

VOLUNTEERING GOLD COAST

Annual Report

2010



Minutes 2009 AGM

VOLUNTEERING GOLD COAST INCORPORATED

4pm- 5pm, Monday, October 5th 2009

Level 1, The Boardroom, Watermark Hotel,

3032 Gold Coast Highway, Surfers Paradise.

Chairperson: Jason Hayden

Present: Jason Hayden, Gay Robson, Ian Barfoot, Peter Strain, Peter Mark, Tessie Valderrama, Richard Patterson, Ken Ashbolt, Glenn Launerts, Carolyn Carter, Anita Brennan, Joy-Ann Fisher, Tony Sherington, Vera Moynihan, Di Fowler, Violetta Mengel, Simone Ault, Rhondda Iliffe, Annette Moon, Steve Davey, Lasha Davey, June Eadie, Leticia Vargas, April Turner, Jo Jones, Sandra Sutherland, Stephen Hughes, Steve Ciobo MP Moncrieff, Rebecca Bowen.

Apologies: Dawn Critchlow GCCC, Margaret Grummit, Ann Williams

President Jason Hayden welcomed everyone to the Annual General Meeting and asked that the

Minutes of the Annual General Meeting 2008 be read out by the Minutes Secretary, Dianne Fowler.

Minutes were duly read; Jason Hayden requested that the minutes be endorsed as a true and accurate record of the meeting and that the minutes be accepted.

Moved: Leticia Vargas, Seconded: Ken Ashbolt. CARRIED

Business Arising: Nil

Correspondence: Nil

President's Report:

Presented by Jason Hayden

Jason presented his Annual Report. He gave thanks to the Committee Members for their past year's wisdom, direction and vision to take Volunteering Gold Coast to the success that it is today. Jason reflected on the dedication of staff and the enjoyment of his time in office.

Treasurers Report:

Presented by Joy-Ann Fisher

Please read official report in Annual Report provided.

Moved: Joy-Ann Fisher Seconded: Leticia Vargas CARRIED

VGC General Manager's Report:

Presented by Richard Patterson

Thanks were given to the entire team of VGC who have taken on various challenges during the past year and have met all with great success.

Special mention for Transport Services, hard work and dedication of the team lead by Sandra Sutherland, they are now surpassing 100% of expected targets. VGC is privileged to announce that they have received 100% of the available transport funding from HACC in the new funding round.

Bundall Park & Ride has been secured for another 2 years and the associated funds have allowed the purchase of a 22 seater bus.

Youth – Queensland Education /Varsity Lakes Community Renewal Projects

Transport funding for youth projects has been received for the Transport Services from Education Queensland. Thanks to April Turner, her efforts resulted in the Varsity Good Neighbours Community Renewal Project being a great success.

VGC

Thanks given to Simone Ault for her work in the Financials / Accounting of VGC.

A successful year has seen the Performance Troupe, now Arts & Entertainment, grow and prosper. The talent and dedication of Ken Ashbolt and June Eadie, plus their supportive staff is shown in the innovative projects and the calibre of work they produce.

Thanks to Leticia Vargas and to the VGC Volunteer team.

Richard gave reflections on past staff who have moved on to successful careers, after starting out by volunteering for various projects during the past year.

*Moved: Peter Mark, Seconded Jason Hayden. **CARRIED***

Annual Report 2008-2009:

The Annual Report was tabled.

*Moved: Richard Patterson Seconded Jason Hayden. **CARRIED***

Election of Office Bearers; Facilitated by Peter Strain (Returning Officer)

Declaration that all positions become vacant.

Clarification of changes to the Constitution Policies & Procedures. It was indicated to all attendees that there had it had previously been possible for volunteer staff members to be elected to the Management Committee while paid staff members were ineligible to be elected. This meant that staff could be their own boss (on the Management Committee) and that staff members could ultimately manage the organisation's managers and co-ordinators while being under their supervision on a day-to-day basis.

The Management Committee amended this policy to ensure that no staff member, whether paid or volunteer, could be on staff and on the Committee. It was explained to attendee that any VGC volunteer was eligible to stand for the Committee but, in the event they were successful in being elected they would have to forgo their volunteer staff post. The Returning Officer for the electoral process explained this process for Nomination and Election to the meeting in detail.

