



Volunteer Task Force

TIME TO MAKE A DIFFERENCE



2016

ANNUAL REPORT



OUR **VISION**

Communities supporting wellbeing of each other to enhance independence, inclusion and quality of life for all.

OUR **MISSION**

To deliver services that support independence, enhance the safety and amenity of people and build community through volunteering.

OUR **VALUES**

1. Practical and Professional
2. Influential and Innovative
3. Credible and Responsive





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CHAIR'S REPORT

VOLUNTEER TASK FORCE HAS ONCE AGAIN PROVED ITSELF TO BE AN ORGANISATION THAT DEMONSTRATES INNOVATION, FLEXIBILITY AND DETERMINATION, STANDING TALL AND DEVELOPING PURPOSEFULLY AGAINST A CHANGING BACKGROUND.

"THIS YEAR VTF HAS CONTINUED TO SEE POTENTIAL IN THE ENVIRONMENT OF MULTIPLE SECTOR REFORMS AND HAS GRASPED OPPORTUNITIES FOR ADVANCEMENT."

I have worked closely this year with the Board, ensuring the strategic direction of the organisation is appropriate for the climate and have collaborated directly with the CEO to ensure the Board is highly informed and that strategic messages are suitably developed.

I speak for the Board in our praise and thanks to the CEO and the Management Team in successfully translating strategy to operations and the accomplishments they and their teams have delivered for the organisation within this period of rapid change.

I also express my thanks to fellow Board members who this year overwhelmingly volunteered time, effort and skills in the development of a forward thinking Strategic Plan, and efficient, focused sub-committees.

The organisation has the people who receive services at the core of every decision. We invest in our workforce, who in turn provide quality support and services. Our volunteers continue to be the lifeblood of the organisation and our contribution levels and achievements in this area speak for themselves. We once again thank our dedicated volunteers and the paid workforce, who side by side, provide an outstanding environment in which to work, develop and thrive for both the people providing and receiving services.

The Board is delighted to present the results for the 2015/2016 period and looks forward to the next steps for this inventive organisation.

Dr Moira Watson
Chair





CEO'S REPORT

A WARM WELCOME TO THE 2015-16 ANNUAL REPORT. IT'S BEEN AN INTERESTING YEAR TO SAY THE LEAST, AND POSSIBLY THE FASTEST ONE ON LIVING RECORD. BLINK, AND YOU'VE MISSED IT BUT WHEN WE LOOK BACK AT ALL THE ACHIEVEMENTS, I REALISE IT'S BEEN FULL OF ACTIVITY AND ACCOMPLISHMENTS. IF TIME FLIES WHEN YOU'RE HAVING FUN, THEN WE HAVE HAD A LOT OF ENJOYMENT THIS YEAR.

"PERSONALLY I CELEBRATED TEN YEARS WITH VOLUNTEER TASK FORCE THIS YEAR. A DECADE THAT TOOK ME FROM SOCIAL SUPPORT AND OFFICE VOLUNTEER TO CHIEF EXECUTIVE OFFICER."

What a privilege and what a journey. To be part of this, now 46 year old story of VTF is an honour, and to be contributing in the shaping of an organisation that is impacting so many lives for the better, is humbling. I wave my ten year plaque with pride.

This financial year we have pulled on our strengths; namely our workforce, the talent and commitment of people who work and volunteer at VTF, and our innovation to focus on a healthy future for the stakeholders who benefit from the services and professionalism that we offer. A transparent way of delivering information and communications has been adopted and consequently the workforce has a clear understanding of changes and expectations.

Our Board has gone from strength to strength with the building and strengthening of its committees, under the direction of our Chair.

I offer thanks and gratitude for the support, guidance and enormous effort volunteered to VTF and specifically the Executive Team by our Directors. We are in a very lucky position to have such a devoted and industrious Board.

At a time when our sector is undergoing tremendous change we have proactively diversified our funding and service offerings. In doing this we have opened our services to people receiving packaged aged care and also to those receiving National Disability Services Insurance (NDIS) funding across state and national trial sites. We are delighted to have achieved this. We have also supported other not-for-profits in their endeavours by providing high quality services to contribute to their garden and outdoor maintenance, allowing community organisations and Local Government Authorities (LGAs) an improved space in which to conduct their business and for the public to enjoy. We continue to seek and develop partnerships and opportunities that increase our offerings and ensure our sustainability in the changing landscape.

We do all of this via the service delivery and support of our workforce, made up of paid staff and volunteers. This mix of people allows for a diverse, grounded and flexible workforce with the goals of the organisation being the core purpose of everyday operations. This report goes a small way to recognise and thank all those who have been part of VTF this year.

For details of our growth and achievement, please read on. It is with thanks to the Department of Health as our core funders and to all the partners and contributors we have worked with this year that I bid you a pleasant and hopefully impressive read. Here's to the next exciting instalment in the year ahead...

Thank you.

Kath Snell
Chief Executive Officer



OVERVIEW

STRATEGY 1 – LEADING FROM THE FRONT

AT VTF WE HAVE A STRONG CULTURE OF FOCUSING ON PEOPLE FOR A BETTER QUALITY OF LIFE IN OUR COMMUNITIES. THIS COMES IN A NUMBER OF AREAS AND IS DEMONSTRATED UNDER A BANNER OF INNOVATION AND LEADERSHIP.



What it means to VTF as an organisation

Leading from the front is translated throughout our workforce and operations in the attitude and style in which we conduct ourselves. Our devotion and commitment to provide the kind of service that people have indicated are beneficial, and in a framework that promotes safety, respect, incorporates volunteers and shows innovation and professionalism is forefront in the minds of the workforce.

VTF does this on many levels including:

- **Innovation** – Water Wise sustainable gardening
- **Flexible** – volunteering options

- **Brokering** – of services for the benefit of a broader range of community
- **Internal** – promotion and workforce progression by means of professional development opportunities
- **Partnerships** – with LGAs, other not-for-profits and commercial businesses
- **Transparency** – in work practices

Our commitment to customer centred/evidence based focus

We have worked openly and productively this year with teams at Disability Services Commission to ensure our service delivery

is appropriate, timely and competitive in the WA NDIS and NDIA across trial sites, State and Commonwealth. We have worked hand-in-hand with the Medibank Private CarePoint Program to ensure their service users can access VTF services. Conversations with other providers continue into the future.

This year we have conducted a customer survey, and also service-specific surveys to ensure that what we are doing fits in with what people need us to be doing. New ideas and service adjustment have occurred as a result and engagement in these service types has increased as an outcome.

FACTS ABOUT OUR VOLUNTEERS

True to VTF's humble beginnings volunteering is at the core of our organisation.
This year we boasted:



IN 2015-16 THERE
WERE **475**
VOLUNTEERS
AGED BETWEEN
12 AND 80
YEARS OLD

MORE THAN

44,675



HOURS OF VOLUNTEER
CONTRIBUTION
TO ASSIST VTF IN
SUPPORTING THE
COMMUNITY

14 ACTIVITIES
THANKED
VOLUNTEERS
ACROSS OUR
ALL OF OUR
DEPOTS



WORKFORCE DEVELOPMENT

New CFO Role

As the organisation grows with the need for a more strategic approach in the area of Finance, a Chief Financial Officer role (CFO) was introduced at VTF this year.

Learning for Purpose

The Executive Management Team has also been participating in a program sponsored by the University of Western Australia (UWA) Centre for Social Impact Learning for Purpose program. Over a series of four full day workshops the program provided VTF with a framework for the exploration of problems with a collaborative solutions based approach. We are very grateful to the UWA Centre for Social Impact for accepting VTF into the program in 2016.

Marketing Advisor Role and Marketing Plan

Under a model of Consumer Directed Care, VTF embraced sector reform change from Home Care Packages to individual funding by expanding the Advisor Team. In December 2016 we introduced a Marketing Advisor role.

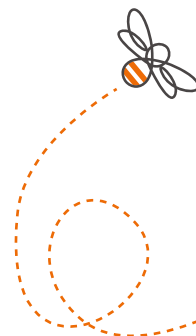
The organisation now has a very active Marketing and Communications team who have been building brand awareness across new customer bases. This is a new direction for VTF, in that we are now able to promote our range of services to a wider range of people who may be transitioning to Home Care Packages, or as part of the National Disability Insurance Scheme pilot and the WA National Disability Insurance Scheme pilot.

Our services are structured as a 'menu of offerings' to allow people to tailor their services to meet specific needs or outcomes, providing just the right fit.

The Marketing and Communications Team have also continued to grow our Social Media presence, target marketing communications, build media relations and reinvigorate the VTF brand by adding new colours to publications.

Occupational Health and Safety

Occupational Health and Safety has been a focus this year with the employment of a Safety Advisor and an invited report from a third party to help guide our mitigation strategies. In caring for our stakeholders, safety is an obvious place to start. Placement of Advisor roles across our gardening and home maintenance teams has meant a focus on increased in-house training, observation and uniformity across our sites. Continuous Improvement in this area is our goal and a rise in 'near miss' and hazard reporting has been welcomed as part of our safety upgrading and transparent processing approach.





Bankwest Corporate Volunteer Group

STRATEGY 2 – COLLABORATION AND PARTNERSHIPS

IN 2016 VOLUNTEER TASK FORCE CONTINUED TO ENJOY STRONG RELATIONSHIPS AND DEVELOP NEW PARTNERSHIPS, AS THE WIDENING OF THE SERVICES MARKET CONTINUED.

Through the implementation of individualised funding across Home Care Packages and the WA trials of NDIS-MyWay and NDIS (national) we have extended our services to people who would previously have had to move from VTF services, providing the opportunity to develop new partnerships along the way.

