2024–25, working in collaboration with more than 850 valued members and their thousands of dedicated volunteers. Together, we have strengthened volunteering across metropolitan and regional WA through advocacy, innovative programs, training, and recognition.**

**W**estern Australia's cost-of-living crisis and housing insecurity present challenges to communities across the state, increasing the demand for volunteers while also creating pressures that limit participation. Our CEO Roundtables brought sector leaders together to shape policy discussions and provide critical insights that informed both our advocacy efforts. During the March 2025 State Election, we advocated for measures to reduce costs and remove obstacles to volunteering. Part of this platform was the introduction of a 'WA Volunteer Card' to reduce costs and streamline processes for volunteer screening. We continue to advocate for these priorities and create real change for volunteers.

We progressed from our Reflect Reconciliation Action Plan into a draft Innovate Plan, reaffirming our commitment to including Aboriginal and Torres Strait Islander volunteers, volunteer managers, organisations, and knowledge-holders in the conversations and forums that shape, strengthen, and sustain volunteering.

We continued our work to develop the Measuring Impact tool, an innovative impact measurement resource for volunteer-involving organisations. This year we joined the Volunteer Management Activity team and hit the road, with regional engagement trips across WA that deepened relationships and brought face-to-face support to organisations in Carnarvon, Albany, Hopetoun,

Katanning, Bunbury, Mandurah, and Ravensthorpe. In addition, we delivered the Volunteer Management Project Grants Showcase, highlighting powerful stories of inclusion and innovation from organisations working to reduce barriers and grow participation.

Proudly, Volunteering WA's flagship corporate volunteering program hit new heights, with the facilitation of 381 team days, hosting 4085 volunteers from the corporate sector to support 118 community organisations in Perth and regional WA. Our engagement continued throughout the year at key events that brought the sector together. National Volunteer Week 2025 was a vibrant celebration of WA's 1.5 million volunteers, culminating in the WA Volunteer of the Year Awards that showcased the diversity and impact of volunteering. In partnership with Lotterywest, we proudly distributed over \$338,000 in National Volunteer Week celebration grants to 233 organisations across WA.

Throughout the year, Volunteering WA remained a strong voice for the sector, delivering grants, facilitating research, building capacity, and advocating for the recognition and support volunteers deserve. We reaffirmed our commitment to the National Strategy for Volunteering and worked closely with our other state and territory counterparts in shared initiatives and policy submissions. We extend our sincere thanks to our dedicated staff, volunteers, members, funders, partners and Board for their invaluable contributions. This year was a pivotal time for Volunteering WA as we prepared our next Strategic Plan (2025-2030), a roadmap informed by data, community insight, and the deep expertise of our board members, stakeholders and workforce.

As we look ahead, we remain committed to engaging, leading and advancing volunteering in Western Australia, and creating the conditions for volunteering to thrive across our communities.

# VOLUNTEERING WA BOARD PROFILES



**Craig Spencer**  
Head of Volunteer Engagement  
- St John WA  
**Chair** (From Oct 2024)



**David Morrison**  
CEO/MD - NeonLogic  
**Chair** (Resigned Oct 2024)



**Pat Scally**  
IT and Business Executive  
**Deputy Chair**



**Vivian Molan**  
Senior Executive,  
WA Public Sector  
**Deputy Chair**



**Libby Hewton**  
Vice President Treasury  
& Insurance, Woodside  
**Treasurer**



**Karesa Dias**  
Solicitor State Solicitor's Office  
**Board Member**  
(Youth Director)



**Professor Gary Martin**  
CEO, Australian Institute  
of Management WA  
**Board Member**



**Craig Hollywood**  
Founder and Board Director,  
Short Back & Sidewalks  
**Board Member**



**Matthew Pham**  
Vice President, Rotary Club  
of Elizabeth Quay  
**Board Member**



**Rebecca Hamilton**  
Director, Western Australian  
Road Safety Commission  
**Board Member**

## GOVERNANCE

We acknowledge the Board's valuable expertise, strategic guidance, and active support in strengthening Volunteering WA's governance. Their dedicated involvement has directly contributed to the development of new governance processes, resulting in greater organisational efficiency and improved policy and procedural frameworks.

# OUR TEAM



**Tina Williams**  
Chief Executive Officer



**Alana Cox**  
Executive Assistant



**Andrea Cole**  
Executive Manager  
- Finance & HR



**Tara Doyle**  
Executive Manager  
Business Operations



**Jen Wyness**  
Executive Manager - Sector Services



**Dominique Hansen**  
Manager Policy  
& Research  
*From October 2024*



**Donnelle Curnow**  
Assistant  
Accountant



**Robert Solomon**  
Manager IT Services



**Louise Giles**  
Manager Training  
& Development



**Melanie Baker**  
Manager Volunteer  
Management Activity



**Meredith Blais**  
Executive Manager  
Policy & Research  
*Until October 2024*



**Jane Mason**  
Manager Member Services



**Jan Lucas**  
Engagement Manager -  
Volunteer Management  
Activity



**Dr Sumayyah Ahmad**  
Project Coordinator –  
Emergency Volunteering



**Julie Monument**  
Learning & Development  
Coordinator  
*From May 2025*



**Felicity Smith**  
Engagement Coordinator –  
Volunteer Management Activity



**Emily Lees**  
Project Consultant



**Melanie Liddell**  
Manager Social Impact  
*From April 2025*



**Antonia Taylor**  
Manager Social Impact  
*Until May 2025*



**Clare McHale**  
Administration Officer



**Traci Gamblin**

Deputy Chief Executive Officer



**Cecily Clay**

Manager Corporate Volunteering



**Holly Hazel**

Manager Marketing & Communications



**Catherine Kelly**

Corporate Events Coordinator



**Kelly Nunn**

Regional Community Engagement Coordinator



**Amy Davenport**

Corporate Events Coordinator



**Karla Hitchcock**

Regional Community Events Officer  
*(Tom Price)*



**Rhiana Robbins-Beattie**

Corporate Events Coordinator



**Corina Stagg**

Corporate Engagement Coordinator  
*From May 2025*



**Krista Mullally**

Marketing and Communications Coordinator



**Monika Takkel**

Regional Community Events Officer  
*(Port Hedland)*



**Olivia Boyle**

Corporate Events Coordinator  
*Until March 2025*



**Regina Ndossi**

Corporate Events Coordinator  
*Until December 2024*



**Savannah Spence**

Events Program Coordinator

## OUR VOLUNTEERS



**Maurene Palmer**

Reception / Administration



**Glenda Gallacher**

Reception / Membership



**Rosemary Van**

Office Support

# OUR COMMITTEES

Volunteering WA's committees bring together experienced voices to champion the volunteering sector, raise awareness of its impact, and advocate for positive change.

