Volunteering
Sunshine Coast

ANNUAL REPORT
2023 – 2024

19th November 2024

WHO WE ARE

Volunteering Sunshine Coast Inc (VSC) is a passionate and driven organisation which links local charity and not-for-profit enterprises and community-based service organisations with dedicated volunteers. VSC is devoted to helping the Sunshine Coast community and we are a well-known regional brand that is proudly woven into Sunshine Coast society.

Incorporated in 2004, VSC has grown to become the leading organisation; providing volunteers to the Sunshine Coast. Working alongside a group of committed Volunteer Involving Organisations (VIO's), VSC has developed a trusted brand and a reputation for professionalism and compassion. Our growth can be attributed to our passionate and highly skilled team. From strategy and management, a large proportion of Volunteering Sunshine Coast's work, involves recruiting, screening and placing volunteers in our VIO member organisations.

"Volunteerism is the voice of the people put into action. These actions shape and mould the present into a future of which we can all be proud." – **Helen Dyer**

"We make a living by what we get. We make a life by what we give." – **Winston Churchill**

"Alone we can do so little; together we can do so much." – **Helen Keller**

We perform as a recruitment agency for businesses that require volunteers. We attract an extensive cross-section of individuals, our team members range from 17 to 85 years! - each possessing different skills to offer. Each of our volunteers is evaluated, interviewed and police/blue card checked to ensure reliability and capability.

We have over 1,000 registered volunteers and 80 VIO'S, which provide vital services throughout the Sunshine Coast community across a range of key sectors including human services, the environment, animal and wildlife, culture and heritage, and sports and recreation.

ABOUT US

OUR MISSION

- To add value to the community.
- To bring together the corporate community with the not-for-profit.
- To be innovative, entrepreneurial and a fundamentally drive change through altering the way not-for-profit organisations operate.
- Volunteering Sunshine Coast is about creating a synergy through relationships, and we do this through our altruistic networking and mentoring.
- We are an independent social enterprise supporting the well-being of our communities through a range of support programs and fostering excellence in volunteering.
- We are all about contributing to the Sunshine Coast and making it grow.

OUR VISION

- To be a self-sustaining organisation supporting our diverse communities, by providing benevolent relief through collaborative volunteering.
- We believe volunteering and good mental health walk hand in hand

OUR VALUES

MESSAGE FROM OUR PRESIDENT

Caroline Patton - President and Chair

Dear Friends, Supporters and Community Members

As I reflect on the past year, I am filled with both profound gratitude and a sense of urgency. In times of increasing community need, our organisation has demonstrated remarkable resilience and unwavering commitment to our mission, despite facing significant headwinds in securing stable funding streams.

Our dedicated volunteers - the true heartbeat of our organisation – have gone above and beyond in serving our community. Their selfless contribution of time, skills and compassion has enabled us to maintain our essential services even as we navigate challenging fiscal constraints.

Last year alone, our volunteer network contributed 3,550 hours of service, representing an invaluable investment in our community's wellbeing.

However, we must acknowledge the stark reality we face. The reduction in government funding has placed unprecedented pressure on our operations at a time when community demand for our services has reached new heights. The gap between available resources and community needs continue to widen, making our mission more critical than ever before.

Yet within these challenges lie opportunities. We are actively pursuing innovative partnerships with local businesses and exploring new funding models to ensure our long-term sustainability. We have streamlined our operations and implemented more efficient systems to maximise the impact of every dollar and volunteer hour.

In April 2024 we secured a new CEO for Volunteering Sunshine Coast.

Michael Moodie is an accomplished senior executive, with over 30 years of health sector leadership experience, including roles as Chief Executive accountable for leadership and management of health service areas in WA, NSW and Qld encompassing up to 27 health facilities, and executive leadership roles within state health departments. He has a vast experience leading complex transformations and setting the strategic direction in the health sector. In addition, for the past ten years, Michael delivered high-level strategic guidance to organisations for NDIS readiness and transition, identifying strategy and capability improvement opportunities, enhancing the NDIS service model, and improving operational performance.

Michael is well positioned as an experienced CEO with a comprehensive understanding of the opportunities and challenges faced by volunteering organisations. His success in building connections and cultivate partnerships is something that we have valued and see that he can assist in positioning VSC in good stead for the future.

