



VOLUNTEERING CENTRAL COAST

Annual Report 2025



Our community partners



Also: 50+ Leisure & Learning (Ettalong), Brisbane Waters Retire & Special Accomodation Assistance, Peninsula Anglican Parish, Woy Woy Peninsula Neighbourhood Service Inc., Wyong Neighbourhood Centre and Gosford Community Hub Inc.

Welcome!

“We are proud ‘Coasties’ one and all. We believe in locals helping locals and we champion a strong Central Coast community.”

Welcome to **Volunteering Central Coast**, the home of community volunteering on the beautiful Darkinjung lands of the NSW Central Coast! Established in 1988, we are an ACNC-registered charity, limited by guarantee, with Deductible Gift Recipient status. Donations over \$2 are fully tax-deductible. **in 2025, we supported 46 community non-profits to extend their public service by utilising local volunteers.**

At VCC, we care about locals helping locals: whether you're a community member with some spare time and a desire to serve, or a local friend, neighbour or nonprofit needing a helping hand. We are proud “Coasties” one and all, and we love to match interested people with local individuals and organizations in need. We believe in locals helping locals and we champion a strong Central Coast community.

With nearly 40 years of proud public service to our credit, our purpose is to mobilise and empower individuals to engage in volunteering. We harness the power of collective action to address societal challenges, enhance personal well-being, and strengthen community bonds. Our diverse and inclusive volunteering ecosystem provides accessible, meaningful, and impactful volunteering opportunities to all.

We offer resources and support to both volunteers and volunteer-involving local organisations. We also deliver volunteer-led programs in the aged care, employment and youth sectors, demonstrating our adaptability and commitment to addressing the evolving needs of the community. We actively manage and support these community programs that make a tangible difference in the lives of Central Coast residents. **Please join us!**



Locals helping locals

"Children who had never walked before who've been in wheelchairs are suddenly up on top of a horse looking down on people for the first time in their lives".



Helen Walker
CoastAbility

I started volunteering because, in 1963, my firstborn child had a disability. He was born with brain damage. I was walking through Gosford one day and there was a promotional stall in the main street. That's how I got to know about the Fairhaven school, where I enrolled him when he was four. I volunteered there over the years, and it's what started my teaching career. I worked at Fairhaven and at Glendale during my career.

I had a second child 15 months later. In those days, there wasn't any equipment for disabled people, so I built a thing on the front of the stroller so that he could sit up and the baby could lay down. One day, a woman came out of a shop and asked me if I knew about the NSW Society for Crippled Children, as they could probably help me. That's how I was introduced to the Newcastle & District Association for Crippled Children. It later became the Gosford Branch, and now it is the local non-profit called CoastAbility, funded by the Chapman Trusts.

Over the years, I became a director. I also became a Girl Guides leader - for my daughter and foster children, eventually becoming Commissioner. Volunteering is a lifestyle, and you make a commitment. I made a commitment and I just honour my commitment. And it just goes on, and on, and on.



Garry Kirkby
Riding for the Disabled

I moved to the Central Coast from Dubbo more than 30 years ago. I was reasonably new to the area and had some experience with horses as a young fella. I saw a call for volunteers with Riding for the Disabled. So I rocked up to the facility at Kariong - and was nearly crash-tackled by the lady coach at the time, because they had no other male volunteers! So that's how it started off, and the great thing is, you're out there in the sunshine and the fresh air, and exercising yourself at the same time as helping others.

What I love is the results we achieve. Children who have never walked before and who've been in wheelchairs are suddenly up on top of a horse, looking down on people for the first time in their lives. And children who may not have spoken, are just transfixed by it and they start to speak and they say: "Wow! This is fun!" And they've never spoken a word before in their lives.

My greatest achievement in life is probably being a volunteer here for the past 26 years. It's not my sole source of interest - I've got a few other things I do - but this role, by far, takes most of my time two or three times a week. It's really good, just to be able to be there and to give so much fun and happiness, and development, for those people less fortunate.



Bob Sutton
Marine Rescue Brisbane Water

My volunteer involvement started from always having an interest in being out on the water. When I retired, I felt it was time to give something back to the local community.

One of the great things about volunteering here is the camaraderie that you get from working with teams and people from all different walks of life. You share a common purpose of training and learning to make a difference and help people when they are in trouble on the water. There's also personal development and the opportunity to learn new skills that you didn't learn during your working life. And, you get a lot of personal satisfaction from turning someone's bad day into a good day.

It's kept me very busy, which is a good thing. I think it's very important to have a commitment to other people. Volunteers give so much of their time and put so much effort into their training, and then being available on shifts, that's just inspiring to me. You don't want to lose that yourself, so in some ways, it's like a wonderful obligation.

I would say, look into any type of volunteering that interests you and choose something that you'll enjoy. It's so much more than a hobby: it's something that's going to help you as well as others. It's very beneficial.

Locals helping locals

“ My greatest achievement is finding out what’s unique to them, and achieving their needs, and seeing a smile on their face.”