Buoyed by the changes in the sector, it was important in 2016 that staff retained a current knowledge of those changes both locally and nationally. The VTF Community Engagement framework continued to support staff to attend a range of forums, seminars and conferences providing an opportunity for knowledge sharing both within the organisation and externally. Some of the events attended included:

State Wide

- HACC regional network meetings
- ACSWA State Conference and Special General Meetings
- NDIS WA Conference
- LASA Aged Care Briefings
- Alzheimer's Australia WA Open Day
- City of Subiaco Community organisation network meeting
- City of Cockburn Age Friendly Strategic Plan Service Providers Forum
- Town of Victoria Park Evolve workshops
- South West Metro Service Providers meeting
- Local briefings held by Disability Services Commission
- Local briefings held by NDIS
- ACSWA Hot Topic Forums
- Joondalup Volunteer Resource Centre Intro to Volunteering sessions
- Mandurah City Council Aged Care Directory release
- Landscape Industries Association of WA and Nursery and Garden Industry WA Biennial State Conference
- Department of Finance State of Partnership event
- AIM WA Sundowners and events
- Community West seminars

In addition, VTF has maintained membership on a range of peak bodies, and the Management team represented VTF and the sector locally through membership to and regular attendance at meetings for the ACSWA Community Care Committee.

VTF was proactive in engaging with our friends at the Regional Assessment Service (RAS) across Perth and continued to present to RAS teams on our range of services, including VTF Water Wise gardening.

VTF is very proud to have been a community partner with "Engaging Young Leaders on Aged Care and Community Boards" for the past two years, attending 'unconventions' and events and opening our Executive expertise to provide resources and mentoring for course participants. We are very grateful to Project Director Dr Nicky Howe and Project Facilitator Alicia Curtis for their project vision.



**VTF ATTENDED
OVER 28
COMMUNITY EXPOS,
EVENTS AND FAIRS**

National

At a national level VTF continued to build key relationships across a range of activities including:

- Directorship of the Australian Community Transport Association (ACTA) national committee and attendance at meetings and conferences
- Attendance at the Australian Aged Care Quality Agency Consumer Directed Care and Home Care Standards forum in Perth
- Attendance and presentation at South Australia's Community Transport Conference
- Pro Bono: Post Budget Panel
- Attendance at Home Care Today: Your Future in Home Care Packages and Realising the Potential of Consumer Directed Care in Australia, featuring Dr Simon Duffy
- Attendance at the ACSA General Meeting
- Attendance at the Active Ageing: Reablement Conference 2016 in Sydney
- Attendance at the National Volunteering Conference 2016 in Canberra

VOLUNTEERING

Our Volunteering Team were highly active across the year. Presence at a range of events continues to be a key component of the VTF partnership and profile strategy and provides valuable connections to new volunteers, conversations with people and introductions to new partner organisations. You may have seen VTF teams at the following events in 2015/16:

- Ageing Disgracefully Expo
- Angove Street Festival
- Art of Aging Expo
- Canning Seniors Week Expo
- Caravan and Camping Show
- Careers Expo Perth
- Chinese New Year Fair Perth
- Cyril Jackson Health Festival
- EveryWoman Expo
- Festival Fair Day Kwinana
- Have a Go Day Bayswater
- Have a Go Day Burswood
- Have a Go Day Rockingham
- Healthy Lifestyles Expo
- Light up Leederville Carnival
- Live It up Festival Midland
- Perth Garden Festival
- Retirement Living Expo

- Rockingham Seniors and Carers Expo
- Skills West Expo
- Wanneroo Show

VTF also promoted and recruited across University Orientation days and TAFEs with stalls at:

- Beaconsfield TAFE Connecting Volunteers
- Central TAFE NAIDOC Week
- Edith Cowan University Market Days
- Edith Cowan University Staff Wellness and Benefits Expo
- Notre Dame University Not-for-Profit Expo
- UWA Careers Fair
- Membership of Volunteering WA's Volunteer Leadership Network



VOLUNTEER STORY

Jim and his wife Wanda have been volunteering with VTF for 14 years and show that no matter what age you are, you have something to give. "It's good that older people can get out and volunteer," says Wanda. VTF values their contribution and have arranged flexible volunteering options, including not gardening during the very hot weather. Jim and Wanda's continued volunteering is an inspiration to VTF's younger volunteers.



Lendlease Corporate Volunteer Group

**THANK
YOU**

**ECONOMIC
CONTRIBUTION
OF CORPORATE
VOLUNTEERS:**

**MORE THAN
\$36,300**



**NUMBER OF
CORPORATE
VOLUNTEERS: 95**

**TOTAL CORPORATE
VOLUNTEER HOURS:**

**1,118 EQUATING
TO MORE THAN 11
HOURS PER PERSON**



Group Volunteering

Group volunteering experienced another year of strong participation and we are extremely grateful to our corporate friends who gave up their time to assist us in the delivery of services. It is often our groups that undertake the hard work on large jobs that we would otherwise not be able to complete for our customers.

Our relationship with Alzheimer's Australia WA grew this year, and we were all inspired when volunteer Keith Glance was awarded Volunteer of the Year 2015 at the Belmont Business Awards. The VTF/Alzheimer's Australia WA volunteer program links people's skills and abilities to volunteer opportunities in the community. Being able to contribute positively through volunteering provides the opportunity to regain a sense of purpose for people and fight the social isolation that many in the community with dementia experience.

We would like to acknowledge the following corporate groups for their support and commitment of time:

- Alzheimer's Australia WA
- Aurecon
- Careers Australia
- Central TAFE
- Coles Kewdale Distribution Centre
- Galvin Engineering
- GSK Insurance Group
- HBF Insurance
- LendLease Waterbank
- Medtronic
- Mirvac
- National Australian Bank
- RAC



ALZHEIMER'S AUSTRALIA WA

SCHOOLS

2015-16 was another fantastic year for partnerships with a range of school groups. This year VTF has been able to offer transport assistance to schools, as requested, to ensure that student groups were able to attend regular Workplace Learning sessions. Student volunteering is a huge contribution to our organisations, not only in terms of time, but in the vibrancy and new ideas that young people bring to our staff, volunteers and customers.

Across this year we were supported by:

- Cannington Community Education Support Centre
- Como Secondary College
- Emmanuel Catholic College
- Morley Senior High School
- Perth Modern School
- Perth Waldorf School
- Warnbro Community High
- Yule Brook College



**THANK
YOU**

OVER **80** STUDENT
VOLUNTEERS



GAVE MORE THAN **22**
HOURS PER STUDENT
SUPPORT TO THE LOCAL
COMMUNITY

TOTAL STUDENT
VOLUNTEER HOURS:
1,766



PARTNERSHIPS

Expanding the Network with a Partnership

In September 2015 VTF was very proud to open a new depot facility, partnering with Police and Community Youth Centres (PCYC) in Midland. Our presence in Midland allows more opportunities for local people to volunteer in their community, and ensures efficient service delivery as we now have to travel less to see our customers in the East Metropolitan area.



From left to right, CEO Kath Snell joins Brad Melling, Midland Gardening Supervisor and Katrina Bray, Gardening Coordinator at the VTF Midland facility at PCYC



VOLUNTEER STORY



Caitlin is a High School student who joined the volunteer gardening team during the school holidays and enjoyed it so much that she has continued to volunteer and also plans to study horticulture.

Fundraising Partnership

Perth Nomads Golf Club

We were again fortunate to partner with Perth Nomads Golf Club as their chosen charity partner for the 2015 Charity Golf Day. VTF is extremely grateful to Perth Nomads Golf Club and looks forward to our continuing relationship in 2016-17.



Above: Thank you to Perth Nomads Golf Club for helping us purchase the VTF Water Wise tipper truck

Sector Partnership

We proudly continued our relationship with Landscape Industry Association of Western Australia (LIAWA). VTF is the only not-for-profit certified by LIAWA as a Water Wise specialist for Garden Design and Landscaping. In late April we presented a showcase Garden at Perth Garden Festival, where our Water Wise Champions were able to provide advice and guidance to members of the public in how to create a Water Wise garden at home. We were proud to be able to showcase our amazing Water Wise remodels.



LGAs

City of Joondalup Volunteer Expo

In August and October, we again partnered with the City of Joondalup to run Volunteer Expos in Currabmine and Warwick providing the opportunity for organisations to build relationships and showcase volunteering opportunities.



VTF is committed to building community through volunteering and is very proud to be a driving force in delivering ongoing Volunteer Expos across Perth.

LGAs throughout the Perth metro region

VTF was supported by a range of Local Government Authorities to assist us with Water Wise Gardens and remove green waste, in addition to the provision of vital premises and facilities to allow us to deliver services efficiently through a presence at the local level.

We would like to acknowledge to following LGAs for their continued support through donations, MOUs and grants:

- City of Belmont
- City of Cockburn
- City of Rockingham
- City of Wanneroo
- Town of Victoria Park

Due to expanded depots and a presence in Midland we are also very grateful to the Eastern Metropolitan Regional Council (EMRC) for assistance with the supply of mulch to residents within the EMRC catchment councils.



We extend our thanks to the many people who so generously give to VTF each year through financial donations and bequests. In particular, we thank the Garside family for the bequest of a mobility trailer and tools which we have converted into a valued addition to our service fleet.

Industry Partners

Supply of plants and advice:

- Carramar Coastal Nurseries
- Lullfitz Nursery

Supply of bentonite clay:

- Greenway Enterprises

Supply of grass trees:

- Replants.com

Supply of resources and volunteer time for the Safety Bay Community Garden:

- Bunnings Warehouse Rockingham
- EPC Industries

Provision of parking facilities for our Gardening Trailers at Carlisle:

- Western Australian Road Transport Association

Transport

Provision of our Transport Services is supported through relationships with a range of transport providers and vehicle suppliers. VTF acknowledges their continued support of our organisation and customers.

Domestic Assistance

Our Domestic Assistance services were supported with additional capacity through Tilly's Home Helpers.

