

VOLUNTEERING GOLD COAST

Annual Report

2009



Minutes Annual General Meeting 2008



Monday October 27th 2008

**Level 1, Watermark Hotel & Spa
3032 Gold Coast Highway, Surfers Paradise**

The meeting commenced at 17.30 hours

Chair: Dorothy Williams

Present:

Richard Patterson, Dorothy Williams, Peter Mark, Neil Rangeley, June Eadie, Simone Ault, Steve Davey, June Wells, Ken Ashbolt, Dianne Fowler, Leticia Vargas, Vera Moynihan, Mark Shields, June Hordern, Chloe Park, Jason Hayden, Judy Alexander, Kira Alexander, Peter Williams, Peter Strain, Joy-Anne Fisher, Roc Wall, Michael Head

Apologies: - Steven Ciobo MP Moncrieff

President Dorothy Williams welcomed everyone to the Annual General Meeting.

Previous AGM Minutes: It was moved by Peter Mark, seconded by Jason Hayden that the minutes of the last Annual General Meeting held on October 22nd, 2007 be accepted.

Business Arising: Nil

Correspondence: Nil

President's Report: Dorothy Williams presented her Annual Report. She also reflected on the beginning of VGC, and on the continuation of the staff, volunteers and support persons.

Treasurer's Report: Steve Davey read his Treasurer's Report. Audited statement was presented – Steve reflected on service growth and increased complexity. Simone Ault received a special mention.

VGC Manager's Report: Richard Patterson presented his Annual Report. Richard gave an overview of achievements and special mentions to individual Management contributions

The level of recognition by funding bodies / individual acknowledgement of staff at VGC & GCMO including awards received.

Special "Thanks" to June

Team work and development received special mention including the high calibre of volunteers that VGC attracted

Thanks given to various funding bodies who sometimes sought VGC involvement

Congratulations to Performance Troupe & Youth Project

Annual Report 2007-2008 tabled.

It was moved by Richard Patterson, seconded by Steve Davey that the Annual Reports be accepted.

Election of Office Bearers: Facilitated by Peter Strain.

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

The **nominations for each position** were as follows:-

PRESIDENT	Jason Hayden
Nominated	Dorothy Williams
Seconded	Joy-Anne Fisher

PRESIDENT	Stephen Davey
Nominated	Richard Patterson
Seconded	Leticia Vargas

VICE PRESIDENT	Steve Davey
Nominated	Dorothy Williams
Seconded	Joy-Anne Fisher

VICE PRESIDENT	Jason Hayden
Nominated	Joy-Anne Fisher
Seconded	Stephen Davey

SECRETARY	To Be Appointed
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TREASURER	Joy Anne Fisher
Nominated	Stephen Davey
Seconded	Richard Patterson

COMMITTEE MEMBER	Ken Ashbolt
Nominated	Dorothy Williams
Seconded	Joy-Anne Fisher

COMMITTEE MEMBER	Peter Mark
Nominated	Richard Patterson
Seconded	Leticia Vargas

COMMITTEE MEMBER	Dorothy Williams
Nominated	Joy-Anne Fisher
Seconded	Stephen Davey

COMMITTEE MEMBER	Anita Brennan (on hold)
Nominated	Dorothy Williams
Seconded	Joy-Anne Fisher

GENERAL BUSINESS

- **Election of Secretary** – on agenda for first Committee meeting
- **Appointment of Auditor**

It was moved by Simone Ault, seconded by Richard Patterson, that Don Dineen be appointed as financial auditor of Volunteering Gold Coast.

- Ken Ashbolt gave a presentation of the Entertainment Troupe
- Meeting closed at 18.30 hours.**

Annual Report 2008 – 2009



Mission & Goals

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

MISSION STATEMENT:

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

GOALS

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

By

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

Objectives, Values & Vision



OBJECTIVES:

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

We wish to achieve these by:

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

CORE VALUES:

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

VISION:

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

Staff Members



Board

Jason Hayden – President

Joy Ann Fisher – Treasurer

Anita Brennan

Steve Davey – Vice President

Peter Mark

June Wells – Co-opt

Ken Ashbolt – Secretary

Ian Barfoot

Volunteering Gold Coast

Richard Patterson

Glynne Scharenguivel

Carolyn Carter

Steve Davey

Leticia Vargas

Walter Smith

Ken McKinnon

Vera Moynihan

Simone Ault

Rhondda Iliffe

Ken Ashbolt

Vi Beddoe

Liezl Reinecke

Ann Williams

June Eadie

Gay Robson

April Turner

Dianne Fowler

Annette Moon

Terry Day

Eva Bracken-Thomas

Roc Wall

Shirley Burgess

Lynda Day

Stephanie Cook

Jack Fleming

Rebecca Bowen

Glenn Launerts

Christine Krause

Michael Bradford

Peter Browne

Sybilla Williams

Transport Services

Noel Schulz

Jo Jones

Jeff Drummey

Vince Balzan

Bill Steward

Terry Kelly

Geoff Herrmann

Col Billinghamurst

Sandra Sutherland

Wendy Kelly

Ken Glennie

Ian Barker

Ernest Wiese

Slavko Milovic

John Haywood

Joanne Carseldine

Pat Anderson

Ray Mitchell

John Hyman

Kerry Commens

Glen Arthur

Dawn Mitchell

Scott Blake

Steve Davey

Bruce Fay

Barry Brown

Frank Boogaardt

John Dennett

Ros Ferguson

Terry Evans

Graham Read

Kylie Lucas

Tessi Valderrama

Dee Richardson

Geoff Richardson

John Willison

Bev Winders

Achievements



Milestones in 2008-2009

- This year is the first in VGC's history where we have achieved a turnover in excess of \$1 million - \$1.3 million
- Successful volunteer expo held on National Volunteer Week May 2009.
- Successful International Volunteer Awards Ceremony with Rob Readings & Anthony Ikin from So You Think You Can Dance.
- Stronger partnership with Watermark Hotel & Spa with greater commitment.
- Delivery of training programs.
- 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.
- Transport Services Beenleigh-Yatala Project & the Bundal Park 'n' Ride running with great success.
- 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 closing event.
- Successful inaugural "Golden Idol" competition/Event
- Significant growth in the Entertainment Troupe with many successful events held and greater exposure for performers.
- Appointment of extra staff members for both Transport Services and Volunteering Gold Coast.
- More volunteers joining our dynamic team
- 5% growth in membership base VGC.
- 35% growth in business turnover

President's Report



Jason Hayden

It has been a great honor and privilege to be involved in Volunteering Gold Coast as President of the Management Committee in 2009. It has been a year of opportunity and challenge in all areas of our business and bodes well for an exciting and challenging future as we constantly look to improve our service, establish our business and do the best we can for staff, volunteers and members.