Barb Galvin
Shirley Shuttle

I'm the founder of the **Shirley Shuttle** cancer patient transport service on the Central Coast.

Shirley Galvin was my mother and I was her carer from 2004 to 2006.

Mum had cancer and I went to every appointment with her. But we noticed that many others didn't have the same support, particularly for transport to and from their potentially life-saving treatments. This gave me an idea.

When mum passed in 2006, I donated money to Cancer Council New South Wales to buy a big, beautiful blue mini bus to meet this need. It has 'Shirley Shuttle Caring for You' printed on the side, and mum's picture right in the centre! That started off the Shirley Shuttle!

Volunteering provides a great service to those in need in our local community. It provides us with pride and satisfaction that we're filling a gap in community support. As volunteers, we are a great resource within our own community for tasks that paid workers can't, or don't, perform.

Through volunteering, I've learned to treat everybody equally and I've become more open-minded and accepting of all types of people.



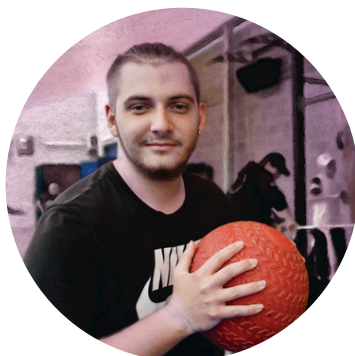
Helen Spinner
Peninsula Villages

After nursing in aged care and becoming redundant, I knew the gaps in the system and I decided to volunteer because I knew that the need for aged care volunteers was really urgent. The staff are so busy working and doing all the caring for the residents, but once they get them up and serve them breakfast, there's not much else, really.

That's where we come in: the volunteers who come in and spend time with the residents. I thought, that's what needs to be done: I need to go in and volunteer and not work out on the floor, because - as much as much as you wanted to spend time with them - you were drawn away by other tasks, like paperwork.

My greatest achievement is finding out what's unique to residents and achieving their needs, then seeing a smile on their face. Spending time with them, helping them, taking them for a walk in the garden, making a coffee, reading newspapers, or just listening to them, so that they feel heard and validated. It really can be anything they want, as long as you can manage it.

The biggest lesson I have learned is basically that everyone wants company - not items, not things - just company. Someone who'll sit with them, someone to talk to, sing songs with, have a heart-to-heart with, share a cup of tea or coffee with, or a take a walk in the garden. Simple things matter.



Jourdan Mitchell
Y.M.C.A.

I like to see different aspects of life - to explore and see what things are like. You could just do the ordinary path: start a job early, or you can explore a bit, and volunteer in different areas, and see what you can do and what you can learn.

My greatest achievement was probably running the Youth Careers Expo. I've done that twice now: I coordinated it and set up the whole gym in the recreation centre for the event. It was fantastic having everyone involved - we were a big team and it was pretty cool.

Volunteering has opened doors for me and my experience has carried over into the workplace. I'm applying for higher duties in my workplace because of my success coordinating and running the Youth Expos. My volunteering is helping me advance my career and move up the ladder.

It also showed me what I could do. I really didn't know myself. It helped me open a door to realize who I really am, learning all those extra things. It kind of just builds a personality for you.

What we do



LOCALS HELPING LOCALS - FUNDED BY CHARITABLE DONATIONS

Our **community volunteering program** matches interested volunteers with local nonprofits that need their support. We recruit and train volunteers, refer them to suitable roles across our community, advocate for the value of volunteering, and provide continuing support once a volunteer is placed. Our training workshops help build confidence for volunteers re-entering the workforce or community life.

For our organisational partners, we recruit and screen volunteers and we provide them with education and training about how to manage volunteer programs well. This year we ran governance, supervision and inclusion workshops, and hosted forums to address sector-wide challenges like burnout and digital engagement.

- **1,500+** referrals were made to volunteer roles, with 1,012 of those going to people from underrepresented groups (including people with disability, older adults, those facing isolation or long-term unemployment).
- **60+** community organisations were supported through training, recruitment and inclusive volunteer management advice.



SUPPORTING OUR YOUTH IN CENTRAL COAST HIGH SCHOOLS

The NSW Department of Communities and Justice funds our **youth program** to support young people to participate and volunteer in their communities. Youth are matched with volunteer mentors who support them in reaching their potential. We partnered with **Kariong Mountains High School** and **Erina High School** to help youth facing multiple pressures including family stress, identity struggles, mental health challenges, housing instability and bullying. For some, this was the first time they experienced support in a space where they felt safe and genuinely listened to.

- **37** young people received case management, mentoring and support to access other services.
- **23** young people were matched with mentors who shared similar life experiences or cultural backgrounds and **11** new mentors joined the program.

The feedback from young people was powerful: they felt more confident, better able to manage stress and anxiety, and more hopeful about their future.

What we do



SUPPORTING THE ELDERLY IN THE AGED CARE VOLUNTEER VISITORS SCHEME

Funded by the Commonwealth Department of Social Services, the **Aged Care Volunteer Visitors Scheme** aims to enrich the quality of life of socially isolated people living in aged care residential facilities who are lonely and would benefit from a friendly volunteer visitor at least once a fortnight.