Operational Support

VTF could not function without the support of a number of organisations who assist us in keeping the wheels turning each year. We would like to acknowledge the following vendors:

- iQuest Corporate IT Solutions
- Configurable Software Solutions
- Command-A-Com
- Clayton Utz
- Allens
- HLB Mann Judd

In addition we would like to thank the following for their donations to the VTF Christmas Party:

- Stihl Shop Greenwood
- Preston Street Pharmacy
- Shelley Davies – Avon
- Carramar Coastal Nurseries



STRATEGY 3 –

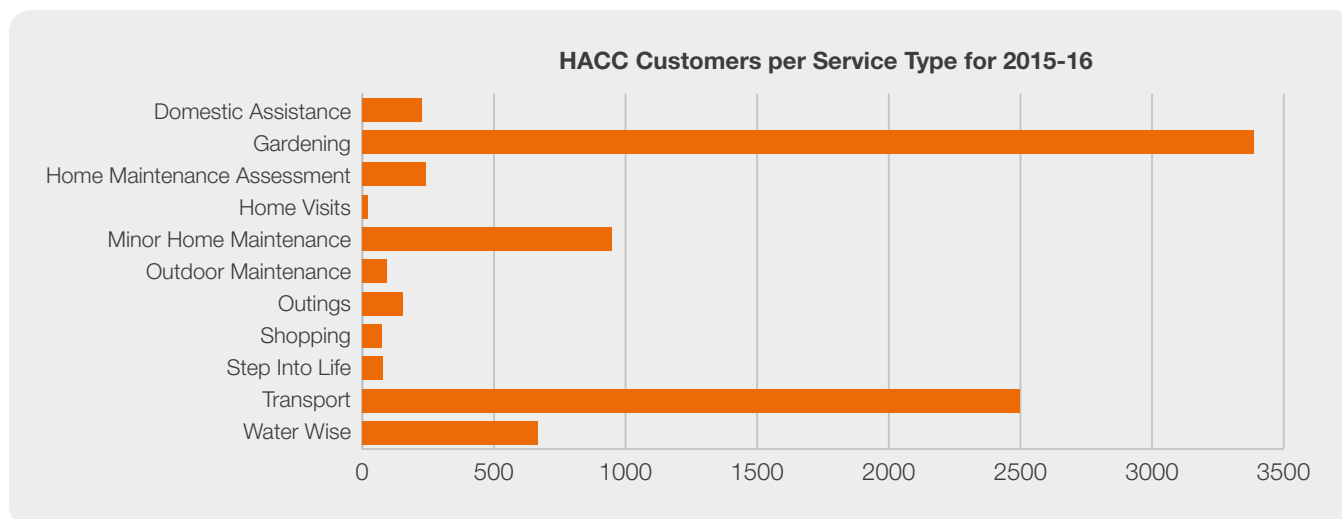
EXPAND EXISTING SERVICES AND FUNDING STREAMS

VTF CONTINUES TO MAINTAIN AND BUILD ITS RELATIONSHIP WITH THE RAS WITHIN THE WA ASSESSMENT FRAMEWORK OF HACC TO DELIVER PERSON CENTRED SERVICES ACROSS THE METRO AREA.

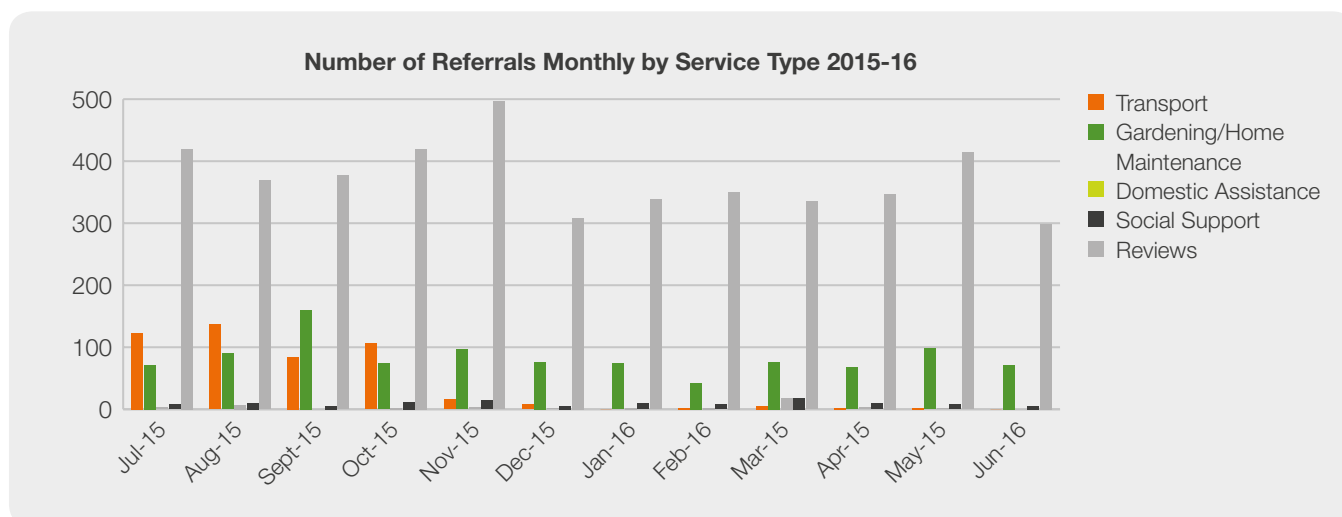
SERVICES OVERVIEW

Service Delivery for HACC Customers

VTF services assisted 8,390 people throughout the Perth Metro Area



The RAS/ VTF relationship is a valued and important partnership that ensures a seamless and positive customer experience and journey through the care continuum.



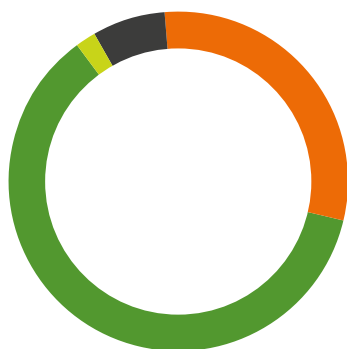


2015-16 was particularly eventful as VTF worked hard to embrace the changes in community care as part of the aged care and disability reforms.



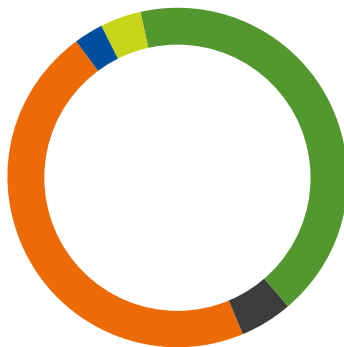
IN 2015-16 VTF RECEIVED
1,633 NEW REFERRALS
FOR SERVICES AND OVER
4,473 REVIEWS

**Number of Referrals
by Service Type 2015-16**



- Transport
- Gardening/Home Maintenance
- Domestic Assistance
- Social Support

**HACC Service
Distribution by Service
Group 2015-16**



- Transport
- Gardening/Home Maintenance
- Domestic Assistance
- Social Support
- Water Wise



**“The gardening crew
are always like a real breath
of fresh air. I find their visit
so uplifting as they bring so
much enthusiasm and joy.**

**I get so much pleasure
from my garden. It has
been transformed.”**

**VTF Gardening
Customer**



The gardening club participants have enjoyed bus outings to places such as Perth City Farm and Jarrahdale, and listening to guest speakers present on a variety of subjects such as herbs, azaleas and native plants

Daily Living and Life Skills Support

Research shows that being connected to others is important for mental wellbeing, and that having meaningful contact with other people and being part of a community can help people feel more positive and less lonely.

VTF Social support programs offer a range of activities focused on supporting people to live a healthy and independent life.

“**Volunteer Task Force is a valuable community organisation providing important services to people in the community.**”
Dr Megan Paull,
VTF board member

Volunteers are an integral part of these programs and they provided 2,103 hours of the total 8,890 hours of support in 2015-16.

Daily Living & Life Skills Volunteer Hours 2015-16



- Home Visits
- Shopping

This year we commenced our “Hearts and Spades” gardening club in Safety Bay. Gardening Club participants completed a questionnaire to identify places they would like to visit (see below):

Gardening Club participants – Types of gardens of interest



- Native
- Herb
- Vegetable
- Cottage
- Water Wise
- Succulents
- Permaculture
- Cacti
- Mixed gardens
- Lawns



VOLUNTEER STORY

“Life Is a Journey” – Robyn and Ruth’s Story

Ruth receives social support services and thanks to an amazing VTF volunteer, Ruth is able to travel the world – without leaving home.

VTF volunteer Robyn is passionate about travel and embarks on walking journeys all over the world. Once a week she brings her travels to life by sharing photos and stories in Ruth’s home. Robyn takes Ruth on a journey and makes her feel part of an exciting adventure. Ruth feels she is visiting the places that she has always wanted to go to. “Robyn has put the life back in me,” she says.

Ruth, who has 40 years of nursing experience, is also a volunteer. She and her dog Missy visit residents at a local nursing home regularly. Ruth helps with craft activities and shares some of the “life” that Robyn has given her.



Ruth and Missy the Dog



IN 2015-16 WE SUPPORTED
MORE THAN **225** PEOPLE
WITH DOMESTIC ASSISTANCE
ACROSS THE PERTH METRO AREA
PROVIDING OVER **7,215**
HOURS OF SUPPORT

Domestic Assistance

**“PEOPLE WANT TO REMAIN
LIVING AT HOME AS LONG AS
THEY CAN.”**

Over the past year an emphasis has been on reviewing the Domestic Assistance service model. After a three month pilot, VTF appointed a full-time Home Support Scheduler. This has had a significant effect on ensuring quality outcomes for customers: reducing cancellations, bringing greater efficiencies across the regions and providing essential support to the staff working in isolation in the community.



The Gutter Vac operates solely from the ground using special cameras to view the roof and gutters

Shopping Activities and Companion Service

Volunteers continue to be an integral part of these services providing support and companionship to people in their own homes and transporting people to the shops, thereby combining social interaction with an opportunity for a few hours out of the house.

This year we introduced the "Shop by List" service for those people who were unable to shop in person.