## Corporate Volunteer Council

- Bankwest
- Beyond Bank
- BHP
- Deloitte
- Horizon Power
- RAC
- Rio Tinto
- Woodside

## Volunteering Community Reference Group

- Hon Hannah Beazley BA MLA  
*(Minister for Volunteering)*
- Craig Spencer *(Chair)*
- Tina Williams *(Convenor)*
- Dominique Hansen
- Karina Chicote
- Heidi Madden
- Dr Megan Paull
- Hannah Godsave
- Elizabeth Aason
- Vicki Pollard
- Phil Scanlan
- Esther Bliss
- Sandra Prosser
- Dr Tina Firth
- Rahul Seth CA
- Michael Wainwright

## Diversity and Inclusion Advisory Group

- Andrea Moss
- Bernard Counce
- Gareth Goodway
- Jan Lucas
- Nasrin Marmarchi
- Rika Asaoka *(Facilitator)*
- Ryan Honschooten
- Sabah Suleiman
- Shamara Williams
- Shazzy Tharby
- Steph Beaumont

## Reconciliation Action Plan Working Group

- Tina Williams *(Chair)*
- Aaron Sutton  
*(First Nations Advisor)*
- Traci Gamblin
- Meredith Blais *(until Oct 24)*
- Andrea Cole
- Dominique Hansen  
*(From Oct 24)*
- Cecily Clay
- Jan Lucas
- Kelly Nunn

## Research Committee

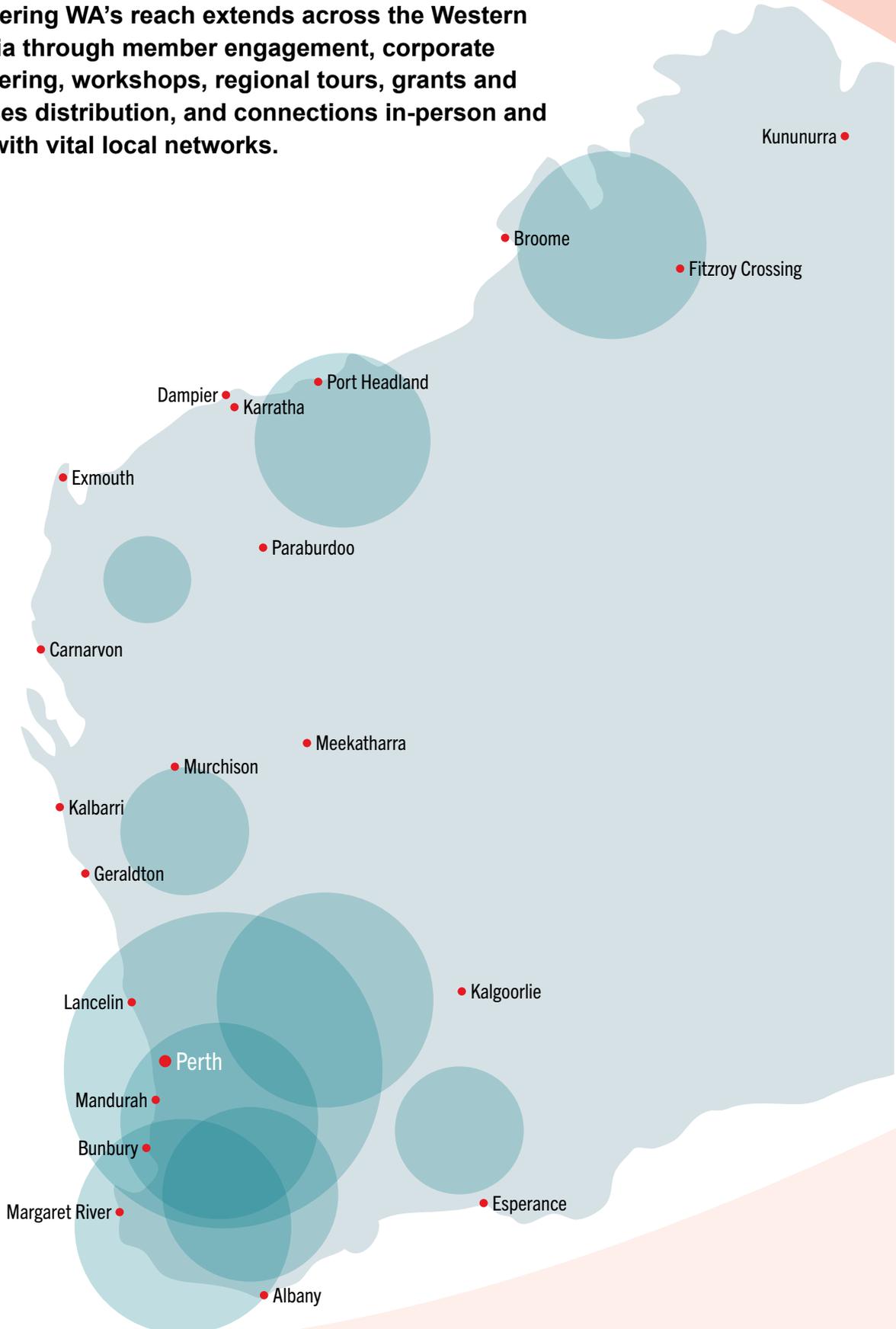
- Dr Darja Kragt  
*(Chair from Nov 24)*
- Dr Eunjung Kim
- Professor Kirsten Holmes  
*(Chair to Nov 24)*
- Dr Megan Paull
- Dr Peter Devereux
- Dr Tetiana Bogachenko
- Dominique Hansen  
*(From Oct 24)*
- Elaine Healy
- Meredith Blais *(until Oct 24)*

## Tertiary Committee

- Amanda Loader
- Caitlin Mcleod
- Donna Temptra
- Josef Rojas
- Julie Monument
- Kim Gray
- Krishan Shah
- Lizzie Moorhouse
- Norma Bertram

# CONNECTING WITH THE SECTOR

Volunteering WA's reach extends across the Western Australia through member engagement, corporate volunteering, workshops, regional tours, grants and resources distribution, and connections in-person and online with vital local networks.



# 2024/25 AT A GLANCE

## OUR DELIVERY AND PERFORMANCE

Significant growth across Volunteering WA's strategic priorities this year has driven broader impact, strengthened engagement, and expanded the sector's capacity.

**850+**

Volunteering WA  
member organisations

**1.5 MILLION**

volunteers in WA

## ENGAGE

- **381** corporate volunteering days delivered at **118** organisations
- **2078** volunteers and leaders attended training sessions and events
- Largest National Volunteer Week campaign to date
- **700,000+** reach across Facebook and Instagram



## LEAD

- Increased advocacy for streamlining Volunteer Screening Checks with the WA Government
- Driving sector innovation through investment in bespoke volunteering research
- Contributed to Volunteering Australia's Federal Budget Submission, Federal Election Platform, and Incoming Government Brief through National Policy Group
- Recognition - 'Volunteer Coordinator' included in the first edition of the Occupation Standard Classification for Australia (OCSA) in December 2024.