Volunteering Central Coast has delivered this program for more than 25 years, involving thousands of volunteers and aged care residents across all areas of the Central Coast. We screen all program volunteers and provide necessary training.

Visits are spent doing something both the visitor and the resident will enjoy, such as reading, listening to music, chatting and reminiscing, walking outside, cooking, or watching a favourite television program together. Friendly companionship is the goal.

- **2,500+ volunteer visits** to aged care residents across the Central Coast in 2025
- **80% of recipients** came from diverse backgrounds, serving an unmet need



COMPREHENSIVE ONLINE VOLUNTEERING RESOURCES

Volunteering Central Coast provides a searchable database of local community volunteering opportunities that anyone with an interest in volunteering can access:

- **<https://www.volunteeringcentralcoast.org.au/volunteering-roles>**

We also provide online volunteer training modules that local non-profits can purchase to increase the skill and knowledge levels of the community volunteers they recruit. Online training modules include:

- Volunteer Rights and Responsibilities
- Orientation to Volunteering in Community Sector Services
- Equity, Diversity and Inclusion Awareness for Volunteers
- Communication - Dealing with Conflict
- Accidental Counselling Awareness
- Privacy Awareness in Community Volunteering

Locals helping locals

"What I like about community radio is that we offer companionship to our listeners, who are elderly and retired."



Alan Maddox
Radio Five-O-Plus

I moved to the Central Coast from Newcastle 36 years ago for work and I've been here ever since.

Back in 2004, my wife passed away, the family had left home, and I was on my own. I had a love of radio since way back in the 1960s, I saw that Radio Five-O-Plus was looking for community volunteers to support their presenters. I applied to volunteer and was accepted - and 18 years later, I'm still here!

Radio is the path I would have chosen, if I'd had my life to live over again. I would have loved a radio career, but unfortunately, due to circumstances in the 1960s, I wasn't able to go down that path.

What I like about volunteering in community radio now is that we offer companionship to our listeners, who are elderly and retired. And we know the pleasure that our listeners get, from receiving their feedback: we're company to them and they have us on all day in all the rooms of their home or wherever they reside. That's a really good thing. Volunteering has given me a better understanding of other people's skills and abilities and I've learned many new skills, as well. Probably the biggest thing is that it has filled up my spare time.



Chris Round
Uniting

Not long after moving to the Central Coast, I decided that while retirement was nice, I needed something to fill my week.

I began investigating avenues for volunteering. I spent 26 years working in education, so I applied to several schools, but had no luck. Then I noticed a pamphlet on volunteering for the Uniting organisation and children's playgroups were one of the avenues mentioned. I interviewed to become a volunteer, and now I volunteer for two playgroups.

All the people I meet within Uniting are friendly and caring. My co-workers are very supportive and appreciate my assistance. I love working with children and watching their growth over the year. I also find it interesting chatting to the parents, talking about their children, exchanging life experiences and interests. Watching parents connect with each other and nurture friendships outside playgroup is also rewarding and it gives me a feeling of a job well done.

Volunteering is extremely rewarding. It gives me a sense of achievement and purpose to feel part of the community. Volunteering helps me share my talent, learn new skills, and to create a better balance in my life.

Volunteering has taught me that even though I'm now in retirement, I can still be valued for my experiences and knowledge, and I can share these talents with others.



Jane Mote
Brisbane Water Rotary

Originally, I started volunteering in the UK when I was about 16. I lived in a tiny remote village with nothing to do, so we started a youth club, and I went on over the decades into many other volunteering roles in all sorts of areas.

Rotary International operates lots of different experiences, friendship, and fun. We see a world where people unite to take action to create change across the globe, in our communities, and in ourselves. I've been very fortunate to be recognized in many different organizations along the way.

Volunteering has enriched me. Your efforts to help others also help you. It's given me a huge confidence in myself and I've been able to do things I never ever dreamt that I would be able to do. Volunteering also helps you to put your own problems into perspective: you soon understand that what you thought was a problem for yourself is not really a problem, but just merely an opportunity to improve and learn. You get to meet a huge variety of people, it's great fun, and at the end of the day, it's a very rewarding and satisfying experience.

There are so many worthy organisations across the world - where they would be without volunteers? I have no idea!

Locals helping locals

“Volunteer work has allowed me to see how much wisdom and experience I actually have to share and that we are never too old to give back.”



Debra Landsdown

Central Coast ARAFMI - Mental Health Support

I started volunteering because I wanted to give back to the community and share my compassion and joy after a spiritual awakening. I was a registered nurse for many years in the community, working with mentally challenged people. I left nursing years ago and requalified in arts/counselling/dance/yoga & meditation.

I have volunteered for many organisations in different places over the years - from joining community-centred projects on environmental education, to Riding for the Disabled, to taking part in community art projects.

I have been volunteering with Central Coast ARAFMI for the past three years, and chose them based on their philosophy of supporting families with mental health challenges to feel connected to community through the arts.