Social Support Activities 2015-16



- Home Visits
- Outings
- Shopping
- STEPS

Gardening Service

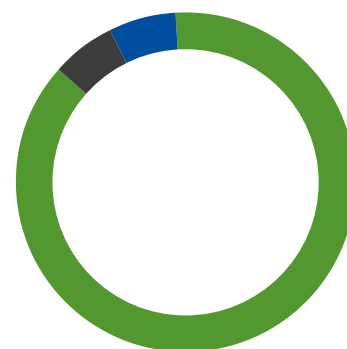
A new direction in aged care and disability

Australian aged care is undergoing major reform and the trend is toward more consumer-centred, community based and independence focused models. In response to the increased demand for services VTF has developed a Gardening Service Matrix which allows gardening services to be tailored to an individual's needs.

The flexibility of our service also increased with the broadening of our home maintenance program to include yard activities that met the need of people with smaller outdoor spaces. Towards the end of the year we were also excited to introduce our Gutter Vac service.

The Gutter Vac machine allows VTF to safely clear the gutters from ground level mitigating the risks that for many years meant we were unable to respond to this need.

HACC Service Hours 2015-16 Gardening & Home Maintenance



- Gardening
- Water Wise
- Home Maintenance

To support the growth of VTF gardening services we appointed two Regional Advisors to work across the metropolitan region.



**VTF DELIVERED 94%
OF CONTRACT PROVIDING
SERVICES TO A COMBINED
TOTAL OF MORE THAN
4,600 PEOPLE**



**Volunteer Task Force
Water Wise**

VTF's Regional Gardening Advisors, Andy Harold and Frank Jennings

Water Wise Service

This year has been one of great outcomes with much to celebrate.

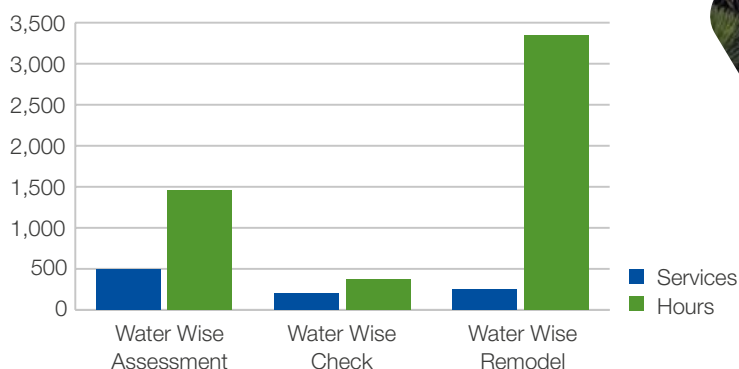
The VTF Water Wise program continues to go from strength to strength. This initiative seeks to reduce water consumption, overall garden maintenance and cost by replanting and remodelling gardens to be more suitable to Perth's hot and dry climate.

In April this year we showcased VTF Water Wise gardens that were adapted to coastal and inland areas at the Perth Garden Festival 2016. Led by Gardening and Special Projects Advisor, staff and volunteers created an amazing Water Wise garden that was viewed by hundreds of people over several days. Many thanks to Carramar Coastal Nursery, EMRC and Replants who assisted with mulch and plants for the display.

We also launched the Water Wise Logo at Perth Garden Festival which is now used on marketing materials such as banners and signage for our information sessions and garden remodels.



Water Wise Service Type 2015-16



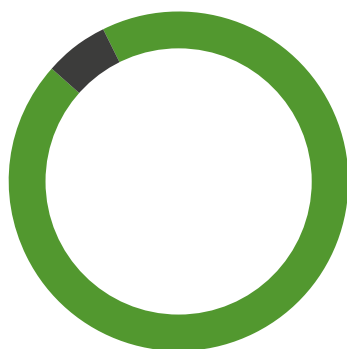


New lockable enclosed cages were introduced to Home Maintenance and Gardening vehicles

Gardening/Home and Outdoor Maintenance

VTF continues to expand and review the garden and home maintenance service to ensure we are meeting the changing needs of people referred to VTF for this service. This year as part of our growth funding, we offered a “yardening” service to those people with smaller dwellings who require small tasks inside and outside the home to assist them to live in a safe environment.

HACC Service Hours 2015-16 Gardening & Home Maintenance



- Gardening
- Home Maintenance

Our Community Garden

VTF received funding from the City of Rockingham to establish a community garden at the Safety Bay Depot. Bunnings in Rockingham have been very supportive donating funding towards the garden and joining with VTF staff to work on the construction of the wicking beds utilising IBC upcycled containers, kindly donated by EPC Industries.





VTF outing to John Forrest Tavern

“

“Never have I met such lovely people who help me get to where I need to go and back. I’ve never had a problem with them. They are fantastic!”
VTF Transport Customer



VOLUNTEER STORY



John drives our van for our community outings. “I really enjoy volunteering with VTF. It is such a pleasure to see people happy and I enjoy chatting to them and their company.

It makes me feel good knowing that I am helping people by taking them out to places they haven’t visited before, making them laugh and knowing that we have made their day”.

Transport

Accessing transport is an integral part of people’s lives which connects them to their community, enables them to maintain social contacts and be independent.

VTF's transport service continues to assist people to travel to and from specialist, hospital and allied health appointments, and for shopping, social activities and community events.

VTF works in partnership with Swan Taxis, Black and White Cabs and Mandurah Taxis.

Trips by Type 2015-16



- Shopping Access
- GP
- Allied Health
- Hospital/Specialist
- Social



VTF DELIVERED OVER
83,500 TRIPS
 IN THE PERTH
 METRO AREA





STRATEGY 4 – EXPANDING NEW SERVICES AND FUNDING STREAMS

BUILDING ON OUR PRIOR RESEARCH, CUSTOMER SURVEYS AND FEEDBACK, VTF CONTINUED TO DEVELOP NEW SERVICES TO MEET THE DESIRED OUTCOMES OF PEOPLE ACCESSING OUR SERVICES.

HOW WE HAVE LISTENED

Gutter Vac Service

Evidence pointed to a need for new service offerings and in 2015-16, bolstered by the generous bequest of a trailer, we were able to purchase new equipment and initiate a gutter cleaning service. After a small trial in March, the Gutter Vac service commenced in April and we were delighted with our customers' response.

The Social Support Story

As part of our commitment to continuous improvement we sought feedback from people on what activities they wanted VTF to offer through the outings program.

Over 170 people responded to our survey. Forty per cent of people wanted to meet new people, 21% wanted to try something new,

20% wanted to connect with their community and 16% wanted to participate in physical activity. The most popular activities were bus outings, exercise, coffee and cake, musical events and craft. Attendance has grown and new ideas have been extremely well received by people attending outings and classes.

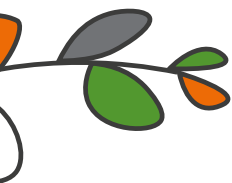
In addition VTF received funding from the City of Cockburn to deliver a new program, "Get On Board", in partnership with Transperth. "Get On Board" provides free, interactive public transport tours for seniors conducted by a Transperth Education Officer which assists participants to become more confident using public transport.



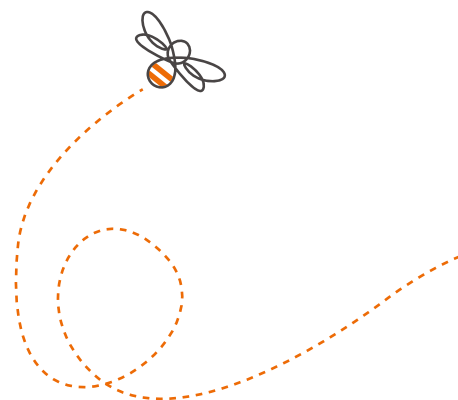
Tours have included Fiona Stanley Hospital and Perth Citiplace, using both buses and trains.

Changes have occurred at a national and state level to the way services are funded and delivered to people receiving Home Care Packages and those under the age of 65 years.

The National Disability Insurance Scheme piloted in WA through both a state program, MyWay, and the national NDIS program is a new way of providing community and individualised support to people with a disability. VTF has been supporting the transition of those people under 65 years of age living in the MyWay and NDIS trial areas to test their eligibility for funding within the new program structures.



“I now feel more confident using public transport on my own and I now don’t have to rely on taxis and family to get to appointments.”
Get on Board participant



VTF was successful in its tender with the Disability Services Commission in WA to operate as an approved provider with MyWay participants. To assist with this tender we have had to make changes internally, developing new resources for staff and developing new pricing models. Service delivery under the MyWay program is due to commence on 1 July 2016.

On 1 July 2015, Home Care Packages transitioned to the Consumer Directed Care framework – a way of delivering services that gives consumers greater control over their own lives by allowing them to make choices about the types of care and services they access and who they receive services from. This change presented a great opportunity for VTF, as historically when a person had transitioned onto a Home Care Package they had to leave

our services. Now, VTF is able to broker services through Home Care Package Coordinators. So, we challenged our thinking and developed a new way of service delivery.

Town of Victoria Park

In 2015 VTF welcomed a new partnership with the Town of Victoria Park by assisting with the garden maintenance of the Town’s drainage sumps. Public space volunteering allowed VTF to offer volunteering opportunities to people who were not able to work in ‘people facing’ volunteering roles. In 2015/16 VTF maintained the grass and vegetation of approximately 45 sumps in the Victoria Park and Carlisle areas.



CarePoint

VTF continues to work with CarePoint's integrated health care program designed for older people with a complex chronic disease who have had multiple hospital admissions. In addition to assisting people with transport to hospital and medical appointments VTF also helped with general garden maintenance and clean ups that ensured safe and accessible outdoor environments.

Cat Haven

Another new endeavour for VTF in 2015 was assisting the Cat Haven with general garden maintenance to ensure that their lawns and garden areas remain tidy and appealing to staff and visitors. Staff and volunteers at the North Perth Depot completed this work.