## ADVANCE

- **850+** member organisations
- **8** newly designed workshops developed in response to sector needs
- **65** training sessions were facilitated with **612** participants
- Launched the new Volunteer Involvement Cycle tool for volunteer managers



## ENABLE

- A massive **1.16** million+ volunteers are registered on volunteer search platform, VIKTOR.
- New and improved volunteer position search widget for organisations
- **2000%** increase in emergency volunteer roles listed across WA
- Strong investment in staff professional development and career pathways



## Grants Distributed

We proudly promoted, managed and distributed over **\$1.2 million** in grant funding for Volunteer Involving Organisations:

- **\$338,000** National Volunteer Week Grants distributed
- **\$30,000** in research grants
- **\$550,000** in Volunteer Management Activity Grants
- **\$300,000** in Strong and Resilient Communities Activity Grants





# VOLUNTEERING WA RAP

**During the last year Volunteering WA completed the 'Reflect' Reconciliation Action Plan. We are now proud to be on the second part of our RAP journey and embarking on the 'Innovate' Reconciliation Action Plan 2025–2027.**

This reaffirms our commitment to reconciliation by recognising and respecting the knowledge, cultures, and histories of Aboriginal and Torres Strait Islander peoples. The RAP is a key strategy in supporting our purpose to empower people and communities across Western Australia. It reflects our dedication to building strong, respectful relationships with the Traditional Owners of the lands on which we live and work. It is through our reconciliation journey that we will help the volunteering sector and the wider community to acknowledge, value and celebrate the significant value First Nations peoples bring to both formal and informal volunteer involving organisations.



# ENGAGE

#Discover  
ood Stu



# Promoting volunteering and creating opportunities for participation and partnerships

## Putting purpose into practice.

In line with the National Strategy for Volunteering 2023–2033, Volunteering WA continues to promote the volunteer experience - ensuring volunteering is valued, safe, meaningful, inclusive, and seen as essential to community wellbeing. In 2024-25, our work focused on achieving key outcomes for the sector through strategic communications, corporate volunteering, and impactful sector events that inspire participation.

Through **strategic communications and purpose-driven events**, we position Volunteering WA as the central hub for all things volunteering - promoting participation, celebrating achievements, and sharing the stories that inspire others to get involved.

Through our **Corporate Volunteering Program**, we connect employees from the business community with meaningful opportunities to support volunteer-involving organisations. These partnerships not only improve capacity for the host organisations, but also strengthens ties between the corporate and community sectors, often leading to long-term support and collaboration. We also convene the Corporate Volunteer Council, a group of businesses that promote workplace volunteering in WA. Members of the Council include: Bankwest, Beyond Bank, BHP, Deloitte, Horizon Power, RAC, Rio Tinto and Woodside.

Through **stakeholder engagement**, we raise awareness of volunteering, inform the sector of the latest research, and form partnerships to strengthen and advance volunteering.

CONNECT

CELEBRATE

COMMUNICATE

# ENGAGE

91% of corporate volunteers reported a sense of wellbeing and happiness from the program

## Corporate Volunteering

Volunteering WA delivers a trusted and professional corporate volunteering program that connects businesses with volunteering opportunities to make a real difference in the community. The program gives employees the chance to step out of their normal work environment and into meaningful activities that directly support local causes across Western Australia.

In 2024-25, Volunteering WA's corporate volunteering program worked alongside a staggering 118 community

organisations, our highest level of involvement so far - and continued our growth in both Perth and regional areas including Albany, Broome, Bunbury, Hedland, Karratha, Newman, Pannawonica, Paraburdoo, Port Hedland and Tom Price.

We are extremely proud of these achievements and remain committed to helping communities thrive through our corporate volunteering program.

- 381** Volunteer days
- 4085** Corporate volunteers
- 118** Organisations supported
- 16,923** Volunteer hours
- \$812,473** In value

We are incredibly grateful for the continued support from corporate teams. Their contribution has been invaluable in helping us maintain a clean, safe and functional environment for both our wildlife and volunteers. The teams are always a pleasure to work alongside – enthusiastic, respectful and engaged, and we truly appreciate their commitment to supporting our work.

- WA Wildlife

### 2024/25 Corporate Partners





What I enjoyed most was working as a team and seeing the end result which will be so helpful for the organisation. Also getting to know their manager, seeing how passionate she is and how much she cares about the place, it's inspiring.  
- Corporate Volunteer

# ENGAGE

## Promotion and celebration of volunteering

It has been another big year for Volunteering WA's marketing, communications, and events, as we continued to support and celebrate volunteering across the state. Volunteering WA increased impact across all events programs, advertising campaigns and communications work.

## National Volunteer Week (19-25 May 2025)

National Volunteer Week is an annual celebration of Australia's volunteers, recognising and thanking them for their generous contributions. The National Volunteer Week theme for 2025 was 'Connecting Communities', which celebrated the power of volunteering in bringing people together.

We had a record number of organisations apply for funding this year. Thanks to generous support from Lotterywest, 233 WA volunteer-involving organisations shared in over \$338,000 through Volunteering WA's National Volunteer Week Grants to say 'thank you' to their volunteers throughout the week.

## International Volunteer Day Garden Party

Volunteering WA's much-loved International Volunteer Day Garden Party returned to the beautiful gardens

of Government House, and with support from the McCusker Charitable Foundation, we welcomed over 740 volunteers. We heard addresses from His Excellency the Honourable Chris Dawson AC APM Governor of Western Australia, Honourable Don Punch MLA Minister for Volunteering, Volunteering WA CEO Tina Williams, and Tonya McCusker AM.

## Print and broadcast media

To expand our reach, in 2024-25 we secured editorials and interviews with The West Australian, WA Today, 7News, Perth Now, ABC Radio, Business News, Pilbara News and RTR FM to name a few. Through these mediums we have showcased organisations such as Give Write, Cat Haven, WA All Abilities Football, St John WA, and Care for Hedland Environmental Association.

### Facebook reach

**609,699**

**An increase of 359%  
from FY2023-24**

### Instagram reach

**95,404**

**An increase of 130%  
from FY2023-24**





Terry Bolland from Paddle WA | Change Makers  
VolunteeringWA 268 subscribers

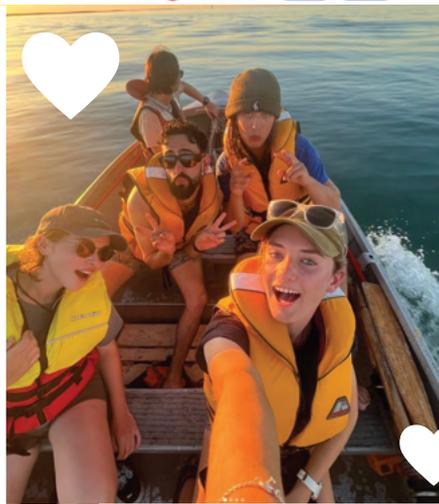


Marilynn from Ronald McDonald House Charities | Change Makers  
VolunteeringWA 268 subscribers



What goes into taking care of the cats at Cat Haven?