Nominations for vacant positions of the Committee:

President: Jason Hayden

Nominated by Richard Patterson

Seconded by Leticia Vargas

Declared President 2009

There were two nominees for Vice President:

Peter Mark

Nominated by Richard Patterson

Seconded by Leticia Vargas

Steve Davey

Nominated by Leticia Vargas

Seconded by Vera Moynihan

Both nominees were asked to vacate the room while a show of hands for nominations was held.

Vote Taken: Peter Mark was declared Vice President 2009

Secretary: Stephen Hughes

Nominated by Leticia Vargas

Seconded by Richard Patterson

Declared Secretary 2009

Treasurer: Joy-Anne Fisher

Nominated by Jo Jones

Seconded by Sandra Sutherland

Declared Treasurer 2009

Committee Member Nominations:

Anita Brennan

Nominated by Richard Patterson

Seconded by Leticia Vargas

Declared Committee Member 2009

Tony Sherington

Nominated by Richard Patterson

Seconded by Leticia Vargas

Declared Committee Member 2009

Ian Barfoot

Nominated by Leticia Vargas

Seconded by Richard Patterson

Declared Committee member 2009

General Business:

Appointment of Auditor:

Jason Hayden moved that Don Dinneen be reappointed as the financial auditor for Volunteering Gold Coast for 2009.

Seconded: Ian Barfoot **CARRIED**

President Jason Hayden thanked all for participating in the election and welcomed the newly elected committee members to the Management Committee. Jason also invited all attendees to refreshments at the conclusion of the meeting

Meeting Closed 4.55pm.

Annual Report 2009 – 2010



Mission & Goals

VGC was created to bring a much needed service to the community and the not-for-profit sector. It has been established as the Gold Coast's only bridging organisation between other not-for-profit organisations and the community. We are dedicated to bringing quality service and awareness of social issues to our community by establishing relationships with not for profit organisations.

MISSION STATEMENT:

“Volunteering Gold Coast will develop and strengthen the community for the mutual benefit of the individual and the wider community.”

GOALS

- To support and enrich the community through the development of a strong volunteer sector.
- To create awareness of the contribution of volunteers to the Gold Coast community and to encourage the development of innovative and meaningful volunteer programs.
- To provide volunteer opportunities enhancing individuals and organisations enabling them to pursue their goals.
- To encourage partnerships with organisations to expand volunteering on the Gold Coast.
- To support events involving volunteers and supporting volunteering organisations.
- To undertake our funded program themes to the best of our ability.
- To provide training for volunteers & community orgs.
- To evaluate the standard of service on an annual basis.

By

- Providing a resource, consultancy and volunteer referral service to organizations.
- Educating, researching and informing the Gold Coast community through workshops, displays and newsletters about issues which impact on the volunteer sector.
- Networking across the broadest possible range including government, community and business.
- Promoting and facilitating collaboration with and between community and social institutions.
- Celebrating International Volunteers' Day, National Volunteers' Week and other suitable occasions.
- Seeking feedback from our funders and the community regarding our target achievements and the community's expectations.

Objectives, Values & Vision



OBJECTIVES:

- To create awareness of the contribution of volunteers to the community.
- To support and enrich the community through the development of a strong volunteer contribution.
- To provide volunteer opportunities that enriches the individual and enables them to pursue personal goals.
- To encourage partnerships with other organisations to expand volunteering on the Gold Coast.

We wish to achieve these by:

- Providing a resource consultancy and volunteer referral service to organisations.
- Educating, researching and informing the Gold Coast community through workshops, displays and newsletters about issues impacting on the volunteer sector.
- Networking across the broadest possible range including government, community and business.
- Promoting and facilitating collaboration with and between community and social institutions.
- Celebrating International Volunteers Day, International Volunteer manager's day, National Volunteer Week and other suitable occasions.

