



Annual Report 2020 – 2021

Volunteering North Queensland Inc.

VISION: VNQ champions a NQ Community rich in volunteering

MISSION: We are the primary resource for volunteers and volunteer managers

Presidents' Report

It is with great pleasure and privilege that I once again present the President's report for Volunteering North Queensland (VNQ) for 2021.



*Margie Ryder
President*

Reflecting on the goals and visions from the Strategic plan, I would like to congratulate the Manager, Staff, Committee and all Volunteers associated with VNQ in achieving and ticking off many goals that have been set or newly aligned to the current VMA.

Thanks to Emily, the Management Committee have completed the key policies surrounding our organisation; yes it took us awhile but we got there in the end.

To Patricia Ross- our dearly beloved Secretary who will also be standing down this year- On behalf of all of us, thank you so much for doing what you did, which was an amazing job.

Touching on our finances - many years ago we put aside some reserves in case our organisation lost their funding; I am proud to say this has stayed in the bank for nearly 7 years.

In 2019, we identified a need for a new role for a Business Development Officer (BDO), with a vision for that position to bring in another income stream to our business, as we all identified our operational costs were going up, and we could not sustain a \$30k loss a year. We said if we don't change our business model, VNQ will need to close its doors.

Unfortunately, our vision did not go to plan; we were faced with some challenges over the past 2 years that have seen this loss carry on.

In July this year, to my delight, the Management Committee decided to "back itself" once again supporting to run a volunteer conference.

The Volunteer Conference and Awards (VNQCA) has been amalgamated and this will be delivered in May 2022. I believe this will be a game changer for our organisation as it will do a variety of things that long term will make us or help us be more sustainable.

The VNQCA centres around five event pillars:

- **REFRESHING** people holistically through building connection
- **RESTORING** vision and hope for the future through keynote speakers
- **RE-EQUIPPING** with practical tools and new skills to ease the workload
- **REVITALISING** volunteers to strengthen their capacity for social impact
- **REWARDING** through the Volunteering North Queensland Volunteer of the Year Awards

As well as training sessions for volunteers, it will include key note speakers targeting Corporates on the importance of Social Responsibility through Volunteering; as well as guest speakers, shining a light on the link between improved mental health and volunteering.

Operationally, the conference will:

1. Attract another Income Stream
2. Raise the profile of our organisation
3. Address Key deliverables for our new VMA Funding from VQ.

Is it risk to our Organisation? At this stage we have made a commitment to invest \$14,500 into the conference out of our reserves. This money goes directly towards the employment of Julie Payten who is our Sponsorship and Event Manager.

We welcomed Julie in July this year and she is already ticking off her KPI's for sponsorships and grants. We will, hand on heart, be able to show evidence based KPI's post conference, so stay tuned for all these updates.

What happened this year with our funding should not have been a surprise to the Committee as the writing was on the wall that we would lose our funding after 30 years, and the Committee and new Management seriously needed to think about what the "new business model" for VNQ should or could look like.

Unfortunately, time was not on our side and when the department finally said, and the announcement was made, it was basically all hands-on deck.

This week, I was reminded that support was not given from myself for 6 weeks during the announcement, and it made me reflect on what actually happened this year. I think about all the phone calls, letters writing to mayors and numerous teleconferences.

I won't make apologies and I don't expect Volunteers or the Management Committee to be available 24 hrs a day to look after VNQ. Will I defend the work of a volunteer group, you bet ya.

We may not have the skills of a corporate business and yes we too have identified some gaps in our Management Committee, hence putting it out there that we need more committee members, BUT what we do have is passion for the Volunteers who give so generously of their time, and that's why we put our hand up.

In parting as the current President, I was also reminded this week, or questioned, about the amount of Managers that have changed over the years and possibly this is a reflection of the current leadership... being myself or lack of support given to managers or staff.

Yes of course I was saddened by this remark and once again I questioned myself, like I and many others do when you are challenged with these questions or comments.