“We love Kate!! Her volunteering means the world to us as does all our volunteers, we wouldn't be able to look after so many kitties everyday without you.”



“Volunteers are the backbone of the organisation, helping to ensure every adventure aboard the STS Leeuwin II is smooth, safe and fun. From Watch Leaders to Cook's mate, every volunteer is vital.”



“You are an exceptional volunteer Bree, keep up the great work.”



What's it like volunteering in aged care?



Volunteering at Up All Night 2025

Raising money for WA families with sick kids

“Such a fantastic and worthwhile event, and for those putting their valuable time to volunteer they're all heroes!!!”

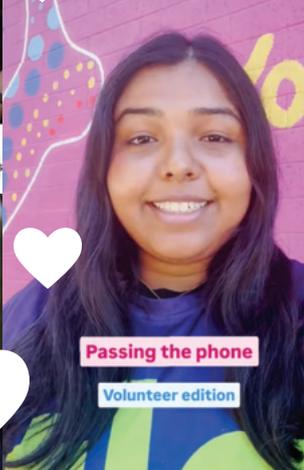


Craig Hollywood

Founder | Short Back & Sidewalks

and I'm the founder of Short Back & Sidewalks

Craig Hollywood from Short Back & Sidewalks | Change Makers  
VolunteeringWA 268 subscribers



Passing the phone

Volunteer edition

# ENGAGE

## 2025 WA Volunteer of the Year Awards

Held each year in May to celebrate National Volunteer Week, the WA Volunteer of the Year Awards are an opportunity to recognise outstanding members of the volunteering sector who go above and beyond for their communities.

Seven incredible volunteers, volunteer-involving organisations, and managers were recognised for their contributions and named the 2025 WA Volunteer of the Year Award recipients on 15 May, in front of 320 of their peers ahead of National Volunteer Week. Winners were announced alongside special addresses from His Excellency the Honourable Chris Dawson AC APM, Governor of Western Australia; and the Hon Hannah Beazley MLA, Minister for Volunteering.

We were proud to celebrate the 2025 Award Recipients – among them life-savers, advocates, and conservation warriors – who exemplify the highest standards of service and altruism.

### Award Sponsors

Advocare

AON

lotterywest



neonlogic



### Award Recipients

- **WA Excellence in Volunteer Management**

May Bowden | St Vincent de Paul Society WA

May Bowden transformed Vinnies WA's volunteer program, achieving the organisation's lowest attrition rate in six years. *Presented by AON*

- **WA Inclusive Volunteering Award**

WA All Abilities Football Association

The All Abilities empowers people with disabilities to play and volunteer within Australian Rules Football. *Presented by the Minderoo Foundation*

- **WA Lifetime Contribution to Volunteering**

Colin Longworth | Living Proud

Colin Longworth has spent 40+ years supporting and advocating for WA's LGBTIQ+SB community. *Presented by Advocare*

- **WA Young Volunteer of the Year**

Bree Del Borrello | St John WA

Bree has given 1,000+ hours to the community through emergency response, training, and health education. *Presented by the Stan Perron Charitable Foundation*

- **WA Corporate Volunteering Impact Award**

Horizon Power

Horizon Power staff volunteered 2,100+ hours in 2024, strengthening communities across regional and metro WA. *Presented by Neonlogic*

- **WA Community Volunteer Organisation of the Year**

Care For Hedland Environmental Association

Care For Hedland mobilises 660+ volunteers in conservation, turtle monitoring, sustainability, and environmental education. *Supported by Lotterywest*

- **RAC WA Volunteer of the Year**

Brian Gallop ASM OStJ | St John WA

Brian Gallop has served 30 years with St John WA, changing and saving lives through training and outreach. *Presented by RAC*

## Brian Gallop ASM OSTJ | St John WA

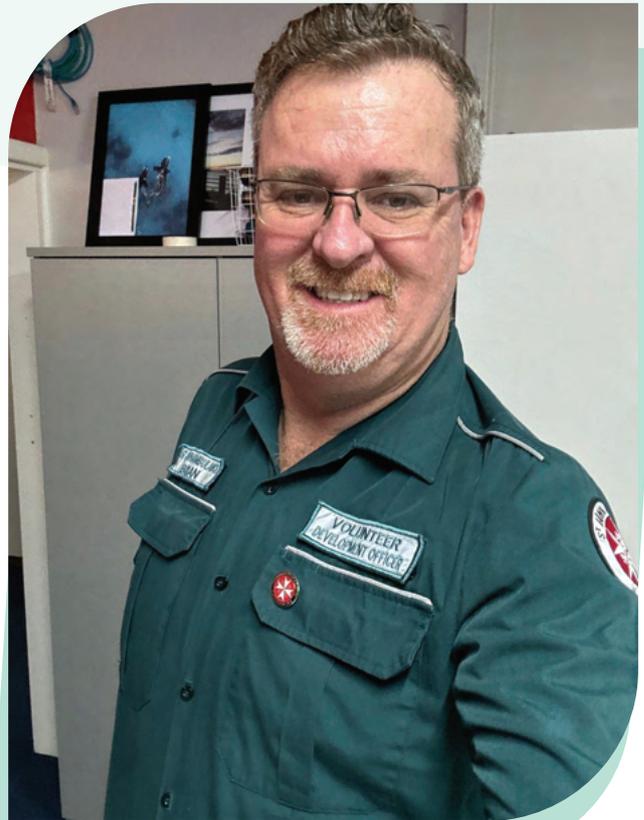
### 2025 RAC WA Volunteer of the Year

Brian Gallop ASM OSTJ is a dedicated volunteer with 30 years of service to St John WA. His impact spans emergency response, volunteer training, community outreach, and much more. A few of his notable initiatives include MAVLAN Fidgets for dementia patients and fundraising for remote sub-centres. Needless to say, Brian's 30 year commitment has improved many lives across WA.

**“I am still coming to terms with the award and the absolute honour that it brings with it.**

For me it's an absolute privilege to be able to volunteer with St John WA in rural and regional WA, to work alongside incredible people that have families, jobs, commitments – and yet they all drop them in a heartbeat when called upon to assist someone.”

– Brian Gallop



## WA All Abilities Football Association

### 2025 Inclusive Volunteering Award

WA All Abilities Football Association was established to promote and grow disability football in Western Australia. In 2024, 5 paid staff, with over 590 volunteers contributed 7,696 hours across their Starkick program, and 29 community hubs.