Michael is available in the office on Mondays, Tuesdays and Wednesdays.

MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

I was fortunate to begin the role of CEO for Volunteering Sunshine Coast on April 8, 2024.

I live at Peachester on the Sunshine Coast. My grandfather migrated from Scotland to Maleny with his twin brother in early 1900. I enjoyed a privileged upbringing thanks to the efforts and commitment of my parents and I am happily married with two sons, one married, two grandsons and a dog.

I grew up in Brisbane living mostly in the western suburbs attending the University of Queensland gaining qualifications in Arts, Social Work and Public Administration. I later attended The University of Sydney completing a Master of Public Health (Hons).

I have enjoyed a career in healthcare spanning 30 years in a range of roles and locations. I have held senior executive positions in Queensland, New South Wales and Western Australian public health systems. I have a keen interest in the disability sector and I'm currently the Chair of a disability service provider at Nambour in Queensland.

Prior to taking up my role at Volunteering Sunshine Coast I had limited exposure to volunteers even though they are a critical element for the provision of health care to the community. In my various professional roles I have attended numerous events organised by volunteers to raise funds for a worthy cause, celebrate the achievements of colleagues and to provide morning tea for dignitaries such a Government Minister. Volunteers were always there, often unseen and taken for granted.

It wasn't until I took up this role at Volunteering Sunshine Coast that I began to understand more fully the valuable role that volunteers play in our community. My previous impression of volunteers whilst not incorrect was incomplete, nowhere near complete. Volunteers make enormous contributions to organisations they volunteer for and for the broader community but they also benefit greatly themselves through social interaction, having a purpose and role and knowledge they are making a vital contribution. As a first impression it important the personal benefit of volunteering should be emphasised more in concert with promoting the obvious benefits of volunteering to the community.

Another first impression that I have formed since taking up this role is the diversity of the volunteers or the lack of it. We need to include sections of the community that traditionally do not volunteer such as migrants and we need to do much more to attract younger people to take an interest in volunteering. Both of these issues require improved methods of engagement in particular the use of social media and deliberate strategies to be more inclusive such as the use language services. These in turn will require a more active approach to recruit volunteers such as partnering with migrant groups and schools. Much to be done.

These are challenging times particularly as a result of cost of living pressures. Volunteering is no exception to these pressures. Volunteering is not 'free' requiring funding to keep functioning and it is declining nationally. We are extremely grateful to the Commonwealth and the Sunshine Coast Council for their valuable contributions to our operating costs and to the many funding bodies that supplement our funding through various grants. These funds are essential to our continued viability. We also look forward to the commitment of the new state government to hold a parliamentary inquiry into volunteering in Queensland.

It is an honour and privilege to be the CEO of Volunteering Sunshine Coast.

Michael Harris Moodie

OUR BOARD

Comprised of committed, community-minded individuals, the Volunteering Sunshine Coast Board brings skills and expertise from a range of sectors. Despite many challenges, the Board has guided Volunteering Sunshine Coast through another successful year.

Caroline Patton	President

For over 30 years Caroline has been providing professional consulting services across the globe. A highly recognised professional in business transformation and quality assurance, Caroline brings her entrepreneurial mindset with strategic thinking and corporate governance.

Carlos Vaquero	Vice-President

Carlos brings over 20 years of experience in Strategic Marketing and Media. Owned several small businesses in Europe and has worked as a consultant for some of the biggest consultancy and advertising agencies in Spain. 6 years ago, Carlos moved to the Sunshine Coast following the Australia dream, but what conquered his heart was our amazing COMMUNITY. He has been extremely involved with the business community, playing roles in several committees from the local Chamber of Commerce to the Arts Subcommittee of the Olympics 2032. Passionate about community, his values align with ours 100% and being involved with Volunteering Sunshine Coast is one of his most treasured achievements.

Ann Mary Edwards	Secretary

Ann Mary Edwards has been practising Law for over 26 years and holds a Master of Laws from UTS Sydney. She worked in Sydney for 19 years from a junior litigation solicitor to Partner then Director, then started her own practice. As time progressed she specialised in Employment Law and Family Law. She recognised a need on the North Shore in Sydney for a Women's Business Networking Group which she started and run for several years. She has volunteered at the Suncoast Community Legal Services for nearly 6 years and was a volunteer for the 2000 Sydney Olympics.

