



# Annual Report

*2017-2018*

*Serving our community for 31 years.*

## **VISION**

We are the leading volunteer hub in North Queensland providing a tailored and unique service while inspiring a community rich in volunteers and volunteering.

## **MISSION**

To promote and support volunteer participation to empower individuals and organisations, and to enrich the North Queensland community.

## **HISTORY**

1987

The Townsville Volunteers Bureau, first opened its doors. Funded by DEET, and operating under the guidance of the Townsville City Council it continued its service until 1988 when funding was channelled into other projects.

1989

A Public Meeting resolved that the Bureau reopen and be staffed by volunteers. DEET funding through Thuringowa Skillshare allowed the Bureau to provide training for the unemployed until 1992.

1993

Renamed Townsville Volunteers Inc. (TVI), the bureau became operational again with a three-year grant from the Commonwealth Department of Health Housing and Community Services. By the end of 1999, TVI had over 130 registered organisations on the books, and had placed over 500 volunteers in community organisations.

2015

Between 1993 and 2015, TVI underwent various name changes and moved premises several times as it continued to grow.

Current

Now known as Volunteering North Queensland Inc. (VNQ) and located in the Churches of Christ complex in Vincent. VNQ is run by a skilled & dedicated team of part time staff and volunteers as it continues to connect volunteers and provide training for many not-for-profit organisations in North Queensland.

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# President's Report

Well to my delight, I am proud to say this is by far the most exciting and productive year we have had in a long time.

In regards to sticking to our actions from the Strategic Plan 2016-2020, we are happy to say through the dedication of our newly appointed manager and volunteer staff we were able to address the following:



## Goal 1: Succession Planning

- Procedures and policies for operational staff have been established and implemented so roles and responsibilities can be shared.
- Training and personal development of existing staff has been streamlined.
- Capability to analyse data from systems, particularly in relation to grant acquittals and needs analysis has been achieved.
- New revenue pathways have been achieved.
- The management committee has identified the need to set some clear internal KPIs, which include, but are not limited to, the adoption of clear policies and procedures, attracting and engaging with corporate businesses, finalising a marketing plan and working on a 3-year cash flow to enable VNQ to be “grant ready” for the next round of funding.

## Goal 2: Profile of VNQ

- The return of a successful and well attended National Volunteer Week was one of the greatest achievements this year.
- Additional profiling was given to VNQ by the increase in attendance and promotion of VNQ at public events.

## Goal 3: Embracing Technology

- Through Shane’s leadership and expertise, VNQ has been transformed - expanding social media tools and engaging a broader demographic of potential volunteers.
- Additional in-house training enabled existing volunteers to make best use of technologies. The full implementation and training of the ASANA program was welcomed and will provide security of succession planning for not only events but the whole operational side of the business.

#### **Goal 4: Membership**

- This was the year of streamlining our membership processes. This included great engagement with stakeholders and identifying volunteer and organisational needs and finding solutions.
- New membership packages, including streamlined deliverables and additional value add for stakeholders, were presented.

#### **Goal 5: Referrals and Training**

- In order for the business to deliver on its core business, the referral process was streamlined and additional volunteers were trained to enable many volunteers to work on referrals.
- The VM Café has seen steady numbers of Volunteer Managers networking and engaging in topical discussions throughout the year.
- A full 12 month training calendar was publicised for 2018 with topics including Governance and digital marketing, the later of these being the most popular.
- Opportunity for further growth in training has been identified and prioritised in the next 12 months

#### **Goal 6: Target groups**

- This year, through new processes that have been put in place, we can now monitor, evaluate and report on our target groups. This will also help us into the future when we are lobbying for additional funding.

#### **In closing - Management Committee's KPIs:**

- The management committee is very excited about the future and has made a commitment to establish our own internal KPIs which will benefit VNQ into the future. These will be reported on at the next AGM.

To my fellow management committee members, I am so grateful for your support and commitment to VNQ and our city. I look forward to working with you all and welcoming some new faces to the team in 2018.

Margie Ryder

**President**

**Volunteering North Queensland**

# Manager's Report

The 2017/18 financial began with a change of leadership in September as I stepped into the role of Manager following Deb Haines' retirement.



