



# ANNUAL REPORT

2007 - 2008



**VOLUNTEERING GOLD COAST & GOLD COAST MOBILITY OFFICE**

**MINUTES OF THE ANNUAL GENERAL MEETING  
VOLUNTEERING GOLD COAST INCORPORATED**

**Monday 22<sup>nd</sup> October 2007**

Held at

**Gold Coast Commerce Club Restaurant - first floor  
Ferny Ave (Gold Coast Highway), Surfers Paradise**

**The meeting commenced at 1610 hours**

**Chair: Dorothy Williams OAM**

**Present: -**

Simone Ault  
John Gordon  
Joy Anne Fisher  
Pauline Lewis  
Peter Strain  
Jason Hayden  
Ken Asbolt  
Helen Eager  
Bob Curtis  
Richard Patterson  
Dorothy Williams OAM  
June Wells  
Helen Hayes  
Anne Maree Grasso  
Peter Williams  
Judy Steine  
Peter Groves  
Anita Brennan  
Leticia Vargas  
Walter Smith  
Terry Day  
Lynda Day  
Tessie Vanderrama  
Vera Moynihan  
Rebecca Coleiro

**Apologies:-**

Steven Ciobo MP Moncrieff  
Peggy Hayes  
Sue Trickey  
Glynne Scharenguival  
Steve Davey  
Courtney Cameron  
Lisa Gatenby  
Ann Williams  
Doug Henderson  
Greg Wall  
Peter Mark  
Jan Sloane  
Pat Anderson  
Sandra Sutherland

President, Dorothy Williams, welcomed everyone to the Annual General Meeting and asked that the apologies for the evening be read.

**Previous Minutes:** Secretary Anne Maree Grasso read the minutes of the previous Annual General Meeting which was held on 3<sup>rd</sup> October 2006. Secretary Anne Maree Grasso moved that the minutes be accepted as a true and accurate record; seconded Anita Brennan; CARRIED

**Business Arising:** Nil

**Correspondence:** Nil

**President's Report 2006/07:** President Dorothy Williams read her Annual Report. Dorothy spoke of the many changes that occurred during the past 12 month period. Dorothy Williams moved the adoption of her report; seconded Helen Hayes; CARRIED.

**General Manager's Report 2006/07:** General Manager Richard Patterson read his Report presenting an overview of business, growth, change, recognition and awards throughout 2006 – 2007. Briefing covered general administration, Volunteer Coordination, Accounts, Marketing, Youth & Events and Gold Coast Mobility Office. General Manager thanked staff, volunteers, Committee of Management, funding bodies, and members of community for their support stating that 2008 would undoubtedly present Volunteering Gold Coast Inc with a range of new challenges and opportunities for achievement. Richard Patterson moved the adoption of his report; seconded Anita Brennan; CARRIED.

**Treasurer's Report 2006/07:** On behalf of Treasurer Steve Davey, Manager Richard Patterson read the Treasurer's Report commending the work of Simone Ault Finance Administrator.

On presentation of the financial statement for 2006/07 [which had been audited by Don Dinneen FCPA] Richard Patterson moved that financial reports be adopted as presented; seconded Leticia Vargas; CARRIED.

**Volunteering Gold Coast Inc Annual Report 2006-2007** was tabled by President Dorothy Williams who moved the adoption of the Annual Report; seconded by Helen Hayes; CARRIED.

**Annual Election:** President Dorothy Williams vacated the chair and invited Peter Strain to conduct the election of office bearers and committee members. Peter Strain assumed the chair and declared all positions vacant.

Nominations for office bearers and committee members for the ensuing 12 months were presented.

The **nominations for positions** were as follows:-

**PRESIDENT** **Dorothy Williams OAM**

Nominated Anne Maree Grasso

Seconded Joy-Anne Fisher

**VICE PRESIDENT** **Peter Mark**

Nominated Dorothy Williams

Seconded Anita Brennan

**SECRETARY** **Anne Maree Grasso**

Nominated Helen Hayes

Seconded Joy-Anne Fisher

**TREASURER****Steve Davey**

Nominated

Anne Maree Grasso

Seconded

Joy-Anne Fisher

**COMMITTEE MEMBER****Helen Hayes**

Nominated

Dorothy Williams

Seconded

Steve Davey

**COMMITTEE MEMBER****Anita Brennan**

Nominated

Peter Mark

Seconded

Joy-Anne Fisher

**COMMITTEE MEMBER****Jason Hayden**

Nominated

Dorothy Williams

Seconded

Stephen Davey

**COMMITTEE MEMBER****Joy-Anne Fisher**

Nominated

Helen Hayes

Seconded

Anne Maree Grasso

**Co-opted Members**

Helen Hayes

June Wells Gold Coast Area HACC Manager

Ken Asbolt – Volunteer representative

There being no other nominations for the positions, candidates were declared duly elected. Peter Strain congratulated all newly elected members of the Committee of Management and wished them well in their deliberations in the conduct of business of the Association.

President Dorothy Williams took the chair, and thanked staff members, drivers, volunteers and Committee of Management for their commitment and ongoing contribution to Volunteering Gold Coast Inc. All were invited to join with Committee of Management for refreshments at the close of the AGM.

**General Business****Appointment of Auditor**

IT WAS MOVED BY RICHARD PATTERSON, SECONDED BY SIMONE AULT, THAT **DON G. DINNEEN & CO FCPA** BE APPOINTED AS AUDITOR OF VOLUNTEERING GOLD COAST. CARRIED

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Meeting closed at 17.15 hours.

Anne Maree Grasso – Secretary, VGC Management Committee

# ANNUAL REPORT

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2007 - 2008

**Our mission is to develop and strengthen volunteering on the Gold Coast for the mutual benefit of the individual and the community.**

## Objectives

- ✧ To recruit, interview and refer volunteers to 'not for profit' organizations
- ✧ To provide training, education, information and other resource support to both volunteers and organizations
- ✧ To provide support for HACC - funded and other member organizations and to assess their needs
- ✧ To match the needs of volunteers as closely as possible to organisational needs
- ✧ To encourage volunteers and organizations to utilise volunteer referral assistance
- ✧ To achieve a positive change in the community knowledge, values, attitudes and behaviour which will enhance the image of volunteers in the community

## Vision

To provide a quality volunteer referral and resource service, education and training, to broaden the scope and quality of volunteer opportunities and experiences, encourage the pursuit of excellence in volunteer management, thus utilising the services of volunteers to the satisfaction of both volunteers and those organizations who utilise their services.

## **Our goals are . . .**

- ✧ To support and enrich the community through the development of a strong volunteer sector that provides services to maintain frail aged, their carers, younger people with disabilities and the general community.
- ✧ 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.

