Advancing volunteering for Queensland’s well-being

We are the lead voice for volunteering in Queensland supporting this vital industry to thrive. As the state peak body we are solely dedicated to advancing and promoting volunteering.

Vision
Strong, connected communities through volunteering

Mission
To advance volunteering for Queensland’s economic, social, cultural and environmental well-being

Values
We operate with integrity and commit to being:

- Inclusive
- Collaborative
- Innovative
- Compassionate

Our guiding principles

- We place volunteers and volunteer-involving organisations at the heart of everything we do.
- We belong to a network of national, state and territory volunteering peak bodies, volunteer resource centres and local hubs to lead a thriving and sustainable volunteering movement.
- We encourage diversity in volunteering and value the unique volunteering contribution of all Queenslanders.
- We recognise Aboriginal and Torres Strait Islander peoples as the traditional custodians of this land we share.
- We work collaboratively with industry partners, government, business and the community to deliver the best whole-of-system solutions and provide industry leadership.
- We believe in the power of volunteering to transform individuals, organisations and communities for the better.
AS PATRON OF Volunteering Queensland and Governor of this State, I am proud to acknowledge the achievements of this important organisation over the past 12 months.

It has been an eventful year with the appointment of Mara Basanovic as the new CEO in January, relocation to a more modern office space, and development of a new logo to strengthen the Volunteering Queensland brand.

The year has also seen a continued focus on the strategic goals which drive the organisation – helping the sector and individual organisations to maximise the contribution and impact of volunteering, encouraging more Queenslanders to become volunteers, and building a culture that values volunteers and volunteering.

The statistics for 2015–2016 are impressive – almost 10,000 new volunteers registered during the year; training and development programs offered to over 1,400 participants; and more than 2,000 Year 11 and 12 students in over 50 schools joining the ‘Students As Active Volunteers Initiative’.

At the same time, the focus has continued on advocacy and on collaborating with higher education and other research institutions to build industry skills and capacity, and to develop more meaningful and rewarding volunteering opportunities.

Other initiatives with a demonstrable impact included the creation of an ambassadors program and the Queensland Volunteering Awards to help promote volunteering, as well as greater use of digital technology to improve both outreach and impact.

Volunteering does indeed have the power to transform the lives of individuals, organisations and communities and I congratulate Volunteering Queensland on another successful year in pursuit of this inspiring goal.

His Excellency the Honourable Paul de Jersey AC QC
Governor of Queensland
Leading the way

President’s Message

THIS PAST YEAR we have taken big steps towards positively transforming Volunteering Queensland and volunteering support services across Queensland. This transformation impacts how volunteering is valued and sustained and how it will grow. It has influenced how we go about our business to engage, connect with and better serve our sector and community. We recognise that it is imperative that the efforts and contribution of volunteers and volunteer-involving organisations are adequately supported for through volunteering our economy benefits, lives change, communities succeed and our state prospers.

At Volunteering Queensland it is the dedication of our people and members that gives us the strength to lead and advocate for the development and growth of volunteering. The depth of experience and talent they each bring and contribute is central to our achievements and to our vision for a shared prosperous future through volunteering. My gratitude and thanks are extended to my fellow Board members and to the extraordinary team led by CEO Mara Basanovic. All contribute above and beyond to enable Volunteering Queensland to be the best it can be. Each time I step into the office and boardroom of Volunteering Queensland I am in awe of the dedication and enthusiasm demonstrated by the Board and team. It is truly infectious and their commitment to serving the sector and community through the inclusive power of volunteering is unwavering. It has been a privilege to work with such a giving team infused with the spirit of service, integrity, respect, love and joy for others, for the community and for volunteering.

I also extend collective thanks to our member organisations, to our state, federal and local governments, to our partners and supporters and to Queensland’s amazing volunteers who whom I say – we are because you are.

As I retire from the Board, I have confidence that by continuing to work together, the challenges of contemporary volunteering can be overcome and the successes built upon and celebrated, creating a stronger, connected Queensland.