I won't mince my words, never have and never will - I make mistakes, but I also work hard to fix them, or take advice when truly not admitting it.

It has been a challenging and unstable couple of years for VNQ, but with hand on heart, I actually understand why this has happened and can feel proud and confident that although I am resigning as President, I won't be departing from the committee as I am the elected representative from Townsville City Council, which I am privileged to be.

Membership

Making the decision to announce FREE membership, I believe was one of those great decisions made by the Management Committee and looking at the 115 on the list, I am again proud of the staff and volunteers at VNQ that make this happen.

To the Staff and Volunteer staff at VNQ

- To the paid staff, Marie Claude, new Manager, Jacqui and Cayley, from the Committee we say THANK YOU SO MUCH; not sure if everyone one is aware, but they actually don't and haven't stuck to their hours and we asked if they could at least document the number of additional hours, they did, on average between them all over the past year, collectively it was 10 hours per week, which equates to \$23,040 savings to us for wages.
- To the Volunteer staff, yes there is such a thing, we have Referral Officers, Admin staff who also give generously of their time. Rough figures each week, we have at least 3 Volunteer staff for 3 days, \$145,152.00 Value.
- Then to Carole who goes beyond, again words can't thank these people enough and sometimes we have our own lives and troubles, so very guilty of not saying it before.
- There are Volunteers within VNQ who I can't remember names, but really wanted to thank you all.
- Sarah our amazing Book Keeper, who never complains when we revise budgets 2000 times, and ask her to work out wages on 22.5 then change to 25, then make her do it all again.
- To James, our new employee, welcome, you will make a true difference to our organisation. This position would not have been available if we didn't received funding from the state under the back to work, so thank you.

We have 2 staff departing us this week. Jacqui, although we are all sad you are leaving, we are so happy that you have agreed to stay on and be part of the Management Committee. These skills will be of great benefit for us into the future. You stepped up to manage VNQ and were basically thrown in the deep end; if I had my time again and knew that you actually needed more of a life line, we would have all stepped up, but again personal things happen in our lives and unfortunately, we have come to a realisation that we can only do what we can do, and we certainly appreciated what you did. You invited us into your toolbox meetings so we could learn what the other volunteers and staff were doing, you included us into your functions and morning teas, thank you.

Last but not least is Marie-Claude who came on last year to steer the ship into the “new world” but sadly funding announcements were made and Marie-Claude had to also resign and the reason given was because there was no certainty of her job into the future. Of course we were all saddened by this but thankfully Marie-Claude stayed on to secure the “life line” funding for one year and put together the VMA operational plan before she left. I remember the day like it was yesterday when she called TO SAY WE GOT THE ONE YEAR FUNDING GRANT. I also thought about it later when we discussed it at meetings, literally if Marie-Claude didn’t stay on for the additional 5 months part time, we would not have had the life line money, so publicly again thank you for staying on to help.

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 for the coming year.

Margie Ryder
President VNQ

Managers' Report

I joined Volunteering North Queensland in October 2020, at the time I was, in a way, walking into unknown territory. Yes, I had worked both with volunteers and as a volunteer before, however I was truly unaware of the enormous scope in which volunteering plays in our community.



*Jacqui Bekker
Manager*

From retail, crafts, gardening, admin, virtual positions, aged care and companionship; to tri-shaw riding, tourism opportunities and event volunteering, the realm of volunteering prospects within our community are endless.

Volunteering North Queensland is North Queensland's primary resource centre for volunteers and those who engage volunteers, and VNQ is committed to creating innovative and successful ways to raise awareness within our community around these opportunities. I am very proud and pleased with the work VNQ is doing to promote these opportunities on behalf of our members and volunteers.

I once asked a high friend of mine, "What makes a good Manager?" She replied, "Having the right people around you".