## **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 Volunteer Day and other suitable occasions.

## **Our Core Values focus on ...**

- ✓ Attention to detail
- ✓ Sense of urgency
- ✓ Take responsibility for outcomes
- ✓ Respect for the individual
- ✓ Persistence
- ✓ Going beyond expectations
- ✓ Integrity in everything we do



## Volunteering

### Gold Coast

#### Staff Members

#### Board

Dorothy Williams – President  
Peter Mark – Vice President  
Annmarie Grasso – Secretary  
Steve Davey – Treasurer  
Joy Ann Fisher  
Jason Haydon  
June Wells – Co-opt  
Helen Hayes – Co-opt  
Ken Ashbolt – Co-opt

Richard Patterson  
Leticia Vargas  
Simone Ault  
Mark Sheilds  
David Hilditch  
Neil Rangeley  
Steve Davey  
Vera Moynihan  
Vi Beddoe  
Gay Robson  
Terry Day  
Lynda Day  
Glynne Scharenguivel  
Walter Smith  
Rhondda Iliffe  
Ann Williams  
Dianne Fowler  
Roc Wall  
Tess Valderrama  
Pauline Lewis  
Chris Ross  
Russell Moran  
Carolyn Carter  
Ken McKinnon  
Jacqueline Sheargold  
Ken Ashbolt  
Caroline Samara  
June Eadie  
Dee Berridge  
Chloe Park  
Mal Brazier  
Glenn Launerts

#### GCMO

Vince Balzan  
Pam Balzan  
Ian Barker  
Joanne Carseldine  
Kerry Commens  
Steve Davey  
John Dennett  
Jeff Drummey  
Rob Geer  
Ken Glennie  
John Haywood  
John Hyman  
Jo Jones  
Terry Kelly  
Wendy Kelly  
Slavko Milovic  
Ray Mitchell  
Dawn Mitchell  
Noel Schulz  
Ray Seaborn  
Sandra Sutherland  
John Willison  
Pat Anderson

## Acheivements

- Successful volunteer expo held on National Volunteer Week May 2008.
- Successful International Volunteer Awards Ceremony with Rob Readings & Marty Barrett from The Biggest Loser Show.
- Stronger partnership with Watermark Hotel & Spa with greater commitment.
- Delivery of training programs.
- VGC won National Prime Ministers Award for Excellence in Community Business Partnerships.
- Leticia Vargas finalist in community category International Women's Day Award.
- Regular guest speaking roles by each of the VGC staff at Rotary and various functions on the Gold Coast.
- Richard conducting regular lectures for Griffith and Gold Coast TAFE.
- GCMO offered the Beenleigh-Yatala Project & the Bundal Park 'n' Ride and running with great success.
- GCMO had an increase of 25% in their fleet.
- Queensland Government / HACC recognizing the Gold Coast Transport Consortium as both a state and national best practice transport consortium and on-going Australia's only Transport Consortium.
- Successful Seniors Week launching event and invited by council & Dept of Community to sit on board for seniors week.
- Significant growth in the Entertainment Troupe with many successful events held and greater exposure for performers.
- Leticia Vargas was invited to be presenter at the National Volunteering Conference organized by Volunteering Australia.
- Terry Day, Gay Robson & Steve Day won community awards from Di Reiley MP for the Years of service they gave to their community through volunteering at various organisations.
- Winning "2008 Schoolies" contract for the Volunteer Support Team



## President's Report

This will be my last annual report as President. It has been a privilege to have been a part of this organization since its inception. Whilst we have had our ups and downs, I would not have missed a second of my time as President - I have found it invigorating.

Our programmes have continued to develop – GC Mobility, Training Programmes, Entertainment Troupe, and most recently the recruiting and training of volunteers for Schoolies 2008.

I would like to thank the following for ensuring the success of our many programmes;  
Richard Patterson, our General Manager, who leads with such a positive attitude showing support, vision and enthusiasm in everything he does.

Leticia Vargas is a great support to Richard in her Volunteer Coordinator role and marketing. Leticia gives a professional impact to her work.

Ken Ashbolt has developed the entertainment troupe into what is now an integral part of VGC.

Simone Ault, a most efficient Book Keeper. Our Treasurer, Steve Davey and committee member Joy-Ann Fisher have been available to Simone to assist and advise if and whenever needed.

Mark Shields, Business Development, Funding and Managing opportunities. David Hilditch, Projects and Programmes. Neil Rangeley, for his tireless efforts developing Schoolies 2008.

VGC staff would not have been able to achieve the results they have without our volunteers. Their loyalty, professionalism and commitment has been superb. Thanks to our special volunteers.

The staff of GC Mobility, I thank you all. This programme has great potential moving ahead.

Thank you to our funding bodies. A special thanks to the HACC Area Manager, June Wells, who has made a special effort to attend our Management Committee meetings.

I have only mentioned a few names but to the many faces who I have not seen but nevertheless those who make up a vital part of VGC I give a big thank you, without your efforts, VGC would probably not be what it is.

I have only made brief comments on the very wide range and different parts of VGC. I commend to you all the various departmental reports and suggest these reports will show a better understanding of each and every department and its role.

To my fellow Management Committee members, thank you for your support over the years it has been greatly appreciated.

I believe VGC has established itself on the Gold Coast as an organization of excellence. It leads the way in innovation and use of resources. I wish it well for the future.

*Dorothy Williams*

## General Manager's Report

This financial year has seen an increase in developments and recognition for Volunteering Gold Coast in an array of business areas. We have continued to improve and expand our reputation in the community as a can do organisation and to the whole team across the organisation I say congratulations and well done.

### Achievements

There have been some stand out highlights for us (and I will undoubtedly miss some too):

- Winning both the Prime Minister's Award for Small Business for both Queensland and Australia for 2007 was a brilliant achievement for the entire organisation!
- On-going recognition for the Gold Coast Mobility Office and the Gold Coast Transport Consortium as the only community transport consortium of its type in Australia and its success as both a transport provider and consortium brings praise and recognition to us. Rebecca Coleiro and the GCMO team did a great job!
- Leticia Vargas being nominated as a finalist for the International Women's Day Business Awards for the Gold Coast in 2008. This capped off her win in this section for 2007. I believe that Leticia was the only entrant to be a finalist two years in a row. This result is a great accolade for both Leticia everyone who supports Leticia in both the volunteering and marketing areas of our business.
- Three terrific audit outcomes in a row! Simone Ault, our Treasurer, Steve Davey and the Finance sub-committee are to be congratulated on their great work – especially as our budget is so complex now and it continues to grow.
- We have always attracted great talent into our team but the last year has seen some particularly accomplished staff join or support us – Russell Moran, Mark Shields, David Hilditch, Neil Rangeley, Jason Hayden, Dianne Fowler (moving from volunteer to a traineeship), Nick Cunnah, Peter Strain, David Denmark, Joy-Anne Fisher, Ken Ashbolt and Caroline Samara are all relatively new and have all enabled our business to move into a stronger commercial business mode which has brought strength in our partnerships and development.
- The growth of three of our programs: Community Transport, Community Arts and Entertainment (Entertainment Troupe) and Community Youth Programs have all been well received in our community.
- Recognition from FaHCSIA (one of our major funding bodies) and Volunteering Australia of our development work in corporate and youth volunteering.
- The on-going development of our marketing and promotional work.
- Increases in the array of training sessions and Volunteer Managers' Network Meetings as well as a vast improvement in the quality of these services.
- Strong links to 3 levels of government as well as partnerships with Unis, TAFE colleges and schools.
- Continued expansion of our outreaches and services.