Of first-priority was the consolidation of data and statistics for the purposes of reporting internally and to funding bodies. We have therefore been able to accurately observe steady volunteer referral growth following the implementation of new software, building the volunteer team and increased marketing activity this year.

A new training calendar began in January 2018 with three streams of training: NFP Governance, VM Café and Digital Marketing. The Digital Marketing stream has proven to be popular as well as the introduction of an additional session time outside of business hours. Participation across the training sessions continues to grow steadily.

The highlight of the year was the National Volunteer Week celebrations in May, at which we facilitated the inaugural NQ Volunteer of the Year Award. The event was a 'full house' with close to 120 volunteer managers and volunteers celebrating the efforts and impact of volunteers throughout our community.

The announcement of secured funding for the next 3.5 years was welcome news but also brings with it some challenges including a new reporting method, no indexation for inflation and the knowledge that the funding program is currently under review.

Following a year of consolidation, I believe that Volunteering NQ is positioned well to move into a new stage of expansion and to begin forming strategic partnerships that will make our volunteer referral services more accessible, grow training capacity and build alternative income streams.

In all of this, perhaps the greatest successes this year are the stories of our own volunteers, who have found confidence, learnt skills, enjoyed the companionship of others and even gained employment. It's not just a privilege to lead the team, but to see firsthand the difference volunteering makes.