**“Our volunteers are everything; they're the ones doing the hard work to make inclusion real at the grassroots level.**

Knowing inclusion is being recognised and valued at a State level means the world to us all.” – Hayden Marchetto, Executive Officer at WA All Abilities Football Association

# LEAD



Volunteering contributes  
**\$4.8 billion**  
to WA's Gross State Product

(WA State of Volunteering Report 2023)

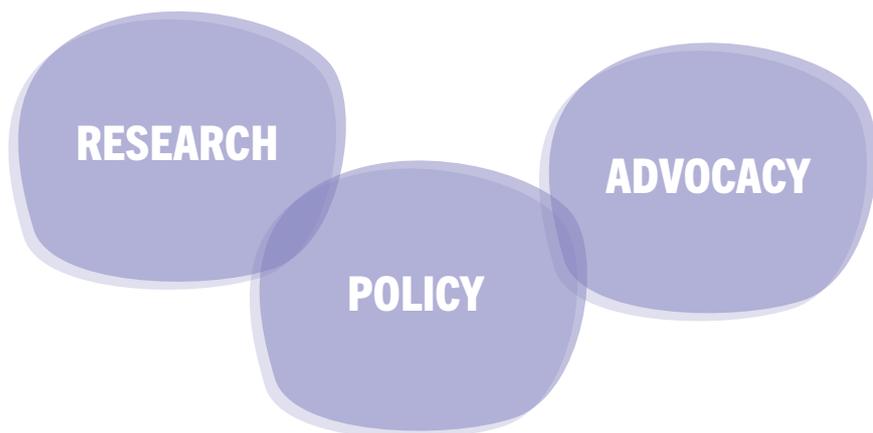


# Unearthing the latest trends in volunteering, and championing the needs and interests of the sector

## Advocacy and Policy

Volunteering WA works with stakeholders in the sector and in government to create better conditions for volunteering in Western Australia. We actively advocate on a range of issues to improve volunteering for volunteers and volunteer organisations, on both a State and Federal level.

Volunteering WA is an ambassador and leading stakeholder for the National Strategy for Volunteering. Our team campaigns closely with our counterparts at Volunteering Australia and State and Territory Volunteering peak bodies to advocate on federal policy issues and those affecting the volunteering sector in Western Australia.



# LEAD

## Advocacy and Policy

The State and Federal Elections were a primary focus for 2024-25, which provided an opportunity to advocate for the volunteering sector in WA. Volunteering WA's State Election Platform called on State government to invest in volunteering, outlining five election priorities to enable volunteering to thrive in Western Australia:

- 1 Create a 'WA Volunteer Card' to reduce the cost and streamline processes for volunteer screening
- 2 Expand Workers Compensation coverage to some categories of volunteers
- 3 Provide insurance coverage for volunteers in Community Service Organisations
- 4 Fund Volunteering WA's role in emergency services
- 5 Connect young people to volunteering

Volunteering WA advocated for these priorities with the Western Australian Government in October 2025, and were pleased to receive a commitment to streamlining volunteer checks from Premier Roger Cook.

We thanked and farewelled the Hon Don Punch MLA, Minister for Volunteering and were pleased to welcome our new Minister for Volunteering, the Hon. Hannah Beazley MLA, and look forward to progressing our priorities and initiatives under her leadership.

Volunteering WA and the Volunteer Community Reference Group continues to work with the Minister and government in implementing the Volunteer Screening Checks commitment.

At a national level, Volunteering WA contributed to Volunteering Australia's Federal Budget Submission, Federal Election Platform, and Incoming Government Brief. Following the election, we welcomed our new Federal Minister with responsibility for volunteering, The Hon. Tanya Plibersek MP.

### Key outcomes for 2024-25 which came to fruition include:

- A budget commitment by the Federal Government "to deliver an expanded General Social Survey on an annual basis to provide timely insights on the wellbeing of Australians." This survey includes important data about volunteering.
- The inclusion of "Volunteer Coordinator" as a recognised role in the first edition of the Occupation Standard Classification for Australia (OCSA) in December 2024.



## Research

Volunteering WA invests in research and knowledge sharing that support evidence-based innovation. We continued to play a leading role, in volunteering research through our commitment and with the support of our Research Committee Members.

### National Volunteer Research Network

Volunteering WA Life Member and long-standing Volunteering WA Research Committee Member, Dr Megan Paull, assumed the role of Co-Chair of the National Volunteer Research Network, which supports strategic research across the country.

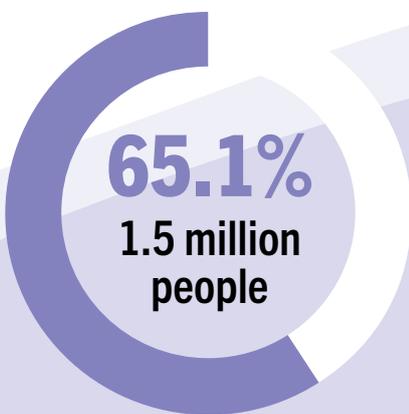
### Research Committee

Our Research Committee helps Volunteering WA to clarify and communicate the sector’s research priorities to researchers. Our Committee Chair, Professor Kirsten Holmes of Curtin University, passed the role of Chair to Dr Darja Kragt of UWA in November 2025.

### Volunteering WA’s Research Grants program

Established in 2021, our Research Grants Program demonstrates our commitment to research and its critical importance in decision making and policy for the sector. In 2024-25, we awarded three new grants to support projects in priority areas.

- Murdoch University | “Engaging Informal Volunteers in Local Contexts” (2024)
- Published WACSSO Report on Driving Volunteer Engagement and Building Parent Participation across P&Cs in WA (February 2025)
- Managing Volunteers in Dementia Care: A Pilot Project (March 2025)



**All volunteers**  
(WA Residents aged 15+)



**Formal volunteers**  
(as a percentage of population aged 15+)



**Informal volunteers**  
(as a percentage of population aged 15+)

From WA State of Volunteering Report 2023

# ADVANCE





# Supporting people and organisations to strengthen volunteering

## Building strong foundations for volunteering.

2024–2025 was another dynamic and impactful year for Volunteering WA's Sector Services programs.

### Volunteering WA's Sector Services include:

- Membership
- Consultancy
- Training and Development
- Volunteer Management Activity (VMA) Capacity Building
- Spontaneous Emergency Volunteering
- Measuring Impact Project

Our work continues to support more than 850 volunteer-involving organisations across WA.

A major highlight has been the development and progress of the Measuring Impact Project, made possible by Lotterywest. Co-designed with 12 volunteer-involving organisations, the resulting toolkit helps organisations assess their readiness, build program logic, and evaluate their Volunteer program and wider reaching impacts.

We also finalised a two-year spontaneous emergency volunteering project that improved WA's ability to coordinate community-led responses in times of crisis. The project led to upgraded systems, new training materials, and a state-wide campaign that saw a significant increase in emergency roles listed via the Emergency Volunteering platform.

