



VOLUNTEERING
NORTH QUEENSLAND

Established since 1987

Annual Report 2018-2019

Volunteering North Queensland Inc.

Inspiring a community rich in volunteers and volunteering

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 and volunteer staff as it continues to connect volunteers and provide training for many not-for-profit organisations in North Queensland. Funding for services is provided by the Commonwealth Government Department of Social Services with support from the Townsville City Council.



VOLUNTEERING Funded by the Australian Government Department of Social Services.
NORTH QUEENSLAND Visit www.dss.gov.au for more information.



Presidents' Report

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

Reflecting on the goals and visions from the Strategic Plan to 2020, I would like to congratulate the Manager, staff, committee and all volunteers associated with VNQ in achieving and ticking off many of the goals that have been set or newly aligned to the current strategic plan.



Margie Ryder, President

Goal 1: Succession Planning

The Management Committee has identified key policies to take the organisation to the next level, in addition to the delegation of procedures with timelines added. Last AGM we made a commitment to have all this done by the next AGM but unfortunately we too are Volunteers and due to our current workloads we were not able to complete them all, but have made additional plans for 2020.

A new role for a Business Development Officer (BDO) was identified and the appointment was able to be made possible due to a saving in last year's budget, streamlining of the new budget and the commitment and support from the management committee to invest into the organisation over the next 3 years. This aligns with the plan of being sustainable into the future. This investment included KPI's to attract corporate partnerships and grow membership.

Goal 2: Profile of VNQ

National Volunteer Week celebrations were once again delivered to a high standard giving VNQ additional profile throughout the region. Through the managers' leadership, all aspects of the organisation maintained a high standard and the domino effect of raising the profile is now being seen throughout every area of the organisation.

Goal 3: Embracing Technology

VNQ has transformed and updated all external and internal communications by increasing our social media presence and embracing technology in all areas of the business.

Goal 4: Membership

Benefits from the appointment of a BDO will roll out in the coming months. Monthly reports show evidence-based growth and a continued increase in memberships. New membership packages were introduced this year, giving a more defined selling point with very clear deliverables and benefits for new members and stakeholders.

Goal 5: Referrals and Training

Our core services continue to function smoothly as we continue to streamline and train our volunteer team to facilitate volunteer referrals. Evidence-based data continues to drive direction for improvements in attracting and matching volunteers with member organisations.

Our core service of training continues to grow with the VM Café (Volunteer Managers Networking) progressing very well. To our delight, the training calendar continued to exceed expectations. Guest speakers and presenters were appointed to help deliver an exciting 2019 training calendar.

Goal 6: Target groups

Across the board, through the VM Café, Better Together Breakfast, workshops and other training days, Shane and his team were able to reach all target groups through the day to day operation of the business, which in reality means we have a more cohesive community, where we don't have to draw boundaries.

Highlight of 2019

As most of you are aware, I have been personally lobbying and fundraising for a NQ volunteer conference to be hosted in Townsville. To our delight, through the support from the committee to underwrite and

host the conference, we received \$50,000 from the State Government and \$18,000 from Connecting Rainbows Inc to make this happen. In September 2019 we appointed an Event Manager to roll out the conference which will be staged in May or June 2020. The vision for this is not just a “one off” but will involve an immediate plan to start the ball rolling to attract partners, and all levels of government, to make sure 2021 onwards also happens. Unfortunately, the funding was only for one year, so support will be needed from all committee and stakeholders to ensure the financial targets for these are reached in a very tight timeframe.

To my fellow management committee members, Shane Harris and the VNQ team, I am so grateful for your support and commitment to the cause and our city. I look forward to working with you all for the coming year.

Managers' Report

Over the course of the 2018-19 financial year, the team at Volunteering North Queensland (VNQ) has achieved so much and I'm extremely proud of everyone who contributes to our vision to see a community rich in volunteers and volunteering. Despite challenges including a break and enter and theft of property and the impact of a natural disaster in the community, we have achieved growth and success. Given everything that we have accomplished, it is incredible to think that this marks only the first full financial year that I've had the privilege of leading VNQ in the role of Manager.



Shane Harris, Manager

The Treasurer will report more, but we have been successful in our goal to diversify and build alternative income streams to ensure the long-term sustainability of our services and there is realistic potential for continued growth in the coming years.