STRATEGY 5 – STRONG BUSINESS SUPPORT SYSTEMS AND PROCESS

Governance

The VTF Board is skill based and boasts proactive, forward thinking and committed Directors. This year the Board partook in a Board Evaluation Survey and results were presented at the VTF Strategic Planning Day. Following this activity a clear process for resolution has been developed. Continuous improvement has occurred throughout the year with Board Committees making informed recommendations to the Board.

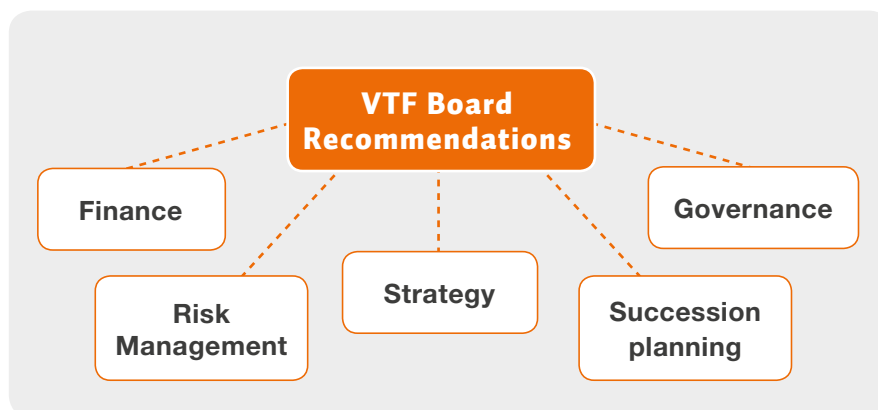
The Board's commitment to the Governance and strategic direction of VTF is admirable and this year it has endeavoured to support the Management Team to take VTF into new markets, responding to sector change and ensuring a proactive approach to market opportunities.

THE STRATEGIC PLAN IS CLEAR, FOCUSED AND REALISTIC YET OPTIMISTIC.

This year has seen the Board offer practical, professional and helpful support to the organisation in line with achieving our strategic goals. Many exploratory conversations and agreements have begun to emerge as healthy and tactical responses to the plan in the forthcoming financial year.

Capacity Modelling

To respond to the financial concerns of the changing external environment VTF embarked on a project to understand the capacity of the organisation and consider potential ways to build greater efficiencies into our services. Once the financial and capacity modelling was completed the workforce



were then engaged to discuss and identify areas where time could be saved and changes made for potential areas of improvement. These ideas will be the basis of efficiency challenges and targets over the upcoming year.

Business and IT Systems and Processes

To support our commitment to improving business efficiency, VTF conducted a review of corporate systems. The outcome of this review lead to a Request for Tender to the market to determine if there were ways that VTF could harness technology to drive service efficiency. This work is still in progress. However, the organisation has taken steps towards becoming more adaptive to mobile working practices through the transition to smartphones for Supervisors and Managers, and the roll out of Microsoft Surface Pro tablets to Managers and staff who have a need to work across VTF locations.

Facilities and Asset Management

Staff numbers have increased by 30% over the last five years, creating a considerable strain on

our facilities. To accommodate this increase, and corresponding increased service activities, 2015-16 included a number of strategies.

To expand physical presence, the Midland depot was opened in August 2015 in collaboration with PCYC in response to demand for services in the Eastern corridor. This bought the number of VTF depots in the metropolitan area to five.

Major repairs to existing facilities were completed with the leaking roof at Head Office in Carlisle being replaced in September 2015. Carlisle was squeezed to provide a dedicated space for the Marketing and Communications team in December 2015.

Centralisation of asset and facilities management under the guide of the newly created role of Executive Assistant Operations was implemented to create a central point of coordination of group projects in January 2016.

Across the head office teams, engagement and testing of hot desk working has created the basis for future increased utilisation of our facilities.



Office and Gardening Volunteers with VTF's CEO Kath Snell
Image supplied by Town of Victoria Park

Safety Initiatives

In the past 12 months, the organisation has matured its approach to trend identification and timely response to incident 'clusters' through the publishing of Safety Alert notices to all staff when a trend/cluster outcome is identified, or when major 'near misses' are reported.

Safety Alerts topics have included:
Risk of Electrocution, Safe Operation of Powered Hedge

Trimmers, Safe Handling of Palm Fronds, Trailer Crush Points and Line Trimmer Maintenance.

One month the reporting of 'near misses' outweighed the actual outcomes of Injury or Damage. This type of report is a goal for VTF moving forward where, through the reinforcement of a strong commitment to safety, staff will identify 'near misses', rather than progressing to an actual incident occurring.

**SAFETY IS A KEY
FOCUS AREA FOR VTF.
ENSURING THAT THE
SAFETY FIRST CULTURE
IS REINFORCED
ALIGNS WITH OUR
STRATEGIC PLAN.**

VTF Safety and Health Representative (SHRep) activity 2015-16.

Description	Data	Action
Number of elected Safety & Health Representatives (SHRep)	6 SHReps	VTF has a Safety and Health Representative in each depot, the Carlisle Main Office and the Volunteer Services team. During the year, elections were held at the Wanneroo and Carlisle Depots due to completion of tenure and at the Carlisle Office due to staff resignations.
Percentage of OSH Committee Meetings Quarterly	100% compliance	All quarterly SHRep Meetings were held across the period.
Training in OSH	Status: Ongoing	VTF has one Client Services Manager who has completed Certificate IV in Workplace Health & Safety. The CFO, Finance Manager, HR Officer and HR Coordinator attended training on OSH, Workers Compensation and Injury Management. VTF engaged RiskLink to undertake an organisational Safety Review. The formal findings of this review are still to be received.

OUR AWARDS

A YEAR OF ACHIEVEMENTS

Belmont Small Business Awards



CEO Kath Snell with Volunteer Keith Glance

In November 2015, Volunteer Task Force was recognised at the Belmont Small Business Awards. We were a Finalist in the Environmental Category for our Water Wise Gardening Service, and volunteer Keith Glance was awarded winner of Volunteer of the Year.



Town of Victoria Park Australia Day Awards

VTF won the Town of Victoria Park's Australia Day Award Day Active Citizenship Award for a Community Group in January 2015 and volunteer Keith Glance was named as a finalist for the individual award.



“To win this award in our home town and on Australia Day is a real honour, we were able to show pride in our local community and were recognised by our local Council on the same day. We were also honoured that VTF volunteer Keith Glance was named as a finalist for the Individual Award.”
VTF's CEO Kath Snell

CEO Kath Snell with Town Of Victoria Park Mayor Trevor Vaughan at the Town of Victoria Park Australia Day Citizenship Award Ceremony

SCHOLARSHIPS

Australian Institute of Management (AIM)

In early 2016 VTF was a successful recipient of an AIM WA Scholarship. This Scholarship allows the organisation to develop in-house and on-the-job approaches to training to ensure efficient and timely knowledge transfer to new staff on the use of tools and techniques for their safety at work.

Bankwest Foundation

VTF was one of ten WA not-for-profit organisations to receive a \$10,000 Bankwest Foundation grant to design and develop social media strategy. The grant program was delivered by Hancock Creative and has enabled VTF to confidently develop social media channels and build a community of engaged followers.



“

“I have always been impressed with the work and ethos of VTF and am privileged to be involved with such a fantastic organisation.”
Rose Blight,
VTF Board Member



VOLUNTEER STORY

About Keith Glance

Keith volunteers once a fortnight with our Carlisle Gardening Team, with the help of his support worker, through a partnership with Alzheimer's Australia WA. Keith has younger onset dementia and through the act of volunteering he not only promotes volunteering, but also provides an education to the community about dementia. His participation in the community helps to reduce the stigma often associated with the condition. Keith does this by being open about his diagnosis, thereby enabling the barriers and misconceptions about dementia to be broken down. This information flows in particular to the gardeners, to the volunteers and to the VTF customers. Changing the perceptions around dementia is of benefit to these community members because someone in their lifetime is likely to have dementia.



Keith with some members of his team

GOVERNANCE

VOLUNTEER TASK FORCE BOARD



Dr Moira Watson

Joined Board in November 2013. Chair

Moira is the Managing Director of Chutzpa, a company concentrated on constructing corporate capability through a focus on determining factors for purpose, practice and performance. Moira is an experienced company Chair and Director with a background as a senior leader in ASX listed companies and as an executive director in government. A graduate of the Australian Institute of Company Directors and a Fellow of the Australian Institute of Management, Moira holds a PhD in business management. Moira is also Chair of Diabetes WA, a Councillor with HBF, a Director with Diabetes Australia, a Director with Diabetes Australia Research Limited and is an appointed member on a range of government advisory groups. Moira is committed to volunteering and sees the work of VTF as “a way to enable volunteers to make a difference in their neighbourhoods. By working in partnerships with local bodies, government agencies and corporates VTF can weave volunteering into the fabric of the community.”



John Van Dieren

Joined Board in June 1997. Treasurer, retired 2015. Life Member 2016

John is a Fellow of the Institute of Chartered Accountants, Australia and a member of the Institute of Internal Auditors (Australia). John has more than 36 years' experience as a chartered accountant and specialises in two areas: external audit for listed and unlisted public companies and corporate services (valuations, capital raisings, expert reports and due diligence). He is a Director with Stantons International, an authorised audit company, and is in charge of audits and corporate services particularly for ASX listed companies. John also has experience on other not-for-profit Boards and is familiar with the charity sector through the audits of a number of charity and service organisations.



Craig Adam

Joined the Board in 2015. Vice Chair

BSc (Hons), FCCA

Craig is a finance executive with over 20 years of experience gained from a broad range of roles in both Australia and UK leading finance teams through strategic change, international expansion and corporate re-structuring. He is experienced in financial services, media, retail and production sectors. Roles have included extensive involvement with sales, brand and marketing, product development, operations and IT in addition to core finance disciplines. A Fellow of The Association of Chartered Certified Accountants since 2007, Craig is currently Finance Director of News Corp Australia and is also a member of the Board of Directors of Community New Group.