A big thank you must go to Dorothy Williams who finished in 2008 after many years guiding the business with an open and balanced mind. She has left a great legacy for the Management Committee to carry on.

Thanks also to the Management Committee for their support and direction of the organisation. We have some new blood and some well-established members, which gives excellent balance and vision as we drive to enhance Volunteering Gold Coast whilst staying true to the organisation's core values.

Richard Patterson's vision as General Manager has been outstanding. Always on the lookout for opportunities to improve and strengthen Volunteering Gold Coast, Richard's passion is much appreciated by the Management Committee.

The commitment of our staff and volunteers is wonderful. The belief in VGC and support in its activities offered by all is excellent and I thank you all on behalf of the Management Committee.

A mention must go to the funding bodies that recognise our work and help us continue our activities. This includes June Wells, from HACC, and her involvement at numerous committee meetings throughout the year. We have also been well supported by Community Renewal and Kevin Burton who have great belief in our organisation and support us in gaining new funding. In particular I would like to mention the following points:

- The change in structure of VGC, looking at having subordinate branches in Transport Services, the Entertainment Troupe, and the Volunteer Resource Centre. This has allowed us to look to the future and tackle what opportunities may arise with a plan in place to enable us to achieve what we set out to do without overloading staff and volunteers. Although still early days in this adjustment, the signs are good that the new structure will deliver what we need.
- The change for Gold Coast Mobility Office to become the Transport Service. Not only a name change, but also staff changes and massive growth as they achieve well over target through hard work, commitment and systems.
- The Entertainment Troupe has moved in leaps and bounds again – thanks in particular to Ken's passion and the support he has from his performers and staff. It is an excellent example for all to see what can be achieved with passion and drive.

The last year has not been without its hard decisions and hurdles. We missed the opportunity to run the volunteering side of Schoolies 2009 as the Management Committee made the decision not to overburden staff and volunteers by tendering at a discounted rate. Although we would have loved to run Schoolies again, we are confident we made the right choice. Another challenge has been the Old Beenleigh Town project - where we have tried to support a volunteer organisation as they move to modernise and put in place policies, procedures and systems that allow them to run a more effective, efficient and meaningful operation. Although many parties seem keen for us to help in this move, funding has been slow and we have therefore not been able to make the difference we had hoped would have happened by now.

All in all the year has been an excellent example of Volunteering Gold Coast's vision and commitment and we look forward to future achievements as things unfold into 2010.

Jason Hayden

General Manager's Report



Richard Patterson

This financial year has seen continued developments and recognition for Volunteering Gold Coast in an increasing number of business areas – especially in community transport, arts / entertainment, community development and volunteering services. We have enhanced our reputation in the community and, as a result, we have been targeted by funding bodies to deliver projects and programs without the requirement to apply for grants / funding. In the not-for-profit sector this is the ultimate compliment and the whole organisation must be congratulated on this terrific outcome - well done! There are 3 key elements that I believe have made VGC such a dynamic organisation in 2009 – the management group: 1. the Management Committee with their vision and willingness to “speculate to accumulate” 2. Our three terrific and energetic Co-ordinators – Leticia, Sandra and Ken. 3. The staff – be they paid or volunteer – they work as one and have provided us with wonderful professionalism and outputs.

Achievements

This year there has once again been some stand out highlights across our business (and I will refer you to the achievements section that also appears in this report for further successes):

- Continued recognition for the VGC Transport Services (formerly the Gold Coast Mobility Office) and the HACC Gold Coast Transport Consortium as the only community transport consortium of its type in Australia. This year's restructuring enabled the 101% service outcome for trips in the service (carrying one person one way) and its success in securing around 140% of the client target required to be transported by the service.
- The success of the trial for the Bundall Park and Ride transport service – carrying workers in the CBD in a project funded by GCCC.
- Success in delivering the trial in operating the Yatala Shuttle bus service (in excess of a year to date) that was funded by Community Renewal and the DEIR. This service supported workers to access the industrial areas in Beenleigh, Yatala and Eagleby.
- Excellent developments in working with Education Queensland HQ, schools, TAFE colleges, universities and other education providers in delivering an array of projects including transport support for Alternate Education Providers, the 2008 Gold Coast Community Response for Schoolies, youth volunteering projects and placements for high and tertiary students.
- A fourth excellent audit outcome in a row! Simone Ault, our Treasurer Joy-Anne Fisher and the Finance Sub-Committee are to be commended on their great work – with our budget, our projects and programs becoming so varied now and with growth of around 40% managing the finances has been an on-going challenge.
- We have been very fortunate to have had some fantastic talent in our team. During the last year we have seen some accomplished staff leave us for other employment, move out of the area or retire. I wish to single out the exceptional work of Dorothy Williams – an Order of Australia says it all! Dorothy was there when the VGC seed was sown and she has seen the organisation go beyond a million dollar budget for the first time in its history! Anne Maree Grasso and Helen Hayes also made excellent contributions to the Management Committee. Rebecca Coleiro ensured that the profile of the VGC TS team grew and she enabled diversity in the transport portfolio. Mark Shields, David Hilditch, Neil Rangeley, Kendra Till and Caroline Samara were all highly talented staff who took the opportunity to contribute to VGC while refocussing their skill sets. Each of them has moved onward and upward and grown in confidence from their time at VGC.
- Continued recognition from FaHCSIA, HACC, Gold Coast City Council, Logan City Council, Community Renewal, Education Queensland and Volunteering Australia (to name our major but not only funding sources) of our work in community development and volunteering.
- The continued advancement of our volunteering services and the marketing and promotion of VGC. This has seen VGC attract some high quality staff to work with Leticia Vargas in her excellent delivery of programs and marketing activities.
- Strong links to 3 levels of government – including direct funding from the Federal, State and local governments including both Gold Coast City Council and Logan City Council.

- On-going expansion of our outreach locations and our projects and services to additional locations on the Gold Coast and in the Logan City area.

Staff

It has been particularly gratifying to have highly experienced staff arrive at VGC, note that our HR, when on song, is as good as HR can get. This is particularly gratifying for both the Management team and the Management Committee. The calibre of our staff generally enables us to have fun while still producing great outputs and getting terrific outcomes! As always, I am both thrilled and amazed by the calm and relaxed way that the staff work together and develop each other's capacities. The recognition program for VGC has also been a great mechanism for acknowledging the work of the staff. I would again like to thank all of the team for providing such excellent outputs. We have outlined the names of all those folk who have contributed to our work in the annual report - I would like to express my thanks to everyone listed for their exceptional commitment. I would also to thank the contractors who continue to support the Management Committee and our team. This includes the excellent contributions of Peter Strain (Training and Governance) and Nick Cunnah (IT).

