



We do it



**VOLUNTEER
THIS YEAR!**



volunteer centre
Ionad d'Obair Deonacha na Gaillimhe
GALWAY

17/18 Mill Street, Galway
T: 091 539930

www.volunteergalway.ie



volunteer centre

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Galway Volunteer Centre Annual Report 2010

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Chairperson's Report

I am delighted to introduce the 2010 Annual Report of the Galway Volunteer Centre. The Galway Volunteer Centre has enjoyed another successful year. 2010 proved to be a challenging year economically in Ireland, but fortunately, the people of Galway remain generous in giving their time to a variety of volunteering activities.

In February, the "I Do It" Campaign was launched. The aim of the "I Do It" Campaign was to highlight that the role of the volunteer and the contribution that a volunteer can make to others and their local community. Volunteers come from a wide variety of backgrounds and represent all sections of society. The pictures on our posters showed that the door to volunteering is open to all - anyone can get involved and everyone has something to contribute. We also continue to encourage community and voluntary organisations to register their vacancies with the GVC and to outline their needs in relation to support from volunteers who want to help others in a meaningful way.

The Galway Volunteer Centre continues to give people the opportunity to try something new, or build on current skills. It also provides the opportunity to experience the feel good factor of helping others and making a difference. I would like to thank the staff and volunteers at the Galway Volunteer Centre for their hard work in promoting volunteerism and ensuring that opportunities to volunteer are accessible to all.

I would like to thank the Department of Community, Equality, and Gaeltacht Affairs and Galway City Council, for their continued financial support. The financial support received from Galway Rural Development, Galway City Partnership, Forum Connemara, Meitheal Forbatha na Gaeltachta, and Comhdháil na n-Oileáin was also greatly appreciated. This funding supports our outreach programme and ensures that those living in rural areas are afforded the same opportunity to volunteer as those in Galway City.

I would like to recognise and thank the Board of Directors of Galway Volunteer Centre for their continued commitment and support. I would like to especially thank Frances Forde and Finbarr Colfer who resigned during the year for their commitment and contribution to the development of the GVC. In 2010 we welcomed Irene Murphy and Lorraine Tansey to the Board and hope they enjoy their time in this role.

The Galway Volunteer Centre remains committed to providing opportunities for volunteers to make that difference which will not only enhance their own lives but the lives of those they give their time to.

Linda Keane
Chairperson, Galway Volunteer Centre

Development Manager's Report

2010 has been another exceptionally busy year for Galway Volunteer Centre, with a large number of individuals and organisations using our services. In this report you will find some of the main statistics about our work. I believe that these statistics show that Galway Volunteer Centre is playing an increasingly important role in supporting and enhancing voluntary effort in Galway City and County.

Our aim in our work is to provide a consistent service to all users, whether these are members of the public wishing to volunteer or organisations seeking volunteers. I would like to thank the staff of GVC and the volunteers who have assisted us maintain our services in a more difficult funding environment. I would also like to thank both staff and volunteers for their outstanding commitment to their work, which has enabled us to deal with the increasing work that the GVC is involved in. Our hard working volunteers this year were Kay Tighe, Raphael Frendo, Marta Jambrina, Breda Brennan, and Michal Krzywonos.

2010 has seen Galway Volunteer Centre develop a high quality promotional campaign called 'I Do It – Volunteer This Year' that has focussed on the diverse reasons people volunteer but has also emphasised the message that anyone can volunteer.

In October we co-ordinated the National Day of Volunteering in Galway City. 2 projects took place on the day which linked local businesses with community organisations for once-off volunteering activities. We also hosted Galway Bay's Keith Finnegan Show from our Mill Street office.

In just over 4 years of existence, the GVC has become a key part of the community and public infrastructure in Galway City and County and has helped to ensure that it has never been easier to help out in the local community. If you would like to find out more about our services, please do not hesitate to contact us!

Donncha Foley
Development Manager

We do it
to help others

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volunteer centre
Member of the Galway Area Community Development Network
GALWAY

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What Does Galway Volunteer Centre Do?

We provide a very simple but valuable service.

If you would like to volunteer, we provide you with a constantly updated list of volunteer roles that non-profit organisations wish to fill. We can help you to decide which role is most suitable for you and we also provide a regular update on any new volunteer opportunities that organisations send to us. We can also find projects for teams of volunteers to get involved in.