CORE VALUES:

- ◆ Integrity
- ◆ Respect for the individual
- ◆ Strive to exceed
- ◆ Seek out opportunities
- ◆ Take responsibility for outcomes
- ◆ Attention to detail
- ◆ Sense of urgency
- ◆ Persistence

VISION:

- ◆ to provide a centre of excellence for volunteer referral and resourcing, education & training
- ◆ to broaden the scope and quality of volunteer opportunities to the satisfaction of volunteers & organisations.
- ◆ to encourage best practice in volunteer management & governance for the sustainability of the community.
- ◆ to form collaborative partnerships to support ongoing business development
- ◆ to evaluate, on an annual basis, our own performance against our strategic plan

Staff Members



Management Committee

Jason Hayden – President

Peter Mark – Vice President

Stephen Hughes – Secretary

Joy Ann Fisher – Treasurer

Tony Sherington

Ian Barfoot

Anita Brennan

June Wells – Co-opted

Volunteering Services

April Turner

Ann (Anna) Thomas

Ann Williams

Annette Moon

Carol Cartan

Chantel Charchalis

Chris Ball

Di Fowler

Dianne Brown

Emma Trapski

Gay Robson

Glenn Launerts

Izabela Pecherzewska

Jack Fleming

Jodie Terry

John Muller

Ken Ashbolt

Kevin Patterson

Kylie Schodel

Lena Cooley

Lesley Watson

Lynn Mount

Mal Brazier

Marie Sayers

Michael Bradford

Nick Cunnah

Paul Veder

Peta Hoare

Peter Browne

Richard Patterson

Rhondda Iliffe

Roc Wall

Sally Eldridge

Sandra De Jong

Sarah Hornabrook

Sharon Schembri

Shine Jang

Simone Ault

Stef Cook

Stephanie Matravers

Szilvia Szilagyi-Farkas

Tegan Price

Tom De Jong

Vanessa Shea

Vera Moynihan

Vi Beddoe

Violette Mengel

Walter Smith

Wendy Sears

Wilma McDonald

Transport Services

Andrea Hewett	Jayne Browne	Ray Mitchell
Barry Brown	Jeff Drummey	Rob Brown
Bev Bath	Jeffrey Harper	Rob Gray
Bev Winders	Jim Drummond	Robert Goodwin
Bill Beedle	Jo Jones	Ron Tiedeman
Bill Clemens	Joanne Carseldine	Ros Ferguson
Bill Nott	John Dennett	Sandra Sutherland
Bill Steward	John Haywood	Scott Blake
Bob Clarke	John Hyman	Sharon Schneider
Brian Seager	John Whenuaroa	Terry Evans
Bruce Fay	John Willison	Terry Kelly
Col Billingham	Ken Glennie	Tessi Valderrama
David Binskin	Ken McKinnon	Therez McDonald
Lionel Boothey	Kerry Bowden	Tony Davies
Dawn Mitchell	Kerry Commens	Vince Balzan
Dee Richardson	Kevin Faulkner	Warren Paull
Denis Hutton	Kylie Lucas	Wendy Kelly
Dennis Fielding	Leslie Smith	
Fred Schaap	Linda Dubberley	
Garry Anderson	Malcolm Hill	
Geoff Heavener	Marlon McKee	
Geoff Richardson	Martin Linz	
Gerald Lowe	Michael Tetro	
Gina Mayo	Mike James	
Glen Arthur	Noel Schulz	
Graham Read	Pat Anderson	
Ian Findley	Paul Loughman	
Janette Hutton	Paula Milburn	

Achievements



Milestones in 2009-2010

- Successful celebration at Q1 held on National Volunteer Week May 2010.
- This year VGC has reached almost \$2million – increasing our turnover dramatically and we now have achieved more than six times the turnover we had 5 years ago!
- Successful International Volunteer Awards Ceremony with 550 people attending.
- Strong partnership with Watermark Hotel & Spa with greater volunteer support.
- Delivery of training programs each month and support from corporate trainers.
- Regular guest speaking roles by each of the VGC staff at various functions on the Gold Coast.
- VGC staff conducted regular lectures and information sessions for Griffith, Bond and Gold Coast TAFE.
- Beenleigh-Yatala Project & the Bundall Park 'n' Ride running with great success supporting workers to get to their places of employment.
- On-going recognition of the Gold Coast HACC Transport Consortium as a national best practice transport operation and Australia's only community transport consortium.
- Successful Seniors Week opening event attended by the Ambassador for Ageing.
- Successful "Golden Idol" talent search with exceptional talent showcased in the lead up to and during Seniors' Week.
- Appointment of additional staff (now 40+) in both Transport Services and Volunteering Gold Coast.
- More volunteers joining our dynamic team. (in excess of 70 volunteers)
- 5% growth in membership base VGC.
- 45% growth in business turnover.
- 5 years ago we had 4 paid staff and 12 volunteers – now over 40 paid staff and in excess of 70 volunteers.