Ross Grieve	Treasurer

Ross has been providing quality professional advice to small and medium business and not-for-profit organisations within a broad range of industries since 2009. His passion for guiding business owners through the challenges and identifying opportunities, assists them with understanding and meeting their personal and financial goals. He takes great pride in working within the Sunshine Coast community, which has led to him acting as the Treasurer for Volunteering Sunshine Coast Incorporated.

Neil Gillatt	Board Member

Neill plays a key leadership role at Youi Insurance here on the Sunshine Coast. Neill brings with him over 25 years of experience in Claims management, with Leadership roles across multiple facets of the business. He currently plays a leading role in Catastrophe Strategy & Management for Youi, including active participation in community engagement and support. Neill will lead our Growth program within Volunteering Sunshine Coast.

Mel Robbins	Board Member

Mel is the Principal Governance Manager at BHP where she solves complex problems related to quality management and governance. Mel brings to the board strategic thinking, problem solving and strong quality management and governance experience.

Volunteerism is one of the most selfless acts that we can become involved in.

Non-for-profits around the world need more volunteers to carry out their missions and make the biggest difference possible. We engage our volunteers and remember to demonstrate that their contributions make a BIG difference.

VOLUNTEERING SUNSHINE COAST PROGRAMS

VOLUNTEERING

DISASTER RECOVERY

AGED CARE VOLUNTEER VISITORS SCHEME

OUR SERVICES PROGRAMS & ACTIVITIES

1 Recruiting volunteers & supporting Not-for-Profit Member Organisations & Agencies

VSC is devoted to the Sunshine Coast and humanitarian work. Our work reflects both of these passions. Our ultimate goal is to enhance the community in which we live. Enabling individual volunteers to link with organisations and agencies, VSC is able to provide benevolent relief through collaborative volunteer involvement.

- Supporting people to make informed choices about volunteer work
- Connecting volunteers to not-for-profit organisations
- Lobbying at local, state and federal government levels, within the community, and throughout the corporate sector to promote and entrench the value of volunteers and their work.

2 Disaster Recovery Spontaneous Volunteer Project

Sunshine Coast COUNCIL

In partnership with Sunshine Coast Council, Volunteering Sunshine Coast provide and coordinate spontaneous volunteers to assist those who experience misfortune and distress during a disaster event. We are Advisors to both the Sunshine Coast Council Local Disaster Management Group and the Sunshine Coast Local Human Social Recovery Group

VSC Disaster Recovery team is currently working to implement our updated Disaster Recovery Spontaneous Volunteer Project Plan which is funded by the Queensland Government Floods Grants.

During disasters or emergencies, people come forward with the best of intentions, to offer support to others when they need it most.

They are usually not prepared, nor do they understand the risks, conditions, disaster management arrangements, or consequences involved.

Effective management of spontaneous volunteers following disaster events is a necessary and complex endeavour. VSC is committed to implementing this plan to assist the Sunshine Coast communities affected by disasters by:

- recruiting, training, and supervising a team of volunteer team leaders to supervise the spontaneous volunteers
- being prepared with the resources and equipment necessary to equip the team leaders and spontaneous volunteers

3 Aged Care Volunteer Visitors Scheme

ACVVS

This commenced as the Community Visitors Scheme (CVS) in 1992-93, to support organisations, to recruit volunteers to provide friendship and companionship through one-on-one visits to older people receiving Australian Government subsidised residential aged care, and are socially isolated. In 2013-14 the CVS scope was expanded to include group visits in residential aged care home (RACH) and one-on-one visits to Home Care Package recipients.

Funded by the Australian Government, and re-badged as the ACVVS; aims are to improve quality of life for the aged care residential or home care recipients participating in the scheme, shown by:

- general feeling of wellbeing with maintained or increased independence
- increased self-esteem and sense of purpose
- a sense of connectedness to the care recipient's individual community, culture and identity
- a sense of connectedness to other Commonwealth subsidised aged care recipients in the residential aged care home, and increased interactions between the group of residents visited
- reduced feelings of loneliness and isolation; and
- reduced feelings of depression and anxiety

Volunteering Sunshine Coast, announced that additional places on the Aged Care Volunteer Visitors Scheme program had been secured – a free service to match volunteers with care recipients.