I had personal experiences in my family with mental health and know the stigma that comes with it, bringing isolation to families. I have many skills to offer ARAFMI and they have encouraged me to share my knowledge and experiences with their groups. I love that and I do it whenever the opportunity presents itself.

Volunteering has allowed me to see how much wisdom and experience I actually have to share, and that we are never too old to give back. In fact, it is very important to share as we mature in years. It helps others and makes our own life journey even more valuable.



Jim Long

Kincumber Neighbourhood Centre

I moved the Central Coast in 1981 from the Penrith area and I've loved it ever since. It's a great place to live.

I started volunteering after I was made redundant. I was 57 and I could either look for a new job, or do volunteering for 30 hours a fortnight and get paid government benefits. I chose volunteering and I did it for two years, and now I've officially retired but I've stayed on volunteering here at the Kincumber Neighbourhood Centre, as I really enjoy it.

Why? I'm sort of mixing with people that I don't normally mix with on a lot of occasions, and you see how nice the general people are. It's a good place to be. The volunteers are all great. We get along well and we have a good time.

Being retired and out of work, volunteering gives me something to do a few days a week. It's great: it gets me out of the house and mixing with people. I see some positive results from what I do here and I'm pretty pleased with that.



Chris Garrnett

CoastAbility

During the 1980's and 1990's, I began volunteering in response to community groups I was involved with. I undertook a wide variety of volunteering roles, each lasting two to three years, such as preschool, Surf Life Saving NSW Nippers, Clean Up Australia Day, and others.

I have always found contributing to the greater good personally rewarding. As a professional educator of students with physical disabilities, I worked closely with young people and their families. Now, in retirement, continuing volunteering has given me additional purpose and positivity, and kept my mind actively engaged.

I love the positive ethos of CoastAbility and the shared purpose: working alongside like-minded volunteers to enable our clients and enhance their lives. It is uplifting and rewarding to hear personal stories about supported client achievements and positive feedback about the difference that CoastAbility assistance has made to their lives. It reinforces the unity of those volunteering. Volunteering with CoastAbility has allowed me to continue my interest in supporting young people with physical disabilities and remain connected with like-minded people.

More than ever, there is a tremendous need for volunteers in our community. Volunteering opportunities are diverse and endless, and I would encourage others to be open-minded to all the possibilities. You may follow an interest, or explore something new - and utilise your life experience, or learn new skills.

Chair's Report



"On the Central Coast, hundreds of dedicated community volunteers support local nonprofit organisations, schools, aged care and many aspects of our civic, cultural and sporting life.

Continued financial investment in volunteering programs strengthens our community's capacity, supports prevention and early intervention, and extends the reach of funded services."

~ **Randal Tame, Chair**

In a year shaped by sector reform, cost pressures and heightened expectations of accountability, Volunteering Central Coast has remained focused on its purpose. Our task has been to ensure that our contribution to the Central Coast community is purposeful, financially responsible and sustainable.

This year marks 37 years of Volunteering Central Coast. Our mission is to connect people in ways that build a stronger and more inclusive community. Achieving that mission now requires contemporary governance, robust risk management and programs that reflect current evidence on effective models of volunteering, mentoring and social connection.

Governance Renewal: Modernising for Purpose and Accountability

Over the past year, the Board has undertaken a detailed governance review to ensure that our structures support effective oversight and organisational learning. As part of this process, we are asking members to consider a revised constitution at this Annual General Meeting. This updated document reflects a deliberate step to align our internal rules with our strategic goals. Importantly, it retains member oversight while enabling our organisation to operate with greater agility and clarity of purpose.

Financial Stewardship: Stability Amid Constraint

In 2024–25, total income was approximately \$589,000, supported primarily by NSW Department of Communities and Justice's Targeted Early Intervention program and the Australian Government's Aged Care Volunteer Visitors Scheme. Additional income was generated through project work with Careers NSW and membership contributions.

Chair's Report

After regular operations, we recorded a small operating surplus. A modest net deficit of approximately \$2,100 followed, due to one-off relocation costs. At year end, our cash reserves stood at \$367,000, with net assets of \$221,000. While modest, these results represent a stable platform. Our financial focus now turns to reducing risk exposure and increasing discretionary revenue.

Volunteering as Public Infrastructure

The experience of the past year reinforces a key message for policy makers and funders. Volunteering is part of the social infrastructure that underpins care, inclusion and community resilience, rather than a marginal add-on to formal services. On the Central Coast, hundreds of dedicated volunteers support local nonprofit organisations, schools, aged care and many aspects of our civic, cultural and sporting life. Continued financial investment in volunteering programs strengthens our community's capacity, supports prevention and early intervention, and extends the reach of funded services. Yet volunteering often remains under-recognised in planning and commissioning frameworks. Volunteering Central Coast will continue to advocate for explicit recognition of volunteering in policy design, regional planning and evaluation.