President's Report



Jason Hayden

As they say, change is the only constant, and we certainly have our share of changes at Volunteering Gold Coast. The past twelve months have seen a number of changes in staff and structure and provided the management committee with many points of discussion.

It is a wonderful, challenging and humbling experience to be part of the management team at Volunteering Gold Coast, and as usual has proved full of challenges as we plan to protect the business we have through carrying out our obligations to funding bodies in an efficient, effective and meaningful way; as we look to take advantage of opportunities as they arise; and as we support Richard and team in their endeavours, as they deliver the best service they can to clients, customers, members and stakeholders.

An important item on the agenda for Volunteering Gold Coast for some time has been the structure of the business and the structure of the management team. We have made some progress in this, but as always have needed to be flexible and understanding when things that seem like a good idea don't always work out that way.

It has been wonderful to have Kylie join the management team early this year, and I know she has lifted quite a burden from Richard's shoulders and we look forward to seeing Kylie's input in the future. Richard continues to lead with vision and passion, and for this the management committee is grateful.

Our team at Volunteering Gold Coast is made up of many and varied people and it takes every person's individual and unique input to make our organisation what it is, and for that we thank you all. The Transport Services continue to meet current targets and then rise to the challenge when those targets are raised – fantastic work! The Arts and Entertainment troupe has delivered various acts and in particular the Golden Idol competition, which is greatly received and supported.

It is with mixed emotions we farewell Leticia Vargas, who has been a wonderful asset to Volunteering Gold Coast but has now decided to move on. Well done Leticia and on behalf of the management committee, I wish you all the best in your new venture.

All the work done by Volunteering Gold Coast would not happen without our funding bodies and the good relationships we enjoy with them. Thank you to June Wells, for her approachability and guidance, to HACC in general - although we won't mention timing there – to the Gold Coast City Council for the support they give us and the faith they show in us, and our other funding bodies, that enable us to be a positive influence in the community.

I would also like to personally thank my fellow management committee members, who give up their time and freely offer their guidance and expertise as we look to continually improve Volunteering Gold Coast and the services we offer.

Well done to all in 2010, and I look forward to seeing what 2011 brings us!

Jason Hayden

Managers' Report



Richard Patterson - Kylie Schodel

This financial year has seen further developments and recognition for Volunteering Gold Coast in all 3 key business areas – transport services, arts and entertainment services and volunteering services. We continue to develop our reputation and we have increased our funding through growth funds and discretionary projects from funding bodies. There are numerous areas that we believe have made us such a successful organisation in the 2009 /10 financial year – we have developed a highly committed, dedicated and capable staff of approx 120 people who have shared our vision and business goals. We continue to have excellent leadership from the Management Committee as well as the co-ordinators at the Transport office, the Arts and Entertainment Services the Volunteering Services and staff within the administration team. We are excelling in working in areas that are at the forefront of the not-for-profit sector. This includes the HACC Transport Consortium, the A and E area and we are now the largest volunteer resource centre in Australia.

Achievements

There has once again been some stand out highlights across our organisation (please don't forget to look at the major achievements of VGC in the Annual Report):

