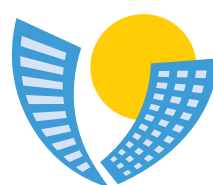




Annual Report



Volunteering
Gold Coast



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Corporate Overview

Chief Executive Officer

Brad Cooper

Board of Directors

| | |
|-----------------|--------------|
| Peter Mark | Chair |
| Joy-Anne Fisher | Deputy Chair |
| Josie Kay | Treasurer |
| Evan Barker | Director |
| Justine Cirocco | Director |
| Alex Woodthorpe | Director |

Executive Management Team

| | |
|---------------|--|
| Jackie Justin | Chief Financial Officer |
| Jo Jones | General Manager - Transport |
| Nicole Smith | General Manager - Marketing & Communications |
| Sue Clayton | Quality Manager |
| George Thie | Volunteering Services Manager |

Patron

The Honourable Dame Quentin Bryce AD CVO
Former Governor General of Australia and
former Governor of Queensland

Ambassadors

Dawn Fraser AC MBE
Nick Scott
Annabelle Stephenson

Contact Details

07 5526 0688 | 07 5526 5288
reception@volunteeringgc.org.au
volunteeringgc.org.au

Registered Office / Postal Address

2074 Gold Coast Highway
MIAMI QLD 4220

Australian Business Number

47 631 886 431

Auditors

Dickfos Dunn Adam



"Volunteering at my age gets me out the house. It makes me feel needed, and communication with others makes me less lonely. I find the staff helpful and friendly."

Jackie – VGC Volunteer



Mission

To optimise social impact by harnessing innovation, promoting inclusion and connecting communities.



Vision

To create communities which are inclusive, purposeful and connected and free from social, environmental and economic barriers.



Values

Collaborative, Innovative, Inclusive, Impactful, Fearless. **Purpose: Social Impact**

Partnering and Collaborating

Over the past 12 months Volunteering Gold Coast (VGC) have been collaborating with organisations and companies to solidify the volunteer experience between Not-For-Profits, local community, corporate's and Government.

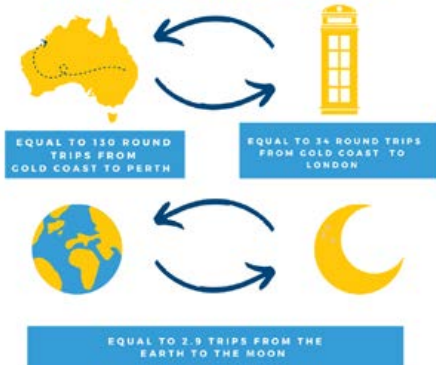
We wanted to ensure the volunteer experience was available to everybody, through various channels and in many ways. Through our well trusted network we created opportunities that made significant impact with organisations as well as the Gold Coast community. By injecting corporate knowledge in to a Not-For-Profit with executive planning, bringing a group of colleagues together to help at a local event and individual volunteering tailored to personal interests and hobbies.

Volunteering Gold Coast are one of the largest Not-For-Profit organisations on the Gold Coast, servicing over 10,000 clients and 4,000 volunteers annually. An entire team is dedicated to supporting our corporate partners to apply best practice frameworks which enhance employee and volunteer engagement. We have endorsed the idea of corporate social responsibility by implementing comprehensive programs that integrate sustainability into business strategy. By collaborating with local community, City of Gold Coast, Study Gold Coast, SME's, Not-For-Profits, Griffith University, HOTA and many more.



Outcomes at a Glance

VGC VEHICLES TRAVELLED
1,145,232 KMS LAST FY



UNDER 65 YR OLDS

QCC FUNDED



ENGAGEMENT



ASSISTED

3,249 VOLUNTEERS



145% OF YEARLY TARGET

BUNDALL SHUTTLE

38,781 TRIPS



VEHICLES TRAVELLED

1,145,232 KMS



NDIS

TRANSPORT



CANCER PATIENT
TRANSPORT SERVICE

FOR THE GOLD COAST
HOSPITAL FOUNDATION

WE OPERATED

4 VEHICLES

WITH A POOL OF

9 DRIVERS

TOTAL OF 4516 TRIPS



OVER 65 YEAR OLDS

CHSP FUNDED



Chairperson's Overview

The past year will likely be characterised in many Annual Reports by the impacts of the global Covid-19 pandemic. Whilst locally our services saw some impact by the lockdowns and restrictions placed on our business, the year for Volunteering Gold Coast Ltd (VGC) is best described as a year of planning, reflecting and designing our future.