Looking Forward: Board Priorities

Looking ahead, the Board has a clear set of priorities. Subject to member approval, we will implement the new constitution and complete the next phase of governance and policy alignment. We will continue to strengthen financial resilience through diversification of income, careful cost management and protection of frontline service delivery.

Acknowledgment and Thanks

On behalf of the Board, I extend sincere thanks to our volunteers, staff, members and partners. The work of volunteering is often quiet and unseen, but its impact is profound. I would also like to extend my gratitude to Duncan Bennet and Trevor Drake who retired from the board in the past year. Your hard work and valued counsel is missed. I also acknowledge the support of local and state government agencies and the elected representatives who have engaged with us constructively. Your support helps to ensure that volunteering on the Central Coast is safe, supported and accessible to all.

Randal Tame, Chairman

Locals helping locals

"My advice to people considering volunteering is "Just do it!" It is great for our community and really good for your soul."



Gabriell Greiner

Mary Mac's Place

I started volunteering after my relationship ended suddenly and I was in shock about it.

I walked into the local community centre and said "Just give me a job. I need to work. Give me something, anything."

They put me in touch with Volunteering Central Coast and I learned that Mary Mac's Place needed volunteers. I quickly began volunteering three days per week for Mary Mac's Place and adding some additional volunteering in aged care, too, with two different organisations here on the Central Coast.

Volunteering saved my life. It just gave me such purpose to have discovered volunteering and focusing on others.

One thing I regret is not having known or thought about volunteering in my earlier years. All those years that I was raising my kids, how easy it would have been for me to give one or two hours a week. I just didn't even know Mary Macs existed.

That was four years ago, and now I am also doing paid work and my life is good, but I will never give up volunteering.



Tony Ward

Norah Head Lighthouse

I have lived on the Central Coast for seven years. I had to relocate after suffering a stroke on Australia Day in 2016. I lost the ability to speak properly and can no longer read or write.

I have always loved working outdoors, and with limited ability to communicate in groups, I chose to join a group of volunteers who were kind and understanding around my limited abilities. I am still very physically fit and strong, but have my speech limitations. I chose this organisation because I was living with my daughter in Norah Head, and her neighbour told us about the Coast Care groups and what they did.

I love the friends I've made, the support I've received and the difference I can make to our local area.

Previous to my stroke, my life was one of service to others. I have volunteered at the Wayside Chapel in Kings Cross and I have facilitated courses with Louise Hay when she came to Australia, and for John Denver when he was running international environmental conferences.

Volunteering has given me a renewed sense of purpose after such a life-changing event. My advice to people considering volunteering is "Just do it!" It is great for our community and really good for your soul. You make great connections!



Michelle Claque

Bendigo Bank

With Bendigo Bank, we support the youth in the local community. We chose the Brekkie Club, which makes sure that the high school youth are fed and have breakfast, which means their learning is improved. It was something we could do to help the kids in the community.

I have been able to go to our board and explain to them what's needed with the Brekkie Club, and how the numbers have grown over the years, as well. Over the years, I've been able to get more funding, which is really good, and I just feel it's so important to look after the kids in our community.

Volunteering has given me a greater appreciation of what's happening in our community. There are people in need, and things that we can all do to help them. Until you get into that volunteering role, you don't actually see, or know, what goes on - so this has given me a new appreciation of what volunteers do, and that's also really good.

Volunteering has also reminded me to be happy with the simple things in my life. There are lots of people out there in great need - so remember to appreciate all you have in life.

Locals helping locals

"It gives me a sense of connection with humanity, and it also has made me realize that everybody has a story".



Ken Snijder
St Johns Ambulance

I first joined St Johns Ambulance at the age of 12, after my parents refused my request to join boxing at the PCYC Balmain, but did agree that I could do a First Aid Certificate. And I never did get into that boxing ring, ever.

After doing well at school, I joined St Johns Ambulance and ran a cadet division for boys and girls aged 11-18 in Sydney for 45 years. Eventually, once I turned 80, my head had to overrule my heart and I finally had to stop working. I resigned from St Johns as a Superintendent, but I couldn't give it up. I've joined the local division up here as a volunteer member doing the first aid duty at local community events like fairs and markets.

I guess I keep doing it because I just really like helping people. Also, over the decades, I've personally saved four people's lives. I saved those people and sent them back to their loving husbands, wives, and families. Knowing that gives me such an inner glow.

I love the good feeling that you get from helping people, that just gives you that inner feeling of you've done something to help someone else. You've stopped them from experiencing pain, or you've reassured them that they're going to be okay. That is one of the very best things about volunteering at St Johns Amulance.



Paula Hardwick
Meals On Wheels Central Coast

I started volunteering approximately 34 years ago. I was an international flight attendant with Qantas and I had a bit of spare time. I was inspired by my grandmother, who always helped out the community and local people in her area.

While she was alive, she went to the doctor, and her GP asked her 'if she'd considered Meals on Wheels.' And she said, "Yes, Doctor, I have - but I don't own a car!" It wasn't quite what he meant, but she was always thinking of others, not herself. So years later, I thought to myself: I've got this time and I'm going to honour my grandmother by starting my own volunteering journey with Meals on Wheels.