Ross Wiseman AM
President

CEO’s Message

SINCE MY ARRIVAL in January this year we at Volunteering Queensland have been reflecting on, reviewing and indeed celebrating our remarkable journey and place as Queensland’s peak body for volunteering and the many diverse volunteers and organisations that contribute to the betterment of life in Queensland through their voluntary endeavours.

We salute all volunteers and groups that touch, sustain, strengthen and give purpose to the lives of Queenslanders in myriad of ways and ponder the question, “where would our community, economy and environment be without volunteers?”

Valuing the power of partnership, we constantly strive to work collaboratively and build on the synergies and passion we share with our members, government, community and business. By working together we can develop and grow volunteering for the benefit of the state and community.

For me, it is a pleasure and a privilege to be a part of the Volunteering Queensland family. I commend the dedication, vision and hard work of our Board, staff and wonderful volunteers. I extend special thanks and a fond farewell to outgoing President, Ross Wiseman AM, who has been and inspirational contributor to the success of Volunteering Queensland. Ross’ generosity, support and wisdom will always be remembered and appreciated.

Much has been achieved these past months and a lot still needs to be done. We look forward to continuing to serve our industry, community and state and spreading the important message that volunteering is worthy of attention. Without investment this extraordinary expression of giving and humanity will not achieve its full potential. We all have something to give – let’s continue to give together.

Mara Basanovic
Chief Executive Officer
Meet our Board and CEO

ROSS WISEMAN AM
President

DAMIEN EDMONDS
Vice President

ROSS MORGAN
Vice President

MARA BASANOVIC
Chief Executive Officer

JULIE-ANNE MEE JP
Treasurer and Secretary

BRETT JOHNSON
Director

CARLTON MEYN
Director
Our work

Enable
volunteer-involving organisations to maximise volunteer contribution

Built industry capacity to implement good practice in volunteer management

We ensured continual improvement of volunteer programs through training opportunities that delivered:

— 60+ industry training and professional development sessions to 1,400+ participants. We are a RTO (#6020) committed to sharing good practice and helping industry navigate the complexities of contemporary volunteering.

— Updated training packages and units in response to feedback from students and trainers and to meet new regulated requirements.

— Accredited training to 10 managers of volunteers in Brisbane. Course changes were well received and provided participants valuable skills in the recruitment, retention and recognition of volunteers in a fast-changing environment.

— A Leading Volunteers Masterclass exploring leadership theory, strategies and practice to 50 managers of volunteers. The masterclass focused on tools for managing change in volunteer programs and for measuring impact that goes beyond economic valuing.

— Brisbane City Council Catchment Capacity Building training to develop catchment officer skills in capacity building. Focus was on developing approaches to determine group needs and consider qualitative methods to measure impact. Strategies to extend the work of catchment groups through student volunteer engagement were explored.

— A variety of professional development, conference, forum and community presentations that covered recruiting and retaining volunteers, governance and risk management.

We encouraged uptake of the National Standards for Volunteer Involvement

— Promoted the standards as the best practice framework for: leadership and management; commitment to volunteer involvement; volunteer roles; recruitment and selection; support and development; workplace safety and well-being; volunteer recognition; quality management and continuous improvement.

We provided consultation on volunteer management issues through our helpdesk and online support

Delivered leading-edge initiatives that meet the diverse needs of our industry

We delivered accredited training for the volunteer workforce

— Expanded delivery our Students As Active Volunteers Initiative (SAAVI) to more than 50 schools and 2,000+ students. The initiative works in collaboration with secondary schools, special schools and alternate training programs to support year 11 and 12 students to undertake nationally recognised qualifications in active volunteering. Students complete units to gain credit towards their Queensland Certificate of Education, and develop valuable workplace knowledge and employability skills through a volunteer placement.
with a volunteer-involving organisation of their choice. The initiative sees students such as 17 year old Phillip, from Everton Park State High School help with a major garden renovation at a local PCYC, and Chantelle, a year 12 student at Parklands Christian College, prepare a meal for elderly local residents. Our work helps build the next generation of volunteers. Research shows that those who volunteer at a young age, continue to do so throughout their life – increasing the sustainability of volunteer programs and much needed services and the contribution of volunteers to the economic, social, cultural and environmental well-being of the state.