We are focused to ensure these limited number of positions are taken up and reduce those socially isolated individuals, as well as people from diverse cultural groups or who have complex vulnerabilities.

Acknowledging our Volunteer Involving Organisations

Volunteering Sunshine Coast is proud to be associated with this charitable organisation based on the Sunshine Coast. ConnectKids is committed to helping children and their families thrive through mentoring, education, and employment.

Their goal is to deliver an accessible, personalised and effective mentoring program that provides life changing results for disadvantaged children and a life affirming experience for mentors.

Five Community Volunteer Mentor positions are currently being offered on the Sunshine Coast through VSC for volunteers to provide in-valuable support.

Mentors are required for children and young people from vulnerable and disadvantaged backgrounds to provide friendship and community engagement for a period of 12 months.

Mentoring is proven to have a powerful and positive long-lasting effect on young people. Many children from vulnerable backgrounds don't get the opportunity to partake in caring relationships or be involved in activities that other children take for granted, that are vital to their long term growth and development. They choose mentoring as the vehicle to tackle those disadvantaged, as it is a very cost effective way of dealing with disadvantage across the entire community and engage with the broader community.

Approved volunteers agree to provide mentoring and friendship to a young person between the ages of 7 and 17. They act as a positive role model and encourage new experiences and opportunities to assist a young person to reach their full potential. Volunteers undergo child safety screening and training, together with ongoing support and supervision from ConnectKids.

Connect Kids believes we all aspire to live in a community in which its members live a happy, healthy, fulfilling and safe life. The reality is that no matter your postcode, many within our community are not afforded this privilege.

From the earliest years many children are brought up in an environment where their basic rights are not a part of their daily lives. In the worst cases, abuse is a common and constant part of their lives and the basic necessities are not always there for them. These children are vulnerable and at risk.

Statistics suggest that the abused of one generation have a 70% chance of becoming the abusers of the next generation, thus perpetuating this vicious cycle. The simple act of engaging positively with these children can reduce their chances of disadvantage by 30%. Through mentoring programs with children, their risks of disadvantage are further reduced. This simple act of connection represents a significant human saving and also alleviates an otherwise growing economic burden that will be absorbed by the broader community.

Kokoda Youth Foundation

Volunteering Sunshine Coast looks forward to recruiting valuable volunteers in this program again this year.

The Kokoda Youth Foundation is a locally operated charity that has proudly supported Australian young people by inspiring them to do extraordinary things, for more than 17 years.

The experiential youth programs help young people gain physical and mental resilience, confidence, and instil in them the values of Courage, Endurance, Mateship and Sacrifice through the story of the Kokoda Campaign in 1942. These values take their origin from Australian soldiers who fought the Kokoda Track in Papua New Guinea during WWII.

The year was 2004 when Vietnam Veteran Doug Henderson OAM attended an RSL conference like no other. He took his seat amongst other diggers, who all had their medals proudly pinned to their chest, and watched on as the guest speaker took the stage.

The guest speaker spoke of the 1942 Kokoda Campaign, which Doug was ashamed to admit that he knew very little about. He went into great detail about how during WWII, and after the atrocious attack on Pearl Harbour, it became clear that the Japanese were a threat not only to our allies, but also to Australia itself. As a result, everyday Australians put their hands up to fight the enemy who posed an imminent threat to our great country.

The story of these brave men, the courage, endurance, mateship and sacrifice they displayed, was unlike any other story Doug had heard. After leaving the conference, he made it his personal mission to share the story of Kokoda everywhere he could. He also wanted to instil the Kokoda values into struggling young people so they too could conquer their own mental enemies.

Thus was born the Kokoda Youth Foundation and The Kokoda Challenge. Doug had gathered a group of young people who he decided would benefit from a trip to Papua New Guinea to walk the Kokoda Track so they too could learn about the history of Australia's military engagement and embark on a firsthand experience that would challenge them both physically and mentally.