Volunteering has made me more humble and given me more gratitude for my environment. It gives me a sense of connection with humanity, and it also has made me realize that everybody has a story.

I also volunteer with Orange Sky Central Coast which provides mobile laundry vans for people experiencing homelessness and hardship. We have a lot of people coming in from many different backgrounds - people with addiction, women with domestic violence issues - there's a lot of trauma.

Everybody is walking a fine line in life, and none of us know when we could fall into a different situation in life. Nobody is immune from that, and I think knowing that, and seeing that, helps to keep me non-judgmental.



Shamus O'Reilly
Coast Shelter

Volunteering was something that came naturally to me, probably because of my upbringing. I was raised in orphanages and care homes, where I developed a sense of responsibility and caring for others from an early age.

There are many people out there who are young, who are old, who all need our help. My advice is to take notice of them and help out wherever you can. You can't change the world, but you can say that you tried to make the effort. Even if it's a small one, you're still helping people. I have met some very wonderful people. You don't have to come out with an end result: you just help people, and just let them go on their way. And you go on your way, and you just keep helping. And you wait. And you learn a lot. I've been involved in at least nine voluntary groups and it feels quite natural for me to help others - especially those who are hungry and homeless, which I have personally experienced, earlier in my life.

Volunteering has become a greater part of my life as I've gotten older. I retired early and that gave me more time, so I just took on more and more and more. Sometimes I've got to be careful that I don't take on too much.

Executive Officer's Report



The past year has again demonstrated the impact of everything we do at Volunteering Central Coast.

We saw time and again how volunteering is a powerful force for good, bringing people together, creating a sense of belonging, and improving wellbeing, all at a time when life feels more complex and challenging for many in our community.

With increasing cost-of-living pressures, rising mental health needs, social isolation and a service system that's often hard to navigate, many in our community are struggling. That's why our work as a local volunteer centre is crucial: we create safe entry points into community life, help organisations connect with volunteers, and support the sector to grow stronger, more inclusive and more resilient.

The Power of Volunteering

Throughout this year, our programs supported people facing disadvantage, disconnection and low wellbeing by helping them find purpose and connection through volunteering. In aged care, our volunteers provided thousands of visits that meant the world to older people, offering friendship, cultural connection and a reminder of who they are beyond a care setting. In youth support, early intervention and mentoring helped young people facing complex challenges feel seen, supported and more confident in facing school, family and life. Through our community volunteering program, people living with disability, long-term unemployment or social isolation found ways to reconnect and contribute to their communities. And our Careers NSW Industry Experts Program, delivered online, showed how digital volunteering can offer meaningful guidance to people who otherwise might be left behind.

Across all our programs, the message was clear: volunteering provides stability for individuals and strengthens our community.

Our Own Volunteers – The Heart of VCC

A core team of VCC office volunteers powered our efforts this year and deserve thanks: Carol, Barbara, Anne and Lyndall matched community members with roles thoughtfully and kindly. Warren kept our databases accurate and functional, while Don ensured that our IT systems stayed reliable. Angeline shared volunteer stories and opportunities on social media, raising awareness across the region, and Dennis presented volunteer information sessions with empathy and clarity.

- **1,000** volunteer hours were contributed by our VCC office support team. Thank you!

Executive Officer's Report

Strategy, Innovation and What's Next

Financial sustainability remains a top priority. We've focused on business development and identifying new opportunities that align with our mission. One exciting development is our early work with the Hunter New England Central Coast Primary Health Network (HNECC-PHN) on a community navigation model: an approach that would train volunteers to help people who are isolated or unsure how to access support services. It's a promising step towards building more inclusive, person-centred systems.

We've also strengthened connections with other Volunteer Resource Centres across NSW, learning from community-led emergency responses. Our goal is to ensure that the Central Coast is fully included in planning for disasters and recovery—before, during and after. And with the Australian Government's Volunteer Management Activity program currently under review, we're actively advocating for a model that strengthens regional communities and recognises the central role of volunteer centres like ours.

This year, we farewellled valued team members Allie Cann, Sam Ross and Thomas Romanis, whose professionalism enriched the Youth Support Program and Careers NSW programs, and we saluted our Finance Officer of 27 years, Donna Joseph, as she stepped into a well-earned retirement. Donna supported VCC throughout more than two decades of change and her support has meant a great deal to me personally. Her legacy of integrity will guide us forward.

Looking Ahead

In 2025–26, we'll continue to build community connections, support people experiencing disadvantage, and strengthen our volunteer-led approaches. Key priorities include:

- Stronger post-program pathways for young people into work, training and services.
- A more diverse youth mentoring team and the launch of a Youth & Community Advisory Group.
- Expanding our aged care volunteer visitor scheme with more volunteer matches, expanded partnerships with aged care homes, and more peer support for volunteers.
- Growing inclusive practices across our community volunteering program, with a new focus on volunteers with disability.
- Advocating for digital volunteering models that are flexible, inclusive and sustainable

In Closing

Thank you to our community, partners, volunteers and staff. Together, we are building a more connected, resilient and inclusive Central Coast.