We provided specialist volunteer programs that address current and emerging trends

— Supported communities impacted by disasters and emergencies through our Emergency Volunteering CREW (EV CREW) volunteer referral service. We take registrations year-round from everyday Australians who we can then mobilise when disaster response agencies require help. EV CREW was activated to support Tablelands Regional Council to manage the influx of volunteer offers after the Ravenshoe Café explosion. EV CREW regularly supports local councils with key messaging around volunteering. This year saw continued national roll-out of this service with launches of EV CREW in Tasmania and Victoria.

— Continued to deliver event volunteer management for Brisbane City Council’s Homeless Connect – a day that connects homeless guests to vital services. Guests accessed health checks, haircuts, donations, and employment, legal, government and housing services. We provided recruitment, training and orientation, management and evaluation for two events involving 600+ volunteers. Volunteers supported guests to attain extraordinary outcomes including the sharing of experiences, friendship and connection; 1,900+ health appointments; 4,800+ service provider visits; and 4,500+ meals.

We held networking events and meetings that brought our industry together around common goals and issues

— Held nine Volunteer Manager Network Meetings for 200 participants. Established networks in new locations of Toowoomba and Wynnum. Continued network support in Brisbane and Logan. Topics for discussion included embracing change, building the profile and influence of volunteer managers, meeting best practice standards, contemporary management, and sharing stories of accomplishments. Conducted needs analysis to identify issues and challenges in regional Queensland and to set direction for developing local support networks in the regions.

Collaborated on opportunities to improve the performance of our industry

We engaged in initiatives to help industry to transform and to resource and deliver effective programs, systems and infrastructure

This training gave me an understanding which has assisted me to manage my workload and recruit volunteers into roles with meaningful tasks

PARTICIPANT
Certificate IV in Coordination of volunteer programs
— Completed the Community Commons project in Central Queensland, funded by the Queensland Community Foundation. Designed to connect and strengthen local community groups through collaboration in order to achieve greater service delivery capacity and to maximise funding opportunities. Delivered in partnership with the Coalition of Community Boards and the Mackay based Regional Social Development Centre.

— Developed and delivered a co-design approach to citizen engagement for the Logan Together project action groups. Assisting groups to deepen engagement and support community in co-creation, co-implementation and co-evaluation. Logan Together is a long term, whole of community effort to create the best life opportunities for every child in Logan. It utilises collective impact – a new collaborative approach to working across the community, service organisations and government with a focus on a shared vision and shared measurement systems.

We delivered and partnered on various training to build industry skills

— Facilitated the Changemaker Program with QUT. A unique collaboration which supported ten students over 12 months to take an innovative idea delivering social justice impact and make it a reality. The projects ranged across a variety of volunteering sectors including refugee advocacy, indigenous constitutional recognition, youth mentoring, health promotion and environmental advocacy.

— Delivered training to QUT Leadership, Development and Innovation Program students on managing successful clubs and societies, active citizenship, resilient leadership and theory of social change.

— Partnered to deliver a four day training institute retreat to develop 60 QUT student volunteers exploring approaches to working with complexity and otherness, with a focus on community impact.

— Held Building Community Resilience Sessions to increase awareness of local disaster resilience.
and preparedness information and encourage action by individuals and their families. Delivered to 50 people from five diverse community groups.

— Facilitated the Disaster Resilience Leadership Project providing training for local leaders to expand their understanding of community resilience, build their leadership capacity, strengthen their networks and develop action plans for change. Delivered to New South Wales communities in Byron Bay, Grafton and Lismore.