The Board has successfully transitioned VGC to a Company Limited by Guarantee following the motion adopted at last year's AGM. This enacted a new Constitution, and we are positioned with a structure that is both robust and agile, that will serve VGC and the communities we support going forward.

Concurrently, the Board worked to develop a new Strategic Plan that has since been approved with the support of CEO Brad Cooper who joined VGC towards the end of this reporting period. Brad follows on from John Gimpel who made a significant contribution to VGC including improvements to our transport operations and the creation of The Venue meeting space. I would like to express my gratitude to the Board for their support of myself and their commitment and dedication to VGC. The Board is working together to improve its performance. We are examining our governance procedures and protocols as part of a process of continuous improvement.

I am grateful for past Board Members Stephen and Josh, who departed from the Board having made a significant contribution to VGC in many ways. We welcome Alex Woodthorpe and look forward to the benefits of his experience and expertise.

Despite the challenges of the past year, there have been a number of positive achievements as a result of the clarity of purpose, improved communication, collaboration, compassion and sheer perseverance which I believe has helped to further enhance a positive culture in the organisation.

The Board has been able to see VGC's contribution to the communities we serve across the year. The Annual Report details the numbers, the volume of volunteering activity and support services we provided. Our marketing activity, the accounts from our people on the ground, reports from our

leadership team and our own connections with the community tell us we continue to bring the spirit of volunteerism to life. On behalf of the Board, I would like our people to know they are valued, admired and acknowledged for their individual, very personal commitment to VGC.

Much activity has high visibility – our vehicles travelling more than 1 million kilometers in the year, our office, our beach access program at iconic Gold Coast locations. I want to recognise the activity that is perhaps less visible – our Community Visitor Scheme program, West Moreton and Tasmanian teams that have brought benefit to their customers and community through volunteering or building volunteer capacity.

Through the year we made some difficult decisions. We ended the reporting period with the closure of our northern Tasmania Volunteer Resource Activity. Changes to Volunteer Resource Activity funding allowed VGC to work closely with Volunteering Tasmania to realign services with the new government framework. The team based in Launceston were acknowledged by their networks and peers through the closure and by their VGC family.

I want to pay tribute to Brad Cooper who has embraced his role of CEO. He has been creative, proactive and passionate providing leadership and support to the Board, the staff and clients, managing a complex range of demands and responsibilities and in the process really making a difference.

I know VGC will continue to represent the highest standards of volunteering practices within our own activity and remain driven to support other organisations and communities to enhance and extend their volunteering programs. I am excited for VGC's future.

BRAD COOPER

Chief Executive Officer's Overview

It has been a privilege to be able to join Volunteering Gold Coast (VGC), partnering with the Board and the extremely committed and capable team of people that bring VGC's mission to life. I also would like to acknowledge the contributions of the leaders that have preceded me. VGC has built a compelling reputation across decades of service supporting people to be active in their communities.

My arrival coincided with National Volunteer Week. This year VGC celebrated the contributions of volunteers alongside the opening of a community space known as The Venue, created to support collaboration, innovation, and learning. The space had served VGC well as Memento's Charity Store – providing high quality clothing, shoes, and accessories to improve the lives of others. The restrictions imposed through the COVID-19 lockdowns created the opportunity for VGC to reimagine the space with support obtained from local businesses, small grants, and contributions through state and federal political representatives.

The Venue is in many ways a symbol of VGC's future. The near-term changes to funding for both volunteering and service delivery requires VGC to create its own future. Early signs show an excellent take up of this resource with strong community support. I have been excited by the variety of ways that organisations across the Gold Coast are using this space.

The Board had committed to working on a new Strategic Plan to ensure our contribution to the communities we support continues to grow and deliver an impact. The activity has allowed me to build a strong connection and shared vision with the Directors. The leadership team are poised to deliver initiatives that support our strategic goals and adoption of a profit-for-purpose mindset. I look

forward to working with the leadership team to implement the plan fully and realise the potential of VGC.

I have had the chance on several occasions in a brief time to see our values in practice, whether riding on one of our transport services, rolling out the mats on the beach or preparing to farewell our Tasmanian team and customers. I commend the care and respect taken through this activity by the leadership team to ensure our people found their next opportunities with a sense of pride for what had been achieved across the years of operation out of Launceston. I am inspired by the attention our teams give to the customers they support and the genuine attention given to delivering a better experience for all.