Business Development

Business development can only occur when a business has plans and, to this end, VGC is very fortunate. We have had excellent commitments and insights from our stakeholders who have assisted us with both our Strategic Plan and our Marketing Plan. These plans and our budget have enabled us to continue to speculate and pursue 8 focal points or themes of business. At this time we have had success in securing funding for 5 of our targeted areas of business development and this is a credit to the team. This starts with skilled and enthusiastic staff with a positive approach and adherence to our sense of urgency. We continue to attract a diverse array of funding bodies and business partners that work with us on projects and programs.

I wish to both thank and congratulate the Management Committee for their foresight and vision in the areas of business development. We have also been blessed to have had Co-ordinators with vision and the commercial expertise of Mark Shields, Neil Rangeley and David Hilditch in assessing business opportunities

Funding partners who I wish to thank include:

- Queensland Health (Home and Community Care) – Qld State Government
- Family, Housing, Community and Indigenous Affairs (FaHCSIA) – Federal Government
- Gold Coast City Council and Logan City Council (Local Government)
- Education Queensland
- Community Renewal
- Somerville Funerals
- Department of Employment and Industrial Relations
- I would also like to thank our 320 member organisations who have shared our vision as we continue to move through so many challenges. Their encouragement and feedback helps to motivate us.

Finally, and most importantly, I would like to thank the staff at Volunteering Gold Coast – be they paid or volunteer, in the Transport Services Office the Arts / Entertainment Service, Volunteering Services or the Management Committee. All of you have given of your time and this has greatly enhanced our capacity to deliver excellence in our community. As the VGC General Manager I have been exceptionally fortunate to have 70 people who share our few focus and vision. Over the last four years we have grown from a paid staff of four to 33 and a volunteer team of 15 to a total of 70 volunteers - located in two locations – Tugun and Surfers Paradise. It is also worth noting that the last four years has also seen us move from a turnover of \$300,000 to almost \$1.4million. We once again greatly look forward to the challenges and changes ahead of us in 2010!

Richard Patterson

Volunteer Services Coordinator's Report



Leticia Vargas

COORDINATOR REPORT:

I am certainly blessed and feel so honored in managing such a wonderful team of extremely talented and gifted people. I also love the culture of Volunteering Gold Coast which makes everyone feel welcomed to the team and they see such a positive and fun-loving environment.

We have continued to deliver services at a very high standard. The team has remained motivated through the majority of the year and whilst we may have experienced some hiccups along the way, which is quite normal in any work environment, we have moved on and grown from these experiences. I have had a bit of a staff restructure recently because of new projects and volunteers moving on so we have taken on 10 new Volunteers in the last year - all of whom have fitted nicely into the team and have brought along a freshness which reinvigorated the whole team. I can't thank enough each and every staff member for their positive attitude and insight into the needs of the business. I have seen VGC emerging into a more professional organisation thanks to the marvelous volunteers.

Toward the end of this financial year my role has changed to Volunteering Services Coordinator. This role encompasses all the volunteering elements of our business including Transport Services and any other area of business that may open up using volunteers. In my new role I developed a new Orientation manual and program running all our current volunteers through this with much success. In the time that this appointment was activated there has been significant changes to the business including a refreshed corporate look and some new systems and procedures put into place that will service our customers at a greater level.

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 Team to assist Ann Williams which has helped with maintaining relevant and current information on our members and strengthened these relationships. The Volunteer Managers' Network Meetings have 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.

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 a special thanks to Vi and Carolyn for going above and beyond! 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.

INTERVIEWS:

Interviews	Total Numbers
Referrals for the year (these are referrals to organisations-some volunteers work at a couple of organisations)	2547
Indigenous/ Torres Straight Islander	8

People with disability	106
NESB	236
Youth (up to age 24)	167
Female	778
Male	391

MEMBERSHIPS: There has been a greater than expected increase in membership this past year. We have received 25 new organisation memberships (individual memberships not included), bringing our membership base to 332.

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! For the love and support you have each shown me individually and respect that you have for each other. The “family” atmosphere you create is like none other and it is for this reason that we have been able to make a mark on our community and people are on waiting lists to come and volunteer with our team!

My appreciation of the Management Committee’s support of me in my role is immense. Thank you for being the great visionaries you are. Their insight and wisdom has seen us through growth and development and it is wonderful to have their support and belief in the team members and each one of our abilities and skills.

Finally, my gratitude goes to Richard for his wonderful leadership. His support and encouragement have strengthened me throughout these years. It is such a privilege to be working at VGC and be guided by such a fine leader. He has given opportunities for us all to grow and has directed 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.

MARKETING REPORT:

There was a huge success in the Marketing & Resource Centre area for VGC in the 2008-2009 period. We are considered to have a high level of professionalism and knowledge of the industry that others are keen to partner with on projects. 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. We have been approached to take on many extra projects by various partners including council and local government departments. 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. The Marketing Plan has been reviewed for this coming financial year and have been adjusted significantly to encompass new business, and the new financial climate with all its impacts.

SUCCESS IN 2008 – 2009

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. I would like to thank the ET at this stage for the very professional and hugely successful events they have organised this year which brought VGC attention. 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 Anthony Ikin from the TV show So You Think You Can Dance joined us to celebrate the occasion. This year we tried something a little different for National Volunteers Week which was quite successful. This year we partnered with Bond University in running a mini expo and information

morning with a great attendance. Further partnership opportunities with Bond grew out of this. We also focused on thanking our in-house volunteers in a luncheon at the Watermark hotel with the event being enjoyed by all.

ALLIANCE WITH MEDIA: This continues to improve each year with continuing support from the Sun Newspaper. They continue to run our “5 most wanted” jobs weekly and have supported us with all press releases. Hot Tomato and Gold FM have also been great support and they have responded to all press releases we have sent out. We have had quite a number of articles in the local paper in three areas of business, TS, ET & VGC. A huge thanks to Liezl Reinecke who has joined the team initially as a volunteer and then transposed into a casual paid role. She has proved to be a wonderful asset and fits in wonderfully with the team, and compliments the team so well.

SCHOOLIES PROJECT: Once again The Gold Coast Schoolies Week was run at a success with minor issues. Overall the experience for both VGC and the volunteers was a pleasant and enjoyable one. Special mention and thanks to Neil Rangeley and Di Fowler for their great support and initiative with this event. We received many reports from volunteers and other not-for-profits involved in Schoolies saying they thought we ran things very professionally and made the experience more enjoyable.

SCHOOL PROJECTS: We had started to link in with schools on the GC to place students in volunteer placements for short stints in our member organisations. This proved a valuable project to the students, schools and organisations with all three parties testifying to the benefits of this project. We have also launched into placing university students in work experience and project work with many of our organisation with much success also. Richard, Neil and myself have been guest speakers at Griffith Uni and Tafe and Gold Coast Schools and through this contact many students approached us for placements especially in the events sector. Di Fowler has been instrumental in getting some of the schools projects off the ground and organising volunteer interviewers to go out to the schools.