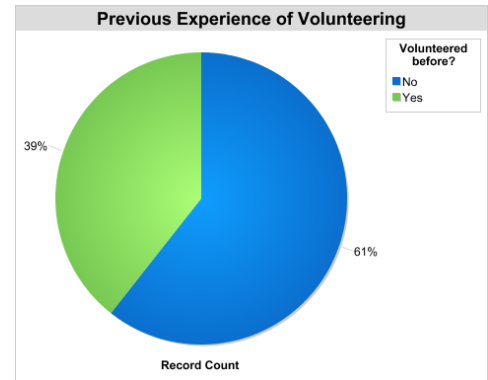
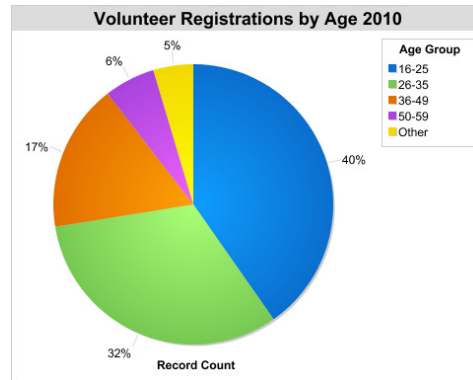
If you need volunteers, we provide access to over 5,000 potential volunteers in Galway City and County. We can also provide you with support on managing your volunteers, through the provision of training but also by providing ongoing support whenever you need it. We now can also provide access to Garda Vetting for volunteers who are working with children on vulnerable adults.

This simple and straightforward service means that we have taken a lot of the tedious work out of finding volunteer work or finding volunteers. Finding volunteer work is now easier than ever before, and we have volunteers with a wide and diverse range of skills who want to help out in the community.

Who Volunteers?

New people register with Galway Volunteer Centre to find volunteer work everyday. When you register, you can meet a staff member who can assist you in finding a suitable volunteer role, and you get a fortnightly update on any new volunteer opportunities we receive.

In 2010, 1572 new people registered to use our service. The following graphs give a breakdown of those these people are.



What Volunteers Think of Our Service

We follow up with every person who registers with us to find volunteer work to find out whether or not they have been able to start volunteering. We also offer everyone the chance to visit our office and meet with a staff member who can sit with the volunteer and find suitable volunteer opportunities. An immediate commitment is not necessary and people can take the details on opportunities with them and decide to volunteer whenever they choose.

564 *meetings held with members of the public in 2010*

490 *volunteer placements were created in 2010*

44306 *volunteer hours were created in 2010*

We carry out regular surveys of volunteers to see how we can improve our service. Below are some of the comments we have received about our service.

I think it's a fantastic service that you are providing to both parties and I commend the centre on the good work so far!! Thanks for helping me help others!

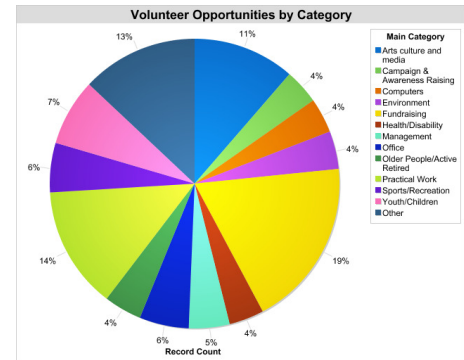
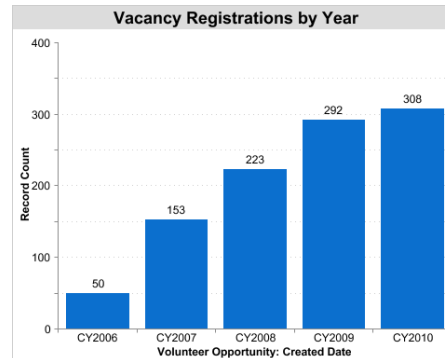
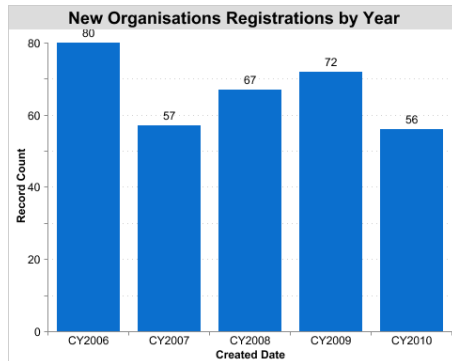
There's very little you could do to improve the service. I used it for the first time last April and I was put in touch straight away with a volunteer driven charity which I am very happy with

I think the service is well organised as it is because the volunteering vacancies are listed under the relevant headings on the website and that is what a volunteer needs to save time

Who Needs Volunteers?