We end the reporting period with an organisational emphasis on the power of our collective efforts. "Together" features in our conversations internally and externally, it is visible in our efforts and actions.

Finally, I would like to thank each person on our Board for their commitment and contribution to VGC. Your attention to how we perform, the culture we create, the focus on creating an impact has permeated through the organisation. Our next reporting period will be ignited by our Strategic Plan and I look forward to the journey ahead to deliver on our goals.

CONNECTING COMMUNITIES

Through the Power of Volunteerism

Corporate Clean-Up Day

On 8th June 2021 - World Ocean Day, Volunteering Gold Coast hosted the inaugural Corporate Clean-Up Day. Hosting over 15 companies from all over the Gold Coast and 92 participants, there was significant impact made by cleaning up The Spit and saving marine life.

The objective for the Corporate Clean-Up Day was to make a huge difference to the environment, at the same time create a team building experience that empowered everybody, be it a Not-For-Profit organisation or a corporate company. With over 74kg of rubbish collected at The Spit over

two hours, each of the participating teams were delighted with the outcome and inspired to make even more of a difference next time. The event was a huge success and created a powerful network for social change, promoting inclusion and connecting communities.



Friendship and Companionship

Sometimes the best things in life are for free. When people think of volunteering, what springs to mind? Working in the school canteen or assisting with the local sports club?

You may be registered with us and are supporting local charities all over the Gold Coast. Whether your volunteer journey is for five days or six months, the power of volunteerism is here to stay and is getting even more popular on the Gold Coast. Just ask Paige!

Paige, a friendly Volunteering Gold Coast volunteer supported the Community Visitor Scheme and was paired with the lovely Doris. Paige ensured a social visit with Doris for one hour each week ongoing, providing low-intensity, non-specialised companionship. Paige and Doris would spend their time together going for walks to Burleigh Hill, visiting Doris's favourite restaurant for take away, working on jig saw puzzles, looking

at Doris's plants and plenty more. This social interaction and engagement has improved Doris's quality of life and has also given Paige a huge amount of gratification.

Doris is part of the Community Visitor Scheme with Volunteering Gold Coast. So many older Australian's are living longer and are often socially or physically isolated due to their geographic location or their family circumstance. The CVS is a way to ensure loved ones can continue being social and meet new people, especially among Home Care Package residents and Residential Age Care living.



"I absolutely love being with Paige. And I love Volunteering Gold Coast. I don't know what I would do without them in my life."
Doris

The Year That Was

Community Visitor Scheme

Volunteering Gold Coast is granted funding to be involved in the nationwide Community Visitor Scheme (CVS) whereby volunteers visit older people to provide friendship and companionship. Visits are available to anyone receiving government-subsidised residential aged care or Home Care Packages.

Due to COVID-19 and the constant threats of lockdowns in residential aged care facilities with over 65 year olds being forced to self-isolate, the Community Visitor Scheme program had to diversify in order to assist older Australian's at high risk of suffering from loneliness and isolation. New methods of visitation and staying in contact had a huge positive impact on our clients which included:

- Regular phone calls twice a week
- Delivering books and puzzles

- Offering a pick-up and collect prescriptions from pharmacies
- Delivering food parcels and hampers
- Picking up orders from supermarkets
- A weekly wellness e-newsletter that included recipes, crosswords, games, jokes, stretching, exercises, symphony orchestra and Australian Ballet streaming, movies, COVID-19 updates, and more.
- Partnering with Griffith University producing video messages and handmade cards for our clients.

"Volunteering with VGC has been a wonderful experience! I met a new friend, and felt like I was really doing something to assist in the community. Highly recommend it. Thanks again for the opportunity to be involved."
Michelle – CVS Volunteer



Accessible Summer

At Volunteering Gold Coast, we believe that everyone should be able to enjoy the Gold Coast's legendary beaches. The Accessible Beaches initiative aims to make Gold Coast beaches more accessible during the summer months for people living with a disability, by utilising beach mats and beach wheelchairs available at surf clubs across the coast. The second season continued the momentum built from the initial summer season with participants regularly turning up and using the access provided to partake in beach activity with their families.