Shane Harris, **Manager**

**Volunteering North Queensland**

# Statistics



**1,105**

Unique  
Individuals  
Assisted



**318**

Known  
Successful  
Placements

**NFP**

**152**

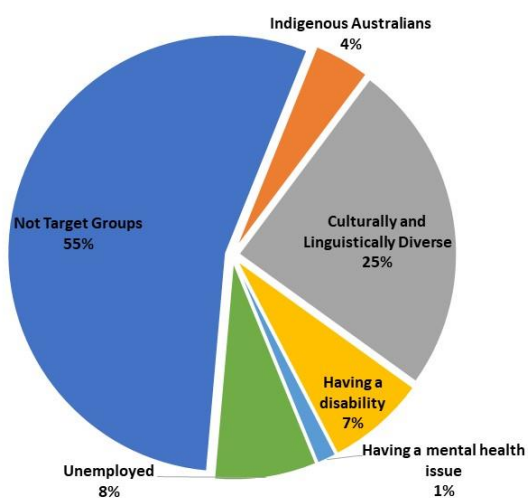
Community  
Organisations  
Assisted



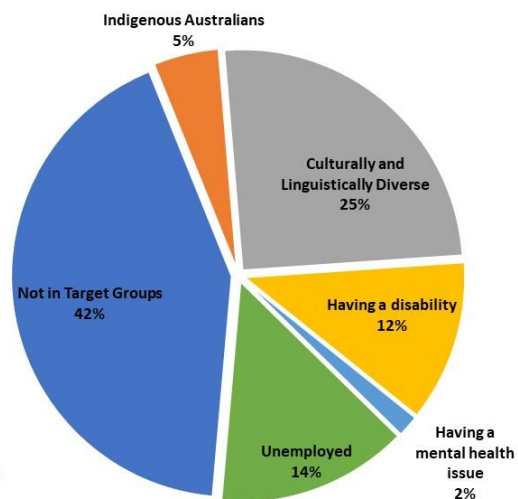
**114**

Training  
Participants

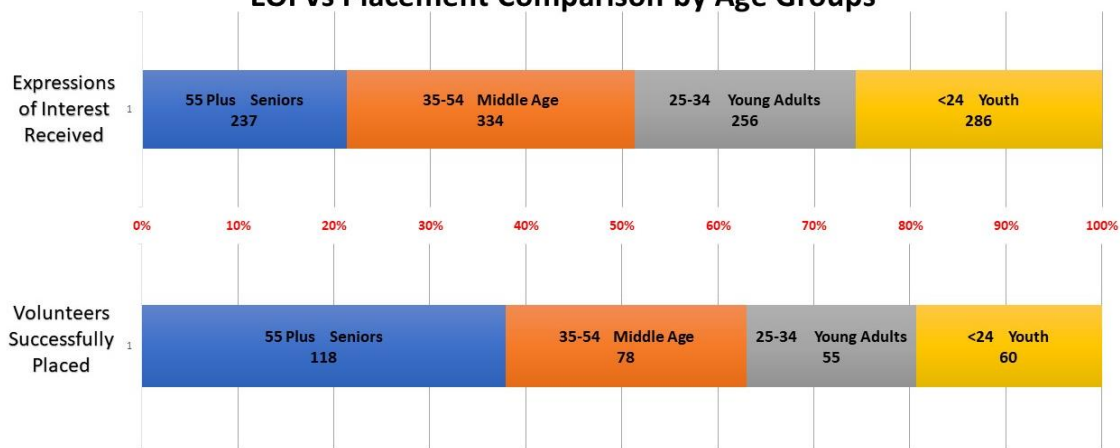
**% of EOI's by Target Groups**



**% of Volunteer Placement by Target Groups**



**EOI vs Placement Comparison by Age Groups**



# Treasurer's Report

I am pleased to present the audited report for Volunteering North Queensland for the 2017/18 financial year.

Firstly, I would like to thank our previous bookkeeper Brian Letizia for his efforts in completing the revamp of our reporting process and wish him well for the future. I would also like to welcome to the team his replacement Helen Brown. Helen brings a wealth of experience with her and I am sure she will be an outstanding asset.



The 2017/18 Budget included a large growth in membership and Corporate income which didn't eventuate mainly as a result of the management restructure early in the year where the Development officer, who was to be the main driver behind this growth, became the Office manager where he was not able to devote the necessary time to the financial growth for it to achieve the desired outcome. There was also some large unbudgeted expenditures, \$4k for National Volunteers Week, which had significant impact on the results.

While we achieved a much smaller operating surplus than budgeted we ended the year with a substantial gross profit due to having made provision, off budget, for Long Service and Annual Leave, and then paying it out of operations. The reversal of this money, set aside prior to the 2017/18 budget, back into the current budget resulted in the substantial profit shown.

We have entered into a number of MOU involving office sharing for the new-year which will allow us to about halve rent costs which are our biggest single expense. With our major income locked in for the year and positive growth in other areas we have adopted a budget with a substantial surplus to be allocated towards our ultimate aim of being self-sufficient.

As this large surplus came to light after we had adopted the 2018/19 Budget we could look at using it to finance activities that will grow our exposure to the general community or even generate more income.

Ernie Bunt

Treasurer

**Volunteering North Queensland**



# Financial Statement

## VOLUNTEERING NORTH QUEENSLAND INC

ABN 89 493 383 445

### STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2018

<u>2017</u>		<u>2018</u>
\$		\$
	<b>Income</b>	
4162	Membership Fees	3791
3253	Interest Received	2625
118268	Grants	137367
273	Other Income	1723
<u>0</u>	Wages Subsidy	<u>13995</u>
125956		159501
	<b>Expenditure</b>	
5223	Accounting Fees	5164
2273	Advertising	2383
2000	Audit Fees	2000
61	Bank Fees	82
1322	Catering	1103
1768	Computer Expenses	753
2341	Depreciation, Amortisation & Impairments	2017
0	Events	4291
1635	Insurance	1685
441	Interest ATO	0
2254	Long Service Leave	0
352	Motor Vehicle Expenses	725
967	Operating Expenses	0
461	Other Operating Expenses	0
246	Postage	0
2072	Printing and Stationary	1730
0	Provision for Annual Leave	(11532)
0	Provision for Long Service Leave	(17813)
33475	Rent Expenses	31488
243	Repairs & Maintenance	771
83544	Salaries	88117
80	Small Equipment	260
0	Subscriptions & Software	2921
0	Sundry Expenses	239
7709	Superannuation Contributions	8252
1834	Telephone & Internet	2688
1157	Training & Development Expenses	2873
0	Volunteers Expenses	1507
<u>476</u>	Workers Compensation Insurance	<u>430</u>
151934		132134
(25978)	Net Profit (Loss)	27367
125533	Retained Profit at the beginning of the Financial Year	99555
99555	Retained Profit at the end of the Financial Year	126922

VOLUNTEERING NORTH QUEENSLAND INC  
ABN 89 493 383 445  
STATEMENT OF FINANCIAL POSITION  
FOR THE YEAR ENDED 30 JUNE 2018