PARTNERSHIPS: The parties that would be involved in this are; Job Services Australia Providers, Centrelinks, Members of Parliament, Sponsors, Businesses, media, Councillors & community organizations. This has proved to be vital in our 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.

CORPORATE VOLUNTEERING: This is now a funding requirement due to our contract with FaHCSIA and we need to pursue this with the same degree of professionalism that we tackle do all that we do. I have designed brochures to enable us to launch into this area in the best possible way to gain success in all our partnerships. We have already have had successful partnerships with Delfin and The Watermark Hotel & Spa.

EVENTS, EXPO'S: We have proved that we have the capability to run very professional and successful events and are seen as the leader in organising community events, not only for promotion of volunteering as a whole, but also to support our member organisations. We have become more involved in our member organisations' activities and support them in any way we can manage. We have also received considerable funding from HACC for the express purpose of promoting their services throughout the Gold Coast specifically in shopping centres and using the Entertainment Troupe. This has given us a possibility to ramp up our marketing materials and also support HACC and its different services. A special mention to Vi, Carolyn, Annette & Glynne for your wonderful assistance in the area. Specially to Vi & Carolyn for at many times “dropping everything” to assist with stalls.

MAJOR PROJECTS IMPLEMENTED

MARKETING: After much deliberation and restructuring of the Gold Coast Mobility Office, it was decided that they would take on a new name to reflect the changes and there fore we have had some intensive rebranding of this department now being named Transport Services Volunteering Gold Coast. To support this there have been a variety of new promotional products have been developed. Ben Giltrap has redesigned the logo for TS and also their new brochure and signage for the busses and cars. I have also designed new business cards, ID tags for staff & magnets for clients. Thanks to Jack Fleming also for designing the new logo for the Arts & Entertainment arm of our business.

We also had a look into the future and believed that with the new rebranding it was necessary to also change the VGC logo so that it would be more adaptable as different departments and streams came on board.



TRAINING: the decision last year to trial “free registration” has not seen the outcomes that we had hoped for. Although there may have been a slight increase in numbers attending at the beginning there doesn’t seem to be a commitment to their registrations with many enrolled dropping off on the day of the offered training. This year we had a mixture of volunteers and partners show interest in delivery training and therefore we are able to offer more variety. Gay Robson has taken on the role of Training Officer and I can’t thank her enough for her wonderful support in this area and really taking ownership of this in making sure that it runs professionally.

Topics	Number Attendees
Marketing, Fundraising & Networking	32
Orientation to Volunteering	21
Volunteering Management	18
Governance	57
Conflict Resolution	20
Loss, Grief and Change	14
Assertiveness & Self Esteem	12
Communication Skills	32
PowerPoint - Basics	16
PowerPoint - Advanced	16
Mail Merge - Basics	10
Publisher - Basics	12
Communication Skills Part 1-Empathetic Listening	18
Events Planning A-Z	19
Total Attend	287

<p>Number of Training Days Offered - 60 days Number of Training Days actual - 52 days</p>
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NETWORK MANAGERS’ MEETINGS: the meetings were not being very well attended and so I decided to take a different approach to this very important resource. Previously it was a forum where volunteer managers could come along and discuss important and relevant issues pertaining to the field and see how we can support each other and move forward with some of those issues.

Whilst I have kept this element I decided to introduce guest speakers at each of the meeting that would either inspire us as leaders or give us valuable tools to lead our teams. This was well received by our members and were we were consistently getting 3 or 4 attend the meetings now on average we get 15 to 30 people attend these meetings on any given month. Whilst the networking element is still there I think introducing leaders in the broader community was welcomed. We have recently run a survey to ascertain what our Volunteer Managers thought of the meeting and gage what they would like to see achieved and found that we were pretty much on the money with what we were doing.

THE TEAM: We have been able to gather an amazing group of people to support us in our endeavors. 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

Financial Report



Simone Ault

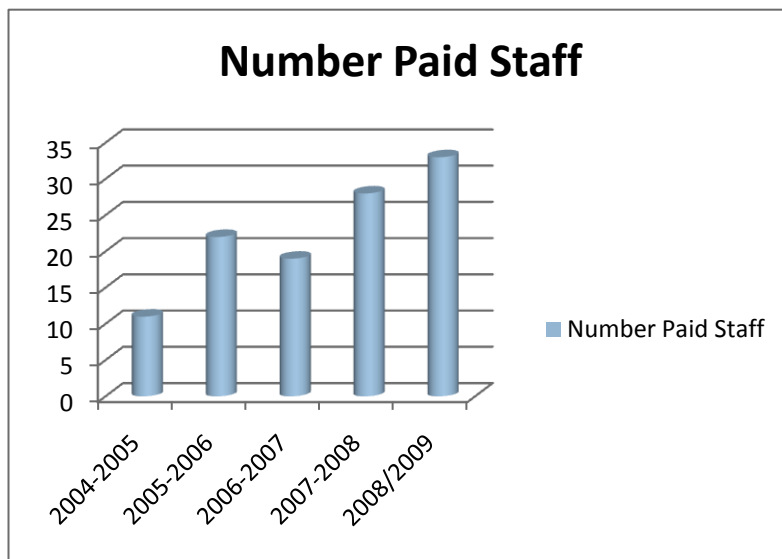


Here we are again, at the end of yet another financial year! (Time flies when you're having fun...or so the saying goes!)

It has been another successful and very busy year at Volunteering Gold Coast and Volunteering Gold Coast Transport Services (formally Gold Coast Mobility Office).

We have seen the completion of projects, the introduction of others and the continuance of our major funding services.

This year, rather than bore you with a summary of the year that was, I have provided some graphs that represent the organizational success and substantial growth of Volunteering Gold Coast Inc over the past 5 years.



Firstly, the number of paid staff members over the last 5 years has risen from 11 to 33. This is a whopping 300% increase.

Not to mention that the hours of the paid staff members have also increased substantially in this time.

My hours have doubled in the last 4 years, just to keep up with the additional workload. (At this rate, I guess I could be working up to 60 hours a week in another 4 years time!)