### Staff

Quite a number of our newer, highly experienced staff have acknowledged and been taken aback by the outstanding retention, work ethic, team focus and happy demeanour of our staff. I had not thought about it but a couple of people pointed out that we have retained an almost identical staff mix(which is outstanding) for a year or so now and we are really achieving terrific outputs. I am really thrilled with the calm, cool and relaxed way that the staff go about their work, how they support and train each other and encourage each other to grow and prosper. As one highly successful business manager said: "It is hard to imagine a team working together any better than the VGC guys – I can't see myself working anyone else for the rest of my work career!" I think the real measuring sticks of our HR advancement

are our recognition program, the great work of Leticia with the volunteers, the excellent systems which now support the team and the fact that the team loves its work! Well done to everybody!

I would like to thank all of the Management Committee and the paid and volunteer staff who have worked with us to provide such excellent outputs. The names of our volunteers and paid staff are listed in the annual report so I won't list names but I would like to express my sincere thanks to all folk listed for their great work. I would like to thank the contractors who continue to support the Management Committee and our team.

### **Business Development**

This starts with highly motivated, skilled and enthusiastic staff with a "can do" approach and a sense of urgency. We have had terrific advances in community transport, youth volunteering, entertainment, training, volunteer recruitment and events work due to well considered and planned business strategies. We now have a diverse array of business partners from government to community organisations to commercial businesses who are all working with us on project or program development. We now have seven streams of business which we are targeting for development over the next few years and this has enthused our stakeholders, our partners and our staff.

This has all been capped off by Simone Ault's excellent financial acumen which has been supported so well by Steve Davey, David Hilditch and Joy-Anne Fisher. Of course, the vision shown by our Management Committee enables business opportunities to be explored as our future direction and strategic plans have focus.

Business partners who I wish to thank – both for their expertise and for their funding support include:

- Queensland Health (Home and Community Care) – Qld State Government
- Family, Housing, Community and Indigenous Affairs (FaHCSIA) – Federal Government
- Gold Coast City Council (Local Government)
- Education Queensland
- Community Renewal
- Somerville Funerals
- Others

I would also like to thank our 250 member organisations / sites who have been loyal and supportive of us as we have embarked on so many changes. Their willingness to embrace our services has been really pleasing and rewarding.

Finally, and most importantly, I would like to thank the volunteers of the Gold Coast – whose wonderful gift of their time has made our work an absolute pleasure. I include the volunteers in the VGC team within the volunteer ranks – we are absolutely blessed to have such a dedicated, loyal and talented team who support us with brilliant work. We look forward to the challenges and changes ahead of us in 2009!

*Richard Patterson*

## Volunteer Coordinator's Report



I am certainly blessed and feel so honoured in managing such a wonderful team of extremely talented and gifted people. I also love the culture of Volunteering Gold Coast which makes no difference between paid and volunteer staff. We have certainly achieved something when people walking into our organisation can't tell who is paid and which staff are volunteers and they see such a positive and fun-loving environment.

We may have fun around here but in the midst of all the merriment major achievements are accomplished and everyone is doing such great work! The outputs from our team are incredible and really my job is made easy with very dedicated and committed people on our team. I think it is very important to have that element of fun in any team as long as a sense of urgency and professionalism is maintained and it certainly is here in our office.

A major accomplishment in the past year was that all our volunteers had an opportunity to apply for various short term paid opportunities that have come up throughout the year. A number of volunteers were successful in securing quite a few months paid work with us. Also Di Fowler has started a Traineeship with us for the next 2 years. It was also wonderful to see everyone in the team support these people in their paid roles.

We have also received a number of volunteers through various programs for short term volunteer placements, whether it be for uni studies or Access Employment. Each volunteer has added their flavour to our team and it has been great to have these people on board.

We have forged greater connections with our member organisations this year and many of them come in for visits throughout the year. Also we have developed an Organisation Liaison Officer position which has helped with maintaining relevant and current information on our members and strengthened these relationships. The Volunteer Manager's Network Meeting has seen an increase in attendance since I have introduced specialised guest speakers to them. We have been inspired by some brilliant people who have donated their time to address volunteer managers.

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 which has developed another database which is more specific to events and has been very useful to the Entertainment Troupe.

We have opened three more outreaches since the last AGM. We now interview at Varsity Lakes, Coolangatta, and Burleigh Heads and at our previous venues in Palm Beach, Southport, Nerang and Biggera Waters. I have also had a very dedicated and wonderful team of volunteers who time and again have put up their hand to man the various stalls we have had around the Gold Coast. This has been great as we have participated in 9 events with information booths which has allowed us to reach approximately an extra 3,000 people. Quite a large number have called in and made enquiries about volunteering. As a result of the wonderful disposition and great information that these ladies have given we have also had a variety of new organisations.

We have also gained a few new volunteers through this past year, each with different skills sets and personalities, all of which has enriched our team to no end. The whole team has done a magnificent job this past year. A massive "thank you" to the team! Thank you for your dedication, enthusiasm and loyalty. For seeing where the needs are and stepping in without being asked. For taking initiative and ownership of each of your roles, for putting in extra time even when it was out of your role, for supporting me in my role, for the genuine passion you have for what we do,

for standing up for our member organisations, for the smiles you offer our clients - even when you are going through turmoil or challenges. We would not exist without you!

A huge “thank you” to the Management Committee. They have been great visionaries and have supported us immensely at each one of our stages of development. Their insight and wisdom has seen us through growth and development and its wonderful to have their support and belief in the team members and each one of our abilities and skills.

Finally, an enormous thanks to Richard. His leadership qualities have taken us to levels that we couldn’t even imagine. I often reminisce of how things were and tears well up thinking of just how far we have come and how many people we have assisted. It is such a privilege to be working at VGC and be lead by a fine visionary. He has given opportunities for us all to grow and has guided us with wisdom.