Natalie Dukes, BDO

The commencement of our Business Development Officer (BDO), Natalie Dukes, is a strategic investment into expanding and sustaining our volunteer matching services to connect volunteers with not-for-profit organisations. This service has been further enhanced with the introduction of a unique and new online Corporate and Group Volunteering platform to match corporate and group volunteers with not-for-profit organisations.

The unprecedented rain event of February 2019 activated our post-disaster services to assist where there was need, as the community simultaneously responded organically with friends helping friends and neighbours helping neighbours.

Over the course of the year, we were successful in placing more than one volunteer in an organisation every single day! This equated to an overall increase on the previous year of 83 volunteers successfully placed. A significant change in who is volunteering has been observed with those aged 35-54 and unemployed both seeing over 80% growth on the previous year. In the current economic climate, it is evident that volunteering is a respected way to engage in meaningful activity to fulfill mutual obligations with Centrelink and/or improve employment prospects.

All of this has been possible due to the ongoing contributions of our volunteers. They collectively bring much value to VNQ through their time, skills, creativity and friendship. Throughout the year, it has been with mixed feelings that we have had the privilege of saying good-bye to volunteers, and with excitement that we welcomed others throughout the year. It's a blessing to provide opportunities for volunteers within VNQ that successfully help them achieve their personal goals ranging from, keeping active to finding employment, as we advance the cause of VNQ to see a community rich in volunteers and volunteering.



Some of the 20+ VNQ Volunteers



Inaugural Better Together Breakfast, March 2019

Our training and networking events have seen significant growth with the introduction of the Better Together Breakfast to connect the NFP, Corporate and Government sector to build value adding relationships. Further growth has been achieved with the training program moving to a single large-scale event with multiple topics and professional presenters being delivered in the 2019 calendar year. Overall, we saw 332% growth from 94 participants in 2017-18 to 312 participants in 2018-19.



VM Café, April 2019 – Volunteer Managers sharing best practices using the World Café technique