TRAINING

SUPPORT

ADVICE

# ADVANCE

**91% are very satisfied/satisfied with Volunteering WA's services overall (up from 80% in 2023-24).**

## Membership

Volunteering WA members are critical to our purpose, providing essential connection with volunteers and contributing to our understanding of the challenges and opportunities within the sector. We continue to listen to our members through the Volunteering Community Reference Group, CEO Roundtable events, and forums and surveys', to address trends and strengthen volunteering.

We are committed to providing value and support to our members. In 2024-25, our total membership across all categories rose to 850 members (up from 814 in 2023-24).

Over the year members have benefited from roundtables, forums and discounts on selected fee-based training, as well as 'member priority' sessions on topics including legal issues in volunteering and informal volunteering. Members have also received free one-on-one consultations and free small group workshops to help implement the National Standards for Volunteer Involvement and work towards best practice.

## Responses to our member survey

- **91%** are very satisfied/satisfied with Volunteering WA's services overall (up from 80% in 2023-24).
- **91%** considered the value of membership for:
  - the organisation -as it shows they value their volunteers
  - the individual - as it keeps them up to date with developments in volunteer

### **Our members recommend Volunteering WA:**

- For **“access to information, data, support and keeping up with best practice in volunteering.”**
- Because we **“provide so much information and support for recruiting, retaining and managing volunteers.”**
- As **“a strong advocate, clearing house of best practice, knowledge hub, and source of networking/connection.”**

## What's coming up in 2025-26?

- Explore a new member recognition program
- Boost member engagement
- Create new member options tailored to needs



## Consultancy

In 2024, Volunteering WA partnered with Brightwater Care Group to reposition and strengthen volunteering across the organisation. Through a human-centred design process, we engaged staff, volunteers and clients to identify opportunities, align with the National Standards for Volunteer Involvement, and create a clear, strategic approach to volunteer engagement.

**The result: a new strategically aligned approach for volunteer engagement, and opportunities for growth.**

Our consultancy service works in partnership with members to deliver expert, tailored advice on volunteering.

“Prior to our engagement with Volunteering WA, we did not have an objective view of our volunteer program or its performance. By the end of the project, we had clarity about what we are doing and why. We were very pleased with the consultancy. We are committed to volunteering, and the future looks positive as we build off solid foundations.”

– Andrea King, Brightwater Care Group

(Above Image) Volunteers from Brightwater Care Group Jeannie and Graeme.

# ADVANCE



## Training and Development

Volunteering WA continues to provide best-practice, sector-leading training and development services that are aligned with the newly refreshed National Standards for Volunteer Involvement.

### In 2024-25 Volunteering WA:

- Created new workshops specifically designed to respond to sector needs, issues or gaps.
- Provided a range of industry experts and guest speakers to impart specialist knowledge to participants.
- Facilitated external workshops for the Department of Local Government, Sport and Cultural Industries Wheatbelt, the City of Joondalup, City of Fremantle, City of Wanneroo, RAC, City of Canning, Connect Groups, City of Stirling, City of Mandurah, City of Nedlands, Act Belong Commit and The Centre for Volunteering NSW.
- Supported 32 volunteer managers through the nationally recognised Continuous Professional Development (CPD) Program for Professional Leaders of Volunteers



65  
Calendar workshops



612  
participants

### Training workshops rating out of 5



85%  
of attendees



Remaining  
15%  
of attendees

## Volunteer Management Events & Networking

We convened special events during the year focusing on volunteer management development and networking. 72 participants took part in the International Volunteer Manager's Day forum from across Australia, who joined us in an online information session with a guest speaker and inter-state discussions around volunteer management challenges and opportunities.

Recognising the strength of networks, we continue to facilitate learning opportunities and encourage collaborations and knowledge sharing with peers through the Volunteer Managers Network Meetings, the Volunteer Leadership Network, and the Tertiary Committee.

## Measuring Impact Project

### A toolkit by the sector, for the sector.

Impact measurement has become an increasingly essential area of practice for organisations that engage volunteers. Thanks to support from Lotterywest, the Measuring Impact project has now been underway for over a year aiming to build the capacity of the volunteer sector to measure and communicate the outcomes and impacts of volunteer activities.

Through a co-design process with 12 volunteer-involving organisations, Volunteering WA has developed a fit-for-purpose toolkit to support organisations to measure their impact.

### The toolkit has been structured to:

- Assess an organisation's readiness for developing impact measurement
- Build a program logic model for evaluation, and
- Construct an evaluation plan.

Alongside the toolkit, we have developed a workbook and additional resources to support the journey. We are looking forward to launching the program and toolkit with the sector at the Volunteering WA State Conference in November 2025.

In the coming year we will have a secondary review with opportunities for collaborative workshop experiences, consultation and digital learning.

### What's coming up in 2025-26

We have recruited a new Learning and Development Coordinator to ensure we engage more with volunteer leaders and volunteer involving organisations, clubs and groups to best support training needs.

As part of our new Training Strategy for 2025-2030, we will be undertaking a widespread training needs analysis to ensure our services meet current and future sector needs. Other key priorities for the coming year include the expansion of bespoke learning and strengthened engagement with regional communities.



Measuring Change co-design group.

# ADVANCE

## Volunteer Management Activity

The Volunteer Management Activity (VMA) is funded by the Australian Government Department of Social Services and exists to build the capacity of volunteer involving organisations through the delivery of volunteer management services and increasing participation in volunteering.

We are pleased to share several exciting new developments that benefit the sector this year, including (but not limited to):

- The release of a new national tool, the Volunteer Involvement Cycle developed in consultation with volunteer leaders and volunteers. This resource supports best practice volunteer management.
- Support and training for implementation of the refreshed National Standards for Volunteer Involvement for volunteer-involving organisations.

Ongoing resource development for the National Knowledge Base, which includes a range of volunteer management resources.

## Listening to the regions: Volunteering WA's statewide road trip

In 2024, Volunteering WA hit the road to connect with regional communities across WA. Covering towns from Carnarvon to Broome and down through the Southwest, our journey gave voice to the unique strengths and challenges of volunteering in the regions. Many communities face shrinking volunteer pools and increasing pressures but continue to show resilience and innovation. These insights are shaping a new strategy to better support regional areas and improve access to inclusive, flexible volunteering opportunities.

## Key outcomes

- Individual and group support for volunteer management queries and implementation of the National Standards, including use of an online tool to promote self-assessment and accreditation against the Standards.
- Training in a range of volunteer management topics including inclusion and diversity.
- Free access to online training offered through SBS Inclusion. An online program offering engaging training courses to help companies embrace diversity and promote a safe and happy workplace.

Growing Our Home



## Funding for organisations to deliver inclusion projects

Volunteering WA offers grants to volunteer involving organisations that align with the key outcomes of the Volunteer Management Activity (VMA), program, and in 2024-25 we distributed \$550,000 in funding to volunteer-involving organisations and Volunteer Resource Centres.

