



Annual Report 2007

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Mission Statement



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.

Goals & Core Values



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**

Staff Members



Volunteering Gold Coast

Richard Patterson
 Leticia Vargas
 Renee Schmidt
 Simone Ault
 Steve Davey
 Vera Moynihan
 Vi Beddoe
 Gay Robson
 Terry Day
 Lynda Day
 Glynne Scharenguivel
 Courtenay Cameron
 Walter Smith
 Jennifer Halstead
 Lisa Gatenby
 Rhondda Iliffe
 Ann Williams
 Judith Brill
 Dianne Fowler
 Yasuko Gemeiner
 Roc Wall
 Tess Valderrama
 Pauline Lewis
 Chris Ross
 Russell Moran
 Jenna Simons
 Ken Ashbolt
 Cassie Fox
 Gez O'Keeffe

GCMO

Admin

Rebecca Coleiro
 Sandra Sullivan
 Jan Sloane
 Pat Anderson
 Arian Schaap
 Dawn Mitchell
 Judene Wallace

Drivers

Ian Barker
 Kerry Commens
 Steve Davey
 John Dennett
 Rob Geer
 John Haywood
 John Hyman
 Slavko Milovic
 Ray Mitchell
 Dawn Mitchell
 David Proude
 Noel Schulze
 Robert Taylor
 John Willison

Board Members

Dorothy Williams—President
 Peter Mark—Vice President
 Anne Maree Grasso—Secretary
 Steve Davey—Treasurer
 Helen Hayes—Member
 Anita Brennan—Member
 June Wells—Ex Officio HACC

Achievements



- ✱ Successful volunteer expo held on National Volunteer Week May 2007.
- ✱ Further development of VGC website with over 70,000 hits this year.
- ✱ Successful International Volunteer Awards Ceremony with Rob Readings again committing for this year.
- ✱ Gained new sponsor in the Watermark Hotel & Spa committing quite heavily in our events and monthly volunteer prizes.
- ✱ Regular update meetings with councillors & members of Parliament.
- ✱ Delivery of training programs.
- ✱ VGC won Prime Ministers Award for Excellence in Community Business Partnerships for work at Schoolies.
- ✱ Dorothy Williams awarded an OAM.
- ✱ Renée Schmidt Finalist in International Women's Day Award in Youth category for the Gold Coast Community.
- ✱ Leticia Vargas finalist and won community category International Women's Day Award.
- ✱ Regular guest speaking roles by each of the VGC staff at Strategic Planning Days, Labour and Liberal Party meetings and service club functions.
- ✱ Richard and Renée conducting regular lectures for Griffith and Gold Coast TAFE students in Diploma, Degree and Masters courses.
- ✱ GCMO receiving national recognition with invitations to present papers in Adelaide, Melbourne, Sydney, Brisbane, the Sunshine Coast and Toowoomba.
- ✱ Queensland Government / HACC recognizing the Gold Coast Transport Consortium as both a state and national best practice transport consortium.
- ✱ VGC providing both volunteer recruits and a newsletter for the Just Walk It project which is supported by GCCC and the Heart Foundation. This project won a Queensland State Award for a health project.
- ✱ VGC supporting BodyChoice Fitness as one of our sponsors – as a result of our nomination he was runner up as the small business of the year development awards for QLD.
- ✱ GCCC Youth Award – Courtney Cameron.
- ✱ QLD Young Achievers Award – Renée Schmidt – careers section – nominees.
- ✱ Courtney Cameron won the poster design competition for the Tenancy Advice and Advocacy Bureau of QLD.
- ✱ Renée Schmidt is honored on the Griffith University site as one of its successful graduates.

President's Report



Each year I say it has been a privilege to be a part of VGC. Well, it still is. Being involved with VGC has been a defining part of my life and I thank you for the sense of achievement and enjoyment I take from it.

Once again, our reports all show a year of continued growth under the General Managership of Richard Patterson whose great vision, entrepreneurial skills and leadership has been the driving force. The staff and volunteers have responded to Richard's motivational skills in such a positive way, as the outcomes show.

Our main office in Surfers Paradise is a great place and a pleasure to visit. The management committee commends the staff and volunteers for their commitment.

We continue to be the auspice for Gold Coast Mobility. Sadly, Judene Wallace, the previous Manager, left us for greener pastures early in the year and we commend and sincerely thank Judene for her efforts. We wish her well.

Rebecca Coleiro is our new manager of GCMO. Rebecca joined us in April. During the time without a manager, the GCMO staff of Arian, Sandra, Pat and Jan maintained their high quality work in the maintenance and continuity of the service.

I commend Rebecca's report to you for the detail of the progress of the service and of the Mobility Consortium. Rebecca has a very enthusiastic approach to her work and we look forward to working with her in the coming years.

The management committee has continued in its role of decision-making and support. We meet monthly although our average attendance has been down slightly due to work commitments, overseas holidays and illness.

It is with great sadness I report the death of Bet Skelsey. Bet's health deteriorated early in the year, over the years she had made a great contribution to Volunteering and indeed to other committees.

Bet, you will be missed. We were thrilled when Bet's daughter Joy-Anne Fisher accepted a nomination to our management committee; we look forward to her contribution.

Part of the Management Committee member's role is being involved in staff appraisals; I am pleased to say this years (4) all had great outcomes.

Part of our success has been the excellent results achieved by two of our staff; Leticia Vargas and Renee Schmidt. Both named as finalists (in different sections) in the International Women's Day Community Leadership Awards, both girls were nominated by outside organizations. Well done Leticia, who went on to win the Community Services Leadership Award! Well done also to Renee, being nominated was a win in itself.