Martin Michalik

**Joined the Board in May 2009.
Treasurer**

Martin is a Chartered Accountant with more than 15 years of experience. His career to date has seen him work in Bermuda as well as throughout Eastern Europe for two of the “Big Four” accounting firms. Martin is currently a director of Stantons International, an authorised audit company in West Perth and specialises in the area of audit and corporate services for listed and unlisted companies. He is also involved in international consulting work. Through his association with VTF, Martin hopes to make at least a small, but tangible difference in improving the lives of those who most need assistance in the community.



Michael Ferguson

**Joined the Board in 2015.
Secretary**

Michael is a partner of Squire Patton Boggs, an international law firm with Australian offices in Perth, Sydney and Darwin. He has been a partner with Squire Patton Boggs and its predecessors since 1986. He is currently Chair of Partners and chairs the firm’s management committee. Michael has previously been President of and held various roles in state sporting associations. For family reasons, Michael has a longstanding interest in volunteer work and not-for-profit organisations. By becoming a member of the Board of VTF Michael sees an opportunity to actively contribute to the continued growth and success of VTF in an increasingly important area for our society.



Monica Juricev

**Joined the Board in October 2008. Vice Chair, retired 2015.
Financial Member 2016**

Monica has extensive experience in organisational development and change management, gained from a wide range of industries including government, mining and mutual/member based organisations. Monica provides consulting services supporting organisations through system and cultural changes. Monica holds a Bachelor of Business and Masters of Business Administration. Monica is passionate about helping others achieve their potential and believes that where we can we should give back to the community in a meaningful way.

“

“I have a strong belief that we should leave the world better than how we find it.”

**Monica Juricev,
VTF Board Member and
former Vice Chair**

VOLUNTEER TASK FORCE BOARD



Rose Blight

Joined Board in June 2010

Rose worked in the Royal Australian Navy for nine years ashore and at sea in logistics and management capacities. After working almost 10 years in the Federal Health Department in policy formulation and program management, she returned to study to gain her Masters in Occupational Therapy. Rose currently works as a hospital-based Occupational Therapist in the rehabilitation field. Rose is delighted to be involved with such a unique and highly effective organisation. By working with an experienced team of Directors, she hopes to not only develop professionally and personally, but also to be able to share her experiences for the benefit of VTF.



Tony Richards

Joined Board in June 2012

Tony is a corporate lawyer who has practised in the financial services and trustee industries for more than 30 years. During that time, he held a variety of senior positions with industry participants and undertook a range of corporate, commercial and trustee work. Tony has previously acted in a voluntary capacity for other not-for-profit organisations and has always been happy to contribute his time and energy to community groups. He sees his involvement with VTF as a natural extension of those activities and as an ideal opportunity to make a further contribution to the community. He would like to see VTF continue to grow and provide quality services to even more clients.



Dr Megan Paull

Joined the Board in July 2014

Megan is Director of Postgraduate Research and a Co-Director of the Centre for Responsible Citizenship and Sustainability in the School of Business and Governance at Murdoch University. Having been a researcher in the volunteering area for more than 20 years, Megan chairs the Research Committee at Volunteering Western Australia and has had a long term affiliation with Volunteering Australia. Megan teaches and researches in the areas of non-profit management, governance, and organisational behaviour, including when behaviour is not so "good".





Paul Vivian

Joined the Board in 2014

Paul is General Manager, Products and Pricing at Bankwest having previously led the Marketing team for more than five years. Paul joined Bankwest in 2006 where he held senior marketing and commercial positions in both the UK and Ireland. Paul has a Bachelor of Arts and post-graduate qualifications in Management and Marketing. He is a graduate of Leadership WA, a Member of the Australian Institute of Company Directors and is a board director and Vice President of Diabetes WA. Paul chairs the VTF Strategy Committee and is committed to helping VTF grow through continuing to provide a high quality service proposition and helping those in need.



Ian Brunette

Joined the Board in 2015

Ian is an IT leader with 20 years of diverse strategic and hands-on experience in the technology, finance and health insurance industries both in the UK and Australia. He has demonstrated strengths in setting strategy, leading cohesive teams and in the delivery of value. Ian has led large teams and been accountable for managing large budgets. With superior analytical skills he delivers organisational benefits, using both operating model and IT solutions to provide business outcomes.

Resigned Board Members:

Monica Juricev
John van Dieren

Board meeting attendances

	Number of Board Meetings	
	Available	Attended
Craig Adam	6	6
Rose Blight	6	5
Ian Brunette	6	4
Michael Ferguson	6	5
Martin Michalik	6	4
Megan Paull	6	4
Tony Richards	6	5
Paul Vivian	6	4
Moirra Watson	6	5
Monica Juricev	1	1
John Van Dieren	1	1



MANAGEMENT PROFILES



Kath Snell

CEO

Kath originates from Wales where she has spent much of her life. After completing a degree in Recreation and Tourism Management in Sheffield Hallam University, England, Kath embarked on a career in tourism, sports management, and later media marketing in the UK, whilst taking time out to travel and work around the globe, primarily Australia and New Zealand. She eventually chose Perth as her home in 2005 and has been working with VTF since 2006. Kath's first role with VTF was as a volunteer before making her interest in the community sector, specifically VTF, into a career when she joined the management team later that year. Kath is passionate about creating opportunities for people receiving services, volunteers and staff to interact and contribute meaningfully for a more engaged and fulfilling daily life and positive wellbeing and outcomes. Kath uses her experience in marketing, governance and strategy to lift, grow and drive the organisation. Outside of her daily contribution to VTF, Kath likes to contribute to community via not-for-profit Board positions and also stays fit and healthy through physical exercise and maintaining strong social connections with friends and family. Kath happily shares her optimistic outlook with all at VTF and believes that a positive, enjoyable workplace is key to a successful organisation.



Donna Di Bartolomeo

Senior Manager

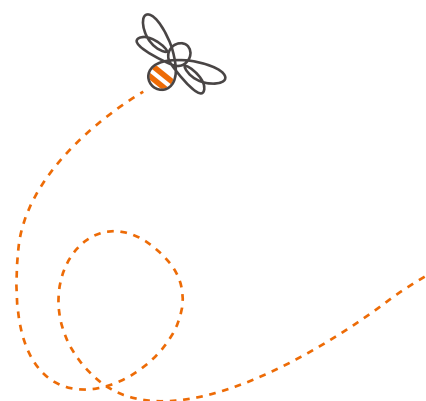
Originally from Tasmania, Donna moved to Perth in 1998 and began working in the not-for-profit sector, as the Marketing and Communications Manager for a community development organisation. A shift in career direction saw Donna move into Information Technology Consulting and she spent the next 10 years working across a range of State Government and Resource Industry clients in project management, business analysis and strategic development roles. Donna oversees IT, Volunteering, Marketing/Business Development and Service Delivery. Donna enjoys working every day knowing that lives are being impacted in a positive way by the work that Volunteer Task Force does. She is also very pleased to be able to utilise her skills and experience in information technology to develop ideas and deliver efficiency improvements for the organisation.



Judy Waymouth

Client Services Manager

Prior to joining Volunteer Task Force in 2012 Judy worked with the Red Cross in the Commonwealth Respite and Carelink program and in a variety of aged care settings both as a volunteer and as a staff member. A career highlight was two years as a member on the Carers Advisory Council which has responsibility for administering the Carers Recognition Act 2004. Judy majored in human services and aged studies as part of her Social Science degree and feels privileged to part of Volunteer Task Force's work in making a difference to the lives of older people, people with disabilities and those who care for them.





Tina Newman

Client Services Manager

Originally from the country Tina moved to Perth in 2010 to be closer to family. She has worked in diverse roles across health, aged care and disability, initially in hospital based nursing and then in residential and community care. Tina completed her Diploma in Front Line management in 2006 and had been working in management roles for 10 years before joining VTF in 2014. Tina is passionate about choice and quality and has a strong commitment to ensuring quality outcomes for people accessing services through VTF.

Tina's understanding and appreciation of volunteering comes from volunteering with the Cancer Council of WA, Palliative Unit at St John God Hospital, Bunbury and with Camp Quality.



Theresa Ng

Finance Manager

Originally from Singapore, Theresa Ng came to Perth in 2001 to undertake a Bachelor of Commerce and Masters in Accounting and has since chosen Perth as her home. Prior to joining Volunteer Task Force in 2013, Theresa has worked in the commercial and not-for-profit sectors for the last 10 years. Within her role she provides support to the management team and ensures the provision of high quality service, timely and accurate information and reports for the board of directors. Her professional background in accounting and finance coupled with an enthusiastic and positive attitude has contributed to her logical and passionate approach to VTF's development.

Outside work, Theresa is a great supporter of her community by volunteering her time for the church. She enjoys spending time with her young family. In her spare time she loves to cook and share recipes with friends and family.



Tanya Payne

Chief Financial Officer

With a commercial background Tanya first joined VTF in 2009 and left in 2013 to focus on family. Re-joining in 2015 in the newly created Chief Financial Officer role has enabled her to expand the depth of the management team. Having worked across many industries, she provides insight into financial performance through policy, workforce engagement, business process and models.

Tanya has a passion for community outside work and supports the development of young lives through fostering and engagement in the independent theatre sector.