### Volunteer South West

Linked volunteer involving organisations with school based students in years 11 and 12, to challenge traditional models of volunteer engagement and create new opportunities.

*The Regional Inclusion Project delivered information sessions in outer regional areas to help organisations think outside the box and engage a broader, more diverse volunteer base.*

### Shire of Carnarvon

The Art of Volunteering engaged First Nations and people with disabilities to design and deliver art-based community projects.

### Centacare Family Services (Geraldton)

The Youth Volunteering Enhancement Project encouraged youth engagement through digitised resources, school partnerships, and volunteering sessions targeting 12–18 year olds.

### Sister Project

A Seat at Our Table created a welcoming and inclusive environment where new migrant women could express their love for food and culture by learning to teach and demonstrate cooking for others.

### Perth African Nations Sporting Association

Well Meaning to Well Equipped focused on consulting with and engaging new migrants into sports-based volunteering.

### Teach Learn Grow

The Growing Together Initiative piloted a co-designed, innovative youth led volunteering initiative across regional and metropolitan communities.

### Peel Volunteer Resource Centre

Socialability supported inclusive volunteering through skills-building, community engagement, and dispelling misconceptions about marginalised groups.

### Broome CIRCLE

Circle of Inclusion – Stage 2 supported volunteering organisations to make their websites more accessible for people of all abilities.

### Kimberley Aboriginal Women's Council

Rise and Shine involved consultations with First Nations women and girls across the Kimberley to design a community led approach to mentoring young girls.

**\$550,000**  
Distributed in funding

### Esperance Volunteer Resource Centre

Supported regional groups under the Esperance Volunteer Support Initiative by creating practical video guides and loaning event equipment to strengthen local volunteering.

### Albany & Regional Volunteer Service

Expanded their Out of the Box Volunteering initiative to help organisations include people with disabilities or mental health issues through training and resources.

# ADVANCE

## CASE STUDY



“I first connected with the Art of Volunteering project while exploring a future in art therapy, and from the very beginning, I felt invited to co-design something meaningful. Facilitating the course was a huge confidence boost — but what really surprised me was what came next.” – Jo, Shire of Carnarvon

### Volunteer Management Activity

“Together with other course alumni, we initiated a two-month volunteering project that evolved into a collaborative art piece responding to themes of reconciliation. Each week, different people brought something unique: painting, sculptural elements, research, and our shared creation became a symbol of collective effort and healing. Seeing it exhibited at the Art Gallery as part of the Reconciliation Week exhibition, under the title ‘Decolonisation’, with artists listed as the Art of Volunteering group was

incredibly powerful. It demonstrated that volunteering can be transformative, not just for connecting with our community, but for us as individuals finding our strengths and path.”

**Jo, Shire of Carnarvon**  
*2024-25 Volunteer Management Activity Grant Recipient*

# SPONTANEOUS VOLUNTEER SYSTEM FOR WA

Volunteering WA recognises that natural hazards are an inherent part of the Western Australian landscape, and community emergency support volunteers play an essential role in disaster risk reduction. To support this, we recently completed a successful two-year project to develop a spontaneous volunteer management system for WA.

The proactive nature of this project supported the strengthening of community resilience in Western Australia through the development of tools, technologies and systems that improved coordination, efficiency and information sharing in disaster risk reduction. Policies and procedures were created to ensure the effective functioning of the emergency volunteering platform, positioning it as a key resource in WA's approach to managing natural hazards.

Research was undertaken to better understand how spontaneous volunteers have contributed during past emergencies, with findings published to raise awareness of their essential role in disaster risk reduction. Training resources and information sessions

“It was great to hear about Spontaneous Volunteering last week. Such a great initiative to bring this all together in one user friendly and streamlined platform. Very interested to hear more about this and share the information you have provided.”  
 – Main Roads, South West Region  
 Regional Operations

were delivered both online and in person, supporting emergency managers, local governments and volunteer-involving organisations to attract, recruit and engage volunteers effectively.

The Emergency Volunteering platform was upgraded and is now ready to be embedded into emergency management plans at local, regional and state levels. Alongside this, a large-scale awareness and communications campaign highlighted how communities can assist during emergencies and promoted the platform as an important matching tool for volunteer engagement. – This project was funded by National Disaster Risk Reduction grant program.



## Emergency Roles

listed since the start of Emergency Volunteering Platform



An Australian Government Initiative



GOVERNMENT OF WESTERN AUSTRALIA



COMMUNITY EMERGENCY SUPPORT VOLUNTEERING



# ENABLE



# Empowering our Board, staff and volunteers to advance volunteering in Western Australia

## Our service commitment

At Volunteering WA, we are committed to delivering professional, responsive and inclusive services that strengthen the volunteering sector across Western Australia. Guided by our organisational values and strategic vision, we are dedicated to upholding the highest standards and leading Western Australia's volunteer sector.

The Volunteering WA team's staff vision statements underpin our work:

- We believe in our collective power to make a difference – this drives everything we do.
- We create deeper connections between people and places.

- We listen to and respect every person's voice and overcome challenges as a team.
- Every day, we strengthen our volunteering community through collaboration, leadership and support.

**A workplace for all.** We are committed to creating a workplace dedicated to learning, listening and improving so we can better support each other and the communities we serve. We demonstrate this through the delivery of quality services and support, by being a carer friendly employer, attending cultural awareness and inclusion training, through our reconciliation journey and living our values and staff vision.

During all interactions, our team is committed to

INTEGRITY

CONNECTION

INCLUSIVITY

INNOVATION

# ENABLE



## Business Operations

Having successfully delivered on the objectives of Volunteering WA's Digital Strategy 2020–2025, we are proud to reflect on the outcomes achieved, particularly in establishing sector leadership in volunteering IT systems and embedding continuous improvement across our internal processes. 2024-25 saw the rollout of major national volunteering technology initiatives and enhancements to key internal systems, significantly strengthening how we operate and support our stakeholders.

We are now concentrating on optimising internal system performance, strengthening Work Health and Safety policies and practices, improving our approach to risk and compliance, and pursuing excellence in business operations.

### VIKTOR: Connecting people into volunteering

In 2024-2025, VIKTOR has continued to be the preferred invaluable IT platform for the volunteering

sector, supporting **11,879** volunteer-involving organisations nationally and facilitating engagement for over **1.16 million** registered volunteers. With more than **11,000** volunteer positions listed, VIKTOR effectively connects volunteers with meaningful opportunities, driving sector growth and participation. VIKTOR remains a cornerstone tool that strengthens the volunteering ecosystem across the country.