Surfers Paradise Surf Life Saving Club and Neptune Royal Life Saving Club at Tallebudgera Creek were once again the main locations where Volunteering Gold Coast had volunteer presence. Our dedicated volunteer teams rolled out beach mats and beach wheelchairs each weekend during the patrol season, ensuring these beaches were accessible and inclusive. Although the program was not visible during the winter months, negotiations were being had with the local council and surf clubs to increase the breadth of the program for the next season.

We would like to thank the City of Gold Coast and local Surf Clubs for their support in making this initiative a success. We are pleased to announce that the upcoming third season of Accessible

Beaches will be enhanced by the addition of two more locations bringing the total to four across the coast ranging from Surfers Paradise to Palm Beach. The Accessible Beaches project has been a positive illustration of Volunteering Gold Coast's commitment to supporting our local community and creating social impact for people living with a disability through volunteerism.

Volunteering

Volunteering Gold Coast advertises for roles and refers volunteers to its members to help them achieve productivity goals that provide positive social impact for the causes they represent.

Due to COVID-19 and the restriction of volunteer workforce numbers within certain industries, the requirement for volunteers was less resulting in a decrease in roles advertised and therefore volunteers referred to VGC Members.

The directive from the QLD Government to stay safe and restrict movement also resulted in less volunteers applying for advertised roles so the total available volunteer pool to be referred decreased. Volunteering Gold Coast is committed to being the leading volunteer resource recruitment centre on the Gold Coast and West Moreton region.



Transport Services Overview

Volunteering Gold Coast Transport Services has had another busy year despite the challenges caused by various lockdowns. Across our service during this FY, we have carried a total of 2,234 clients on 84,342 trips. Our Over 65 year old clients travelled 51,710 trips whilst our Under 65 year old clients travelled 6637 trips, the balance being made up by clients on the NDIS, Home Care Packages and other services such as the Cancer Treatment Transport Service.

Over the year the vehicles have travelled a total of 1,145,232kms with a monthly average of 95,436kms, compared to 959,214kms for the previous year. Outputs were impacted by COVID-19 as was the previous year. Kilometres have increased since we opened the service in to the Ormeau and Pimpama areas. With vehicles housed in Oxenford (2) and Southport (3) to support the needs of the Northern corridor.

Our fleet now stands at 30 vehicles, plus 4 vehicles supplied by the Gold Coast Hospital Foundation, 32 vehicles are utilised for community transport operations including the Cancer Patient Transport Service. We are also in the process of installing front and rear dash cams in most vehicles. Drug and Alcohol testing is also carried out randomly throughout the year.





The Bundall Shuttle Service recommenced in August 2020. This service provides transport for the City of Gold Coast staff to and from their offices in Bundall to the Racecourse Car Park. Between August 20 and June 21 we carried 38,781 passengers, with approximately 185 passengers travelling each day.

The contract with the Gold Coast Hospital Foundation has been renewed. The service provides transport to and from treatment for patients receiving oncology or radiation. Three vehicles operate on this service carrying patients Monday to Friday between 6.30am and 5.00pm. We have also been supplied with a vehicle to transport patients to and from their dialysis treatment. This was provided by a generous donation from a dialysis patient.

Social Outings for our over 65 year olds continue to be very successful, even with limitations due to COVID-19 restrictions. Outings are provided on Mondays and Fridays, and the passengers go to various locations for morning tea and lunch, travelling as far as Brisbane, Mt Tamborine and out to Beaudesert.

Volunteering Gold Coast were invited by Gold Coast Health to provide some of the transport for people in hotel quarantine for 3 months. Enabling people to visit hospitals and residential aged care where relatives were terminal.

Our driver numbers currently stand at 104. My thanks goes to Judith Kearns, our Driver Coordinator, who has done an amazing job on-boarding the volunteers. The process is quite rigorous and time consuming, but necessary to meet with Qld Transport regulations.

The QCSS (Qld Community Support Scheme) continues to reach its outputs and the demand for the service increases. We provide In-home support and social support to 23 clients plus 6 clients who are brokered to other organisations. The funding for the program has been extended to June 2022. My thanks goes to the entire transport team for all their support this year.



Financial Overview

Volunteering Gold Coast has continued to improve its financial performance during 2020/21 which is a pleasing result in a challenging economic environment. A surplus of \$326,488 (2020: \$106,302) is the result of increased grant income, together with Transport service related income due to new contracts being instigated, plus continued control of spending.