I am looking forward with enthusiasm to this next coming year and know that together we will be able to achieve so much.

*Leticia Vargas*



## Financial Report



It never ceases to amaze me just how quickly the end of financial year sneaks up on me each year..... I guess there could be some truth to the belief that “time speeds up as you get older”!

This year has been just as busy and exciting as the last couple of years preceding it. (well as exciting as the Financial area can be I guess!)

As well as continuing our existing services and programs with our wonderful counterparts, such as our main funding body; Health and Community Care (HACC), as well as FaHCSIA; Education Queensland, and Gold Coast City Council to name just a few, we have again also been fortunate enough to see the introduction of new projects within the organization.

The addition of the Yatala Community Renewal Program, Bundall Park’n’Ride, Act One Management, as well as the New Start Traineeship incentive have definitely been keeping us all on our toes and very busy.

And it is great to see so many doors opening for our organization, which allows us to provide a broader spectrum of services to a greater number of deserving people within our community. And from what I hear, there is even more expected in 2008-2009!

On the financial front, I am pleased to say that we survived the nail biting yearly audit; we achieved great project results; and are enjoying the higher interest earned and lower fees, with our new banking group – Bendigo Bank. (which obviously allows us to inject that little bit more into our community projects and services).

A successful year all round!

So what is in store for the new year and the future? Well where to begin?

Here is just a few items to give you a snap shot of some of the improvements/upgrades to be done or are already currently underway.....

We have recently introduced a salary sacrifice benefit to all employees though CBB. That means they get more in their pocket, less to the tax office and at no extra cost to the organization - Sounds too good to be true!? Well its not, and we have a number of employees already taking advantage of this wonderful opportunity that is only offered to staff of “not for profit” organizations. As well as the above it also entitles its member to discounts throughout the country. (and who would have thought that by dining out you can save even more in personal tax dollars legally!!!)

Excitingly and thanks to a genius member of the Volunteering Gold Coast team, David Hilditch, we now also have a fantastic new budget analysis for end of month management reporting. This report not only allows us to view a synopsis of the current position of the organization, via a budget v’s actual report. It also provides an analysis of the information, and depicts and highlights areas of over/under spending and items that may need addressing. Thanks David for all your time, effort and genius in putting this report together!

In addition to this we will also be looking at bringing in, electronic payslips, electronic remittance advices and electronic Invoicing as well as an authorization stamp. Though this may not sound that exciting, it will result in more time efficient transactions and much less wastage of paper within the accounts area. Less paper means less cost and obviously less trees to be knocked down!!! And with the new fancy photocopier on the way that allows all faxes and

documents to be electronically saved in the computer systems, who knows, maybe sometime in the future we may see a completely paperless accounts department! Wouldn't that be great – an eco friendly office!!!!

So these are just a few items that we are looking at implementing in the new year, so as with the past financial year, I guess it is still Go, Go, Go!

Finally I just want to finish by saying a big thanks to our General Manager Richard, the Management Committee, and all the wonderful staff and volunteers (both new and old) of the Volunteering Gold Coast and Gold Coast Mobility offices. Without all the effort and terrific work that they output as a team, we would not be able to provide the services that we do.

And most importantly, all the friendly faces make coming into the office a delight!

Well done everyone and cheers to the new financial year and future!

Thanks and kind regards

*Simone Ault*





## Business Development Report

You Don't Want to Start from Here!! Is the title of a Volunteer Managers Training event I have delivered this year. The title comes from an encounter I had with an elderly gentleman wearing a flat cap who I came across in a small village called Crigglestone in North Yorkshire, United Kingdom. Upon asking him for directions to an address in Doncaster he said "by eck lad thy don't wan fut start frum ere". This loosely translated means goodness gracious young man you don't want to start from here. This affirmation relates to many Voluntary Organisations who find they want to expand, want to take on new projects, programs and direction and want to provide new and exciting opportunities for their staff and volunteers, but aren't sure if they are starting from the right place, or right structure to successfully achieve their ambitions.

This was a major issue when considering the current strategic position of Volunteering Gold Coast (VGC) and the potential for expansion through business development processes. With this in mind an initial review process was entered into which indicated that actually, YES we do want to start from here!!

VGC has a substantial foundation to build upon, a strong reputation as a "can do" organisation, a committed staff and volunteer team and an eagerness to break new ground and exceed expectations which naturally creates a framework for expansion. Nevertheless consideration had to be given as to how to achieve this ambition. It is through a Thematic Structure, which is indicated as international good practice, that VGC seeks to develop its services & support structures for the voluntary community over future years. Currently seven themes have been identified as being of key interest to the organisation, three themes that are currently being delivered and which can be built upon, and four that have great potential for future development. VGC Thematic Structure includes:

Existing VGC Themes (to be built on)	Proposed VGC Themes (to be initiated)
<b>Theme 1:</b> Community Transport (GCMO)	<b>Theme 4:</b> Community Sports Development
<b>Theme 2:</b> Arts (Entertainment Troupe – Act 1 Management)	<b>Theme 5:</b> Community Environment
<b>Theme 3:</b> Youth/Education	<b>Theme 6:</b> Community Health
	<b>Theme 7:</b> Tourism, Heritage, History

Of course none of this proposed development can be undertaken without the resources, both human and financial to ensure that new work undertaken is delivered to a high standard and in an efficient and effective manner. To this end current funding applications totaling \$465,000 have been submitted and are being considered, which, if successful, will support the role out & development of a variety of projects across several of the identified themes. Additionally specific business development opportunities are being explored with a variety of local, state and commonwealth government agencies where mutually beneficial programs can be developed.

Without a doubt 2008 has been a year for strategic positioning, for structural development, and for contemplation of future business and organizational models. I am sure with the undoubted commitment and enthusiasm of my colleagues, both staff and volunteers, and the direction and fortitude of our Management Committee, 2009 will be an exciting and dynamic year. After all where better to start from, than where we are now!!!

*Mark Shields*



## Youth Projects Report

### Youth Projects Overview

Upon my arrival as a volunteer in March, I was invited to caretake the Youth project from Arian.

I noticed very little activity or demand for Youth in volunteering. This was highlighted at a youth forum we held in late March with representatives from schools, Education Queensland and members. The positive for me was many parties showed interest therefore the Youth Project had legs. I recognised the need to create awareness via a fresh approach with cost effective marketing and data base refinement, as well as the need to address and remove the "Perceived Barriers" attached to Youth in volunteering. This led to reconnection with all networks and the revisiting of positives of Youth Volunteering on the Gold Coast. We began simultaneously linking in with Gold Coast schools, universities and youth organisations in our awareness program. From this we were invited to speak at several schools re Volunteering and Youth.