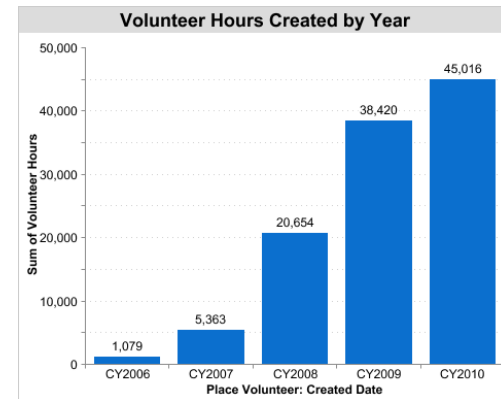
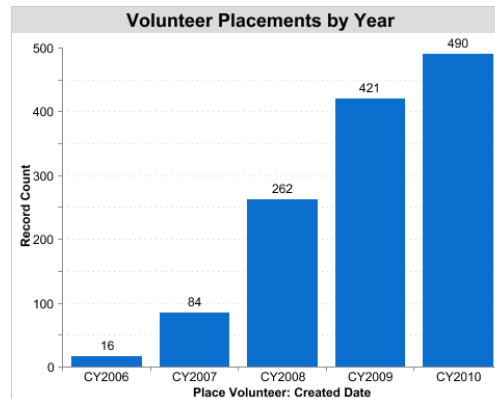
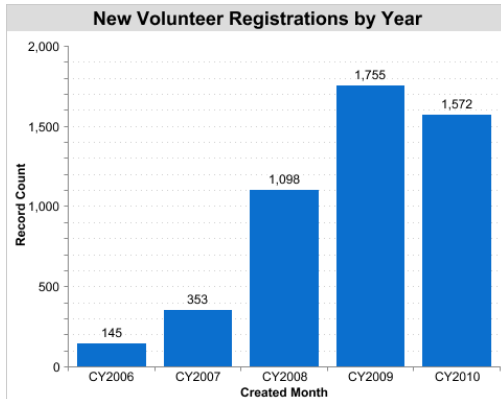
Galway Volunteer Centre works with a diverse range of non-profit organisations who fill out role descriptions for any volunteer opportunities that they have. We carry out follow up work for each opportunity to see if organisations have been successful in finding volunteers and we can provide extra support for organisations such as one-to-one meetings or training in Volunteer Management. GVC also provides access to the Garda Vetting service for non-profit organisations in Galway city and county.

As you can see from the statistics below, our service has been used by over 300 organisations and we have advertised over 1000 volunteer opportunities since 2006.



Growth of Galway Volunteer Centre 2006 - 2010

The use of GVCs services by members of the public and has continued to grow since 2006. The graphs below show how quickly that has happened. We follow up with every volunteer that registers with us to find out if they have started volunteering and if so, how much time they spend volunteering. This enables us to provide an estimate of volunteering hours contributed by volunteers registered with Galway Volunteer Centre. Surveys carried out annually with volunteers and organisations have shown an overwhelming satisfaction with our service, though we are continually trying to improve it for all.



Other Services to Organisations

Volunteer Management Training

GVC staff are trained to deliver a Volunteer Management Programme to organisations that involve volunteers. This programme consists of 4 modules:

- Planning for Volunteer Involvement and Designing Volunteer Roles
- Recruiting, Selecting and Inducting Volunteers
- Supporting and Supervising Volunteers
- Designing a Policy for Volunteer Involvement

This training aims to support organisations to source suitable volunteers for their organisations but also to help them ensure that volunteers enjoy their work and stay with the organisations for as long as possible.

The Volunteer Management Programme was delivered on 2 occasions in 2010, firstly to a group consisting of organisations working with people with a disability and secondly to a more diverse group of organisations.