We are carrying over unspent grant funds, in agreement with grant providers, to the new financial year to enable higher community impact with services provided. Income in the majority of non-grant areas (eg hospital transport, shuttle bus services, corporate volunteering) has increased and will again be a focus for the organisation to improve sustainability. Activity related to NDIS support co-ordination has been discontinued in 2020/21.

Revenue and expenditure include an indication of the monetary value of the 54,750 hours provided by volunteers to our organisation. This represents a phenomenally valuable contribution to the community, the local economy and Volunteering Gold Coast. Unfortunately COVID-19 restrictions have meant we have been unable to hold our annual events to thank our volunteers so this budget will be carried forward.

During the year, with assistance from grant funding and donations, we invested in alterations to the building to improve accessibility and create a more flexible working space, together with completion of some essential property repairs.

We are continuing to work with our software partners to further develop integration between our transport and accounting system and have implemented electronic timesheets for the majority of paid staff. We plan additional IT (software and support) upgrades during the next financial year. We continued to transfer

vehicles from operating leases to ownership/ capital funding as a more cost efficient method of running the fleet. The net asset position of the organisation increased by 10.3% to \$3,492,161 and retains a good position for future growth and development.

The financial audit was conducted efficiently by the team from Dickfos Dunn Adam and their reporting confirmed the effective financial processes we practice. The finance team continues to welcome the opportunity to work alongside all stakeholders as we expand our commitment to connect our community and make a positive social impact. Our thanks to all the team, clients, suppliers and supporters of Volunteering Gold Coast.

Josie Kay - Treasurer

Jackie Justin - Chief Financial Officer



Annual General Meeting Minutes

| | |
|--------------|---|
| Date | 20th October 2020 |
| Time | 4.05pm |
| Place | 2074 Gold Coast Highway, Miami QLD 4220 |

| | |
|--------------------------|---|
| Present | David Rankin, Kyla White, John Muller, Reece Christensen, Mark Madden, Jill Glowaski, Robbyn Harvey, Jo Jones, Luciana Freitas, Nicole Smith, Stephen Hughes, Joy-Anne Fisher, Kerry Hayes, Anita Ryan, Chris Deeks, Harris Fajzullin, Terry Kelley, John Dennett, Justine Cirocco, Carlie Elliott, Olga Nikolaev, Ellie Foley-Lewis, Jackie Justin, John Gimpel, Joshua Hewitt (via MS Teams). |
| Apologies | Peter Mark, Josie Kay, Linda Hull, Jenny Schofield, Merry Cloutier |
| Place Chairperson | John Gimpel, CEO |
| Quorum | The Chairperson declared that there was a quorum for the meeting. The meeting commenced at 4.05pm. |
| Minutes | Rose Grosser |

- 1 Acknowledgment of Country** - John Gimpel, CEO delivered the Acknowledgment of Country.
- 2 Introductions** - John Gimpel welcomed Life Members, Members, Board Members, guests and staff both present in-person and via MS Teams. Notification to attendees that only members had voting privileges.
- 3 Apologies** - Justine Cirocco acknowledged apologies received.
- 4 Confirmation of last year's AGM Minutes** - Resolved that the minutes of the previous meeting dated 23rd October 2019 be confirmed.

MOVED Justine Cirocco

SECONDED Joy-Anne Fisher

CARRIED

5 Chairperson's Report for 2019/20 Financial Year – Peter Mark

Joy-Anne Fisher delivered the Chairperson's report on behalf of VGC Chair Peter Mark.

The Chair expressed thanks to staff and volunteers for continuing VGC's activity and pursuit of our Vision and Mission. The organisation has shown great flexibility through a period of change from outside and inside VGC. The Board thanked John Gimpel for stepping into the Acting CEO role, assisting VGC to respond to the challenges that arose through the COVID pandemic.

The Chair thanked the Board for their professionalism and service as volunteer directors, noting the governance leadership provided by director Stephen Hughes. The Board remain optimistic about the future for VGC and the communities it serves.

6 Treasurer's Report for 2019/20 Financial Year – Jackie Justin on behalf of Josie Kay

Jackie Justin delivered the Treasurer's report on behalf of director/Treasurer Josie Kay.

VGC recorded a positive result for 2019-20 in financial terms resulting in a surplus of \$106,302 for the year. Covid restrictions affected some activity, allowing VGC to diversify aspects of service delivery to isolated, at risk individuals. VGC has applied for unspent grant funds to roll over for use in 2020-21.