<u>2017</u> \$		Note	<u>2018</u> \$
	<b>Assets</b>		
	<b>Current Assets</b>		
131115	Cash and Cash Equivalents	<b>3</b>	125596
<u>6574</u>	Trade and Other Receivables	<b>4</b>	<u>6553</u>
137689	<b>Total Current Assets</b>		132149
	<b>Non-Current Assets</b>		
<u>5462</u>	Plant and Equipment	<b>5</b>	<u>5960</u>
5462	<b>Total Non-Current Assets</b>		5960
143151	<b>Total Assets</b>		138109
	<b>Liabilities</b>		
	<b>Current Assets</b>		
9154	Trade and Other Payables	<b>6</b>	6090
<u>34442</u>	Employee Benefits	<b>7</b>	<u>5097</u>
43596	<b>Total Current Liabilities</b>		11187
43596	<b>Total Liabilities</b>		11187
99555	<b>Net Assets</b>		126922
	<b>Members' Funds</b>		
<u>99555</u>	Accumulated Surplus		<u>126922</u>
99555	<b>Total Members' Equity</b>		126922

VOLUNTEERING NORTH QUEENSLAND INC  
ABN 89 493 383 445  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2018

<u>2017</u>		<u>2018</u>
\$		\$
	<b>3 Cash and Cash Equivalents</b>	
200	Cash on Hand	123
<u>130915</u>	Cash at Bank	<u>125473</u>
131115	Total Cash and Cash Equivalents	125596
	<b>4 Trade and Other Receivables</b>	
	<i>Current</i>	
22	Trade Receivables	0
<u>6552</u>	Prepayments	<u>6553</u>
6574	Total Current Trade and Other Receivables	6553
	<b>5 Property, Plant and Equipment</b>	
	<i>Plant and Equipment</i>	
79828	At Cost	82342
<u>(74366)</u>	Accumulated Depreciation	<u>(76382)</u>
5462	Total Plant and Equipment	5960
	<b>6 Trade and Other Payables</b>	
	<i>Current</i>	
2452	Superannuation Payable	1388
2770	Payroll Accrual	2154
447	Trade Payables	304
3900	Trade Expenses	3900
<u>(415)</u>	GST Tax Payable	<u>(1656)</u>
9154	Total Trade and Other Payables	6090
	<b>7 Employee Benefits</b>	
	<i>Current</i>	
16629	Annual Leave	5097
<u>17813</u>	Long Service Leave	<u>0</u>
34442	Total Current Provision	5097
	<b>8 Economic Dependence</b>	

Volunteering North Queensland is dependent upon the adequacy and security of the continued funding provided by the Department of the Prime Minister and Cabinet. Funding is approved annually and based on the achievement of previously agreed outcomes and objectives. At the date of this report, funding from the Department of the Prime Minister and Cabinet had been approved until 2017/2018 financial year and there has been no evidence to suggest that further funding under this program will not continue into the future.

# The Team

## Management Committee

President	Margie Ryder
Vice President	Emily Sehu
Secretary	Patricia Ross
Treasurer	Ernie Bunt
Council Representative	Cr Maurie Soars
Member	Thais Solona
Member	Denise Lumsden

## Part-Time Staff

Manager	Shane Harris
Member Liaison	Ana Papageorge

## Volunteer Staff

Communications	Carole Hourston
Events Team	Margaret Fieldsend, Kelly Rintoul
Expo's & Presentation	Margaret Fieldsend
Graphic Design	Barry Turnbull
IT Support	Lee Bellamy, Collin Galea, Christian Sperber
Motivational Speaker	Brad Wearne
Office Cleaner	Pam Spears
P.A. to Manager	Karen Littlewood
Reception	Tania Darlington, Karen Littlewood, Kelly Rintoul
Recruitment Officers	Lyn Alderson, Lynne Davies, Gabrielle Ewart, Margaret Fieldsend, Rebecka Jensen, Nick Pefkos, Gerard Young



**Open:** Tues – Thurs, 9:30 am – 2:30 pm  
**Training:** Friday



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PO Box 1496, Aitkenvale, Qld, 4814



4725 5990



0439 0439 39



[www.VNQ.org.au](http://www.VNQ.org.au)

[www.facebook.com/volunteering.n.queensland](https://www.facebook.com/volunteering.n.queensland)



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NORTH QUEENSLAND Visit [www.dss.gov.au](http://www.dss.gov.au) for more information.

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