A further honor was our organisation's nomination in the Queensland section of the Prime Ministers Community and Business Partnerships. Richard went to Brisbane for the luncheon and presentation. What a thrill when we received a call to say we had won! Congratulations to all!

Thank you to Peter Strain for the preparation of our Policy and Procedures manual and to Helen Hayes for overseeing the project.

Leticia has organised many events this last year and the management committee has supported her in her great efforts. Thanks Leticia you are a fine talent.

We have approved our membership of Interlock Counseling Service. Staff can access the service and all details of staff participation are confidential.

Richard has continued to oversee our Core Business and is always available to support other organizations. He is an active member of the Transport Consortium and the Community Hub Project with HACC and Spiritus, I commend Richard's report for details of the years development details and achievements.

Thank you to all Management Committee members for their interest and support over the year, especially Vice President Peter Mark for being such a stalwart supporter.

Richard, Rebecca, the staff and volunteers a great big thank you, we look forward to another progressive year.

Dorothy Williams

President

The 2006 / 7 financial year has been a bag of licorice allsorts for Volunteering Gold Coast and the Gold Coast Mobility Office. We have seen some great outputs, wonderful recognition and awards, substantial growth has continued for our business, some staff have come and gone and we have had two robberies and a fire!

I would like to thank an array of excellent staff members who have served us well over and moved on during the last year. I need only mention the names Judene Wallace, Adrian Barnett and Gavin Long and it is easy to see we have been fortunate to have secured such capable staff then unfortunately lost them as they moved on to other opportunities. Judene had been instrumental in both VGC and GCMO and a terrific achiever and her work has laid a great foundation for both businesses. Gavin forged the way in youth transport development.

Adrian Barnett had a wonderful impact on VGC's development over the last couple of years. Adrian successfully moved VGC into an array of events including Gold Coast Schoolies Week, the Special Olympics and the Australian Census – to name a few projects. He also successfully recruited and supported an array of talented students who helped take us forward.

Renee Schmidt has developed a brilliant reputation for both herself and VGC as she has promoted youth projects, events, the performance troupe, school volunteering placements, held an array of concerts and performances and presented a range of “in-house” celebrations which have made our work so enjoyable. She has been a wonderful asset and rightly frequently received awards and nominations including being a finalist for the International Women's Day Awards.

Simone Ault and Leticia Vargas have also been fantastic. Two years in a row Simone has received great recognition from our auditors and her work in getting both VGC and GCMO's finances up to standard has been brilliant. Her ability to work with HACC and an array of funding bodies has shown her to be an astute and highly personable business financial administrator. Leticia's efforts in the last year defy description – I will not go on about her wonderful recognition at length as everyone has heard me talk about her achievements with and for us time and time again. Two things say it all: 1. Winning the Community Leadership Award on the Gold Coast and 2. Being a finalist in the state of Queensland for Community Leadership – these accolades summarise her brilliant year!

The volunteer team at VGC, and I include the VGC Management Committee in this category, is second to none in terms of output, commitment and ability. We

are blessed to have such a wonderful team of volunteers who have achieved great work and brought recognition to themselves and VGC. I would like to thank all of our volunteer Management Committee members – each of them has brought vision and professionalism to our business.

In the same light the volunteers who staff our office and outreaches have supported hundreds of organisations and thousands of volunteers around the Coast – week in and week out. On behalf of VGC, the Management Committee and, most importantly, the volunteers and organizations of the Coast, I would like to thank you for your wonderful gift of time and work. Over recent months we have acknowledged the work of our volunteers with a “Volunteer of the Month” award and this has been both well received and well regarded by the team.

I am aware that Rebecca is thanking and commenting on the work of the GCMO team but I feel it is appropriate to congratulate Rebecca Coleiro (and her predecessor Judene Wallace) and all of the staff who have work so diligently to achieve brilliant outcomes in this national-first project. In setting ourselves high standards in a new project it would be easy to note areas where we could lift our game – I believe that the team at Tugun has raised the bar and set a standard for any Consortium. HACC has acknowledged the great work being done in the Gold Coast Transport Consortium and this has been recognized in Queensland and a number of national forums who have been keen to find out more about the project. I believe that any project which can pull together and maintain 16 different transport operators and get them working better to support clients has to receive huge recognition and congratulations – well done to all at GCMO!

Offices / Vehicles / Resources

I am delighted to acknowledge the work and support of our insurers, Coast to Coast Insurers, who have been wonderful in assisting us as we have had to overcome two robberies and a fire in just over a year. We have been fortunate that the local community also chimed in and we are blessed that Leticia and our sponsors have come to our aid. We now find ourselves with loads of new computers – both PC’s and laptops, as well as terrific desks and chairs from which to operate them. We have new printers, cupboards, cabinets, drawers – you name it! We have been able to upgrade virtually all of the VGC equipment over the last year as a result of insurance payments, sponsorships and our own prudent financial management. During this period we have also managed to relocate the GCMO to a lovely office at Tugun (great ocean view!) and this has really helped the guys develop as a team and to afford them more professional offices for their operations. I am delighted to add that they too have been able to purchase computers, printers and office equipment to move their operations forward.

We have also been fortunate to move our “fleet” forward in recent times and we now have quite an array of new / newish vehicles in the GCMO and VGC vehicle pool. We now have a pool of 3 station wagons, one sedan, as well as three Toyota Hiace 12 seater buses. We are expecting to take delivery of another wagon in the near future – to add to an impressive fleet which provides excellent support to our HACC and youth project clients.