Volunteers contributed more than 50,000 hours of service, with a value of \$1.37M. Additional non-monetary contributions were achieved through social inclusion and wellbeing benefits.

Costs of note include upgrades to telecommunications systems, IT upgrades and the addition of 2 hybrid vehicles to our transport fleet. Our increased activity within the NDIS corresponded with an increase in financial transactions, supported by software integrations between the transport and accounting systems.

VGC holds a positive financial position based on the reported surplus and an increase of 3.5% to our net asset position.

The Treasurer and Board expressed thanks to VGC employees and volunteers for their contribution to the financial outcomes achieved through 2019-20 and for the finance team for their service and stewardship.

7 Audit Report, Financial Statements and Annual Report for 2019/20 Financial Year – Jackie Justin

Jackie Justin presented the Audit Report, Financial Statements and Annual Report for 2019/20 Financial Year. Acknowledged Reece Christensen (Auditor) present. There were no questions at the conclusion of the presentation. Resolved that the Audit Report, Financial Statements and Annual Report for 2019/20 Financial Year be approved.

MOVED Jackie Justin

SECONDED Justine Cirocco

CARRIED

8 Appointment of the auditor for 2020/21 Financial Year

Jackie Justin recommended that Dickfos Dunn Accountants be re-appointed as Auditor for the 2020/21 Financial Year.

MOVED Jackie Justin

SECONDED Stephen Hughes

CARRIED

9 Acting CEO's Report for 2019/20 Financial Year – John Gimpel

John Gimpel reported on VGC's performance and challenges over the reporting period. VGC has adapted to the change in leadership following the departure of the former CEO, continuing to diversify business activities that demonstrate VGC's Mission and Vision in practice.

VGC has responded to take up opportunities that have arisen from the Covid pandemic – reorganising service types to focus on vulnerable and isolated members of the community; preparing to offer additional services to the hotel quarantine sector and responding to business needs as the local economy re-opens.

VGC retains a leadership role in the application of volunteerism in the communities we support. More than 2,500 volunteers assisted member organisations across the Gold Coast and beyond. A core group of around 300 volunteers assisted VGC with our business activity.

VGC has been part of a national voice seeking to advocate for an expansion to the funding provided for volunteering across Australia. The impact of volunteering is well known however funding has remained limited for some time. The pandemic has increased unemployment and underemployment across the Gold Coast, especially in the younger and older ends on the age spectrum. VGC's commitment to connecting communities will come to the fore as the region adapts and recovers. VGC's response will be placed within the updated Strategic Plan that the Board is currently developing.

The organisation recognises the wisdom of our customers, employees, volunteers and member organisations. We have felt the full support of our Board through their selfless commitment as volunteer directors. Thank you to our patron The Honourable Dame Quentin Bryce, our Ambassadors Dawn Fraser, Nick Scott, and Annabelle Stephenson.

10 Current Board positions declared vacant and appointment of office bearers and Board Directors for 2020/21 Financial Year

Election of office bearers and Board of Directors for 2020/21 Financial Year.

Removed: Peter Mark

Removed: Josie Kay

Removed: Joy-Anne Fisher

No other nominations received.

Chair: Peter Mark

Vice-Chair: Joy-Anne Fisher

Treasurer: Josie Kay

Secretary: Justine Cirocco

Board Members: Stephen Hughes, Joshua Hewitt,
Evan Barker

All parties duly nominated and accepted.

MOVED John Gimpel

SECONDED John Muller

CARRIED

11 Acknowledgment that the Public Liability Insurance is in place for 2020/21 Financial Year

- John GIMPEL to confirm insurance position for 2020/21 Financial Year

- John GIMPEL to seek a resolution from Directors to take out Public Liability Insurance for 2020/21 Financial Year

MOVED John Gimpel

SECONDED Jackie Justin

CARRIED

12 Special Item: Consideration of a number of Special Resolutions to transfer the incorporation of VGC to a company limited by guarantee. John Gimpel read special resolutions 1 to 5. Documents tabled: Explanatory Memorandum, VGC Proposed Updated Constitution

Total Votes: 14

Voted in Favour: 13

Voted Against: 0

Invalid Votes: 1

MOVED John Gimpel

SECONDED Jackie Justin

CARRIED

Special resolutions passed.

13 Meeting Close, Thanks and Refreshments

John Gimpel thanked Members, staff and guests for their attendance and invited all to have refreshments. The meeting closed at 4:31pm.



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