— Supported Volunteering Australia’s National Volunteering Conference in April 2016. The conference saw 700+ volunteering leaders, practitioners, researchers and policy contributors meet to advance volunteering. Each gaining new skills, sharing innovative programs and practices connecting with subject matter experts. We presented on the Economic, Social and Cultural Value of Volunteering and Changing landscape of disaster volunteering and an innovative response from Queensland. We supported the Department of Social Services funded inclusive scholarships for the conference. This provided an opportunity for four managers of volunteers to attend the conference. All benefited from the conference knowledge and ideas sharing and reported that they were able to take these back and apply learnings in their organisations.

We maintained constructive, collaborative relationships with national, state and territory peak bodies, volunteer resource centres and hubs to maximise reach and impact for improving the performance of our industry.
Inspire
more Queenslanders to volunteer

Built industry capacity to deliver meaningful, inclusive, impactful volunteering opportunities

We provided expert advice to industry on developing appealing volunteering opportunities

— Supported 6,000+ organisation requests for expert advice, covering adaption of their volunteer programs to meet changing volunteer preferences, motivations and patterns, development of quality, meaningful, rewarding opportunities.

— Achieved 1.26+ million page-views and 300,000+ website visits from interested volunteers and industry members.

Guided existing and potential volunteers into meaningful rewarding opportunities

We encouraged industry and volunteers to embrace technology to achieve beneficial outcomes

— Welcomed 184 new member organisations seeking to list their volunteering opportunities on our volunteer recruitment platform.

— Registered 9,700+ new volunteers keen to make a difference.

— Supported 16,000+ volunteer applications for online listed opportunities.

We provided advice and resources to interested volunteers through a helpdesk, online and in the community

— Assisted 32,000+ individuals towards volunteering by providing advice face-to-face, via phone, email, social media and at events.

Promoted the value of volunteering and inspired potential volunteers

Appointed Queensland Volunteer Ambassadors to champion volunteering

— Volunteer Ambassador, Diane Morgan shared her wisdom for maintaining sustainable and vibrant volunteer programs at many networking events. Diane has devoted her life to volunteering with leadership roles in local, national and international volunteer associations.

— Volunteer Ambassador, David Ham OAM provided a moving speech at the inaugural Queensland Volunteering Awards. David volunteered with Volunteering Queensland as a skilled volunteer in human resource development for over 10 years. David has selflessly donated his services across many community organisations.

Implemented marketing activities to enhance awareness and perceptions of volunteering

— Increased newsletter subscriptions to 3,000+ and social media subscribers to 9,000+.

— Shared inspiring stories of volunteers with media, through an awards program and on our website.

— Promoted volunteer opportunities through social media and direct email.

— Attended regular community events, including festivals, special day celebrations, expos and disaster preparedness days.

— Led delivery of high-profile initiative, National Student Volunteer Week in August, 2015, to encourage university students to engage in
volunteering. The week saw 20+ education institutions participate and involved many thousands of students in expos, workshops, panel discussions, hands-on community volunteering activities, mentoring, leadership development and networking sessions where they could inspire, learn about and share their volunteering experiences, issues, impact and aspiration. A team of enthusiastic student volunteers based out of Volunteering Queensland led this initiative, developing a bank of ideas, producing resources for education and promotion and building relationships with universities and stakeholders.

**Collaborated on innovation that effectively engages more volunteers**

**We introduced new models of local, place-based service delivery**

— With support provided by the Brisbane City Council, we established a new *Wynnum Volunteering Hub* at the Wynnum Community Centre to develop and grow volunteering in the area.

— Made progress in the redevelopment of a new *Logan Volunteering Hub*.

**We enhanced volunteer matching digital platforms and apps**

— Launched new easily accessible *Volunteering Queensland* and *Emergency Volunteering* websites with improved design and mobile friendliness.

— Prepared ourselves and our member organisations for integration with the national digital platform, *VIKTOR Online*, providing a shared, standardised quality service for volunteer recruitment and management.

— Supported and promoted the national *GoVolunteer App* – a tool designed to maximise and promote volunteer participation by engaging with existing and potential volunteers in a new way – through a volunteer self-managed profile.