Business Growth

I would like to note that VGC has turned over around \$900,000 – this is approximately 3 times the turnover of the business as it stood two years ago. When considering the massive expansion and addition of around \$250,000 in vehicles and towards \$100,000 in new office equipment and IT and a new office for GCMO and it is clear to see that VGC / GCMO has had substantial expansion and business investment in the last year or so. We can now proudly say we are a million dollar plus business operating from two substantial offices on the Coast!

I must commend the teams at VGC / GCMO for their ability to be flexible, innovative, loyal and persistent – change has been the only constant since I have been with the organisation and I thrilled with the ability of our staff to ride out the various “storms” we have endured in the last two years. I believe that the current teams have been wonderful in their ability to get “round pegs in round holes” in community transport, volunteer referrals, to support the volunteers, volunteer co-ordinators and clients and to assist organizations around the Coast. I must also thank and congratulate all in the team for their work with our new databases, policies procedures and systems. In achieving 19.6 / 20 for our recent HACC review I believe we have confirmed our ability to be a leading edge not-for-profit organisation. I congratulate everyone at VGC for this fabulous team achievement!

I also wish to confirm that I feel honoured and blessed to have a terrific team doing such a wonderful job in a sector which makes an enormous difference to the lives of every Australian every day. If anyone has any doubts about the impact of volunteering I like to put it into this perspective: “There are over 100,000 people who volunteer on the Gold Coast on a regular basis while there are around 5 million Australians who now volunteer each year in roles around this great country”! We are blessed to work in the largest area of work activity in this country – people who have fun and do extraordinary things!

As VGC / GCMO has turned over around a million dollars in 2006 / 7 – I would like to thank and congratulate our various funding bodies – HACC, Volunteering Australia / DEWR / FACSIA, Volunteering Queensland, the Department of Communities, Gold Coast City Council, Education Queensland, the Department of Transport and Regional Services and the list goes on!

We also have an array of sponsors and of course, we have a diverse range of people who have participated in our fee for service activities. I would, in particular, like to thank Surfers Paradise Management, for the opportunity to work on GC Schoolies Week in 2005 and 2006. We were especially grateful to win a Prime Minister's Award (small business partnerships) for Queensland and we owe SPM a vote of thanks for their mentoring and support. I urge you to read the other reports in this document in order to have a broader review of our operations. I would also commend you to review our achievements page as I believe it reflects quality outputs from individuals in our business as well as the teams based in Surfers Paradise and Tugun.

Richard Latterson

General Manager - Volunteering Gold Coast

Volunteer Coordinator's Report



Well we certainly have had an eventful year full of highs and lows but I am pleased that even through the lows we were able to pull in together and grow as a team from our experiences. You know that you have success as a team when people want to give more of their skills and time and when you hear the team members saying that “its like a family”! There is a definite positive “culture” at VGC where everyone feels very much part of the team.

We had been burgled again this year although not to the extent as last time but once again we have found that the community rallied around us and helped us out and encouraged us through it all. The items stolen were donated by The Gold Coast Community Fund which enabled us to continue to work as usual with minimal interruptions to the work flow. Also a security company contacted us to donate alarm systems for our use.

We have been able to forge greater connections with our member organisations this year and many of them come in for visits throughout the year. We have also run in-house training for them at various stages through the year with very pleasing results. Many of them have enjoyed the more constant contact we maintain with them now and it also helps our systems and database remain up to date with the relevant information.

I actually took up the role early in the year and have enjoyed every minute. The role has been a challenging one with many changes happening but as a team we thrive on challenges and have come out the other side stronger. One of the most recent changes was the decision to change from the Volunteering Qld database to one designed by TTEC. We made this decision predominantly because Vol QLD’s database did not meet our needs or that of our member organisations. The process has taken longer than what we had expected but once it is fully functional we will be able to run a much more proficient operation and the whole system will be more user friendly for our staff to move around in and use.

This year more of our staff members have attended training, both in house and through HACC, which then reflected in the team’s performance on a day to day basis. We are definitely running a tighter and more proficient ship. The positive comments that we have received from member organisations and potential volunteers have been a testament to this. We have found that different staff have taken ownership of their roles and we have supported them in this and in their personal development and have found that the level of professionalism as a whole has risen to a higher level. A couple of the volunteers have also taken on the initiative to develop and deliver their own training programs within the parameters of VGC’s training program which has enriched that whole program.

The outreaches have been ticking along nicely with the opening of yet another at Varsity Lakes. This outreach has just only now been opened and I hope to get it up and running within the next few weeks. We now interview at Palm Beach on Mondays, Southport on Tuesdays, Nerang on Wednesdays and Biggera Waters on Thursdays.

We have also gained a few new volunteers through this past year each with different skills sets and personalities which have 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. Thanks you for all the big things and the little ones also that keeps us a healthy and vibrant organisation...we would not exist without you.

Also a huge “thank you” to the Board. They have been great visionaries and have supported us immensely at each one of our stages of development.

Finally an enormous thanks to Richard. His wisdom and foresight has seen us through some difficult periods maintaining us and keeping us upbeat and positive. With great business savvy he has managed to take us to greater heights and his great leadership has encouraged and inspired us. We have truly become a ‘mature’ organisation thanks to his vision.

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

Volunteer Coordinator

Accounts Report



I can't believe yet another year has passed by already. It seems only a couple of months ago that I was writing last year's annual report.

Again, it has been an exciting and full year for us all at Volunteering Gold Coast Inc. The team has been working madly on many fantastic projects, both existing and new - and the accounts area has been no exception.

On the money and financial side of the accounting area, it seems we continue to grow bigger and better each year.