“

“Volunteer Task Force is a wonderful caring group of people who are like friends. We love the outings.”
VTF customer

VTF STAFF



LEADERSHIP TEAM

Kath Snell – CEO
Donna Di Bartolomeo – Senior Manager
Judy Waymouth – Client Services Manager
Tina Newman – Client Services Manager
Theresa Ng – Finance Manager

Tanya Payne – Chief Financial Officer
Gina Cumberland – Executive Assistant
Dana Moore – Executive Assistant
Sue Humphries – HR Advisor
Cliff Bache – Support Services Manager (resigned)

Gardening & Home Maintenance Staff

Andy Harold – Gardening and
Special Projects Advisor

Frank Jennings – Regional
Gardening Advisor

Safety Bay

Monika Kegel – Supervisor
Vincent Busher – Assistant
Supervisor

John Sharpe – Assistant
Supervisor

Aleisha Blake
Stephen Hill
Brendan Carlin
Martin Spears
Ian Gillett

Richard Bailey
Julian Brooks
Simon Pannell
John Hawort
Phillip Oakley
James Currie
Mitchel Evans

North Perth

Chris Boyd – Supervisor
Ian Beaton – Assistant Supervisor
Kat Bray – Assistant Supervisor
Ben Dawson

Brett Potter
Craig Barton
Greg Gittos (resigned)
John De Rubeis
John Ingram (resigned)
Maurice Murphy
Michelle Nixon
Pauline McGregor
Katrina Toh
Peter Varcoe
Simon Humphries
Robert Green
Fabrizio Giorgio
Sarah Wittingham (resigned)
Richard Brooke-Smith
Nick Harrison

Carlisle

Rod Moncrieff – Supervisor until
January, 2016
Lee Vaughan – Supervisor from
February, 2016
Jules Pettit – Assistant Supervisor
(resigned)
Eugene Browne (resigned)
Mark Van Vlijmen
Paul Foster
Rachel Levell

Roland Rogowsky
Graeme Mills
John Hatton
Malcolm Cumberland

Wanneroo

Wayne Edwards – Supervisor
Alex Slade – Assistant Supervisor
Steven Locke – Assistant
Supervisor
Chris Rowley (resigned)
David Pearce (resigned)
Emma Raine
Kyle Tyack
Luke Finnie
Mark Saville
Rodney Coombs
Krystle Denisoff
Thomas Richardson
Sharyn Slade-Hopkins
Thomas Saunders (resigned)
Claudia Slade-Hopkins

Midland

Brad Melling – Supervisor
Midland
Kat Bray (transferred North Perth)

Client Services

Caron Meuwese
Jeanette Olsen
Kylie Feleppa
Yvonne Wilkinson
Abby Leonard

Scheduling

Louise Chalmers – Supervisor
Mandy Saville – Assistant Supervisor
Glenda Cunningham
Kristie Davey
Liz Connor
Lurleen Van Vlijmen (resigned)
Martin Duff (resigned)
Robert Lee
Wendy Pinto (resigned)
Ray Margaria – Driver

Data/IT

Karen McCulloch

Volunteer Support

Michelle Williams – Supervisor
Adrian Griffith
Cheri Gristwood

Finance

Katie Bennett (resigned)
Lucinda Bradbury
Robyn Coles
Vilencia Palmer

Social Support & Domestic Assistance

Lis Bremmer – Supervisor
Zilla McCasker – Assistant Supervisor (resigned)
Inca Ix
Mandy Sung
Bev McConnell
Deborah Biddle (resigned)
Jennifer Mason (resigned)
Jessica English (resigned)
Josephine Williams (resigned)
Leanne Edwards
Maida Kumbara
Amanda Fisher

Mary Hitchcock (resigned)
Sandra Byrde
Shelley Davies
Shirley Potter
Katarina Mazzeo
Carmel McFarlane
Matthew Taggart
Wendy Cooper

Administration

Frances Judges – Assistant Supervisor
Cheri Gristwood
Maria Andronis

Communications/Marketing

Sara Banks – Marketing Advisor
Judith Hatton

Booking Assistants

Christie Cline (resigned)
Marija Babic
Susie Dumitro
Neesa Dhue (resigned)
Heidi Elliott
Jenine Fawcett

Human Resources

Susan Humphries – HR Advisor
Shafa Siddiqui (resigned)
Janine Kannemeyer

“We would like to thank each and every one of our volunteers individually. We could not provide the essential services in the community without your ongoing contribution.” Michelle Williams, Volunteer Service Supervisor

“



Gardening & Home Maintenance

Aaron Brixton
Alan Colley
Alan South
Alan Thomson
Alandra Wilson
Alex Gillies
Alexandra Derham
Alfredo Dimeo
Alfredo Dimeo
Alisa Wood
Alison Richards
Amanda Pryce
Amber Main
Amos Lin
Andrew Beadle
Andrew Campbell
Andrew Creighan
Andrew Stewart-Wynne
Andrew Bryant
Andrew Dean
Andrew Griffiths
Andrew Whiting
Andy Darvill
Angelly Kumar
Anna Beumes
Anne Rae
Anne Derrick
Arnaud Denjean
Ashleigh Wharfe
Ashley Nemeth
Ayden Vidich
Baren Van
Beatrice Stephens
Beatrice Stephens
Ben Fenu
Ben Taplin
Benjamin
Christianopoulos
Benjamin Whillas
Bill Wallbank
Bogdan Arama
Boni De

Borrello Del
Brady Knight
Brendon Walker
Brendon Wilson
Brett Gielens
Brett Potter
Brian Park
Caitlyn Collins
Cameron New
Cameron Whiting
Carene Burton
Carla Duncan
Carmine Scibilia
Casey Beale
Cathy Huynh
Catriona Wearn
Chareen Raja
Chris Porter
Chris Barrow
Chris Reedman
Christine King
Christine Nicholson
Christopher Byrne
Christopher Jones
Cingh Mang
Claudia Slade-Hopkins
Clinton Bracken
Colin Eddison
Connor Mather
Conor Foster
Corey Scidone
Daniel Kuzminski
Danielle Scordio
Danielle Young
David Andersen
David Andrews
David Barclay
David Rickard
David Smith
David McNally
David Mills
David Ockenden
David Rickard
Deanna Banicek
Debra Ell
Debra Webb
Declan Pallace
Desma Wallace
Dianne Battersby
Dianne Murray

Don Allanach
Donna Brown
Dorothy Coubrough
Drew Gatcum
Drew Gatcum
Eamonn Leaver
Eathen Carruthers
Eddie Cooper
Edward O'Rourke
Edward Richardson
Edward Anthony
Edward Brown
Egito Do
Elaine Forrester
Eleanor Wilkins
Elizabeth Vickery
Emilie Baille
Emily Birch
Emily Manchester
Emma Godridge
Enzheng Lin
Erica Haddon
Ethan Marin
Felicity MacAuley
Fiona Young
Frederick Weir
Garth Lynch
Gary Brooker
Geoff Fairchild
Geoff Robinson
Geoffrey Shapland
Gita Vaghjani
Glen Shepherd
Glenys Forbes
Gloria Shenfield
Gordon Miller
Graham Caldwell
Graham Stove
Graham Kramel
Haffy Aziz
Hagman Muchenje
Haili Wang
Hannadige Andra
Harry Doble
Helen Cartwright
Heng Xu
Hoang Vo
Hoi Lee
Holly Skinner
Hsar Htoo

Hugh Milloy
Hussein Alsemeer
Ian Hamilton
Ian MacNicol
Ian Seppings
Ida Turiyah
Isaac Persak
Iziah Davis
Jacalyn Donnelly
Jack Forskew
Jackson Rigaldi
Jacob Sands
Jacqueline Aucott
Jacquelyn Leed
Jade Turner
James Bennett
James Chritchenson
Jan Rigoll
Jane Ivers
Janene Barter
Jared Carlin
Jarrad Wilson
Jasmine Avenell
Jaxon Field
Jaxon Mann
Jennifer Farmer
Jennifer Gauder
Jennifer Wilson
Jerson Vargas-Dulcey
Jessa Briones
Jessica Lutter
Jessica Gardner
Jian Zhang
Jill Green
Jo Brown
Joanna Scriven
Joanne Smedley
Jody Pederson
John Smith
John Downing
Jordan Garcia
Joseph Bailey
Joshua Treacy
Joshua Huynh
Joshua Norton
Julian Wright
Julie Kenworthy
Julie Wood
Karen Allen
Karen McIntosh

Kate Yeoh
Kathleen Carthew
Kaylene Nichols
Keith Glance
Keith Berry
Kelsey Puren
Kenneth Wallace
Kerry-Jayne Reynolds
Kevin Collins
Kevin Forbes
Kim Hardegen
Konrad Pradzynski
Kristy Lay
Kyle Walley
Lachy Marinovich
Lara Zeibler
Lauro Pinca
Laury Thompson
Leah Whalan
Lee Delaney
Lee Robertson
Leonard Pearce
Leroy Barraza
Levi Reichelt
Liam Knight
Lincoln Jones
Lisa Dennis
Lorelei Torpy
Louis Menage
Lucas Reynolds
Macey Grover
Maddison Pearson
Maeev Ward
Mahammad Alherz
Marcus Cooksley
Maree Cowley
Maria Munagorri
Mark Langford
Mark Ridley
Mark Galloway
Mark Ringer
Marten Wiggerman
Martyn Leed
Matias Silva
Matthew Calkin
Matthew Saunders
Matthew Wilton
Matthias Goetz
Mehdia Ghaznawi
Melissa Chan

Michael Nicholls
Michael Pearce
Mohammadjavad Yaghoubi
Naomi Hermawan
Narelle Whitaker
Natasha Johnson
Nathan Sturcke
Nathaniel Lee
Nayer Qasemian-Sian
Neole Manning
Nicholas Harrison
Nicholas Welch
Nicholas Sorgiovani
Nicole Sim
Nigel Smith
Nyrelle Hawkins
Oggi Ginchev
Owen Smith
Paige Murray-Smith
Paul Carthew
Peter Laundry
Peter Legg
Philip Oakley
Phillip Lovering
Rachel Tran
Rahman Rind
Rebecca Dix
Rebecca Manley
Rebecca Pink
Rebekah Bogoevski
Rene Batchelor
Rhys Young
Richard Brooke-Smith
Richard Cade
Richard Penny
Richard Wilkinson
Richard Wood
Rickie Lincoln
Robbie Chilvers
Robert Collier
Robert Green
Robert Ridley
Robert Shore
Romeo Zabat
Ronald Banks
Ronald Hayden
Rose Gillespie
Rosemary O'Grady
Roux Le
Ryan Turner
Ryan Warner
Sabrina Storey
Sakarive Mohamud
Sam Kettle
Sam Croll
Sara Gibson
Sara Jones
Sarah Tsakalos