We have also been able to recruit some of our casual staff members into permanent part time and full time positions, and also enlist in some

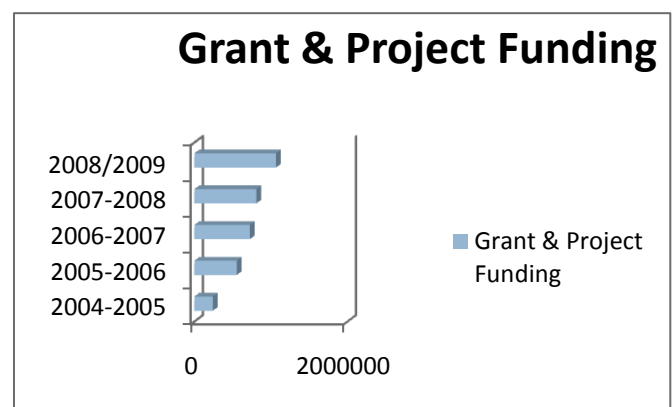
very resourceful and efficient new staff members. (who also have the opportunity to the wonderful benefits of the Not for Profit Salary Sacrifice entitlement!)

And not to forget the scores of fabulous volunteers that also grace our offices daily, helping us to reach our targets and goals. (We may have to find a larger office, if this continues!)

With regard to the second graph, it is quite interesting to see the increase in the funding (including asset funding) that we received over this time period from our major contributors.

As you can see by the graph, Volunteering Gold Coast's Grant and Project Funding increased from under \$250,000 a year to over a staggering Million. That's a massive 400% increase of revenue.

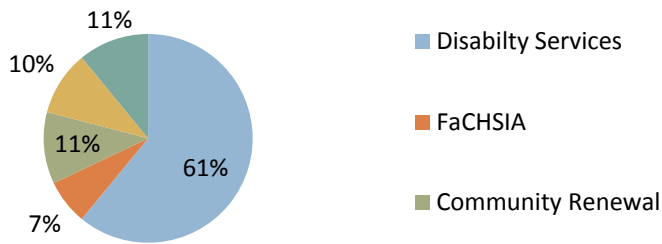
Let's hope we can continue this steady and rapid growth that will allow more and more valuable services to be provided to our community.



On that note, I would like to thank all the funding bodies that have allowed and trusted in us, to provide such wonderful services this year.

As you are no doubt aware, our main funding body is Disability Services (formally Health and Community Care). As well as been fortunate to have many more organizations, council and government bodies supporting us throughout the year. (Community Renewal, Gold Coast City Council, FaCHSIA & DEIR, to name but a few)

Percentage of Grant & Project Funding



These organizations allow us the opportunity to provide even more support to the broader community.

To the left is a chart demonstrating the approximate percentage of funding received by our major funding bodies in the 2008-2009 financial year.

Thanks also to all the brilliant and friendly staff, volunteers and management committee, because without all their hard work and smiles we could not have achieved the positive and

successful result that we did. You should all be very proud!

I would also like to say a special thank you, to our lovely treasurer Joy-Anne and our ever hard working General Manager, Richard who are doing a great job in keeping me in line!!!!!!

Finally, well done to everyone, and cheers to the new successful financial year and exciting future!

Thanks and kind regards,

Simone Ault

Financial Administrator



Transport Services Report



Sandra Sutherland

2009 celebrated the launch of GCMO's new name **Volunteering Gold Coast Transport Services**. Everyone has welcomed the name change although clients are still getting used to our new name. Stationery has been renewed to reflect the name change, new brochures, ID tags, flyers and fridge magnets too – thanks to our marketing team at VGC. Our vehicles are also currently being branded with our logo and phone numbers. This has definitely increased our public profile. Gone are the days of a small shopping service with half a dozen volunteer drivers – look out we're "building an empire here" – we will soon need a 'bus depot' to accommodate our fleet.

The VGCTS team has increased from 23 at this time last year to 39 current staff and drivers. Many friendships have formed between our volunteers and I have watched over the past year our new drivers' confidence grow as they settle into their driving roles. Our volunteer drivers have brought many skills to our office with 2 of them now placed in the office a few days a week. The feedback from clients is overwhelming and all of our drivers should be very proud of the service that they are providing. Our fleet of vehicles has now grown to 8. As opportunities arise to provide transport services to our community members we intend to purchase additional vehicles to add to the fleet.

Our 'driver pool' has increased and through this pool some of our drivers are able to secure some paid relief driving work through other organisations when their paid drivers are on leave. These drivers are available to the benefit of other HACC funded organisations and community organisations. We are currently assisting PCYC, Alzheimer's Association & Ozcare who are short of drivers at present.

VGC Transport Services achieved 114% of our HACC target for the last quarter which pushed us up to 101% for the full year. This was a great achievement for the Transport Consortium. **32461** one way trips and we transported over **790** hacc clients. Our community circuit services have proved to be a huge success with most people now having transport options 7 days per week to help them get out and about.

The figures mentioned above are for our HACC target and does not include the other passengers who are benefiting from the other services that we provide, ie:

- people using the Council Cab Service to get to their local shopping centre (approx 70-80) people per week
- people using the Yatala Shuttle Bus to get to work (approx 50 people each day)
- people using the Bundall Park N Ride Shuttle buses (approx 150 people per day).
- people requesting bus and drivers for community outings, social events through our bus brokerage system
- students being assisted with bus passes to access alternative educational facilities
- schools/ PCYC 's using our drivers to assist them in transporting students to educational trips or recreational outings.

As our profile grows we are getting more recognition from organisations and there seems to be many opportunities coming our way! Our relationship with GCCC continues to grow and we are being approached to provide information on services that the VGCTS could operate successfully.

I feel honoured to work with a great team of dedicated, loyal, professional staff, drivers and volunteers. A huge "thank you" to you all and for your support in making my role pleasurable.

I would also like to take this opportunity to thank Richard for his encouragement and tremendous support over the past year and the Management Committee for agreeing to let the office operate without a 'full time manager' at Tugun. Who would have thought that a "Pom" and a Scott' could work so well together!

I would also like to thank June Wells the HACC area manager for her support and encouragement. I feel I can now speak confidently at forums and meetings about all the wonderful work we are doing for our clients without "breaking into a cold sweat".

I have listed some of our achievements over the past year:

- ❖ Reaching over 100% target for HACC funding for the full year
- ❖ Expansion of weekend community circuits to enable isolated clients to get to church and visit friends and social activities Sat & Sund.
- ❖ Successfully holding a client function at Currumbin RSL where over 100 clients attended to celebrate the success of the transport service. Clients are continuing to comment to our drivers on how much they enjoyed themselves
- ❖ Completing our QAP with HACC area manager signing off on document
- ❖ Expansion of the community circuit runs Mon – Sun with all vehicles being utilised and consortium runs increasing
- ❖ Securing the use of a community bus from Genesis Ministries Church at Carrara
- ❖ Hacc client survey sent to over 350 clients – with over 150% return – all positive comments
- ❖ Providing 6 driver training sessions throughout the past year
- ❖ Presentation by GCCC and media coverage for our client from Tugun who was the 100000 council cab shopper
- ❖ Provided the transport service for the Homeless Connect day at Albert Waterways
- ❖ Guest speaker at HACC forum
- ❖ Providing Council Cab service to over 3500 people for this financial year
- ❖ Providing Yatala Shuttle service to over 11700 people for this financial year (*5 days per week service*)
- ❖ Approached by Council to provide a service for people accessing "Storehouse One" in similar lines to Council Cab Service
- ❖ Approached by Council to provide information on a transport service for cancer patients requiring transport to oncology
- ❖ Successfully providing the Park and Ride Shuttle service since February 2008 – which has recently led to us securing the tender for this service until 2011.