— Continued development of an online training packages for spontaneous and emergency volunteering.
Increase the impact of the volunteering sector

Engaged in advocacy and policy development that represents the best interests of our sector

We maintained positive, transparent relationships with government and key stakeholders and represented our industry as the voice of volunteering on a number of key committees

State
- State Human and Social Recovery Committee – Department of Communities, Child Safety and Disability Services.
- Emergency Services Volunteer Strategy Advisory Committee – Queensland Fire and Emergency Services.
- Commonwealth Games Volunteer Engagement Advisory Committee.

National
- Volunteering Australia Board.
- National State and Territory Volunteer Centres CEO Network.
- Definition of Volunteering Working Group.
- National Standards for Volunteer Involvement Steering Committee.
- Volunteering Australia’s Planning and Strategies Committee.
- Spontaneous Non-traditional Volunteer Handbook Steering Committee.

International
- International Association for Volunteer Effort (IAVE) Australian National Volunteer Centre Representative.
- Network of National Volunteer Centres Australian Representative.
- International Association for Volunteer Effort (IAVE) Corporate Volunteer Response to the Refugee Crisis Forum Australian Representative.

Influenced policy that drives beneficial outcomes for volunteering through advice, consultation and submissions

- National Strategy for Spontaneous Volunteering.
- International Association for Volunteer Effort (IAVE) National Leadership for Volunteering.
- Spontaneous Volunteers Outcome Framework.
- National Capabilities Roadmap.
- Bushfire and Natural Hazard CRC consultation for Non-traditional Volunteering and Out of Uniform Project.

Advocated on key issues using a collective voice

- Promoted the revised Volunteering Australia Definition of Volunteering – detailing what constitutes volunteering in contemporary society.
- Promoted the revised National Standards for Volunteer Involvement – reflecting good practice in the contemporary Australian volunteering environment.
- Supported the national Vote for Volunteering campaign in the lead up to 2016 Federal Election – a national strategy to raise awareness of the challenges faced by the volunteering sector.
The campaign gained the support of 33 House of Representative candidates and 26 Senate candidates.

**Fostered a culture that values volunteering and volunteer management**

We held high-profile events that recognise the vital contribution of volunteers and industry

- Delivered *National Volunteer Week* in May, 2016, with events and promotions to acknowledge the value of the generous contribution of Queensland’s 980,000+ volunteers. Under the theme *Give Happy Live Happy* we promoted the research that shows volunteers live happier, healthier and more meaningful lives.

- During *National Volunteer Week* Brisbane city’s most iconic landmarks illuminated the international colour for volunteering – red. We produced resources to help volunteer-involving organisations celebrate and provided the Minister for Communities, the Honourable Shannon Fentiman MP, with volunteer badges to issue to all Members of Parliament. We increased our social media reach during this highlight week to 47,600.
— Presented the inaugural Queensland Volunteering Awards to highlight and pay tribute to the selfless individuals and organisations that epitomise the spirit of volunteerism. We acknowledged the compassion, commitment, joy and hard work of all nominees, finalists and recipients. With awards presented to:

Aunty Lillian Burke
Recipient of the Lifetime Contribution to Volunteering Award. Lillian experienced a childhood of extreme disadvantage as part of the Stolen Generations. Lillian does extraordinary work to ensure that all acknowledge and understand the past, “to make it a better place where everyone can be equal to each other”.

Taylor Birtchnell
Recipient of the Youth Volunteering Award. Taylor has a heart to serve, a passion to speak for those who are unable to and she assists wherever she can. Through her caring and concern for the well-being of all living things that share our environment, Taylor strives to make our world a better place.

Lions Club of Mooloolaba, Lions Sunday Markets Fisherman’s Road
Recipient of the Volunteering Impact Award. Over the past 16 years the Lions Sunday Markets Fishermans Road has generated $1.6 million in funding for local, state, national and international causes and disasters.

Deloitte
Recipient of the Corporate Volunteering Award. The pro bono work that Deloitte provides Oxfam has been valued at $1.4 million. They have supported feasibility studies, strategy advice and infrastructure projects, as well as hosting workshops and offering their expertise.