Well I don't know if I made a good Manager, but I definitely have the right people around me. I'd like to take this opportunity to formally acknowledge my team, our Training and Stakeholder Engagement Coordinator, Cayley Downey. Cayley has delivered a grand total of 30 Training workshops this year. Despite the adversities presented, Cayley has consistently and successfully engaged top quality facilitators to present on point subject matter. What an amazing feat. Thank you Cayley.

I wish to also acknowledge and thank the TCC for funding these workshops through their Community Training Initiative. We hope to bring you an even more vibrant and innovative training calendar in 2022. Secondly I'd like to acknowledge our Event and Sponsorship Manager, Julie Payten. From the moment Julie walked through the door at VNQ, she has shared in our passion and certainly hit the ground running. We look forward to hearing some exciting news that Julie has to share at our cocktail function after the AGM. Thirdly, I'd like to thank our newest addition to the VNQ team, James Byrne. Thanks, James for your assistance over the past few weeks, I am sure you are going to continue to be an invaluable member of the VNQ team.

Thank you also to Marie-Claude Brown. MC displayed a lot of faith in me and I truly thank her for the opportunity to lead this wonderful organisation.

I'd like to also thank Cr Margie Ryder and the VNQ management committee for their support and guidance over the past year. It has been a fantastic experience and I feel very privileged to have been invited to join the Management Committee.

Of course, I would like to shine the spotlight on all of our outstanding volunteers. As is the nature of volunteering, I have seen many faces come and go over the past year but each and every one has made an invaluable contribution. In particular, I'd like to acknowledge our communications team, Carole, Matthew and Tony.

Thanks to these talented people, our socials are continuing to climb, with a 42% increase in our Facebook reach between July and September.

Our training page on our website has gone through the roof. This month we've already had 432 page views, up from 163 for the month August. Our ticket sales have gone from 18 in August to 118 in October, that's a 556% increase. You guys are fantastic, well-done, thank you.

We recently introduced our new free membership and tiered referral structure, which has been received extremely positively. Membership is now open to ALL organisations, both not for profit and for profit, as well as individuals.

Our hardworking Referral and Membership Officers, Denise, Den, Kerry, Jennifer and Vincent have embraced this new structure and been instrumental in developing and improving the systems that we now have in place to enable us to move forward with confidence and efficiency.

I honestly don't know what we would do without you all. We appreciate your outstanding commitment; you are the epitome of what volunteering stands for.

Volunteering North Queensland remains committed to our vision of championing a community rich in volunteering and our mission to be the primary resource for volunteers and volunteer involving organisations; and I personally am looking forward to continuing to be involved in delivering these objectives and providing outstanding and innovative service to our members, volunteers and community.

Thank you.

Jacqui Bekker
Manager VNQ

Treasurers' Report

20/21 continued the run of years outside of what we might have considered the "norm".

COVID continued to have an impact on our fundraising, none of the corporate sponsorships we had budgeted for were forthcoming and most importantly DSS announced they would no longer provide direct funding to organisations such as ourselves, the funds would now go to through state organisations and the directions for the funding had changed. This means we have to change our operations and like everything, this costs more.



*Ernie Bunt
Treasurer*

We were unable to ascertain whether we would get funding, in the event we did get it for 6 months with a provisional 6 months after the initial grant provided we meet certain criteria, which will cost us more in compliance and delivery. Our first draft for the 2021/22 budget was done on the assumption that we would get funding.

We have included in this budget a grant from the TCC for \$50k, which has yet to be confirmed. Should we not get this Grant it will have minimal cost impact on our normal operations as we have to expend the whole of the grant on direct delivery of specific training, nothing to go to operations, as we would no longer be able to do this training.

When we look at the 2020 /21 Trading report, it shows a loss of \$24K. There are a number of factors to be considered in understanding this result.

As I said in my last report, the 2019/20 result was significantly improved by contributions to the proposed Volunteering Conference which didn't go ahead and that we would eventually have to make refunds. This we did this year. They totalled some \$21k which when deducted from our 20/21 loss would make our loss for the current year \$3.5K. As I mentioned earlier we were unable to get any of the budgeted Corporate sponsorships, some \$10,000 which further diminished trading.