Garda Vetting

In 2009 Galway Volunteer Centre began providing an administrative service that enables organisations that do not have access to the Garda Vetting Bureau to vet their volunteers. GVC hopes that by providing this service, local non-profit organisations will be supported in working from best practice guidelines in relation to their work with children and vulnerable adults. GVC provides one-to-one training for organisations using the service.

What Organisations Think of Our Services

GVC is a very useful and effective service for both volunteers and organisations wishing to find volunteers. Training provided is a crucial element in the whole volunteer process. Well done for providing an excellent service.

We've found GVC's activities and services remarkable

I think it is very valuable work and in the current climate, I feel it is more important to encourage volunteering

My overall impression of GVC is extremely positive. In a short length of time, GVC has earned a very positive and well deserved reputation in the community. It has become a vital resource for the many small community based voluntary groups. This is not just MY impression but a view held by many in the community.

National Day of Volunteering 2010

Galway Volunteer Centre marked National Day of Volunteering was marked on October 1st 2010 in two ways.

Firstly, groups of volunteers including a team of volunteers from ACC Bank visited local charities such as COPE and the Croi na Gallaimhe Resource Centre to help out with some painting, gardening and landscaping work. A big thank you to all those involved!



Secondly, the Keith Finnegan Show on Galway Bay FM broadcast from our offices on Mill Street, and Keith spoke to volunteers involved in organisations such as Age Action, Big Brother Big Sister, Galway Visually Impaired Activities Club and Madra.



List of Serving Directors 2010

Linda Keane
Frances Ford
Theresa Caulfield
Liam Bluett
Finbarr Colfer
Naofa Furey
Poul Walsh Oleson
Jason Craughwell
Davnet Mc Ellin
Carmel Dooley
Brian Feeney
Walter Russell
Irene Murphy
Lorraine Tansey

Galway Volunteer Centre Accounts 2010

Balance
Sheet

	2010(€)	2009(€)
Fixed Assets		
Tangible Assets	8,724	16,215
Current Assets		
Debtors	5,360	5,386
Cash at Bank and in Hand	42,034	22,896
	<u>47,394</u>	<u>28,282</u>
Creditors: Amounts Falling Due Within 1 Year	<u>47,394</u>	<u>28,282</u>
Net Current Liabilities	<u>-</u>	<u>-</u>
Net Assets	<u><u>8,724</u></u>	<u><u>16,215</u></u>
Financed By:		
Capital Reserve	<u>8,724</u>	<u>16,215</u>
	<u><u>8,724</u></u>	<u><u>16,215</u></u>

Galway Volunteer Centre Accounts 2010

Income and
Expenditure
Statement

	2010 (€)	2009(€)
<u>Operating Income</u>		
Funding from Government Agencies	156,058	154,825
Training Income	2,120	280
Sundry Income	420	3,250
Transfer from/(to) Deferred Income Resources	(20,064)	(17,437)
Transfer to Capital Reserve	7,491	7,649
	<hr/>	<hr/>
	146,025	148,567
<u>OPERATING EXPENSES</u>		
Wages & Salaries	91,717	94,254
Administration Expenses	45,762	45,133
Bank Charges & Duty	82	111
Depreciation	8,464	9,069
	<hr/>	<hr/>
Total Operating Expenses	146,025	151,298
Operating Profit (Loss)	0	0

Acknowledgements

We would like to thank the following organisations and individuals whose financial support and/or time has ensured that 2010 has been a resounding success for Galway Volunteer Centre

Department of Community, Equality and
Gaeltacht Affairs
Galway City Council
Galway Rural Development
City of Galway VEC
Community Foundation for Ireland
National Lottery
Galway City RAPID

Nuala Ford, Lewis C Doyle & Co.
Ability West
Acquired Brain Injury Ireland
Alison Coleman
Ballybane Enterprise Centre
Galway City Community Forum
Galway County Community Forum

The Gaf Youth Café
Volunteer Centres of Ireland

**We would also like to thank the following
media outlets for their coverage of Galway
Volunteer Centre activities.**

Galway Bay FM
Connemara Community Radio

Galway Advertiser
Galway Independent
Connacht and City Tribune
Tuam Herald



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