It should be noted that we continued to build on previous networks via invitations/calendar /network partners. A big, 'Thank You' to all VGC Management and staff for keeping all alive with few resources. These included attendance at Careers Days, Council organised skate days, lectures, as well as partaking at Interviewers in career days at schools - as some examples of previous networking.

Assistance with coordinating Youth projects with other agencies such as SCISCO, and the Council gave us an opportunity and success in June with Schools and Individuals. A highlight was placing 60 boys and girls in environmental and maintenance projects on the Coast.

Continuous Marketing via Weekly newsletter to schools, TAFE and Griffith and Bond Uni, with focus on fresh and variety of Youth volunteering opportunities also helped with groups and single volunteers. The Re-creation of the "Youth Volunteering" flyer, which is already proving to be quite popular, was given a Youthful look and feel. We did resource a Youth focussed Volunteer in Jennifer B and she is still with us weekly.

All of the above gave me an opportunity to get an insight and feel of Youth and Volunteering and the overall part I can play in value adding to VGC charter whilst at the same time assisting in other Project and Opportunities that may arise.

### Primary Projects detailed....

**J team / media.** We recruited and placed several interested students from Griffith University into a media role to recreate the Youth Magazine and attempt to get more awareness out to Youth via media capture. Unfortunately the majority of these students failed to manage their time to give us completion of projects required. To me, this highlights the need of a paid or more committed volunteer/ employee to give congruence and completion to all projects commenced. The plan was also to share and capture projects that VGC were part of.

**Y-ZiNe.** The Revival of the Youth Y-ZiNe magazine in a soft version which is now up on web site and has been emailed to all High schools, Tafe etc. After much brainstorming the e Soft version was a better and more economical option and we plan to produce this magazine with Youth each 2<sup>nd</sup> month. This has been created by young people from the Media J team. We're also set to launch a youth website, with much of the same content and young people helping out. These should come from Volunteers from feedback and interest from Y-ZiNe.



**Social networking 'Facebook'** We have also commenced brainstorming on Facebook and Web updates. These sites are latest trend with some of the youth creating a link to Volunteering/youth/ with consideration to the declining volunteering for Youth, hence any option we can adopt to access the youth market is a plus.

# It should be noted that we have been given a Student one day per week as part of a Cert 1V in Multi media. This person will be with us for 20 months, one day per week and is a direct result of networking with Tamar Bostock of EQ. This gives us a brilliant opportunity to add more professionalism to IT and Web and media with project completion in place.

#### **GCS 2008 Community Safety Response 'aka Schoolies'**

The contract was offered to VGC to play a part in GCS2008 via supply of 300 Volunteers as SST members. This required recruitment, screening, training and coordinating all volunteers, and assisting the Department of Communities in this project.

This seemed a natural addition to our Youth Area as the common denominator is Youth and volunteers. This gave us a great opportunity to revisit systems in all areas with a longer term view. This view being to grow our Volunteer data base in both general and event specific areas.

#### **Other initiatives in planning and ongoing.....**

Whilst maintaining our charter as a Resource Centre with added focus on assisting with Youth in Volunteering and members needs. We have continued to link in with organisations and projects to share and get the best out of what we're doing. Examples of these are:-

- 1) Gold Coast Titans in their t4tomorrow community program.
- 2) Schools requiring Volunteering and gap year Strategy and Marketing via their internal Web sites.
- 3) Dept of Education regarding Certificate programs in Active Volunteering 1, 11, 111.
- 4) Funding program opportunities with Healthy and Active program to encompass Youth in year 9.
- 5) Reassessment of GCMO and its focus and value to Youth specific needs.

*Neil Rangeley*



## Administration Report

This Year was my first with Volunteering Gold Coast and I have enjoyed every moment. Since the beginning I have strived to provide Technical support to the staff of VGC in a number of different areas. I can also say, the staff of Volunteering Gold Coast have been very welcoming, professional & make the whole working experience a pleasure.

We have seen great expansion this year within the organisation, making it a very exciting time for projects.

### Projects Begun/Completed in 2008 – (Stage of Completion)

- ✓ Corporate Governance – (Research Completed)
- ✓ Non-Profit Classification System - (Draft Structure Completed)
- ✓ Non-Profit Assistance Template - (Draft Pack Completed)
- ✓ Memorandum of Understanding Matrix (Completed)
- ✓ Financial Year Budget Template 2008/09 – This project involved working with Simone Ault to develop & improve the Data Capturing & Reporting Aspects of Volunteering Gold Coast & GCMO (Completed)
- ✓ Financial Statements Actual v Budget 2008/09 – Working with Simone to create a simple & effective financial statements for VGC & GCMO(Completed).
- ✓ Non-Profit Database Project – (Research Underway)
- ✓ Creation of an E-library – (Completed)
- ✓ Weekly Operation Meeting Guidelines & Templates (Completed)
- ✓ Grants & Submissions provided key data, budgeting & Analysis for the preparation of funding submissions. (Australia Council for the Arts/Q150/Multicultural Assistance /Queensland Mental Health/Eat Well Be Active All completed).
- ✓ GCMO Asset Verification – (Completed).

### Projects to Start 2008/09

1. VGC Facebook Profile.
2. Improve Financial Reporting Systems.
3. Analysis for Grants & Submissions

*David Hilditch*



## Marketing Report

There was a huge success in the marketing arena for VGC in the 2007-2008 period. We have now been established as the peak body for volunteering on the Gold Coast and are more widely known. 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 more very valuable partners also and achieved greater recognition in the community for not only our organisation but also members of the VGC team which was a great inspiration to us all.



### SUCCESS IN 2007 – 2008

#### MP, Councillor & Mayor visits:

This has been pursued with much success and we experienced a greater level of support. Many have added articles in their newsletters, advised us of available funding and grants and supported us on many different levels. We have gained a reputation of professionalism in their eyes and have reached the status of a leading authority on volunteering and hence they seek our advice and direction on many occasions with a few of them approaching us to assist with their own events. We have also been invited on a number of occasions to provide input and advice of current community services and the future needs.

**Events:** The events that we ran were very successful and we have formed many valuable alliances with sponsors who continue to support us to date. We were also able to attract more public support and member organisations from the events we ran during the last year. The International Volunteer Awards were enjoyed by all and we were thrilled that celebrity Marty Barrett joined us for the occasion and this year we had more in attendance than any other year (450 people). National Volunteer Week, which was held at Circle on Cavill, was a success and enjoyed by all. This year we were also invited by the Council and Department of Communities to sit on the Board of Seniors Week and use our event as the Launching event for the Gold Coast - on their behalf. It went very well and we used a new venue in the Broadbeach Mall for this. There were not that many people attended the presentation part of it but all our organisations that had stalls were bombarded by people enquiring after their services.