- Outstanding work by the Transport Services and the HACC Gold Coast Transport Consortium - still the only community transport consortium of its type in Australia. We have been paid a massive compliment securing two additional amounts of funding that have seen our HACC Trips targets increased from 32,000 to 81,000.
- We secured the Bundall Park and Ride Shuttle Service – carrying workers in the CBD in a project funded by Gold Coast City Council. We have had substantial increases in our outputs and we have secured each area of business.
- A jewel in our crown was undoubtedly the Cancer Patient Service with 3 buses being donated by GCCC and supporters of Monique Clarke – the Mayor's daughter who was herself a victim of cancer.
- The Yatala Workers Shuttle bus service is now supported by the DEEDI, the Westpac Bank and Volunteering Gold Coast. This service supports workers travelling to the industrial areas in Beenleigh, Yatala and Eagleby.
- Work with Alternate Education Providers, Miami High School, TAFE colleges, universities and other education facilities have assisted high school and tertiary students.
- A fifth excellent audit outcome in a row! Simone Ault, our Treasurer Joy-Anne Fisher, Ian Barfoot and other members of the Finance Sub-Committee are to be commended on their sound work – our projects and programs have grown by around substantially and managing the budget has been a continual challenge, especially with funding coming front left and right throughout the year!
- Continued recognition from FaHCSIA, HACC, Gold Coast City Council, DEEDI and Education Queensland has focused on our work in community development and volunteering.
- Volunteering services and the marketing and promotion of VGC have continued to build and grow. This has seen VGC attract some high quality staff to work and promotions.
- Extremely good links have been maintained with all 3 levels of government – with the Federal, State and Local governments all providing funding to us in the last year.
- Approved provider for the Golden Guru program from Department of Education Employment Workplace Relations (DEEWR).

Business Development

Business development continues as well focus on our Strategic Plan. We have terrific support from our funding bodies that have assisted us with both our Strategic Plan and our Marketing Plan. These plans and our budget have enabled us to speculate and pursue our eight themes of business. At this time we continue with success in five of our areas of business development. We wish to both thank and congratulate the Management Committee for their vision, commitment and dedication in the areas of business development. It is one thing to have ideas and intent it is another thing to bring ideas to reality – those who have witnessed our Management Committee’s work are unanimous in their praise for their work – we are blessed!

Funding partners who we wish to thank include:

- Queensland Health (Home and Community Care) – State Government
- Family, Housing, Community and Indigenous Affairs (FaHCSIA) – Federal Government
- Gold Coast City Council - Local Government
- Education Queensland
- DEEDI
- We would also like to thank our 340 member organisations who have shared our vision. Their support is invaluable.

Finally, and importantly, we would like to thank all of the wonderful staff across all of the services at Volunteering Gold Coast – in Volunteering Services, Transport Services and Arts and Entertainment Services as well as the Management Committee. Everyone has dedicated their time and ability which has embellished our capacity to deliver quality programs and projects onto the Gold Coast. I have not singled out any staff member or Management Committee member as I believe we have been blessed with a team in which every member contributes equally their skills, knowledge and enthusiasm to create the dynamic synergy of Volunteering Gold Coast.

As the Business Manager, new to the organization this year, it is an extreme delight to be welcomed into the team. It gives me immense satisfaction and enjoyment to contribute to the wider community, working with a talented, dedicated and passionate team.

As the VGC General Manager I have been extremely lucky to more than 120 staff who share our plans. Over the last five years we have grown from a paid staff of four to 46 and a volunteer team of 15 to a total of 70 volunteers - located in two locations – Tugun and Surfers Paradise. It is also worth noting that the last five years has also seen us move from a turnover of \$300,000 to in excess of \$2million. The challenges and changes that has become part of our daily business are certain to continue to challenge us into 2011!

Richard Patterson

and

Kylie Schodel



Leticia Vargas

Volunteering Services Report

We are certainly blessed and feel so honoured in managing such a wonderful team. We have continued to deliver services to a very high standard. We can't thank staff enough for their positive attitude and insight into the outputs of the business. We have seen VGC emerging into a more professional and efficient organisation thanks to the fantastic volunteer and paid staff.

Recently we have seen the development of a new orientation manual and program thanks to Susan Solakovic who has done an induction of volunteers in the new program. We are also pleased to have new systems and procedures put into place as we have seen our customers serviced to greater levels.

We have forged greater connections with our member organisations and many of them come in for visits throughout the year. We have developed a Membership Team that has helped with maintaining relevant and current information on our members. The Volunteer Managers' Network Meetings have seen an increase in attendance since the introduction of guest speakers.

The database has proved to be a great asset as we have been able to adjust it to suit our needs and have been able to make intricate changes which help with reporting and statistics. We have also been very fortunate to have Russell Moran on the team and he has developed a database that is specific to events and has been very useful to the Arts & Entertainment Services.