Sayo Kotani
Shane Vasich
Shaun Atkins
Sheree Morrison
Shibo Tian
Shintaro Umeki
Shirley Morrison
Sreten Bunijevac
Sue Ricketts
Suzanne Levey
Tama Macfater
Tayla Benton
Teeko Htoo
Themsche Van
Themsche Van
Theresa Phillips
Thomas Heah
Thomas McGrath
Tiana Ryan
Tim Duncalf
Tom Bainbridge
Tom Long
Toni Scriven
Tram Le
Trevor Hardwick
Troy Jarvis
Truin Ellison
Tuo Deng
Tyla Davis
Veneza Castor
Veronica Devine
Veronica Hodgson
Veronica Mark
Vicky Harris
Vikki Worswick
Wanda Bennett
Waraporn Dedduang
Ward Bjerregaard
Warren Dawson
warren Linnell
Wayne Press
Wayne Mather
William Greenfield
Wouter Vervaet
Yanjun Yuan
Zak Melfi



Companion Service

Anne Rae den Van
Jean Schwebel
Julie Wade-Graham
Mary Sprunt
Rachel Winkler
Robyn Every



Office Volunteering

Alan Thomson
Alandra Wilson
Christina Thomas
Christopher Rowley
Erin Palmer
Faye Salfinger
Heather Flanders
Izham Mohamad
James Bennett
JohnPaul VanVlijmen
Judy Bolitho
Lola Barron
Marie Togba
Marten Wiggerman
Martha Mark
Mikaela Costelo
Ruby Cumberland
Sue-Ellen Ruffo
Veronica Mark
Wanda Bennett



Promotional Volunteering

David Spreadbury
Elaine Forrester
Harry Doble
Judy Bolitho
Paul Carthew
Raff Di Bartolomeo
Robert Ridley
Ronald Hayden
Sue-Ellen Ruffo



Shopping

Alan Clark
Alandra Wilson
Anne Mack
Anne Rae
Beat Floss
Brenda Blair
Brenda Chitty
Cheryl Canning den Van
Elisabeth Consedine

Elizabeth Rutley
Erika Macdonald
Fay Pittard
Helen Kirby
Irene Jenner
James Donnelly
Janet Lane
Jean Schwebel
Judeline Mascarenhas
Kaye Murray
Kaye Smith
Kristie McManus
Lesley Harmsen
Lewis Cann
Lois Murray
Lorraine Brookes
Maree Hartley
Martin Garsed
Monique Cole
Norma Phillips
Patricia Lucas
Peter Cheng
Phillip Lovering
Philomena Banks
Rachel Winkler
Richard Lidstone
Ronelle Turner
Sarah Brickwood
Susan Arnup
Tina Foot



Social Support

Alandra Wilson
Anne Dreyer
Anne Mack
Brenda Blair
Brenda Chitty



**7 VOLUNTEERS
CELEBRATED
5 YEARS**

**1 VOLUNTEER CELEBRATED
10 YEARS**

**WE WELCOMED 299
NEW VOLUNTEERS**

Brenda Robinson
Charlotte Britton
Elisabeth Consedine
Emma Rank
Erika Macdonald
Florence Khimbi
Hazel Saville
Irene Jenner
Jean Schwebel
John Brown
Judeline Mascarenhas
Julie Wood
Kylie Brayshaw
Lorraine Mortensen
Masayo Ingram
Maureen Lynch
Peter Scott
Phoebe Dreyer
Sue-Ellen Ruffo
Tina Foot

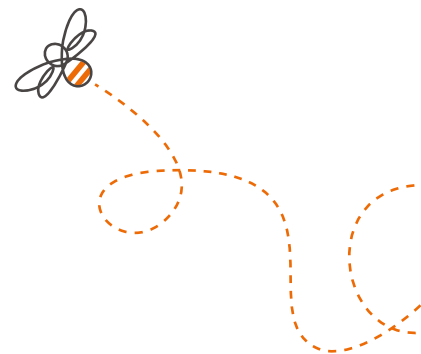


Transport

Alan Clark
Erika Macdonald
Anne Rae
Jane Busch
Phillip Rae

“During 2015-16 our financial performance again saw the organisation grow with operating revenue increasing by 5% to over \$10m for the first time. This is a significant milestone for Volunteer Task Force.”

Tanya Payne,
Chief Financial Officer



FINANCIAL STATEMENTS

VOLUNTEER TASK FORCE CONTINUES TO INVEST ITS PROSPERITY INTO THE COMMUNITY VIA NEW PROGRAMS, NEW SERVICES AND EXPANDING THE WORKFORCE. THIS IS OUR CULTURAL DIFFERENCE – WE ARE ABOUT PROFITABILITY BEING INVESTED IN THE COMMUNITY.

STATEMENT OF COMPREHENSIVE INCOME

Year ended 30 June 2016

	2016	2015
Income	10,202,229	9,680,519
Expenses		
Staff & Volunteer Costs	6,497,005	5,886,171
Other Operational Costs	3,107,121	3,376,456
Total Expenses	9,604,126	9,262,627
Surplus	598,103	417,892

STATEMENT OF FINANCIAL POSITION

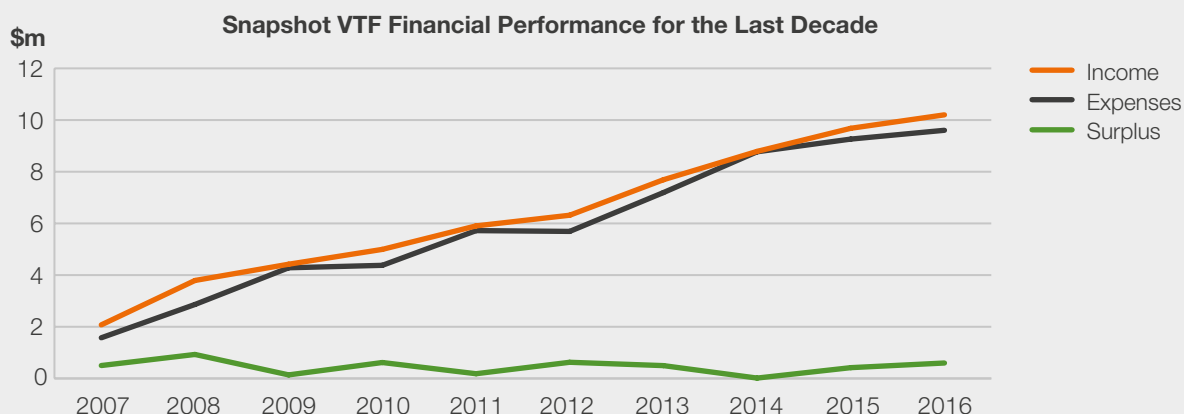
Year ended 30 June 2016

	2016	2015
Assets		
Current Assets	4,865,990	3,974,722
Non Current Assets	2,762,066	2,798,056
Total Assets	7,628,056	6,772,778
Liabilities		
Current Liabilities	1,882,539	1,760,012
Non Current Liabilities	2,071,303	1,936,655
Total Liabilities	3,953,842	3,696,667
Net Assets	3,674,214	3,076,111
Equity & Reserves	3,674,214	3,076,111

Note – a full copy of the audited financial statements is available upon request email: info@volunteertaskforce.org.au



TURNOVER FROM
\$2M TO \$10M
SHOWS CONSISTENT
GROWTH IN A DECADE



During 2015-16 VTF has responded to the opportunities provided as part of sector reform by expanding existing services and diversifying funding opportunities. Whilst in its infancy, partnerships with local government and commercial business has given VTF the opportunity to demonstrate that our core values and culture translate to many parts of the community.

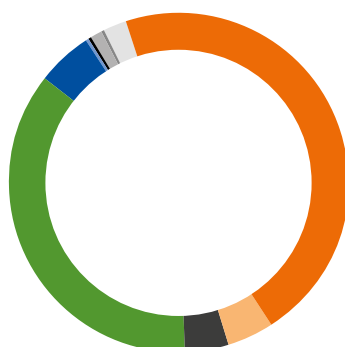
VTF's prudent culture ensured that expenditure increases were minimal with overall costs only increasing by 2% during the year. Staff costs remain the major expense category increasing by 11% on the previous financial year. Of this 4.65% was directly related to pay increases for staff as VTF endeavours to continue to provide above award remuneration and conditions.

The organisation's reserves have increased by 19% to \$3.6m, ensuring VTF has a secure platform to invest in the future. This has enabled us to respond to the sector changes on the horizon and facilitates us to continue to provide services which meet our mission.

5% INCREASE IN REVENUE – 2% INCREASE IN COSTS

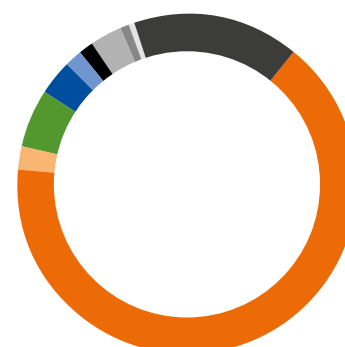
OVERALL 3% GROWTH

2015-16 Income from Operating Activities







- HACC Gardening Grant
- HACC Social Support Grant
- HACC Domestic Assistance Grant
- HACC Transport Grant
- HACC Client Fees
- Brokerage
- Other Support & Donations
- Interest Received
- Gain on Assets Disposal
- Grants for Capital Subsidies

2015-16 Expenses for Operating Activities



- Purchased services
- Staff Costs
- Volunteer Costs
- Admin Expenses
- Service Depreciation
- Service Consumables
- Motor vehicles
- Insurance
- Loss on sale of assets
- Depreciation on Buildings



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