We are currently into the first year of the current 3 year HACC funding agreement. As most are aware, HACC continues to be the core funding of both Volunteering Gold Coast and the Gold Coast Mobility Office (Auspiced by VGC Inc). For those that may not be familiar, VGC receives funding for the service delivery of training, development, management and placement of Volunteers in the Gold Coast region. The GCMO receives funding for providing and managing transport and mobility services, available to disadvantaged and senior members of the Gold Coast community.

In addition to this, VGC received an increase of the funding from Volunteering Australia for the "Voluntary Work Initiative", which allowed us to provide our wonderful services to more of these deserving groups in a more extended region.

We again took part in the successful planning and management of volunteers for the Schoolies Week celebrations. So successful in fact; that VGC, in partnership with Surfers Paradise Management won a major award - the Prime Minister's Award for excellence in community business partnerships 2007 - winning the Queensland Small Business section award -which was very exciting!

GCMO continues to grow and expand on their services to the community, branching out into more and more services as they consistently move forward and grow.

Both VGC & GCMO have also been quite active within the youth sector of the community this year with such funded projects as, Youth Education & Arts program, Performance Troupe, Youth at Risk Alliance and the Youth Engagement project, to name just a few.

And not to forget the successful and fun charity events also held over the last 12 months.

On the accounts administrative front, this year the accounting system has had a much needed clean up and overhaul for the Volunteering section of the organisation. We will be working on the Mobility sector in the earlier months of this financial year, thus, enabling more efficient and effective data entry, as well as clearer more detailed reporting. It is wonderful to see it all coming together so nicely.

Listed below are just a few areas that have undergone “facelifts” this past financial year:

The setup and implementation of a new General Ledger. This process removed redundant information from the system and the introduction of current required items, in a format more relevant to the VGC Inc organisational needs.

We have also had the introduction of the new Asset Manager system. As the organisational assets and GCMO fleet of vehicles continued to grow throughout the year, it became increasingly apparent that a more manageable and adaptable asset register was required. The asset register allows for a more accurate and efficient management of all assets, associated depreciation and more flexibility with reporting.

VGC Inc have introduced direct debit transfers and new preprinted cheques into the payment system. Resulting, in a more time effective process with regard to creditor payments, and of course a more professional organisational image as we continue to align ourselves with today’s technology and requirements.

VGC have moved to Community Sector Banking with the Bendigo Bank. Due to the fact that we are a not for profit organization, we were able to take advantage of a lower fee account, with higher interest earnings.

Overall it has been go, go, go, and 2007-2008 will no doubt bring more of the same.

Bring it on!

Thanks and kind regards

Simone Ault

Financial Administrator

Marketing Report



There was a huge success in the marketing arena for VGC in the 2006-2007 period. We have now become a renowned organisation on the Gold Coast considered to have a high level of professionalism and kudos 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, not only for our organisation's work, but also members of the VGC team which has been a great inspiration to us all!

SUCCESS IN 2006 – 2007

MP's, Councillors & Mayoral visits: this has been pursued with much success and we experienced a greater level of support. Many of these key Gold Coast figures have added articles in their newsletters, they have 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. This year the GCCC, through the office of the Mayor, had sponsored our Volunteer / Marketing Manager to go to a prestigious conference in Melbourne which proved to be very beneficial to both VGC and our member organisations.

Events: The events that we ran were very successful and we have formed many valuable alliances with sponsors who continue to support us. 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 the Queensland Governor joined us to celebrate the occasion. The Expo was a success though it was not as well attended as we would have liked despite the fact that it had been broadcast as a major news item on NBN. National Youth Week was also a little low in attendance, but we were able to use it as exposure within the Youth culture on the Coast. We did have to postpone two events which were not receiving sufficient advance bookings but pleasingly, we managed to cancel these events well in advance and there were no repercussions or negative impacts from these cancellations. We did introduce another event this year which came off with huge success and that was the Seniors Week Mega Event. All who attended really enjoyed the experience and we saw quick and great results in an increase in volunteer enquiries and the organisations and sponsors which participated were thrilled with the result and professionalism of the whole event.

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 has also been a great supporter and responded to all press releases we have sent out. We received extra coverage because of the awards that we won this year and this greatly lifted our profile in the community even more.

Schoolies Project: Once again The Gold Coast Schoolies Week was run successfully with minor issues. Overall the experience for both VGC and the volunteers was a pleasant and enjoyable one. 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 in-to placing university students in work experience and project work with many of our organisations. A great deal of success was achieved in this regard. Renée and Richard have been guest speakers at Griffith Uni and Gold Coast TAFE and through this contact many students approached us for placements - especially in the events sector.

CHANGES IN THE CURRENT FINANCIAL YEAR

Centrelink Changes: Due to a change to our funding body we will no longer need to aggressively seek the VWI volunteers with no need for the rigorous follow-up process. We have decided that it is in our best interest and in the interest of the volunteer to continue with the follow up process but it will not be done so dogmatically.

Funding: The new financial year starting July 2007 has seen a change in funding body now being funded by FACSIA and bringing a change in the focus of our requirement for this funding. The match is more suited to our core business and we will certainly be able to do a lot more community capacity building.