It was truly humbling to receive this Award ... I hope they grow from strength to strength as it is a positive way to recognise volunteers in our communities who do so much

RECIPIENT, 2016 Queensland Volunteering Awards
— We supported the national *Wear Orange Wednesday (WOW Day)* campaign to acknowledge the outstanding endeavours of Queensland’s 40,000 SES members serving in over 1,000 locations.

**We helped strengthen the profile, professionalism, esteem and critical role of volunteer management**

— Supported *International Volunteer Managers Day* by working with the international committee to develop social media images and promotional materials. We held networking events in recognition of the occasion to celebrate the critical role and importance of managers of volunteers and discuss their successes, highs, satisfactions and challenges.

**We enhanced media coverage of volunteering**

— Achieved 27 print, 20 online stories and eight radio interviews, with content featuring our initiatives and commentary, including remembering the resilient volunteering spirit five years on and reflecting on the volunteer clean-up during the Queensland Floods 2010 – 2011.

— Broad coverage in stakeholder newsletters and email and social media updates.

**Collaborated on evidence-based research that benefits our sector**

We engaged with respected, active partners to increase research opportunities

— Partnered with RMIT University on a research paper on *Emergency Volunteering CREW (EV CREW)*. Published in the Australian Journal of Emergency Management, the article presents a case study on *EV CREW* as a best-practice model for centrally coordinating spontaneous volunteers who respond during emergencies.

— Continued to support QUT in accountancy work on organisational reporting and disclosure of volunteer contributions.


**We shared research outcomes to inform policy and good practice**

— Presented an overview of our *Futuring Volunteer Management* research to a Sunshine Coast Volunteering Sector Forum with 150 attendees.
Covered trends and challenges affecting volunteering in the region, good practices for recruitment and retention, and critical changes necessary for a bright volunteer management future.

— Supported Volunteering Australia’s 2016 State of Volunteering Report – a national survey of trends, demographics, challenges and successes of volunteering. The report produced many findings of relevance to Queensland, including that 86% of volunteer-involving organisations are struggling to engage the volunteers they feel they need, with volunteers deterred from volunteering by personal expense, red tape and a lack of flexibility.

— Promoted Volunteering to Learn – a set of good practice guides, concept guides, and a companion guide for university student volunteering. Designed to assist students, volunteer-involving organisations and universities work together to enable successful outcomes.

We undertook research to meet sector needs and build capacity

— Produced Engaging Millennial Volunteers: Understanding a New Breed of Volunteers publication for managers of volunteers. The resource addresses the key challenges for successfully engaging Millennials, developing an effective recruitment strategy and capitalising on the skills they have to offer.

— Produced Channelling Enthusiasm into Sustained Action: Fostering the Changemakers Journey

This is fantastic … we’ll be using it and sharing it far and wide … thank you for such a great resource

FEEDBACK on Channelling Enthusiasm into Sustained Action: Fostering the Changemakers Journey

publication for youth-led organisations. It covers motivating and engaging young social pioneers around the key themes of culture, care and growth. Activities and ideas are provided to inspire and improve leadership and outcomes for teams.
Our skilled, service-driven team is committed to advocating and working creatively on behalf of the volunteering sector to ensure we have an increasingly secure, professional, diverse and sustainable workforce supported by the required infrastructure and financial resources needed to develop and grow volunteering for the well-being of Queensland.

Our organisational objectives are to:

— Address sector needs, expectations and aspirations through effective consultation, advocacy and collaboration to increase collective capability, reach, impact and sustainability.

— Support a focussed, service-driven workforce that strives for continuous improvement and applies experience and evidence to deliver positive, enduring outcomes.

— Implement effective risk management that plans for successes and challenges and embraces opportunities that accompany increases in service demand and expectations; the scale and pace of change; impact of disasters and disruptive events; diversity; economic and financial uncertainty; regulatory change; reputational risk; relevance and sustainability; and, an increasingly competitive operating environment.