I look forward to working with you all in 2010. Keep up the great work.

Sandra Sutherland

Entertainment Troupe Report



Ken Ashbolt



The past year has certainly been an interesting journey for the **Entertainment Troupe**.

A comprehensive database has been introduced which gives an electronic summary of all events and details of volunteer entertainers contacts and organizations. Many thanks to Russell Moran for his patience and guidance. A new website has been created by Michael Bradford which reflects the modern image taken by the Entertainment Troupe which has a link through the VGC website.



We have arranged entertainment for a cross section of organizations ranging from Radio Lollipop, for children in hospital, to the Leukaemia Foundation Lavender and Lace morning tea. One of the most memorable, being our involvement is with the Kids to the Coast for children from the Victorian bushfires.

We have also developed and introduced a public awareness program for Home and Community Care, Volunteering Gold Coast (VGC) and the Entertainment Troupe visiting major shopping centres on the Gold Coast.

Our major event of the year was to create, develop and organize the **Golden Idol Talent Search for the over 55's**. This was a joint initiative of VGC with funding courtesy of Cr Dawn Critchlow, OAM, and the Gold Coast City Council. It was deemed a great success with over 800 in the audience over the month of July. Funding has been confirmed for next year's event with the Grand Final as the opening event for Seniors Week. Congratulations to Duke Bannister, our inaugural winner of the 2009 series. A Variety Concert was held in August, 2009 for the celebration of Seniors week with a mix of Entertainment Troupe artists and Golden Idol Heats and Grand finalists taking part.

A scholarship program was developed in association with the Bendigo Community Bank. We wish to thank them for their outstanding contribution to the Entertainment Troupe was introduced at the International Volunteers Day and will continue on an annual basis. Dean Vegas has continued his important role as Patron of the Entertainment Troupe and is always willing to share his stage craft with our younger members.

Congratulations to Jeffrey Milne and staff of Jazz Radio 94.1FM on their move to Marina Village and their ongoing support to the Entertainment Troupe and Volunteering Gold Coast.

We have taken a different approach with our Q150 funding and are in the process of producing a DVD presentation on the anti social aspects of cyber bullying and the devastating consequence in our society. This will be used as an educational tool in association with Education Queensland and follows the arts theme criteria of the VGC business development module .

Our annual Christmas Concert will be held at the Commerce Club on the 5th of December 2009 starting at 2pm.

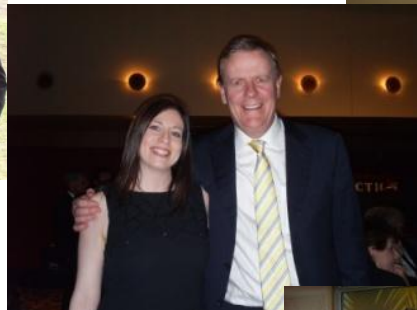
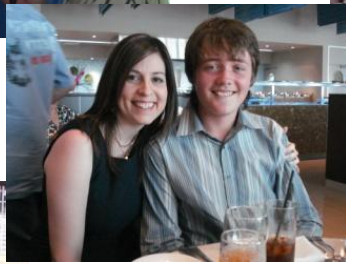
My thanks go out to all the entertainers who have performed at various venues around the Gold Coast and the volunteers who have assisted at our shows including Terry and Lynda Day for their raffle selling expertise. To the Entertainment Troupe Team..... *Glenn Lauernts*, our Graphic Designer, *Michael Bradford*, Multimedia and Web designer, *Peter Browne*, Special Projects , *Shirley Burgess*, Administration Assistant and extra special thanks to *June Eadie* our Events Coordinator, for her understanding and dedication and keeping the Team on track. Special thanks to Richard Patterson for his understanding, support and enthusiastic beliefs in the fact that the **Entertainment Troupe** has become an integral part of the Volunteering Gold Coast and is seen as a valuable marketing tool.

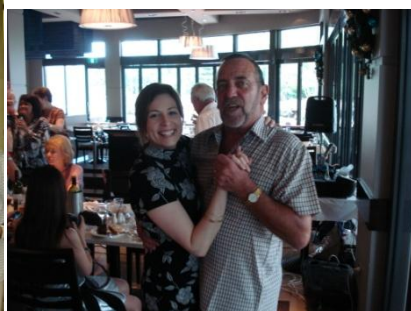
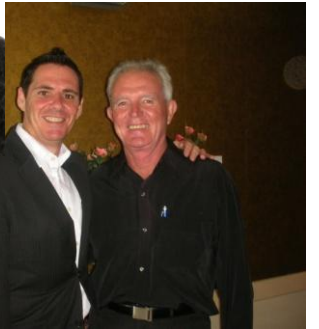
Ken Ashbolt

The Year in Pictures



Photos





Auditor's Report



Don Dinneen & Co

Volunteering Gold Coast Inc

Volunteering Gold Coast Inc

Annual Report

For The Year Ended 30th June 2009

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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

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 2009.

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.



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 2009 and the results of its operations and its cash flows for the year then ended.



DON G DINNEEN FCPA
15 Bambarra Street, Southport QLD 4215
14th September 2009

Volunteering Gold Coast Inc

Income Statement For The Year Ended 30th June 2009

	<i>Note</i>	2009	2008
		\$	\$
Revenue from Ordinary Activities			
Interest Received	26,116		30,179
HACC Grants Received	662,029		574,445
VGO, MO & TS Grants Received	404,342		235,298
Other VGO, MO & TS Income	212,412		112,282
Donations and Sponsorship	7,992		6,448
Office Rental	10,212		10,101
Other Income	4,557		13,489
TOTAL REVENUE FROM ORDINARY ACTIVITIES		1,327,661	982,242
Expenses from ordinary activities			
Depreciation	28,647		18,678
Employee Benefits Expense	597,951		486,709
Administration Expenses	143,251		132,326
Advertising Expenses	26,664		13,324
Bad Debts written off	673		372
Consultants and Professional Fees	81,045		20,245
General Expenses	45,804		44,041
Insurance Expense	17,766		17,003
Motor Vehicle Expenses	81,172		51,716
Transport Expenses	239,019		191,124
Other Expenses	68		2,509
Loss on disposal of fixed assets	156		-
TOTAL EXPENSES FROM ORDINARY ACTIVITIES		1,262,214	978,046
PROFIT BEFORE INCOME TAX		65,447	4,196
Income Tax Expense	2	-	-
PROFIT FOR THE YEAR		65,447	4,196

The accompanying notes form part of this financial report.