Also, a big thank you to the Entertainment Troupe Volunteers. They have organised some great events through the year and under the direction of Ken has expanded and have been much more involved in the community. The calibre of performers have on our books is tremendous and all have been very generous with their time and talents. One event that stands out was the Art, Jazz & Shiraz night where it was run as a fundraising event. There was a packed room with all enjoying themselves and raising not only our profile but much needed funds for Animal Welfare League. With a name change and new members, the team seem invigorated and excited about the endless possibilities and that reflects on their performance and level of professionalism. Job Well done!

**Alliance with media:** This greatly improved from previous years and a special partnership was formed with the Sun Newspaper. They continue to run our “5 most wanted” jobs weekly and have supported us with all press releases. Hot Tomato, ABC Radio & Gold FM have also been a great supporter and responded to all press releases we have sent out. We have received coverage with many team members and the Entertainment Troupe has had good coverage also.

**Training:** This is part and parcel of servicing our clients and moving into that resource role. Although we have not seen a great increase in numbers, we have seen organisations that had not attended training before start to come along

which is also a good outcome. This year we had a mixture of volunteers show interest in delivery training and therefore we are able to offer more variety.

**Partnerships:** The parties that would be involved in this are; JNM, Centrelinks, Members of Parliament, Sponsors, Businesses, media, Councillors & community organizations. This has proved to be vital in our survival 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. We also need to form greater relationships with our member organisations to better understand their needs and be able to provide excellent service. Partnerships with the media need to be maintained and strengthened as we have been thus far. Partnerships are also a vital part of our new funding requirements so we need to do it and do it well.

**Corporate Volunteering:** Quite a number of banks and namely Suncorp have come on board with this in a very successful way. Both organisations and the volunteers finding value in these partnerships.

**Final Comment:** The aim of the VGC Marketing Strategy is to promote VGC and its member organisations, to lift the profile of volunteering in the community and form alliances with the view of expanding the volunteer sector in every way. Our charter is to support community organisations and set standards and best practice and the Marketing Strategy is critical for this to unfold.

**The Team:** We have been able to gather an amazing group of people to support us in our endeavours. We have a fantastic team who stand with us and support VGC and all its projects in anyway they can - going beyond their duties and expectations in every marketing and promotional activity we undertake. I truly believe that we would not be able to achieve what we have without their support and expertise in the different areas of endeavour.

*Leticia Vargas*



## Gold Coast Mobility Office Report



This is my first attempt at submitting an Annual Report for the Gold Coast Mobility Office as Service Administrator, so where do I start! The one thing I can say confidently is that we are growing, growing, growing.

The past year has been a busy one with new staff coming on board and staff leaving. We farewelled Arian Schaap who was our Youth Transport Development Worker and we were fortunate to have a new Manager Rebecca Coleiro on board until she resigned in early October this year. Our accounts person Jan Sloan left and was replaced by the lovely Josephine Jones who has proved to be a great asset to our office, picking up a variety of admin duties. Our admin team still include Pat Anderson who has been nicknamed our “ONI Queen” (completing 126 assessments) and who has been the longest member of the GCMO team, she started as a volunteer in September 2003. I have been in the position as Service Administrator for over 2 years now and have seen numerous challenges that have proven successful over the past year. Joanne Carseldine also came on board as a volunteer last month and is currently doing admin duties on a Monday in our office.

We currently have 17 drivers and 2 driver assistants. All our drivers are dedicated professional drivers who are committed to providing a quality transport service to the community. At present we are compiling a ‘driver pool’ which will assist other community organisation to have access to drivers outside their organisation when their regular drivers are on annual leave or sick leave.

The expansion of our HACC transport services included the new Community Circuit Service which started operating in Oct 07. From its inception in October 07 until 30<sup>th</sup> June 08 we have provided 1787 one way trips to HACC clients. The majority of these journeys were for hospital and medical appointments. The service has proved to be such as success we are currently trialling a weekend circuit for HACC clients to access. This service is slowly progressing with an average of 4 clients being transported each Saturday and Sunday to various destinations such as visiting a family member in hospital to going to church services. We are operating this service at present on the weekend using one vehicle (car) and hoping it will expand in the future to a full mini bus each day. We constantly receive positive feedback from our clients and find that the people who are accessing the service always use it again, which is a very positive outcome for GCMO. Homecare services have distributed our flyers to clients through their direct care workers and there has been wide distribution of brochures and flyers to hospitals and general practitioners and other community organisations. A large mail out to Retirement Villages and churches on the coast has also proven to be a success. We would like to thank them for their support.

Our total number of HACC funded one way trips for the financial year 07- 08 is 25068. This includes the trips from taxi vouchers and volunteer driver support schemes through the Transport Consortium. The Consortium still has 15 members who are utilising the funds to provide transport to HACC clients. The GCMO has recently applied for funds to provide taxi vouchers to assist HACC clients whom we cannot provide a return journey to if they have late afternoon appointments. This has proven very successful and we are looking at continuing this service. Organisations are encouraged to apply for funds to assist client whether it be through accessing a mini bus and driver scheme or volunteer driving scheme or taxi vouchers. The applications are forwarded to an approval panel before funds are released. Regular HACC forums are attended to ensure the community are informed about what services we provide and can refer clients to. There has been an increase in the referrals between organisations and this has been generated due to the high volume of calls we receive on a daily basis.

The Council Cab service has provided 4524 trips to pensioners living independently in our community travelling to the Pines shopping centre at Elanora on a Thursday and to Australia Fair each fortnight on a Thursday. The shopping clients have developed a friendship with the regular drivers on these Thursdays and look forward to their weekly trip to the shops. This has become a great social event for some clients who enjoy a chat and a coffee with the passengers travelling at the shopping centre. We continue to market the Council Cab service to clients who are also using the community circuit services. We are constantly looking for new avenues to broadcast our services through.

A new trial shuttle bus service commenced in Feb 08 for Council called the 'Park N Ride' service. This service provides a shuttle bus service for the Bundall commercial precinct during early morning peak hours 6.45am – 9.15am and afternoons 4.30 pm – 6.30 pm. Passengers travel from the Gold Coast Turf Club car park to the business area and return in the afternoons. During the 1<sup>st</sup> week of the trial 311 passengers were transported. This has increased to 808 passengers travelling for the week ending 8<sup>th</sup> August 08.