Treyden Fulmer, Flood Volunteer

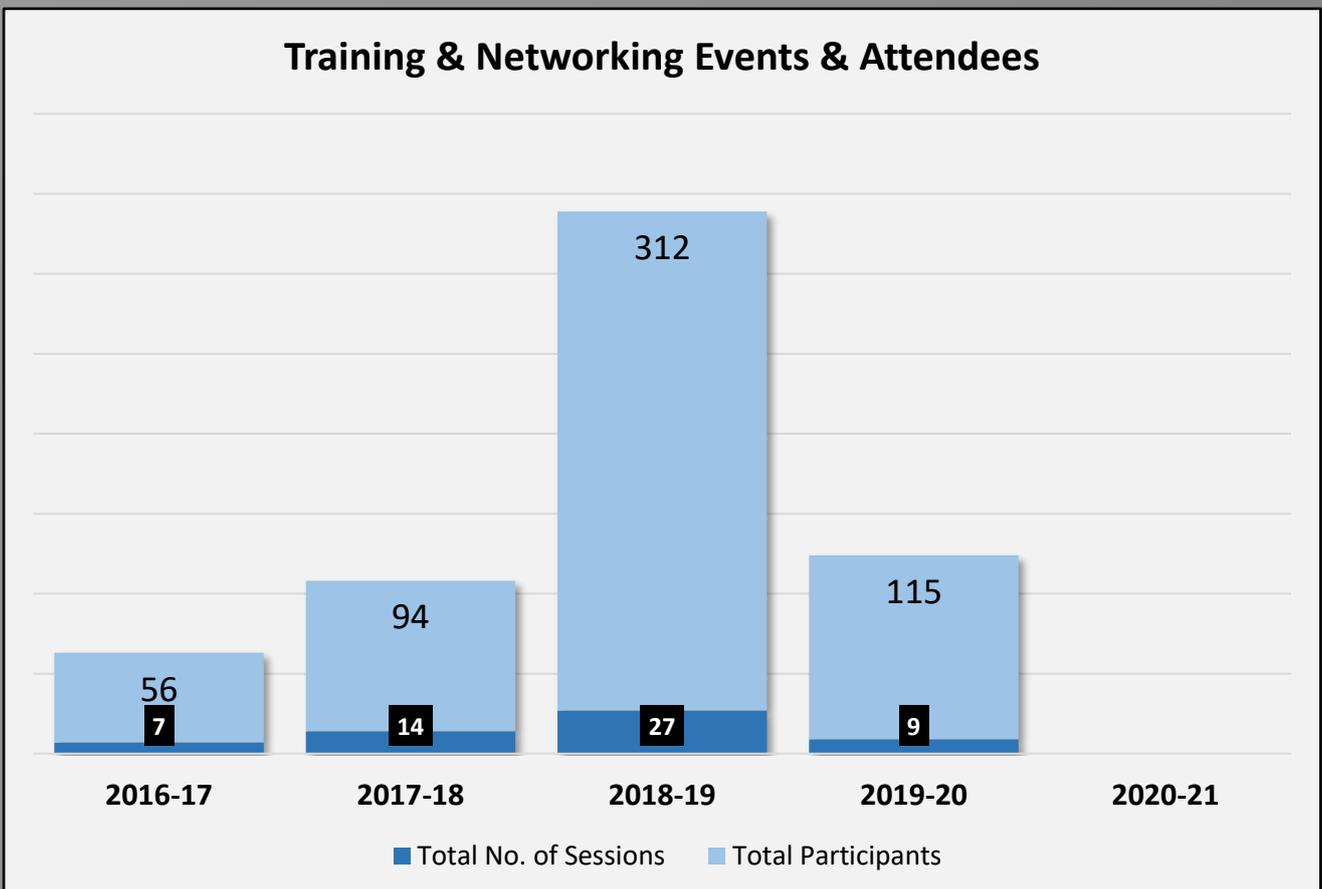
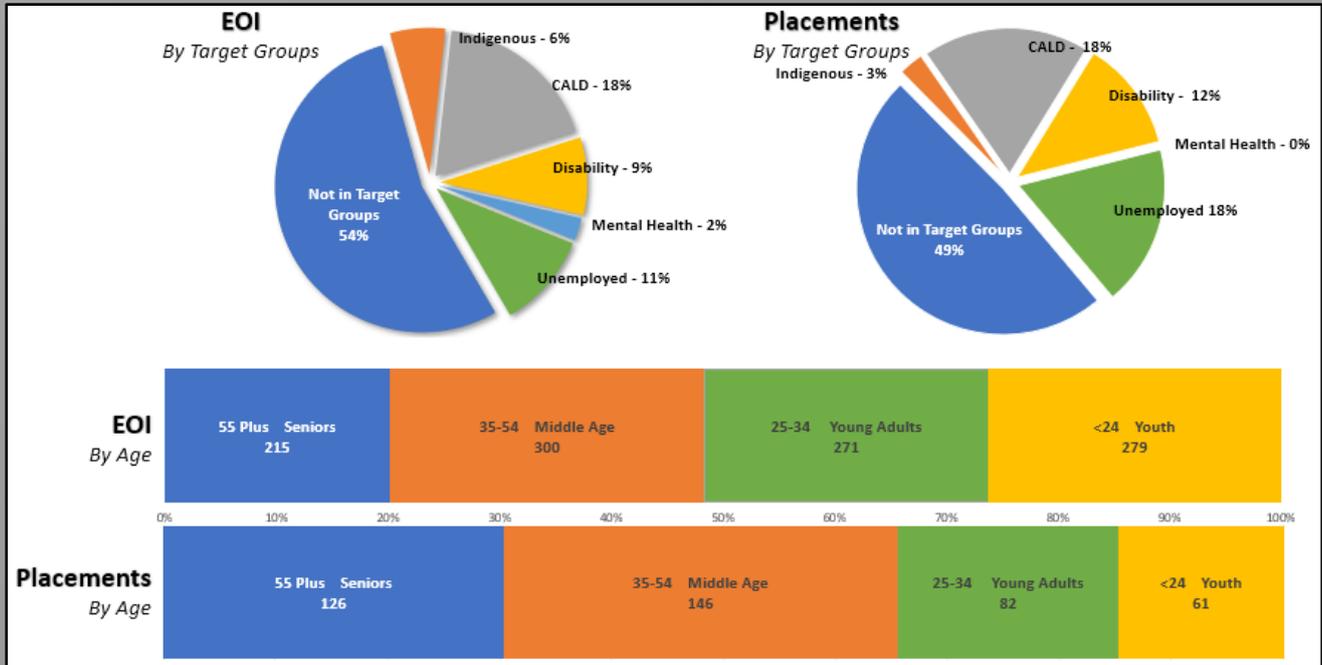
while hearing inspiring stories from volunteers active during the flooding in Townsville.