MAJOR MARKETING PROJECTS IMPLEMENTED

Training: This is part and parcel of servicing our clients and moving into that resource role. We have recently taken a new look at our training delivery as we were not getting the numbers we would have liked attending the training sessions. We have decided to trial a “free registration” training offer. 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. Also if volunteers start to deliver short training sessions there are limited costs so we can pull in smaller

and more frequent groups from different organisations to be trained and skilled. Roc has shown initiative with regards to training and not only assists Richard and myself but has taken on a lot of the preparatory work leaving us free to concentrate on our core duties. In response to his initiative and commitment VGC has paid for him to complete the Cert IV in TAA, which I believe will prove to be a great asset for us as an organisation. Gay has also run a Power Point training day which was a huge hit with our volunteers and they are all looking forward to further training on computers.

Partnerships: The parties that would be involved in this are; JNM, Centrelink, Members of Parliament, Sponsors, Businesses, Media, Councillors & Community Organisations. 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: This is now a funding requirement due to our contract with FACSIA and we need to pursue this with the same degree of professionalism that we tackle 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 had successful partnerships with Delfin and The Watermark Hotel & Spa. Our view is to see corporate volunteering in a different light and be creative in the partnerships we form skewing them according to the skills and services they can bring to the table.

Events & Expo's: We have proven that we have the capability to run very professional and successful events and we need to expand in this area. This year was the first for us to hold an event to celebrate Seniors Week, and it was a huge success. Through it we were able to form strong bonds with Circle on Cavil Centre Management and most of the stores there also and we gained new sponsors through it. We need to take the lead in organising community events, not only for promotion of volunteering as a whole, but also to support our member organisations. We also need to be more involved in our member organisations' activities and support them in any way we can manage – especially as both the FACSIA and HACC contracts support capacity building projects.

Fundraising: These events would make use of our Performance Troupe and

showcase their wonderful talents. We would use these events, not only as fundraising events, but also as a means of exposure and showcasing our events management abilities.

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. We do not need to go into survival mode but to use this next year to spearhead the volunteering sector on the Gold Coast. This may mean diversifying our services whilst strengthening our resource centre status and reinforcing volunteering on the Coast.

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

Marketing, Events and PR Manager

Youth & Events Report



Events:

We've had several successes with both internal to VGC and external events, fundraising, promotions and just for team building. These successes include a two course dinner and show with Dean Vegas at Southport Sharks and end of year Christmas concert at the Gold Coast Arts Centre with the acts being none other than the VGC Performance Troupe. We also held a ladies night at the Sheraton Mirage Resort which proved to be quite fun and included fashion parades and a man auction! We built on an event we held last year in conjunction with the Ashmore PCYC for National Youth Week called "Rock It In The Park". By adding to that we created more corporate business partners and included a celebrity soccer match against some disabled youth with around 400 attendees on the day and gaining more media attention than last year.

Internal to VGC we have kept morale up by holding the regular staff luncheons, whether that be run by VGC, or taking it in turns for each volunteer to showcase their 'speciality' by bringing in lunch for everyone, or all pitching in to buy a banquet! A much loved purchase in the VGC office was a chocolate fondue fountain - leftover from the Ladies Night and that now gets put to good use on the odd occasion at regular celebrations!. We also celebrated National Youth Week in the office by celebrating the role of our volunteers by viewing a photo of each staff member in their youth. Staff were asked to bring in a photo of themselves as a child and by pinning them to the noticeboard we had to guess who each of the photos related to in the team

Performance Troupe:

Having grown an initial idea of short burst entertainment volunteers the PT has grown into a large and very popular performance troupe. I'd have to say I'm very impressed by the calibre of performers and how many bookings they get. Having to recruit a booking officer, or two, only helps to prove the success of this volunteer concept. Regular auditions are held to recruit new performers with media releases, of which we've had several to assist with recruitment and the success of their performances. Gaining a few paid gigs for both VGC and performers goes to show how much we've grown. Performers are impressing organisations, council, government and businesses, so much so that they are now getting asked for by name. Our end of year Christmas concert was a success and plans are well underway for this year's concert which we hope will only be on a bigger and better stage!

Youth Projects:

We've amped up youth volunteering on the Gold Coast and have been linking in with Gold Coast schools, universities and youth organisations. Being asked to guest lecture at Griffith on volunteering we placed several interested students into placements, long term and short. Attending Career's Day's and myself

being appointed one of Griffith Graduates student examples I've now been given a regular gig at the university, with a few lectures every new semester.

Also talking at schools and the GCCC Junior Council we have tapped into the school sector with school's sending entire grades off on Community Services Week and individuals taking the lead in their own time. This led to the creation of the "Introduction to Youth Volunteering" flyer which is already proving to be quite popular.

Projects undertaken at VGC include our youth Zine "New Wave" which is almost ready for print and distribution by our 'insiders' (students representatives in each school/uni). This has been created by young people attending youth meetings held by VGC at coffee shops and here in the offices to discuss ideas and then working on the articles at home. We're also set to launch a youth website also, with much of the same content and young people helping out. VGC also got on the band wagon of the latest craze "myspace" with some of the youth creating a special page for our projects and direct links to myself.

Other initiatives:

Tying in with all of the above we have linked in with several organisations and projects to get the best out of what we're doing. This included attending National Youth Week Steering Committee meetings as well as the School Strategy and Marketing and Promotion meetings, Duke of Edinburgh meetings, Youth Transport Forums and the Southern Gold Coast youth meetings including the Palm Beach Community Consultative Committee. We've had a funding project with YARA for youth engagement and many discussions with St Vincent de Paul to join together also. I've also attended and addressed the Alternate Education breakfasts and created a partnership with SCISCO to place young volunteers that come through them. Also going to meet and address the Youth Support Coordinators with representatives in each school.

GCCC has asked us to help them with their project "Just Walk It", as part of their Active and Healthy initiative. Resulting from this we now produce a monthly newsletter with all sorts of information and linked it in with one of our sponsors who has a regular column in it. We also help them recruit new walking group leaders and have provided them with training sessions for their volunteers.