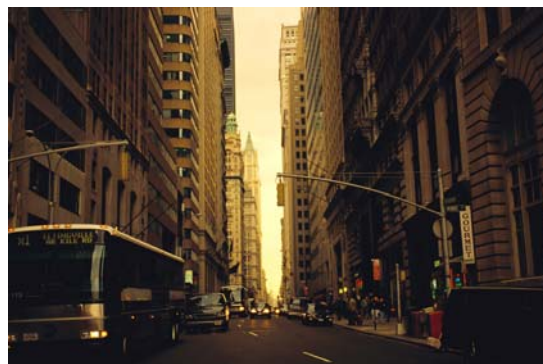
Another service which has been operating as a trial is the "Yatala Workers Shuttle". The shuttle service provides transport for people residing in the Beenleigh/ Eagleby district who are finding it difficult to get transport to job sites in the Yatala Industrial area. The service started in Feb 08 and during the 1<sup>st</sup> week we had 2 clients transported (4 trips). From Feb 08 until June 08 this increased to 3312 trips. It has proven to be a great success. There is now a 'waiting list' for this service.

The GCMO also provides a service to school and education centres in securing transport for young people and arranging buses through our brokerage system for schools who are taking students on educational trips or recreational outings. We continue to provide bus use and drivers for a number of community organisations.

In closing I would like to acknowledge the support of all the people associated with the GCMO at this busy time. I would especially like to thank our drivers and our admin team and Volunteering Gold Coast and the Management Committee for supporting us. The dedication and commitment of staff and drivers make the GCMO a 'unique' place to be part of and we are proud of the service delivery that we provide to all our clients.

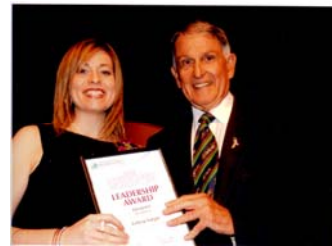
*Sandra Sutherland*

Service Administrator





## Photos





## Auditor's Report

### DON G. DINNEEN & Co. Public Accountants

DON G. DINNEEN FCPA

Ref No.

15 Bambarra Street, Southport  
P.O. Box 1038 Southport 4215  
Telephone: (07) 5532 9215  
Facsimile: (07) 5532 7485  
Email: [dondinn@bigpond.net.au](mailto:dondinn@bigpond.net.au)

#### **Independent Audit Report To The Members Of Volunteering Gold Coast Inc.**

##### *Scope*

*The financial report and committee's responsibility.*

*The financial report comprises the income statement, balance sheet, statement of recognised income and expense, statement of cash flows and accompanying notes to the financial statements for Volunteering Gold Coast Inc. (the association), for the year ended 30th June 2008.*

*The committee of the association is responsible for the preparation and true and fair presentation of the financial report in accordance with the Associations Incorporation Act (1981, Qld). This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.*

##### *Audit Approach*

*We conducted an independent audit in order to express an opinion to the members of the association. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free from misstatement. The nature of the audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.*

*We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the Associations Incorporation Act (1981, Qld) including compliance with Accounting Standards and other mandatory reporting requirements in Australia, a view which is consistent with our understanding of the association's financial position, and of its performance as represented by the results of its operations and cash flows.*

*We formed our opinion on the basis of these procedures, which included:*

- *examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and*
- *assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the committee.*

*While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.*

DON G. DINNEEN & Co is a CPA Business  
ABN: 65 409 900 789

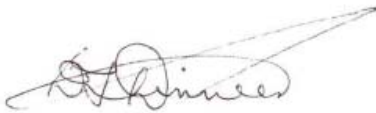


*Independence*

*In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.*

*Audit Opinion*

*In our opinion, the financial report of Volunteering Gold Coast Inc. presents a true and fair view, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia of the financial position of Volunteering Gold Coast Inc. as at 30th June 2008 and the results of its operations and its cash flows for the year then ended.*



*Don G Dinneen  
PO Box 1038  
Southport Qld 4215  
1st September 2008*

**Volunteering Gold Coast**  
Suite 18, Surfers Paradise Transit Centre  
10 Beach Road  
Surfers Paradise QLD 4217

**Balance Sheet**

As of June 2008

27/07/2008  
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<b>ASSETS</b>		
BENDIGO BANK CASH MAN		\$493,723.57
CHEQUE ACCOUNT		\$749.34
CASH MANAGEMENT ACCOUNT		\$1,360.96
PETTY CASH - VGC		\$400.00
PETTY CASH - MO		\$400.00
ACCOUNTS RECEIVABLE		
Trade Debtors	\$40,769.48	
DEPOSITS/PREPAID		
Rental Bond/Deposit	\$3,280.00	
MOTOR VEHICLES		
MV at Cost - HACC MO	\$211,260.62	
MV at Cost - HACC VGC	\$21,760.62	
MV Depreciation - HACC	-\$93,191.05	
HACC Vehicle Funding	-\$139,830.19	
MV at Cost - CRP	\$40,108.14	
MV Depreciation - CRP	-\$8,407.52	
CRP Vehicle Funding	-\$33,700.62	
MV at Cost - MO	\$11,922.47	
MV Depreciation - MO	-\$302.80	
FURNITURE & FITTINGS		
Furniture/Fittings at Cost	\$19,071.88	
Furniture/Fitting Depreciation	-\$4,733.08	
OFFICE EQUIPMENT		
Office Equipment at Cost	\$18,943.65	
Office Equipment Depreciation	-\$11,164.80	
COMPUTERS & PRINTERS		
Computers/Printer at Cost	\$35,579.96	
Computers/Printer Depreciation	-\$23,810.14	
<b>Total ASSETS</b>		<b>\$586,190.49</b>
<b>LIABILITIES</b>		
GRANTS - HACC		
MO HACC Motor Vehicles	\$17,060.00	
MO HACC Motor Vehicle Surplus	\$15,123.06	
MO HACC Funding Surplus	\$153,706.78	
MO HACC Extra Growth Rollover	\$7,148.00	
GRANTS - OTHER		
VGC New Start Traineeship	\$4,168.16	
MO Youth Residual	\$3,037.90	
MO Community Renewal Program	\$97,667.65	
MO Community Renewal GCCC	\$2,081.82	
MO Park 'n' Ride Bundall	\$15,038.48	
MO Career Expo Event	\$8,443.68	
MO Weekend Community Circuit	\$8,350.00	
VOUCHERS		
MO Taxi Voucher Pool	\$18,050.28	
GST LIABILITIES		
GST Collected	\$7,024.80	
GST Paid	-\$14,024.19	
PAYROLL LIABILITIES		
PAYG Tax Payable	\$5,024.00	
SUPERANNUATION		
Super Annuation	\$3,150.25	
SALARY SACRIFICE		
Sal. Sac - Super	\$1,000.00	
ACCOUNTS PAYABLE		
Trade Creditors	\$22,062.04	
OTHER LIABILITIES		
Holiday Leave Accrual	\$21,216.96	
Sick Leave Accrual	\$13,841.80	
Long Service Leave Accrual	\$9,112.92	
Provision for Auditor	\$1,424.50	
<b>Total LIABILITIES</b>		<b>\$419,708.89</b>