We have also had a very dedicated and wonderful team of volunteers who time and again have put up their hands to man the various stalls we have had around the Gold Coast - a special thanks to the "V – Team" for going above and beyond the call of duty! This has been great as we have participated in 12 events, providing information booths that have allowed us to reach a larger audience. We have new volunteers with different skills sets which has enriched our team to no end. The whole team has done a magnificent job this past year. A massive "thank you" to all of them! Thank you for your dedication, enthusiasm and loyalty. The "family" atmosphere you create is highly regarded by new staff and it is for this reason that we have been able to make a mark on our community.

There has been a greater than expected increase in memberships this past year. We have received new organisation memberships (does not include individual memberships), bringing our membership base to 332.

Marketing report

There was a high level of success in the promotions, marketing and resource centre area for VGC in the 2009-2010 period. We have found that people from all sectors were more aware of VGC and our services and were keen to support and link in with us. We have gained a few very valuable partners and achieved greater recognition for members of the VGC team that has been a great inspiration to us all. We have been approached to take on extra projects by various partners including council and local government departments. We have gained a reputation as a "go to" team and we have reached the status as a leading authority on volunteering.

SUCSESSES IN 2009 – 2010

EVENTS: The events that we ran were very successful and we have formed many valuable alliances with an array of sponsors who continue to support us to date. I would like to thank the Arts and Entertainment Services for the very professional and hugely successful events they have organised this year which brought VGC recognition. We were also able to attract more public support and member organisations from the events we ran during the last year. The International Volunteers' Day Awards were enjoyed by all and we were thrilled that The Federal Government saw it as a leading event in the volunteering community and approached us to launch their Golden Gurus Program at our IV Day Awards. This year we tried something a little different for National Volunteers Week and this was which was very successful - we held an appreciation event for our volunteers at Qdeck. This was a considerable investment for the organisation but it has paid off in being able to show VGC's appreciation to the volunteers that are the backbone of the organisation.

ALLIANCE WITH MEDIA: This continues to improve each year with continuing support from the Gold Coast Sun Newspaper. They were a major media sponsor of the International Volunteers' Day event running editorials for the lead up to the event and also after the event. Hot Tomato and Gold FM have also been great support and they have responded to all press releases we have sent out. We have had quite a number of articles in the local paper in three areas of business, TS, ET & VGC. A huge thanks to Liezl Reinecke who joined the team, initially as a volunteer, and then transposed into a full time paid role. She proved to be a wonderful asset and fitted in with the team before leaving to take up a post at Bond Uni.

PARTNERSHIPS: The parties that would be involved in this are; Job Services Australia Providers, Centrelinks, Members of Parliament, Sponsors, Businesses, media, Councillors & community organizations. This has proved to be vital in our activities last year and we need to continue to initiate and maintain these partnerships in greater measure this year. Forming these partnerships and relationships will open up areas for us that otherwise we would not normally access.

EVENTS, EXPO'S: We have proved that we have the capability to run very professional and successful events and are seen as the leader in organising community events, not only in the promotion of volunteering as a whole, but also to support our member organisations.

TRAINING: there has been an increase this year in training attendance and we put this down to the fact the we have had a few different workshops we have offered and also that we have had the membership officers follow-up with our organisations. We have also been active in contacting the organizations in regard to the array of services we offer. This has occurred through the new initiative implemented this year – the membership officers. The uptake and popularity of training has also been driven by the addition of the Colour Spectrum training and in this regard a huge thank you to John Muller for his dedication and enthusiasm in introducing the Colour Spectrum workshops. These sessions proved to be greatly popular in bringing much acclaim to VGC.

Both the Volunteering Services and the Marketing team look forward to the challenges that lie ahead for us in 2010!

Leticia Vargas



Simone Ault

Financial Report

Yet again we find ourselves at the end of another successful financial year! As in previous years, the growth of the organisation has far surpassed the expectations of us all! As well as continuing our existing services with our main funding body, Disability Services Queensland (HACC). We also feel very fortunate to continue the projects and services with our other wonderful contributors; FaHCSIA, Gold Coast City Council, DEIR, EID&I and Education Queensland, to name but a few!

The invaluable funding has allowed Volunteering Gold Coast to provide Volunteer Recruitment, Training & Placement, Community Events, and Transportation to many members of the Gold Coast and extended Community. In addition it has also enabled VGC to provide and manage projects such as the Yatala Work Initiative Bus, Cancer Patients Bus, Golden Idol Talent Quest, Q150 and Eat Well Be Active Program.