All expenses generally fell within budget due to tight operational control and the various staff involved are to be congratulated for this.

Our organisational structure has been kept to 2 paid staff although it is getting increasingly more difficult to meet our reporting obligations and to deliver the programs associated with the new grant structure. We are actively seeking grants to be able to employ more staff, as well as making better use of volunteers, to cover these requirements.

In conclusion, I would like to thank all of the people who have worked hard to deliver our program and expand our operations throughout the year and would move that this report and the audited Financial Statement be accepted.

Ernie Bunt
Treasurer

Financial Statements

VOLUNTEERING NORTH QUEENSLAND INC

ABN 89 493 383 445

STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2021

<u>2020</u>		<u>2021</u>
\$		\$
	Income	
10000	Cash Flow Boost	13744
12273	Sponsorships	0
18675	Fundraising	0
8762	Membership Fees	8683
2302	Interest Received	1326
184895	Grants	182176
3322	Other Income	2819
783	Shared Office Space	0
<u>3408</u>	Training Income	<u>0</u>
244420		208748
	Expenditure	
752	Accounting Fees	832
1018	Advertising	1811
2000	Audit Fees	2000
0	Bad Debts	1575
294	Bank Fees	148
4116	Catering	1608
579	Computer Expenses	3022
2393	Depreciation, Amortisation & Impairments	1675
2673	Events	0
1857	Insurance	2106
101	Motor Vehicle Expenses	0
2415	Professional Services	0
6957	Professional Development	77
1667	Printing and Stationary	2240
0	Provision for Annual Leave	(3999)
0	Refunds Re Volunteering Conference	21175
33972	Rent Expenses	37758
223	Repairs & Maintenance	322
125699	Salaries	124851
1415	Small Equipment	230
2342	Subscriptions & Software	791
4863	Sundry Expenses	1082
10438	Superannuation Contributions	10928
2885	Telephone & Internet	2892
2100	Training & Development Expenses	19050
1173	Volunteers Expenses	663
<u>850</u>	Workers Compensation Insurance	<u>534</u>
212782		233371
31638	Net Profit (Loss)	(24623)
133143	Retained Profit at the beginning of the Financial Year	164781
164781	Retained Profit at the end of the Financial Year	140158

VOLUNTEERING NORTH QUEENSLAND INC
ABN 89 493 383 445
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2021

<u>2020</u>		Note	<u>2021</u>
\$			\$
	Assets		
	Current Assets		
174303	Cash and Cash Equivalents	3	184517
<u>6781</u>	Trade and Other Receivables	4	<u>4810</u>
181084	Total Current Assets		189327
	Non-Current Assets		
<u>5585</u>	Plant and Equipment	5	<u>3910</u>
5585	Total Non-Current Assets		3910
186669	Total Assets		193237
	Liabilities		
	Current Assets		
13777	Trade and Other Payables	6	48967
<u>8111</u>	Employee Benefits	7	<u>4112</u>
21888	Total Current Liabilities		53079
21888	Total Liabilities		53079
164781	Net Assets		140158
	Members' Funds		
<u>164781</u>	Accumulated Surplus		<u>140158</u>
164781	Total Members' Equity		140158

VOLUNTEERING NORTH QUEENSLAND INC
ABN 89 493 383 445
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

1 Summary of Significant Accounting Policies

The principal accounting policies adopted in the preparation of the financial statement are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of Preparation

In the officer's opinion, the incorporated association is not a reporting entity because there are no users dependent on general financial statements.

These are special purpose financial statements that have been prepared for the purpose of complying with the *Associations Incorporation Act (Qld) 1981* and associated regulations. The officers have determined that the accounting policies adopted are appropriate to meet the needs of the members of Volunteering North Queensland Incorporated.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 1031 'Materiality' 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

Historical Cost Convention

The financial statements have been prepared under the historical cost convention.