— Employ strong governance and accountability principles and processes that ensure compliance of business practices with legal and corporate governance standards.

— Apply competitive business and financial models that attract diverse, sustainable sources of investment and income generation.

As an industry leader, we strive to maintain a positive, transparent relationship with our sector and regularly consult with members and stakeholders to review our value, contribution, impact and relevance. This financial year we:

— Appointed a new Chief Executive Officer, Mara Basanovic, in January 2016. Mara brings 25+ years’ experience working in the volunteering and community sectors, including eight years as the Chief Executive Officer of Volunteering WA.

— Reviewed our vision, values, vision, values, proposition and developed a new strategic plan.

— Modernised and strengthened our branding with the launch of a new logo and style guide created by skilled volunteer graphic designer, Shaheena Siddique.

— Reviewed our membership, organisational and governance structures.

— Relocated and modernised our office and opened two place-based volunteer service hubs.

— Reviewed all policies, procedures and processes.

— Engaged a respected independent consultant, Ed Spink, to undertake an audit of our registered...

IMAGE: Greenslopes Private Hospital
training organisation (RTO) policies, procedures and compliance, which identified minor areas of improvement but also provided confidence in our processes, management and delivery. Many thanks to Ed Spink for his continued support and invaluable advice and guidance.

— Supported a proposal to the Queensland Government for a future co-location of community service peak body agencies in Brisbane, all in the interests of working more collaboratively, effectively and efficiently in a shared facility.

— Worked in collaboration and partnership with many valued stakeholders to improve performance, impact and amplify the difference we make.

Thank you to our volunteer workforce

We engaged 62 extraordinary, skilled volunteers who generously contributed 6,199 hours of valuable work in all areas of our business supporting Volunteering Queensland to achieve its vision and mission and deliver quality services.

A contribution conservatively valued at $216,283. Thank you to all our wonderful volunteers – we are able to achieve the valuable work we do because of you.
Treasurer’s Statement


This financial year has been a particularly challenging one for Volunteering Queensland. The Financial Statement shows revenue for this financial year was $1,124,388 which is a 50% decrease on the previous year’s figure of $1,888,624. There was a reduction in expenditure of $388,780 to $1,619,900. The combination of reduced revenue and reduced expenditure, compared with the previous year, resulted in a deficit of $495,512 for the year.

The primary reason for the reduction in revenue relates to our reliance on funding from government sources and a restructuring to enable us to continue to deliver quality accredited and non-accredited training and development services to managers of volunteers and to volunteers across Queensland.

This year’s loss directly impacts the Statement of Financial Position where the year ended with a total equity position of $326,392 compared with the previous year’s $821,904. Volunteering Queensland has adequate cash funds to offset all employee entitlements, tax and lease obligations.

We anticipate that the year ahead will continue to be challenging, however with increased organisational efficiencies, strengthening relationships with all tiers of government, new partnerships, along with a suite of planned new volunteer support services and initiatives that will further our mission, we believe the future is positive.

We acknowledge that Volunteering Queensland’s reliance on government funding remains high and are actively exploring options to diversify and sustain our revenue streams through five newly formed core business areas – Sector Development, Volunteer Services, Strategic Engagement, Marketing and Communications and Corporate Services.

Julie-Anne Mee JP
Treasurer

Julie Anne Mee
Volunteering Queensland Inc Committee’s Report

Your committee members submit the financial report of Volunteering Queensland Inc for the financial year ended 30 June 2016.

Committee Members

The following persons were committee members during the whole of the financial year and up to the date of this report, unless otherwise stated:

- Ross Wiseman
- Julie-Anne Mee
- Damien Edmonds
- Ross Morgan (Joined Dec 2015)
- Carlton Meyn (Joined Dec 2015)
- Brett Johnson (Joined Jan 2016)
- Gillian Ching (Resigned Feb 2016)
- Tom Philp (Resigned Dec 2015)
- David O’Leary (Resigned Dec 2015)

Principal Activities

The principal activities of the association during the year were:
- to encourage people to participate in volunteering
- to enable volunteers and community organisations to develop the structure, skills and capacity to better the quality of volunteering for the benefit of the community
- to engage in advocacy and policy development with government, other institutions and organisations on issues relevant to volunteering.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The operating profit from ordinary activities amounted to 2016: ($495,512) 2015: ($120,056).