Thus giving us the opportunity to provide services to a greater number of deserving people, and give a broader spectrum of projects and services - extending beyond the core services previously provided by Volunteering Gold Coast. On the financial front, as you can imagine it has been very busy! As the projects keep coming in, so does the workload! To make sure that we maintain and continue to improve our accounting acumen, we have appointed a new staff member to the Accounts Department. Sarah Hornabrook our Accounts Assistant, joined Volunteering Gold Coast in January of this year, and has proved herself to be a very diligent and integral member of our team. I would like to make a special thanks to Sarah, as without her assistance during this time, my sanity certainly would have been compromised! As in previous years, I will not bore you all with all the details of the year that was. Instead I have provided a snapshot of key elements that you may find interesting:

Synopsis of the year that was.....

- The total income for 2009-2010 was nearly \$1.9M. That is an increase in over 40% from the previous financial year!
- Of that funding over \$1.2M was state funding which is 63%, Local Funding 11%, Federal Funding 4%.
- Total paid staff for 2009-2010 was 44. Up over 30% for last year - and this does not take into account the wonderful volunteers that donate their time and services!
- Our General Ledger has been given a "facelift" and is now inline with the "Not for Profit" accounts that is used by major government bodies.
- We now have a staggering 18 vehicles in the Volunteering Gold Coast Fleet!
- Many employees are now taking advantage of the CBB Salary Sacrifice opportunity, offered only to employees of the "Not for Profit" Sector!

Please take a moment to view the following audit report and financial statements for a more detailed account of the 2009-2010 financial year. Thanks to all the brilliant staff, volunteers, management committee, funding partners and general community, because without all their hard work, support and smiles, we could not have achieved the positive and successful result that we did! Here's to another successful financial year and exciting future!

Simone Ault - Financial Administrator



Sandra Sutherland

Transport Services Report

Volunteering Gold Coast Transport Services.

It's hard to believe that Transport Services team has increased from 39 staff and drivers in 2009 to 71 in 2010. I recall in last year's report saying that we were "*building an empire*", well, it certainly looks like we are heading in the right direction! The growth in administration staff has made it necessary to take up additional office space in the adjoining office next door. Some days we have 10 people working in the office! I am very proud of the services that our wonderful drivers and staff are providing.

Our fleet of vehicles has also doubled from last year to 17 vehicles, all being used to full capacity to keep up with the demand for transport. The average number of kilometres travelled each week for these vehicles is in excess of 14,000.

Our new HACC targets for the **Gold Coast Transport Consortium** are HUGE! Although we have not yet reached them we are positive that with consultation, networking between members and hard work, we will come close. Apr-Jun 2010 client numbers achieved were 1180 (target 1423) and trips achieved 13,220 (target 16729).

Our community circuit services continue to be a huge success with at least 7 vehicles operating on a daily basis to get clients out and about and to appointments. Social group outings to various destinations for clients are also proving a big success. We regularly receive thank you letters from clients wishing to express their gratitude to our drivers. Most of our clients would not be able to access community services would be socially isolated if these services were not available to them. It is very rewarding for everyone in the team when one of these thank you cards or letters comes into our office.

Driver training sessions are now being held on a monthly basis due to the increased 'drivers pool'. Individual driver assessments are now in place for all drivers. Consortium members are also utilising VGC drivers when their own drivers are on leave or if they are short of volunteer drivers. We now have 51 male drivers and 10 female drivers.

Our profile continues to grow within the community and our branded vehicles are now being widely recognised throughout the Gold Coast. We were honoured to be approached by The Gold Coast Mayor (GCCC) to provide the new **Cancer Treatment Transport Service** which commenced late Dec 09. This service commenced with one vehicle "Monique's Bus" to transport people who were having difficulty accessing their oncology departments for treatment. This service has also increased due to two more vehicles being purchased through additional fund raising events and donations. We now have Monique 1, 2 & 3 vehicles providing this much needed service. We currently have 196 people registered for this service. *Launch and blessing of the 2 additional buses held 29th July at Budds beach. Press release was produced by GCCC' Robyn Holland on the additional services.*

The Council Cab Shopping service continues to transport between 70-80 people each Thursday to their local shopping centre. Most of these clients are using our community circuit service to assist them to get out and about on other days including weekends.