So, Doug had an idea to host an event where teams of four could walk 96 kilometres (the same length of the real Kokoda Track in Papua New Guinea) through the Gold Coast Hinterland, with all proceeds going towards sending this group of kids over to walk the real track.

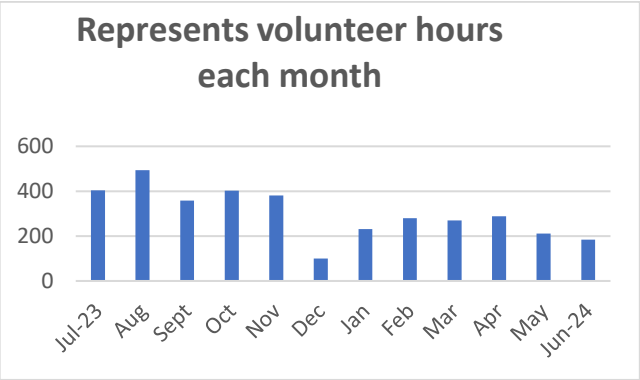
Now, the Kokoda Youth Foundation has run countless programs, helped transform the lives of hundreds of kids and grown the youth program curriculum to better assist the needs of kids today.

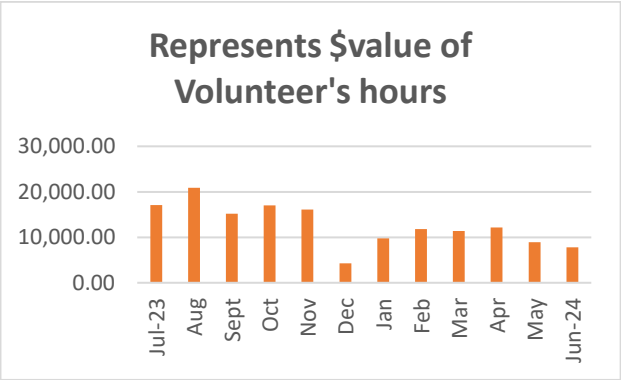
OUR VOLUNTEERS

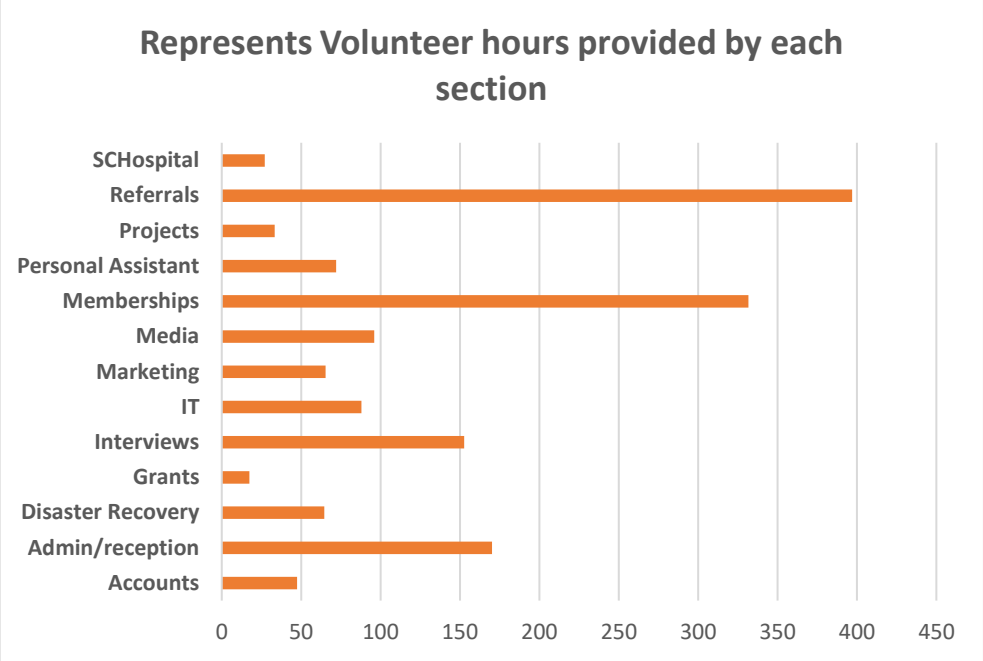
- **12** volunteers run the office and administration functions of Volunteering Sunshine Coast
- **1,249** volunteers are active within our databases (as at Jun 24)
- **3,603** is the number of hours the VSC administration team generously worked keeping our operations running in the 2023-2024 Financial Year
- **$152,250** is the value of these hours donated to Volunteering Sunshine Coast (valued at $42.25/hr) in the 2023-2024 Financial Year.
- **612** is the number of website referrals
- **1,452** is the number of volunteer consultations, referral, and placements into roles in the community over the 2023 / 2024 Financial Year