Signed in accordance with a resolution of the Members of the Committee.

ROSS WISEMAN

JULIE-ANNE MEE

Brisbane, 11 October, 2016
Statement of Profit or Loss and Comprehensive Income for the Year Ended 30 June 2016

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<thead>
<tr>
<th></th>
<th>2016 $</th>
<th>2015 $</th>
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<tbody>
<tr>
<td>Revenues from ordinary activities</td>
<td>1,124,388</td>
<td>1,888,624</td>
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<td>Employee expenses</td>
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<td>(1,359,253)</td>
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<td>Depreciation expenses</td>
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<td>(6,843)</td>
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<td>Occupancy expenses</td>
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<td>Administration expenses</td>
<td>(312,430)</td>
<td>(285,196)</td>
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<td>Other expenses</td>
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<td>(149,603)</td>
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<td>Surplus/ (deficit) before income tax</td>
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<td>(120,056)</td>
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<tr>
<td>Income tax expense</td>
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<td>-</td>
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<tr>
<td>Surplus/ (deficit) for the year attributable to members</td>
<td>(495,512)</td>
<td>(120,056)</td>
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<tr>
<td>Other comprehensive income</td>
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<td>-</td>
</tr>
<tr>
<td>Total comprehensive income for the year attributable to members</td>
<td>(495,512)</td>
<td>(120,056)</td>
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A copy of the complete financial report is available at - volunteeringqld.org.au/annualreport
Independent Auditor’s Report

To the members of Volunteering Queensland Inc

We have audited the accompanying financial report, being a special purpose financial report of Volunteering Queensland Inc., which comprises the statement of financial position as at 30 June 2016, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the entities’ declaration.

Responsible Entities’ Responsibility for the Financial Report
The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Act 1981 and the needs of the members or other appropriate terms. The responsible entities’ responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor’s Responsibility
Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the responsible entities’ preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity’s internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the responsible entities, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.
Opinion
In our opinion the financial report of Volunteering Queensland Inc. has been prepared in accordance with Division 60 of the Associations Incorporation Act 1981, including:
(a) giving a true and fair view of the registered entity’s financial position as at 30 June 2016 and of its performance for the year ended on that date; and
(b) complying with Australian Accounting Standards to the extent described in Note 1.

Emphasis of matter
Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting and indicates that the ability of the entity to continue as a going concern is dependent upon the future successful raising of necessary funding. These conditions, along with other matters as set out in Note 1, indicate the existence of a material uncertainty that may cast significant doubt about the entity’s ability to continue as a going concern and therefore, the entity may be unable to discharge its liabilities and expenses in the normal course of business.

The financial report has been prepared for the purpose of fulfilling the responsible entities’ financial reporting responsibilities under the Associations Act 1981. As a result, the financial report may not be suitable for another purpose.

BDO Audit Pty Ltd

P A Gallagher
Director
Brisbane, 11 October 2016
Acknowledgements

Thank you to our investors, sponsors, partners and volunteers. Your valued support and commitment is important and makes it possible for Volunteering Queensland to develop and grow volunteering – we are able to do this by working together with you and because of the generosity of Queensland’s volunteers.

Local Government Association of Queensland
Queensland Fire and Emergency Services
Queensland Community Foundation
Acclario IT
Toowoomba Regional Council
Logan Together
Coalition of Community Boards
Regional Social Development Centre for Mackay

University of Queensland
Queensland University of Technology
University of Sunshine Coast
University of Southern Queensland
NSW State Emergency Service
Royal Melbourne Institute of Technology University
State and Territory Volunteering Peak Bodies
Network of Queensland Volunteer Resource Centres