Volunteering Gold Coast Inc

Balance Sheet As at 30th June 2009

	Note	2009 \$	2008 \$
Current Assets			
Cash and cash equivalents	4	503,040	496,634
Trade and other receivables	5	88,825	40,769
TOTAL CURRENT ASSETS		<u>591,865</u>	<u>537,403</u>
Non-current Assets			
Property plant and equipment	7	204,755	219,038
Other non-current asset	6	3,280	3,280
TOTAL NON-CURRENT ASSETS		<u>208,035</u>	<u>222,318</u>
TOTAL ASSETS		<u>799,900</u>	<u>759,721</u>
Current Liabilities			
Trade and other payables	8	507,660	547,644
Short-term provisions	9	46,075	36,483
TOTAL CURRENT LIABILITIES		<u>553,735</u>	<u>584,127</u>
Non-current Liabilities			
Long-term provisions	9	14,236	9,113
TOTAL NON-CURRENT LIABILITIES		<u>14,236</u>	<u>9,113</u>
TOTAL LIABILITIES		<u>567,971</u>	<u>593,240</u>
NET ASSETS		<u>231,928</u>	<u>166,482</u>
EQUITY			
Retained Earnings	10	231,928	166,482
TOTAL EQUITY		<u>231,928</u>	<u>166,482</u>

The accompanying notes form part of this financial report.



Volunteering Gold Coast Inc

Statement of Recognised Income and Expense
For The Year Ended 30th June 2009

	<i>Note</i>	2009	2008
		\$	\$
TOTAL INCOME RECOGNISED DIRECTLY IN EQUITY		-	-
Income Tax on items taken directly to or transferred from equity		-	-
		<hr/>	<hr/>
NET INCOME RECOGNISED DIRECTLY IN EQUITY		-	-
PROFIT FOR THE YEAR		65,447	4,196
		<hr/>	<hr/>
TOTAL RECOGNISED INCOME AND EXPENSE FOR THE YEAR		65,447	4,196
		<hr/>	<hr/>
Attributable to:			
Members of the Association		65,447	4,196
		<hr/>	<hr/>
		65,447	4,196
		<hr/>	<hr/>

The accompanying notes form part of this financial report.



Volunteering Gold Coast Inc

Cash Flow Statement
For The Year Ended 30th June 2009

	<i>Note</i>	2009 \$
Cash flow from operating activities		
Receipts from Members and Clients		187,119
Receipts from Grants		1,066,371
Payments to Suppliers and Employees		(1,258,680)
Interest Received		<u>26,116</u>
NET CASH PROVIDED BY OPERATING ACTIVITIES	11	<u>20,925</u>
 Cash flows from investing activities		
Proceeds from sale of fixed assets		(156)
Fixed asset purchases		(22,718)
(Investment in) / proceeds of reduction in financial assets		<u>-</u>
NET CASH PROVIDED BY INVESTING ACTIVITIES		<u>(22,874)</u>
 Cash flows from financing activities		
Proceeds/(repayment) of borrowings		<u>-</u>
NET CASH PROVIDED BY FINANCING ACTIVITIES		<u>-</u>
Net Increase in Cash Held		(1,948)
Effect of exchange rates on cash holdings in foreign currencies		-
Cash at Beginning Of Year		<u>496,634</u>
CASH AT END OF YEAR	4	<u>494,686</u>

The accompanying notes form part of this financial report.



Volunteering Gold Coast Inc

Notes To The Financial Statements For The Year Ended 30th June 2009

Note 1 Statement of Significant Accounting Policies

This financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporation Act of Queensland.

The financial report covers Volunteering Gold Coast Inc as an individual entity. Volunteering Gold Coast Inc is an association incorporated in Queensland under the Associations Incorporation Act 1981.

The financial report of Volunteering Gold Coast Inc as an individual entity complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

Basis of Preparation

The accounting policies set out below have been consistently applied to all years presented.

Reporting Basis and Conventions

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

Accounting Policies

Income Tax

The charge for current income tax expense is based on the profit for the year adjusted for any non-assessable or disallowed items. It is calculated using the tax rates that have been enacted or are substantially enacted by the balance date.

Non-member income of the association only is assessable for tax, as member income is excluded under the principle of mutuality.

Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by the Association to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

The cost of fixed assets constructed within the association includes cost of materials, direct labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

Notes To The Financial Statements For The Year Ended 30th June 2009

Note 1 Statement of Significant Accounting Policies

Property, Plant and Equipment

Subsequent costs are included in the asset's carrying amount or recognised as separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the period in which they are incurred.

Increases in the carrying amount arising from revaluation of land and buildings are credited to a revaluation reserve in equity. Decreases that offset previous increases of the same asset are charged against fair value reserves directly in equity; all other decreases are charged to the income statement. Each year the difference between depreciation based on the revalued carrying amount of the asset charged to the income statement and the depreciation based on the assets original cost is transferred from the revaluation reserve to retained earnings.

Depreciation

The depreciable amount of all fixed assets including building and capitalised leased assets are depreciated over their useful lives commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable asset are:

Class of Fixed Asset	Depreciation Rate (%)
Plant and Equipment	10 to 40
Motor Vehicles	22.5

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at each balance date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposal are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

Leases

Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Impairment of Assets

At each reporting date, the association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable value of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the assets carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

Where it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash generating unit to which the asset belongs.

Notes To The Financial Statements For The Year Ended 30th June 2009

Note 1 Statement of Significant Accounting Policies

Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of 3 months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the balance sheet.

Revenue

Revenue from the rendering of a service is recognised upon delivery of the service to the customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax (GST).

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current year.

Critical Accounting Estimates and Judgements

The association evaluates estimates and judgements incorporated in the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the association.

Key Estimates - Impairment

The association assesses impairment at each reporting date by evaluating conditions specific to the association that may lead to impairment of assets. When an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing recoverable amounts incorporate a number of key estimates.