Renee Schmidt

Events and Youth Projects Officer

GCMO Report

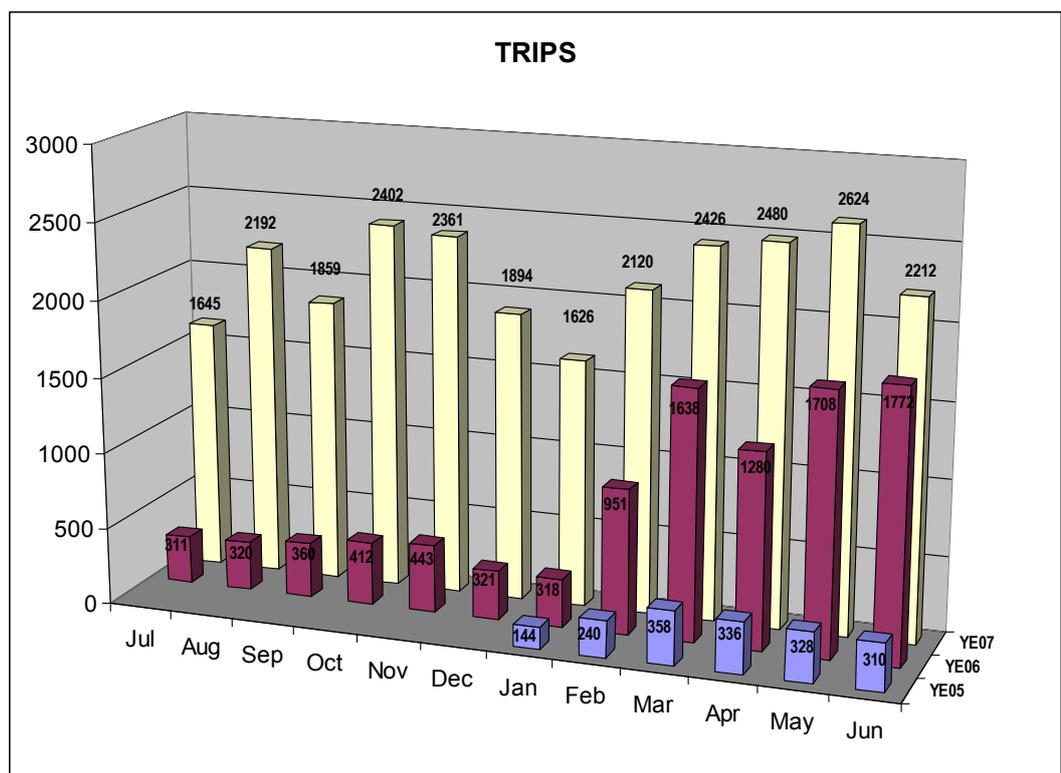


It gives me much pleasure in submitting the annual report for the Gold Coast Mobility Office (GCMO) for the financial year July 2006 to June 2007. The GCMO is funded from a number of sources including the Home and Community Care (HACC) Program, Gold Coast City Council (GCCC), Education Queensland and the federal Department of Transport and Regional Services. Our clients are predominately HACC eligible clients, Council Cab Clients, with schools and young people.

GCMO has continued to grow with the addition of a number of volunteer drivers and administrative staff. The Manager, Ms Judene Wallace, left in January 2007 and Ms Rebecca Coleiro came on board as Manager in April 2007.

The 2006/07 year was a time of building the range of GCMO services and consolidating the work of the Gold Coast HACC Transport Consortium and the Gold Coast Council Cab service. This year has also seen the further professionalism of the service with a growing number of volunteer drivers seeing GCMO as the employer of choice.

Total service delivery has increased significantly with an 86.5% increase from the 14,433 trips reported last year to 26,726 trips for the same period (October 06 to September 07) this year. There has been a steady increase in GCMO bus brokerage and trips provided by GCMO, Consortium trips and Council Cab trips. See the chart below for trips numbers over the last 2.5 years.



Service delivery has consolidated into a calendar of regular runs with ad hoc runs and individual runs being scheduled around and in-between these regular runs. This enables a much more efficient use of resources, both drivers and vehicles, and comes much closer to the ideal results of a co-ordinated service.

Some of the achievements and highlights of the 2006/07 year are shown through the following information.

GCMO bus brokerage is the work GCMO does outside of HACC services, using spare resources, community vehicles and our own drivers. This is a growing area of our business and the 'profit' from this is fed back into developing service options and supporting our paid and volunteer staff. In this way GCMO is providing community transport services at a reasonable price to a growing segment of the community. An efficient booking service is integral to the success of this area of business and congratulations are extended to Sandra, our super service administrator, and Pat, Jan and Dawn who provide this valuable support service for GCMO.

The Gold Coast City Council, Council Cab service provided by GCMO with volunteer drivers has had a very successful year with the monthly trip numbers increasing from approximately 150 trips a month to around 190-210 trips per month. GCMO also assists GCCC by undertaking the marketing of Council Cab services across the Gold Coast. The marketing of Council Cab has been seen as an additional service to GCCC and this provides the opportunity to promote the service, gather information from clients of the service and give feedback to Council on improvements to the service. Informal discussions have suggested that GCCC is happy with the services and they will continue into 2007/08. This is a very valuable service to the community and in many ways complements the HACC transport services. This service is also a way to introduce the concept of shared transport to the older members of the community in very comfortable, non threatening way.