### Volunteer Position Widget: a portable search tool

The Volunteer Position widget is a search tool for volunteering opportunities on other organisations' websites. Several upgrades were made to improve user experience and better showcase volunteering opportunities. These improvements reflect our ongoing commitment to making it easier for volunteers to find the right roles and for organisations to present opportunities effectively.

# FINANCIAL REPORT

## Volunteering WA are pleased to present the audited Financial Report for the year ended 30 June 2025.

During the 2024–25 financial year Volunteering WA has maintained a stable and resilient financial position, underpinned by diversified and well-managed revenue streams. Our strategic focus on funding diversity has eliminated risks associated with over reliance on a single income source, and we are pleased to report that the total revenue for the year is \$4.2m. This was consistent with the previous financial year, reflecting strong performance across government funding and service delivery income through corporate partners and NFP clients, plus member services.

Expenditure for the period was closely aligned with our purpose, with a strong emphasis on directing resources toward program and services delivery that support our members and the volunteer sector. Direct expenditure on program costs represented 28% of the total and 63% of expenditure related to staffing. Office and administration costs were carefully managed and accounted for just 7% of total expenditure, reflecting our ongoing commitment to operational efficiency and transparency.

In addition to the balance of outgoing grants reported, Volunteering WA facilitated a further \$883,355 in grants to Volunteer Involving Organisations across Western Australia. Funding for these grants was generously provided by the federal Department of Social Services and Lotterywest.

As a result of prudent financial management across all revenue and expenditure streams, Volunteering WA achieved a surplus of \$88,192 for the year. This result is a direct outcome of responsible financial management and reflects our organisation's capacity to successfully

deliver statewide programs and services while remaining financially resilient.

Other contributing factors to this result include:

- Strong governance, risk and financial management
- A balanced approach to revenue generation and successful management of contracts
- Our commitment to high standards of service delivery and performance
- Operational efficiency in administration and overheads

This surplus enables us to reinvest in initiatives that help build sector capacity, support innovation through new programs and services and respond pro-actively to emerging needs within the volunteering sector.

### Audit governance

Volunteering WA engages Nexia Australia as an external auditor to independently review its financial systems and reporting and to uphold the integrity of the reporting process.

### Not for profit status

Volunteering WA operates as a not-for-profit incorporated association with status as a Public Benevolent Institution.

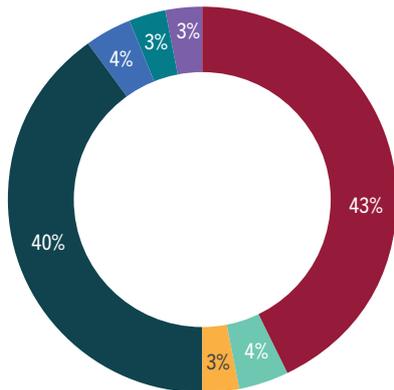
### Finance, audit and risk committee

Members of this Committee are appointed by the Board on an honorary basis and meet 5 times per year.

- Elizabeth Hewton (*Chair*)
- Pat Scally
- Matthew Pham
- Rebecca Hamilton (*Resigned Apr 25*)
- Karess Dias
- Andrea Cole - Executive Manager Finance and HR, Volunteering WA
- Tina Williams - CEO, Volunteering WA

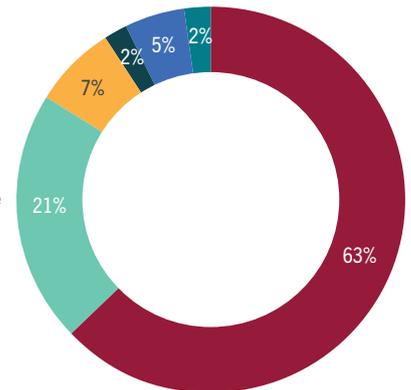
### Revenue

- Government Grants
- Other Grants
- Member Services
- Corporate
- Events
- IT Revenue
- Other Income



### Expenditure

- Staffing
- Program and Events
- Outgoing Grants
- Building & Insurance
- General
- Depreciation





# GRANTS



Australian Government  
Department of Social Services

## National Volunteer Week Grants

Volunteering WA is proud to deliver the National Volunteer Week (NVW) Grants program thanks to the generous support of Lotterywest. In 2025, 233 volunteer-involving organisations received grants to recognise and celebrate their volunteers during NVW. This year's grant recipients shared in over \$338,000 and supported celebrations spanning from the Kimberley to the Great Southern.

## Volunteering WA Research Grants

Established in 2021, Volunteering WA funds a unique Research Grants Program to support volunteering research. The program demonstrates our commitment to research and its critical importance in decision making and policy for the sector. In 2024-25, we awarded \$30,000 in funding to research projects from Murdoch University, the University of Western Australia, and Curtin University that address priority areas: AI, intergenerational volunteering, and informal volunteering.

## Volunteer Management Activity Grants

Volunteering WA partners with the Department of Social Services to deliver the Volunteer Management Activity program. In 2024-25 we distributed \$550,000 in project-based funding to volunteer-involving

organisations and Volunteer Resource Centres to increase volunteer management capabilities and increase volunteer participation.

## Strong and Resilient Communities Activity Grants

Working in partnership with the Department of Social Services Volunteering WA was proud to provide Strong and Resilient Communities Activity Grants to 17 organisations for one-off, time limited projects that built volunteer management capability, and helped the organisations support the social and economic participation of vulnerable and disadvantaged people.

**“This year has seen the largest increase in wildlife admissions since Kanyana started over 40 years ago. To be able to show our appreciation and thank the incredible volunteers that take on this emotionally draining task year after year is so important. To see so many volunteers show up, have fun playing the games and enjoying good food was so nice to see.”**

**- Kanyana Wildlife Rehabilitation Centre  
(2025 NVW Grant recipient)**

## Volunteering WA strengthens the sector through building the skills and capacity of volunteers and volunteer involving organisations across Western Australia.

Through the ongoing support of our valued partners and supporters it is possible for us to achieve this goal and respond to the ever-increasing and diverse need for volunteers.

Our grateful thanks and appreciation are extended to all our partners, supporters and collaborating stakeholders.

### Patrons

His Excellency The Honourable Chris Dawson AC  
APM Governor of Western Australia and Mrs Darrilyn Dawson

### Major Government Funders

- WA Government, Department of Communities
- Australian Government Department of Social Services
- Lotterywest

### Major Corporate Volunteering Partners

**BHP**

**RioTinto**



### Corporate Volunteering Partners

- 21CS
- Albemarle
- Argonaut Limited
- Bankwest
- Cossill & Webley
- Jera Australia
- Minderoo Foundation
- Perron Group
- PLS
- RAC
- Scott Park Group
- Tangibility
- UGL Limited

### Volunteering Peak Bodies

Our volunteering peak bodies from across Australia come together monthly to collaborate and capitalise on collective resources, knowledge and capabilities





**LYF**  
LEADING  
YOUTH  
FORWARD



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**volunteering**WA