Critical Accounting Estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The area involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in Note 2.

(a) Current and Non-Current Classification

Assets and Liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is current when: it is expected to be realised or intended to be sold or consumed in normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within twelve months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least twelve months after the reporting period. All other assets are classified as non-current.

VOLUNTEERING NORTH QUEENSLAND INC
ABN 89 493 383 445
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

1 Summary of Significant Accounting Policies

The principal accounting policies adopted in the preparation of the financial statement are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of Preparation

In the officer's opinion, the incorporated association is not a reporting entity because there are no users dependent on general financial statements.

These are special purpose financial statements that have been prepared for the purpose of complying with the *Associations Incorporation Act (Qld) 1981* and associated regulations. The officers have determined that the accounting policies adopted are appropriate to meet the needs of the members of Volunteering North Queensland Incorporated.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 1031 'Materiality', 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

Historical Cost Convention

The financial statements have been prepared under the historical cost convention.

Critical Accounting Estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The area involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in Note 2.

(a) Current and Non-Current Classification

Assets and Liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is current when: it is expected to be realised or intended to be sold or consumed in normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within twelve months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least twelve months after the reporting period. All other assets are classified as non-current.

A liability is current when: it is expected to be settled in normal operation cycle; it is held primarily for the purpose of trading; it is due to be settled within twelve months after the reporting period; or there is no unconditional right to differ the settlement of the liability for at least twelve months after the reporting period. All other liabilities are classified as non-currents.

(b) Trade and Other Receivables

Other receivables are recognised at amortised cost, less any provision for impairment.

(c) Cash and Cash Equivalents

Cash and Cash Equivalents include Cash on Hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

(d) Property, Plant and Equipment

Property, Plant and Equipment is carried at cost less, where applicable, any accumulated depreciation.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Plant & Equipment	3-7 years
Office Equipment	3-5 years

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no further economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

(e) Employee Benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled within twelve months of the reporting date are recognised in current liabilities in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within twelve months of the reporting date are recognised in non-current liabilities, provided there is an unconditional right to defer settlement of the liability. The liability is measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Employee benefits provision

As discussed in Note 1, the liability for employee benefits expected to be settled more than twelve months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attribution rates and pay increases through promotion and inflation have been taken into account.

VOLUNTEERING NORTH QUEENSLAND INCORPORATED

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee have determined that the association is not a reporting entity.

The committee have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the committee the financial statements as set out on pages attached.

1. Present fairly the financial position of the Volunteering North Queensland Incorporated as at 30 June 2021 and the results of the association for the year ended at that date.
2. At the date of this statement, there are reasonable grounds to believe that the Volunteering North Queensland Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President



Treasurer



Dated this 19 day of October 2021

2020-2021 Staff

Management Committee	
President	Margie Ryder
Vice President	Emily Sehu
Secretary	Patricia Ross
Treasurer	Ernie Bunt
Members	Trayeden Fulmer / Michelle Sawtell
Employees	
Manager	Marie-Claude Brown / Jacqui Bekker
Training & Stakeholder Engagement Officer	Cayley Downey
Sponsorship & Event Manager	Julie Payten
Administration Officer	James Byrne
Bookkeeper	Sarah Byrne
Volunteers	
Communications	Carole Hourston / Matthew Horsfall / Tony Jelusic
Reception & Memberships	Denise Soars
Referral Officers	Denise Grainger / Jennifer Truloff / Kerry Dean / Vincent Chemmamprayil Varkey



Open: Tues – Thurs, 9:30 am – 2:30 pm



Churches of Christ Complex, Ronan St
PO Box 1496, Aitkenvale, Qld, 4814



4725 5990



www.VNQ.org.au

www.facebook.com/volunteering.n.queensland



hello@vnq.org.au

SUPPORTED BY



FUNDED THROUGH



VNQ acknowledges the Australian Department of Social Services
Volunteer Management Activity funding
received through Volunteering Queensland