The number of Gold Coast HACC Transport Consortium member organisations has stayed at 16 but the number of other agencies who are able to access consortium funding has increased. The Consortium has made a significant leap in service provision numbers from 7285 trips in 2005/06 to 21,709 trips for 2006/07. This is growth of service of 197.99% with our target per quarter now greater than the total number of trips done in 2005/06. The Transport Consortium is still working towards meeting our target of HACC trips every quarter. A number of strategies have been put in place to increase clients, increase the number of trips, to promote the different transport options (taxi fare cards etc) to staff and clients and to enhance data recording and capture. The last quarter of 2006/2007 was within 18% of reaching the target and it is expected that we will meet our target in the 2007/08 year.

One of the innovations put in place this year is that Jan provides a 'consultancy' to Consortium members to assist with the data recording and capture. This has provided an increase in identified consortium trips and paves the way to a more efficient data capture process. Sandra has increased her hours of employment from 35 to 38 to help cope with the increase in work for the booking and brokerage service. Even though the Service Administration role is very busy, we still receive very positive feedback from clients. Sandra has certainly established a reputation of excellence where the GCMO telephone service is considered a superior and client oriented service. GCMO staff have been trained on the HACC assessment of clients (Ongoing Needs Identification, ONI) so that we are able to undertake the assessment by telephone if the client has not been assessed by anyone else. Regardless of this, Pat still has the honour of being the GCMO ONI Queen, although Dawn is an ONI Princess in-training

Progressing into 2007/08 GCMO has evolved into providing direct HACC transport services through a new 5 day a week Community Circuit funded through the Innovation component of the Consortium funding. This new service is additional to the transport services provided by Consortium members and has been developed to meet the needs of clients. These needs have been identified through the range of requests that come into GCMO. These requests often involve some kilometres but are usually difficult trips for people just getting around attending appointments, visiting people and meeting the day to day requirements of life. The service is for HACC eligible clients but if there is a seat available, then anyone can use the circuit for a donation of \$3.00 each way.

GCMO has also hosted the Youth Transport Development Worker (TDW) position for the last couple of years with Gaven Long being in the position until late 2006 and Arian Schaap starting in the position in early December 2006. The Youth position has had a varied range of funding sources and a range of target areas relating to transport and young people. Reporting topics for the project fall within the following broad headings:

Access to Opportunity Project 2006/ 2007

This program was funded by the Department of Transport and Regional Services, Gold Coast City Council and Education Queensland. It is designed to provide financial support for transport to young people who are at risk of disengaging from alternative education or training programs, to ensure their regular attendance at the programs.

There were 290 students assisted through the program over the course of the year. TAFE Ridgeway campus was the main organisation accessing assistance for their students and the Reconnect Service.

The funding for the program has been extended to the 30th of June 2008, with

Education Queensland looking at other types of support that GCMO might be able to provide through the program. This is in light of a variety of courses being offered in 2008 that are employment focused and could be appropriate for our target group of “at risk” young people to attend but having difficulty in getting to the locations.

Youth Engagement

Funding came through the Department of Communities to organise a youth transport forum for young people on the Gold Coast and the development of a youth transport working party to follow-up on the outcomes of the forum.

The forum took place in May 2007, with the member for Mudgeeraba Dianne Reilly, opening the day. Forum attendance was by appointment and kept to a manageable number to facilitate and enhance participation by the young people involved. There were approximately 30 young people from a range of schools, services and clubs across the Gold Coast that attended. A similar number of teachers and workers supporting the young people also attended. A range of guest speakers presented topics regarding transport development and avenues to engage key stakeholders in having issues acknowledged, influencing policy and program development etc.

A working party has been formed to maintain momentum on the issues raised and will meet on a regular basis whilst actively engaging young people in the process.

Potential Projects for 2007/08

Youth-Employment Bus Run - GCMO has had initial discussions with a local community centre and employment agency, to identify a geographic area that could benefit from a workers shuttle run. The concept is to pick up young people from their homes, on an early morning bus run, and take them to jobs at the local industrial precinct. It has been recognized that a flexible bus service needs to be provided to reduce the barriers that are preventing the young people from gaining and maintaining employment. Further discussions will be held with a variety of stakeholders to promote the concept and ascertain if they will share the financial cost of the service and promote its usage. This project is still in the conceptual / preliminary planning stage.

Youth - Thursday Night Shopping/ Cinema Bus Run

Costings have been done to determine the feasibility of running a service that will allow young people to access shopping and cinema facilities. This need has been identified through a range of engagement mechanisms and access would not happen if travel was through the public transport system. Further dialogue will take place with key stakeholders e.g. cinema/ shopping centre

management, community centre etc to determine the concept and possible financial support.

As the Youth Transport Development Worker, Arian has undertaken the role with a laid back but positive attitude that has been embraced by young people coming into contact with the project. GCMO has been fortunate to be part of the youth project with access to information on the broader transport needs of the Gold Coast community. This places GCMO in a very positive position to provide a much more comprehensive community transport service in the future.

In closing, I would like to acknowledge the support of all the people associated with the GCMO. In particular I wish to thank the Management Committee, Richard Patterson (Volunteering Gold Coast), June Wells (HACC Area Manager), David Denmark (TPM), David Mepham (GCCC), the Gold Coast HACC Transport Consortium members and service providers. I would especially like to thank the GCMO drivers and administration team. It is a pleasure to work with such a competent and dynamic team who take pride in providing a superior community transport service. It is this fundamental pride in what we do that takes GCMO into our next exciting year of service.

Rebecca Coleiro

Manager GCMO.