National Volunteer Week was again a wonderful celebration of volunteers and volunteering, building on the successful 2017-18 event with the introduction of 3 new volunteering award categories that acknowledged the generous contributions of some exemplary volunteers within the community. The Lego centrepieces were popular as volunteers crafted artistic expressions of volunteering



2019 Volunteer Award Recipients

Statistics



Treasurers' Report

In line with the 3-year rolling budget adopted at the beginning of the 2018/19 financial year we have put a lot of effort into expanding our income sources and have been quite successful in this area.

We appointed a Business Development officer in February 2019 after an exhaustive search and are now starting to see benefits flow to our income.

Income growth from Memberships has increased following a revamp of fees and charges for services requested by members. The increase in fees is in line with current corporate practices.



Ernie Bunt, Treasurer

For the first time we have ventured into sharing surplus office space with some financial benefits. We are keen to expand this area although there is a finite limit to how far we can go.

To reflect the needs of a progressive organisation, at the end of the 2017/18 year VNQ adopted a rolling 3-year budget strategy, mentioned above. This will be reviewed each year to more accurately reflect changing circumstances and to provide a realistic base for forward planning.

Contrary to the years prior to 2017/18 that were not budgeted adequately and generally operated at a loss, we have tried to reflect a true picture of our performance and we have again budgeted for a reasonable profit.

Going forward we have an exciting year ahead with the planned Volunteering Conference in May/June for which a \$50k grant from the State Government has been received. More staff will be recruited to our current team to organise and manage this event.

Tight budgeting oversight and sponsorships will be required to ensure that we contain costs and to ensure the success of this undertaking that we hope to turn into an annual event.

Many thanks to all those who have worked so hard throughout the year to ensure that we deliver on our commitments at a cost we can afford.

Financial Statements

Full audited financial statements available for download [here](#).

Volunteering North Queensland

Profit & Loss Statement

July 2018 To June 2019

Income		
GRANTS	\$154,960	
MEMBERSHIPS	\$7,647	
RENT	\$4,550	
OTHER	\$11,495	
FUNDRAISING & DONATIONS	\$500	
INTEREST	\$2,511	
Total Income		\$181,663
Cost Of Sales		
BAS ROUNDING	\$0	
Total Cost Of Sales		\$0
Gross Profit		\$181,663
Expenses		
ADMINISTRATION	\$12,295	
OTHER OPERATIONAL EXPENSES	\$6,534	
RENT	\$36,325	
INSURANCE	\$2,231	
WAGES & SALARIES	\$91,667	
STAFF & VOLUNTEERS	\$4,197	
TRAINING & EVENTS	\$16,416	
ADVERTISING & PROMO	\$5,778	
Total Expenses		\$175,442
Operating Profit		\$6,221
Total Other Income		\$0
Total Other Expenses		\$0
Net Profit/(Loss)		\$6,221

Volunteering North Queensland

Balance Sheet

As of June 2019

Assets		
Cash & Cash Equivalents	\$137,461.49	
Trade & Other Receivables	\$7,415.32	
Plant & Equipment	\$7,978.00	
Total Assets		\$152,854.81
Liabilities		
Trade & Other Payables	\$11,600.95	
Employee Benefits	\$8,111.00	
Total Liabilities		\$19,711.95
Net Assets		\$133,142.86
Retained Profits		
Retained Earnings	\$50,291.95	
Current Year Earnings	\$6,220.51	
Historical Balancing	\$76,630.40	
Total Retained Profits		\$133,142.86

2018-2019 Staff

Management Committee

President	Margie Ryder
Vice President	Emily Sehu
Secretary	Patricia Ross
Treasurer	Ernie Bunt
Council Representative	Cr Maurie Soars
Members	Liz Greenwood, Madeleign Rudge, Ray Francis, Denise Lumsden

Employees

Manager	Shane Harris
Member Liaison	Ana Papageorge
Business Development Officer	Natalie Dukes
Bookkeeper	Helen Brown

Volunteers

Events	Kelly Rintoul, Margaret Fieldsend
IT Support	Christian Sperber , Collin Galea
Marketing	Barry Turnball, Carole Hourston, Emily Norton, Matthew Horsfall
Projects	Abraham Sammuel, Chirs Holmes, Rhiannon Voit
Reception & Admin	Bianca Sellen, Karen Littlewood, Kelly Rintoul, Tania Darlington
Recruitment Officers	Nick Pefkos, Geraldine Nivea, Lyn Alderson, Rebecca Jansen, Yogeeta Barbaric
Student Placements	Petrina Leersen, Sharelle Portch
Work Placement	Wade Brearley



Open: Tues – Thurs, 9:30 am – 2:30 pm



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