Dianne Moy, Executive Officer

Financial Report

Statement of financial position as at 30 June 2025

CURRENT ASSETS

Cash & Cash equivalents 366,884

Trade & other receivables -

Other current assets 9,839

Total current assets 376,723

Total Assets 376,723

CURRENT LIABILITIES

Trade & other payables 142,881

Total current liabilities 142,881

Non-current liabilities

Provisions 12,772

Total non-current liabilities 12,772

Total liabilities 155,653

Net assets (liabilities) 221,070

EQUITY

Retained earnings 221,070

TOTAL EQUITY 221,070

Our 2024- 2025 Financial Audit is available as an Appendix document to this report

Ensuring our future

Ensuring the long-term future of Volunteering Central Coast is about more than keeping the doors open. It is about safeguarding a vibrant, place-based volunteer centre that can continue to respond to the changing needs of our community.

Financial sustainability remains a priority. With the withdrawal of direct federal funding for volunteer centres, we have worked to diversify our income through state and local government partnerships, fee-for-service offerings, philanthropy and program-based grants. This broader funding base reduces our vulnerability to any single program decision and allows us to protect core volunteering infrastructure for the Central Coast.

Partnerships are a cornerstone of our future. We are working closely with community organisations, aged care providers, youth services, schools, councils, and state agencies to co-design volunteering pathways that create real outcomes in wellbeing, connection and inclusion. With VCC as a trusted local partner and advocate, we increase our influence on policy and funding decisions that affect our region.

We are also focused on growing the next generation of volunteers and community leaders. Our youth mentoring, community visitors and targeted early intervention programs not only support people in need today, they also build skills, confidence and a culture of contribution for tomorrow.

In all these ways, we are working to ensure that VCC remains a strong, resilient and hopeful presence at the heart of the Central Coast community. We invite you to join us!

Support us!

Volunteering Central Coast is an ACNC registered charity, limited by guarantee, with Deductible Gift Recipient status. Donations over \$2 are fully tax-deductible.

Volunteering Central Coast exists because people choose to give their time, energy and care. That same spirit of generosity also underpins the financial support that sustains our programs and helps us respond quickly where the need is greatest. If you are in a position to do so, we invite you to consider making a tax-deductible donation, whether as a one-off gift or a regular contribution. Every dollar strengthens local volunteering, supports vulnerable community members, and helps us plan with confidence for the future. Thank you for your support and for standing with us in this important work.

Our community leaders

VCC Board of Directors



Randal Tame, Chair (Elected 2021)

BA, MBA, PostGradDip, GAICD. Randal is an experienced director and Managing Director of Influence Consulting, Randal is also an AICD faculty member teaching risk and strategy on the Company Directors Course and taught strategy at MGSM. He has been a director of VCC for 6 years and chair for 4 years.



Helen O'Loughlin, Deputy Chair (Elected 2022)

B.A. Dip Ed. MAICD, Certified Organisational Coach, Level One IECL. Helen has over 25 years' experience as a human resources senior executive in financial services and the Commonwealth government. Helen has a vast array of experience in working with regional and rural businesses, as well as government and the banking sector.



Andrew Cordwell, Treasurer (Elected 2020)

B.Comm (Accounting). Andrew is a Fellow of the Institute of Chartered Accountants in Australia & New Zealand and is a Justice of the Peace. Prior to his retirement, he was also a registered company auditor, superannuation auditor, tax agent and Certified Public Accountant.



Trevor Drake, Company Secretary (Elected 2023)

Solicitor, Bachelor of Legal Studies and Master of Commercial Law. Trevor has been a practicing solicitor since 1990 and was a Councillor on (the then) Gosford City Council from 2004-2008. He has been a long term member of VCC having previously served as chair and deputy chair. Trevor retired from the board of VCC in September 2025.



Duncan Bennet (2021 - 2024)

Bachelor of Business Studies. Duncan is a long-term Central Coast resident and volunteer, and is currently the Chair of Coast & Country Primary Care. His earlier background includes over 35 years of senior executive and CEO roles in the technology industry. Duncan was deputy chair until his retirement from the board in November 2024.

Our community leaders

VCC Board of Directors



Dr Jodie Lording (Elected 2023)

Bachelor of Business Studies. Dr Jodie Lording has worked in industry across education, adult learning and development, human resources and IT for 25+ years. She serves as Brigadier of the 5th Div in the Australian Army Reserve. Jodie's doctoral thesis is 'Paid Volunteers: Experiencing Reserve recruitment and retention'.



Anne Garlick (Elected 2021)

Master of Management (Banking), BA Information Technology. Anne is recognised as a leader in technology and cyber risk management, with experience working with Boards both within financial services and as an independent director of a not-for-profit organisation. She is a past Director of the Central Coast Grammar School where she held the roles of Deputy Board Chair and chair of the information and computer technology sub-committee.