Volunteer's Say



Ann Williams: it's so nice to be able to help other people and to know you can make a difference in their lives. I really enjoy working at VGC because there is no difference between paid and volunteers staff. Anyone walking in the door would not see a difference at all or couldn't pick out who is paid and who is a volunteer staff member.

Di Fowler: Its nice to work in a place where your input is valued. Everyone's opinion is valued and you are always listened to and treated with respect.

Terry Day: I would pay money to work at VGC! The company is so enjoyable...everyone is so friendly and its always a happy working environment. MY fellow workers are a joy to work with and the work is very interesting.

Tessie Valderrama: management is good and very supportive. They offer opportunity and training to volunteers to improve and up-skill. The volunteers are very good and there is a great team spirit. We always have very generous social get-togethers.

Walter Smith: I have been with VGC nor for 2 years. My main reason for starting was to get some office skills and just spend 1/2 day. As time went on and I got to know the people that work here I found I got drawn into the friendship and joy shown in the office. I also really enjoy finding volunteer positions for people. I always look forward to being there because they are part of my family. I now attend 1 1/2 days a week and if have a day absence I really miss it. I also find Leticia most efficient and helpful and keeps the office in a good state of happiness.

Roc: there is always a friendly and professional atmosphere where everyone is equal and its such a pleasure to come into the office. No one else has no where near that going for it! We laugh and joke but do amazing work in the community. You always feel very much appreciated.

Lynda Day: the staff are very easy to get along with and everyone is so friendly—its so pleasant to work here. I also really enjoy the fact that we are helping people and that gives me a huge buzz.

Pauline Lewis: working as a volunteer at VGC is for me a real pleasure. As an interviewer I meet a lot of interesting people and hopefully make a positive difference in their lives. The bonus I get is to work with a bunch of genuinely nice and friendly people.

Minutes AGM 2006



**MINUTES OF THE ANNUAL GENERAL MEETING
VOLUNTEERING GOLD COAT INCORPORATED
Wednesday 15th November 2006 held at
Surfers Paradise Management Meeting Room
Surfers Paradise Transit Centre Beach Road Surfers Paradise**

**The meeting commenced at 17.05 hours
Chair: Dorothy Williams**

Present: -

Bet Skelsey
John Gordon
David Denmark
Judene Wallace
Richard Patterson
Dorothy Williams
Steve Davey
June Wells
Anne Maree Grasso
Helen Hayes
Adrian Barnett
Peter Williams
Dianne Fowler
Hasan Alam
Anita Brennan
Peter Mark
Leticia Vargas
Janet Brandon

Apologies:-

Steven Ciobo MP Moncrieff
Cathy Floyd
Doug Henderson
Simone Ault
Rene Schmidt
Jan Sloane
Pat Anderson
Sandra Sutherland

President Dorothy Williams welcomed everyone to the Annual General Meeting.

Previous AGM Minutes:- It was moved by Anne Maree Grasso, seconded by Helen Hayes that the minutes of the last Annual General Meeting held on 25th October 2005 be accepted.

Business Arising: Nil

Correspondence: Nil

President's Report: Dorothy Williams read her Annual Report.

Treasurer's Report: Steve Davey read his Treasurer's Report.

VGC Manager's Report: Richard Patterson read his Annual Report.

Gold Coast Mobility Office: Judene Wallace read her report.

Annual Report 2005-2006 tabled.

It was moved by Dorothy Williams, seconded by Helen Hayes that the annual reports be accepted.

Annual Election: Dorothy Williams vacated the chair and invited David Denmark to conduct the election of office bearers and committee members. David Denmark 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 each position** were as follows:-

PRESIDENT

Nominated
Seconded

Dorothy Williams

Steve Davey
Helen Hayes

VICE PRESIDENT

Nominated
Seconded

Peter Mark

Dorothy Williams
Steve Davey

SECRETARY

Nominated
Seconded

Anne Maree Grasso

Steve Davey
Dorothy Williams

TREASURER

Nominated
Seconded

Steve Davey

Helen Hayes
Anne Maree Grasso

COMMITTEE MEMBER

Nominated
Seconded

Helen Hayes

Dorothy Williams
Steve Davey

COMMITTEE MEMBER

Nominated
Seconded

Janet Brandon

Steve Davey
Dorothy Williams

COMMITTEE MEMBER

Nominated
Seconded

Anita Brennan

Steve Davey
Helen Hayes

COMMITTEE MEMBER

Nominated
Seconded

Bet Skelsey [withdrawn]

Helen Hayes
Anne Maree Grasso

Nomination for the position of Committee member was withdrawn by Bet Skelsey.

There being no other nominations for the positions, candidates were declared duly elected. David Denmark 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, thanking retiring committee member Bet Skelsey for her commitment and ongoing contribution to Volunteering Gold Coast.

It was moved by Dorothy Williams, seconded by Helen Hayes that Bet Skelsey be co-opted as a non voting member.

General Business

Appointment of Auditor

It was moved by Steve Davey, seconded by Peter Mark, that **Entimos Accounting & Finance** be appointed as financial auditors of Volunteering Gold Coast.

Notice of Special Meeting – Gold Coast Mobility Office

President Dorothy Williams advised that the Special Meeting – Gold Coast Mobility Office which was advertised to follow the AGM of Volunteering Gold Coast had been on hold.

President Dorothy Williams closed the meeting thanking volunteers, staff, and Management Committee for their ongoing commitment throughout 2006. President Dorothy Williams invited all to stay for refreshments and meet with the Management Committee.

Meeting closed at 18.05 hours.

Photos



Volunteer Thank You's



NVW Expo



IVD Ceremony





Audit Report

June 2007