The **Yatala Workers Shuttle** received \$5,000 funding from Westpac Bank. The signage was changed on the bus to 'Westpac Workers Shuttle. A special thanks to Ken Glennie (afternoon driver) who has been driving the shuttle bus since it started for filling in whilst we had our morning driver on sick leave.

Welcome also to Paula Milburn who has commenced the morning shift on this service, replacing Ernie Wiese who resigned last month. This service is providing transport to approximately 60 people each day enabling them to get to their employers in the Yatala Industrial area. *Press release in Albert and Logan Newspaper 23rd June on Westpac's funding towards the shuttle service.*

The **Bundall Park N Ride** Shuttle buses transport approx 2140 people per month. VGC purchased a 21 seater coaster to provide the am shuttle. This bus is also being used for social outings for community groups, HACC transport and bus brokerage.

Students continue to be assisted with bus passes to access alternative educational facilities though **Ed Queensland** funding. Positive Learning Centre, Scisco and Ridgeway TAFE accessing travel passes at present. Schools/ PCYC 's also use our drivers to assist them in transporting students to educational trips or recreational outings.

I don't think I need to list our achievements over the past year as the services provided by our wonderful drivers and staff speaks for itself. We assist many community groups and organisations on the Gold Coast to get their members, clients and carers to various destinations on the Gold Coast. We will continue to support our community members who are transport disadvantaged and make their journey with our services as comfortable and pleasurable as possible though our dedicated volunteer and paid drivers.

I feel honoured to work with a great team of professional staff, volunteers and drivers. Each one of you contributes so much to make this service a success. I thank you all for your continued dedication to VGC Transport Services and look forward to working with you all in 2011.

A special thank you to Richard, The Management Committee, June Wells and Josephine Jones for their encouragement and tremendous support over the past year.

Sandra Sutherland

Ken Ashbolt



Arts & Entertainment Services Report



The Arts and Entertainment Services has again enjoyed a successful year. We have had on-going bookings to community organizations and events throughout the year with performers promoting VGC on a weekly basis. We have also had excellent concerts at Christmas, for National Volunteers' Week, International Volunteers' Day, Seniors' Week and for the VGC Christmas party.

We have also had two terrific Golden Idol events – in 2009 and 2010, with wonderful support from Cr Dawn Critchlow, GCCC and great attendances from the Gold Coast community. Up to 600 people attended these events over the 3 Heats and Grand Final which was also the launch of Seniors Week celebrations on the Gold Coast in 2010. Mayor Ron Clarke officially opened the proceedings with guest speakers John Paul Langbroek LNP Leader, June Wells, HACC Area Manager, and Ambassador for Ageing, actor & comedienne, Noeline Brown.

The Prim Hill Award for outstanding community work was held in association with the Seniors Week Committee. This award was presented to Marianne Gevers. This linked the official opening with the Grand Final and created a bigger picture atmosphere. We anticipate that this will continue next year as the Golden Idol is now an important event on the Seniors Week calendar. It also needs to be noted that there are three funding applications for 2011 events being processed by the relevant funding bodies - some of these relate to Seniors' Week in 2011!

VOICES IN HARMONY CHOIR (SINGING WORKSHOP)

This was a project initiated by Arts & Entertainment to try and support Transport Services clients who are over 50's. Unfortunately this did not reap the levels of support we had hoped for and we resorted to other avenues to include the general public.

Rehearsals were held over 15 weeks culminating in a very successful concert. A questionnaire was introduced to initiate a general research project which would be pertinent to this event for the Gold Coast. The Arts & Entertainment department is totally run by volunteers as funding is not available to continue June Eadie's Booking Officer role.

The department has excellent volunteers in terms of staffing consisting of a graphic artist, web designer, media executive, plus other folk with terrific skills - which is why we have been successful in creating, developing and presenting a range of events. I have been very fortunate to have such a dedicated team to support myself and the A & E projects and I feel very fortunate to be able to have such a terrific role in support the volunteering cause on the Gold Coast through a terrific group of entertainers. We look forward to the year ahead!

Ken Ashbolt