Key judgements

eg bad debts - long-term employee benefit obligations -

Volunteering Gold Coast Inc

Notes To The Financial Statements
For The Year Ended 30th June 2009

<i>Note</i>	2009	2008
	\$	\$
Note 2 Income Tax Expense		
The prima facie tax payable on profit from ordinary activities is reconciled to the income tax expense as follows:		
Prima facie tax payable on profit from ordinary activities before income tax at 30%	19,634	1,259
Less:		
Tax effect of:		
- exemption from income tax as a non-profit community service organisation	(19,634)	(1,259)
Income Tax Expense	<u> -</u>	<u> -</u>
Note 3 Auditor's Remuneration		
Remuneration of the Auditor for:		
- auditing or reviewing the financial report	1,680	1,885
- taxation services	-	-
- other services	-	-
- services provided by related practice of the auditor	-	-
	<u>1,680</u>	<u>1,885</u>
Note 4 Cash and Cash Equivalents		
Cash on Hand	1,200	800
Cash at Bank- Bendigo Cash Management	497,849	493,724
Cash at Bank- Cheque Account	2,679	749
Cash at Bank- Cash Management	1,313	1,361
	<u>503,040</u>	<u>496,634</u>
Cash at the end of the financial year as shown in the cash flow statement is reconciled to the related items in the balance sheet as follows:		
Cash and cash equivalents	<u>503,040</u>	<u>496,634</u>
Cash at the end of the year	<u>503,040</u>	<u>496,634</u>
Note 5 Trade and Other Receivables		
Current		
Trade debtors	<u>88,825</u>	<u>40,769</u>
Total Receivables	<u>88,825</u>	<u>40,769</u>
Note 6 Other Assets		
Non-current		
Rental Bond	<u>3,280</u>	<u>3,280</u>
Total other assets	<u>3,280</u>	<u>3,280</u>

Volunteering Gold Coast Inc

**Notes To The Financial Statements
For The Year Ended 30th June 2009**

	Note	2009 \$	2008 \$
Note 7 Property, Plant and Equipment			
Furniture and Fittings		19,072	19,072
Deduct Provision for Depreciation		(6,877)	(4,733)
Office Equipment		41,662	18,944
Deduct Provision for Depreciation		(17,155)	(11,165)
Computers and Printers		40,377	35,580
Deduct Provision for Depreciation		(28,402)	(23,810)
Motor Vehicles		291,415	285,052
Deduct Provision for Depreciation		(135,337)	(99,901)
		<u>204,755</u>	<u>219,038</u>

Movements in carrying amounts.

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

	Furniture and Fittings	Computers and Printers	Motor Vehicles	Office Equipment
Balance at beginning of year	14,339	11,770	185,150	7,779
Additions	-	4,797	6,363	22,718
Disposals	-	-	-	-
Revaluation Increments	-	-	-	-
Depreciation Expense	(2,144)	(4,592)	(35,436)	(5,990)
Carrying amount at the end of year	<u>12,195</u>	<u>11,975</u>	<u>156,077</u>	<u>24,507</u>

Total

Balance at beginning of year	219,038
Additions	33,878
Disposals	-
Revaluation Increments	-
Depreciation Expense	(48,162)
Carrying amount at the end of year	<u>204,755</u>

Note 8 Trade and Other Payables

Current

Trade payables	29,997	31,236
GST Liabilities	30,554	(6,999)
Committed Funds Carried Forward/Grants in advance	311,708	331,826
HACC Vehicle Funding	124,347	139,830
CRP Vehicle Funding	-	33,701
HACC Asset Funding	11,053	-
Other Payables and accrued expenses	-	18,050
	<u>507,660</u>	<u>547,644</u>

Volunteering Gold Coast Inc

Notes To The Financial Statements
For The Year Ended 30th June 2009

Note	2009 \$	2008 \$
Note 9 Provisions		
Movements during the year		
<u>Annual Leave</u>		
Balance at end of financial year	25,728	21,217
<u>Sick Leave</u>		
Balance at end of financial year	18,923	13,842
<u>Long Service Leave</u>		
Balance at end of financial year	14,236	9,113
<u>Provision for Auditor</u>		
Balance at end of financial year	1,425	1,425
Analysis of Total Provisions		
Current	46,075	36,483
Non-current	14,236	9,113
	<u>60,312</u>	<u>45,596</u>

Note 10 Retained Earnings

Balance at the beginning of the year	166,482	162,286
Profit for the year	65,447	4,196
Balance at the end of the financial year	<u>231,928</u>	<u>166,482</u>

Note 11 Reconciliation of Cash Flows

Surplus from Ordinary Activities	65,447
<i>Non-cash flows in profit from ordinary activities</i>	
Depreciation and amortisation	28,647
(Profit)/loss on disposal of fixed assets	156
<i>Changes in assets and liabilities</i>	
(Increase)/decrease in Trade and other receivables	(48,055)
(Increase)/decrease in Inventories	-
(Increase)/decrease in Other Assets	-
(Decrease)/increase in Trade and other payables	(39,984)
(Decrease)/increase in income taxes payable	-
(Decrease)/increase in provisions	<u>14,715</u>
Cash Flows from Operations	<u>20,925</u>

Note 12 Mortgages Charges and other securities

There are no mortgages, charges or other securities affecting the assets of the association.

Notes To The Financial Statements For The Year Ended 30th June 2009

Note 13 Changes in Accounting Policy

The following Australian Accounting Standards have been issued or amended but are not yet effective. They have not been adopted in preparation of the financial statements at reporting date.

Effective 1 January 2009

AASB 101 Presentation of Financial Standards

AASB 102 Inventories

AASB 107 Segment Reporting

AASB 116 Property, Plant and Equipment

AASB 119 Employee Benefits

AASB 123 Borrowing Costs

AASB 136 Impairment of Assets

The association has assessed the known or reasonably estimable information relevant to these changes and the committee believes there will be no material impact on the associations financial report in the period of initial application.

Note 14 Association Details

The principal place of business of the association is:

Volunteering Gold Coast Inc

18/10 Beach Rd

Surfers Paradise QLD

The principal activity of the association is:

Volunteer work

Note 15 Events After the Balance Sheet Date

No events have occurred since balance sheet date which will have a material financial effect.

The financial report was issued on 14th September 2009 by the committee.

Volunteering Gold Coast Inc

Committee's Report

Your committee members submit the financial report of Volunteering Gold Coast Inc for the financial year ended 30th June 2009.

Committee Members

The names of committee members throughout the year and at the date of this report are:

Jason Hayden
Joyanne Fisher
Ken Ashbolt
Ian Barfoot

Steve Davey
Annita Brennan
Peter Mark

Principal Activities

The principal activities of the association during the year were:

- Volunteer work

Significant Changes

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

Operating Result

The profit from ordinary activities after providing for income tax for the year amounted to \$65447.

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


.....
President Jason Hayden


.....
Treasurer Joyanne Fisher

Dated 21.1.9.2009
.....

Volunteering Gold Coast Inc


Statement By Members Of The Committee.

In the opinion of the committee the financial report comprising the income statement, balance sheet, statement of recognised income and expense, cash flow statement and notes thereto:

- 1 Presents a true and fair view of the financial position of Volunteering Gold Coast Inc as at 30th June 2009 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
- 2 At the date of this statement, there are reasonable grounds to believe that Volunteering Gold Coast Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

..... 
President Jason Hayden

..... 
Treasurer Joyanne Fisher

Dated 21.9.2009