Richard Carter (Elected 2025)

BComm (Hons) MBA PhD CMgr MAICD. Richard has over 40 years of senior management and executive leadership experience, primarily in the hospitality, retail and education sectors. His experience extends to being an organisational psychologist, facilitator/coach, consultant and management/leadership educator. Richard taught at UNSW and Macquarie University and continues to teach in MBA programs at the Australian Institute of Management and International College of Management Sydney.



Emma Dunch (Elected 2025)

BA (Comms), BMus. Emma is a senior project director for Federal and NSW Government agencies, most recently delivering the Federal, NSW and local government elections on the Central Coast and currently managing community engagement for TAFE NSW in Sydney and on the Central Coast. Previously, for 25 years, she was a CEO and senior leader in the international cultural sector, working with more than 125 arts organisations across the world.



Aisha Choudari (Elected 2025)

BBus/LLB (Hons), MHRM, Cert IV Real Estate Practice. Aisha is an experienced People and Culture leader with a background in both the profit and not-for-profit sectors, including oversight of volunteering programs. Aisha has demonstrated governance capability through her work with advisory boards and executive leadership teams, contributing strategic insight and sound risk management.

Donna Joseph

An extraordinary 27 years of service

After 27 years of outstanding service, our long-serving Finance Officer, Donna Joseph, retired in October 2025. Donna has been a cornerstone of Volunteering Central Coast, guiding the organisation through decades of growth, change and impact.

Donna's work extended far beyond the office. The systems she built and the governance she upheld made it possible for VCC to consistently deliver high-quality programs and support to volunteers, community groups and service users across the Central Coast. Her efforts directly enabled the success of initiatives like time banking, youth engagement, and longstanding programs such as volunteer recruitment and aged care visiting. By maintaining VCC's financial health and operational effectiveness, Donna played a critical role in enhancing the wellbeing, connection and resilience of the Central Coast community.

Donna has been one of VCC's most loyal champions, believing deeply in the power of volunteering and community service. Her legacy lives on in the strong foundations she helped build and the countless lives touched through VCC's work.

VCC is profoundly grateful for Donna's unwavering dedication, integrity, and service. She leaves a legacy that will continue to shape this organisation for years to come, and we thank her, not only for the work she did, but for the way she did it.



Our office volunteers

Our own team of dedicated office volunteers at Volunteering Central Coast underpin our success and help us deliver even more community impact! Thank you for the time, professionalism and dedication you give so generously to our community.



Donald Maisey



Denis Smith



Barbara Carrol



Anne Nesteroff



Warren Dibley



Carol Provots

Angeline Hildreth

Lyndall Davis

Victoria Carlson

Our funding partners



Education



Communities
& Justice



Australian Government

Department of Social Services

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government Initiative

**PRIMARY
HEALTH
NETWORK**



NUMBER OF ADULTS VOLUNTEERED IN NSW IN 2025

69.5% (4.9 million people)

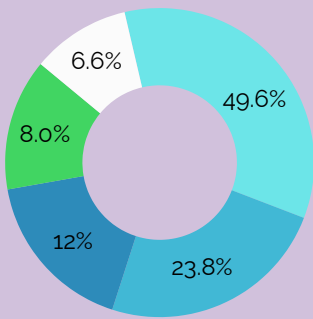
IN 2023, NSW VOLUNTEERS CONTRIBUTED

1.3b hours

WITH AN AVERAGE OF

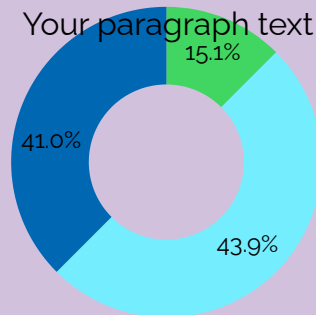
22.7 hours per month

WHERE VOLUNTEERS GIVE THEIR TIME



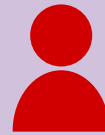
- Within your local community
- Online or from home
- Somewhere else in your state
- Somewhere else in Australia
- Overseas

DISTRIBUTION OF FORMAL AND INFORMAL VOLUNTEERING

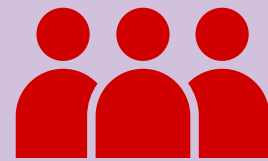


- Formal only
- Both informal & informal
- Informal only

SOCIAL PREFERENCE FOR VOLUNTEERING



27.4%
on their own



33.5%
with others



38.9%
both

32.3%

of volunteers intend to volunteer more in 3 years' time



23%

of non-volunteers intend to volunteer more in 3 years' time

TOP 5
VOLUNTEER MOTIVATIONS
FOR THE BENEFIT OF OTHERS

1. To help others
2. Because I can
3. To use my skills and experience
4. To support or learn more about a cause
5. To help during a crisis

TOP 5
VOLUNTEER MOTIVATIONS
FOR PERSONAL REASONS

1. A sense of purpose
2. To build friendships
3. For enjoyment
4. Social and community connections
5. Learn new skills

SOURCE: The Centre for Volunteering, 2025 NSW State of Volunteering Report



Get in touch!



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volunteeringcentralcoast



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