Net Assets	\$166,481.60
EQUITY	
Retained Earnings	\$162,286.05
Current Year Earnings	\$4,195.55
Total EQUITY	\$166,481.60



**Volunteering Gold Coast**  
Suite 18, Surfers Paradise Transit Centre  
10 Beach Road  
Surfers Paradise QLD 4217

**Profit & Loss Statement**

July 2007 through June 2008

27/07/2008  
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**INCOME**

GRANTS - HACC	\$147,545.00	
VGC HACC	\$3,394.00	
HACC VGC Variation/CPI	\$413,529.22	
MO HACC	\$9,977.00	
MO HACC Variation/CPI		
GRANTS - OTHER	\$5,696.54	
VGC Schoolies	\$2,250.00	
VGC Voluntary Retail Program*	\$55.69	
VGC Volunteering QLD (Pilot)*	\$76,000.00	
VGC FACHSIA	\$1,159.09	
VGC Seniors	\$3,531.84	
VGC New Start Traineeship	\$20,000.00	
MO Youth Education QLD	\$6,979.66	
MO Youth Engagement DOC*	\$34,185.99	
MO Youth Residual	\$48,864.21	
MO Community Renewal Program	\$1,500.00	
MO Community Renewal GCCC	\$33,075.25	
MO Park 'n' Ride		
OTHER VGC/MO INCOME	\$944.09	
VGC Membership	\$43,380.00	
VGC Auspice Fees	\$2,663.64	
VGC Education/Training	\$1,363.98	
VGC Performance Troupe	\$2,570.00	
VGC Charity Events	\$452.00	
VGC Talent Commissions	\$40,209.84	
MO Bus Brokerage	\$2,632.43	
MO Bus Brokerage Fuel	\$999.64	
MO Bus Brokerage Driver	\$12,466.00	
MO Council Cabs	\$4,600.00	
MO Council Cabs Marketing		
GENERAL INCOME	\$30,178.74	
Bank Interest	\$3,416.00	
Donations	\$3,632.04	
Donations (in Kind)	\$600.00	
Sponsorship	\$10,100.71	
Office Rental	\$13,489.35	
Other Income		
<b>Total INCOME</b>		<b>\$982,241.95</b>

**EXPENSES**

PAYROLL/EMPLOYEE COSTS		
Wages - Management	\$113,876.84	
Wages - Administration	\$105,185.49	
Wages - Financial/Bookkeeping	\$30,676.38	
Wages - Marketing	\$44,891.58	
Wages - Events*	\$14,846.70	
Wages - Drivers	\$71,335.54	
Wages - Youth Transport*	\$30,907.80	
Provision for Holiday Leave	\$7,580.66	
Provision for Sick Leave	\$5,386.47	
Provision for Long Service	\$3,576.39	
Super Annuation	\$36,694.85	
Superannuation Additional	\$13,864.00	
Other Employee Expenses	\$156.68	
CONSULTANTS/PROFESSIONAL FEES		
Consultants - Auditor	\$1,884.55	
Consultants - Business	\$11,800.00	
Consultants - Other	\$6,560.00	
INSURANCE		
Insurance - Business/Contents	\$2,768.75	
Insurance - Cons. Liability	\$2,817.75	
Insurance - Volunteers	\$1,157.50	
Insurance - Motor Vehicles	\$8,117.89	



# Volunteering Gold Coast

## Profit & Loss Statement

July 2007 through June 2008

27/07/2008  
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Insurance - Workers Comp	\$2,141.47	
MOTOR VEHICLES		
MV - Fuel	\$35,090.72	
MV - Registration	\$5,928.46	
MV - Repairs/Service	\$6,029.18	
MV - Inspection Fees	\$82.20	
MV - Other Expenses	\$4,585.73	
TRANSPORT EXPENSES		
Transport - MO Bus Brokerage	\$68,927.11	
Transport - Ed Transport Fares	\$16,737.32	
Transport - Taxi Voucher Pool	\$55,454.56	
Transport - Vol Driver Subsidy	\$31,214.55	
Transport - Innovation Pool	\$15,000.00	
Transport - Project Consultant*	\$1,136.00	
Transport - Ext. Drivers Pool*	\$1,376.00	
Transport - Other	\$1,278.25	
ADMINISTRATION		
Advertising - Poster/Brochure	\$8,815.58	
Advertising - Promotional Item	\$2,171.10	
Advertising - General Admin	\$2,336.97	
Bad Debts Written Off	\$372.40	
Bank Fees & Charges	\$732.72	
Cleaning (Office)	\$1,669.09	
Computers - Repair/Maintenance	\$14,477.08	
Computers - Accessories/Toners	\$7,546.55	
Computers - Internet/Web host	\$4,220.39	
Concerts/Performances/Evts*	\$114.55	
Conferences/Seminars	\$3,738.54	
Depreciation	\$18,678.20	
Donations	\$630.00	
Electricity/Gas	\$1,427.88	
Equipment Hire	\$570.00	
Events - Food & Beverage	\$645.45	
Functions/Meetings	\$11,415.15	
Gifts and Cards	\$604.75	
Meetings - Management	\$31.78	
Memberships/Subscriptions	\$1,217.11	
Office/Equip Repairs & Maint	\$879.69	
Photocopier Accessories/Toners	\$470.00	
Photocopier Repairs & Maint	\$1,477.38	
Photography/Videography	\$99.00	
Printing*	\$254.36	
Postage	\$1,778.67	
Registrations	\$555.87	
Rental - Office	\$27,310.02	
Stationary - Office Supplies	\$10,261.40	
Staff Amenities	\$2,992.44	
Staff Training/Expenses	\$6,602.65	
Telephone/Fax - Office	\$10,399.71	
Telephone - Mobiles	\$4,025.93	
Training - Misc Expenses	\$1,125.67	
Travel - Air fares	\$1,220.54	
Travel - Accommodation	\$2,056.53	
Travel - Food & Beverage	\$157.53	
Travel - Staff Reimbursement*	\$912.65	
Travel - Miscellaneous	\$128.84	
Venue Room Hire	\$1,514.99	
Volunteer Expenses*	\$9,013.47	
Volunteers - Awards Day	\$7,775.90	
GENERAL EXPENSES		
Auspice Fee	\$43,380.00	
GST Rounding	\$9.96	
Stocktake adjustments	\$95.82	
Miscellaneous Expenses	\$555.17	
OTHER EXPENSES		
Burglary Expenses*	\$2,508.75	
Total EXPENSES		\$978,046.40



Operating Profit	\$4,195.55
SUSPENSE ACCOUNTS	
Net Profit / (Loss)	\$4,195.55