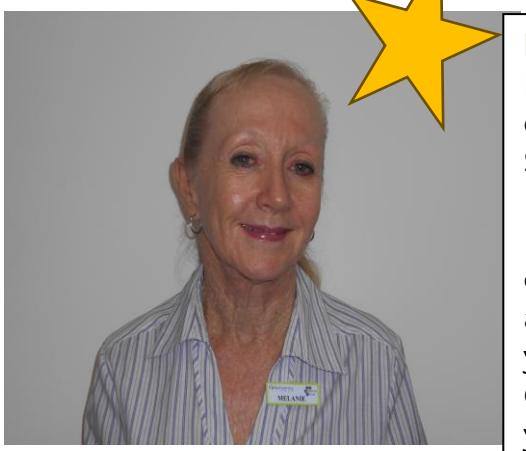
During the 2023 / 2024 financial year, the bulk of Volunteering Sunshine Coast's volunteer hours were spent on interviewing, matters relating to Membership and Referrals and general office Administration.

The following figures are calculated from the Individual hours spreadsheet completed by volunteers daily.









Mel Hodge Interviewer is our longest serving volunteer. Mel commenced with Volunteering Sunshine Coast on 5th October, 2011. Mel diligently works as an Interviewer, and has seen many changes in staff, funding, offices, and technology over the last 12 years.
Our sincere thanks to you Mel for your dedication, compassion and all you bring to our team, and to the people and organisations you serve. A mighty effort and we applaud you on your great dedication.

The National Strategy for Volunteering

Volunteering activities take place across all domains of public life in Australia. Volunteers are involved in a myriad of services and activities including the arts, aged care, mental health, disability support, animal welfare, food and emergency relief, environment, sports, education, international development, and more. In many cases, the contributions of volunteers are crucial to the survival of the sectors they volunteer in.

Volunteering
Sunshine Coast

OUR MEMBER ORGANISATIONS

89 Member Organisations

Our registered member organisations include charities, not-for-profit organizations and other agencies who deliver vital services throughout the Sunshine Coast community across a range of key sectors including:

21 new Volunteer Involvement Organisations joined VSC during the year

Longest-standing member organisation

Bloomhill Cancer Care remains the longest standing member since our conception in 2004.

Newest member organisation

Treasury of Country Australian History (TOCAH) is a charity established to seek out, collect, preserve and share the stories of regional, rural and remote Australians which are in danger of being lost. Conscious of many stories disappearing as people age and move, TOCAH aims to digitise what they collect for sharing with members and researchers through an online archive. The organisation seeks volunteers to do oral history interviews and to scan historical documents.

Most active member organisations

Comlink Australia's vision is to be Australia's most trusted home and community care provider. To do this, they deliver bespoke services, supporting clients to live and age well in their own homes and communities.

Wishlist - Sunshine Coast Health Foundation is an organisation dedicated to fundraising for the needs of the Sunshine Coast Hospital and Health Service.

Since 1998, Wishlist has been purchasing vital medical equipment, funding support services, hospital accommodation, research, staff education, and so much more. Their thriving coffee shops are largely run by a dedicated group of volunteers and are located in the heart of Nambour Hospital and outside Gympie Hospital. They Fund Accommodation operates 24 hours a day, 7 days a week offering a 'home away from home' for patients and their carers.

FINANCIAL AND STATISTICAL SNAPSHOT

Income

- Our income in the 2024 financial year was $243,220
- When taking into account actual income received, the income for the Financial Year 2023-2024 increased by approximately 10% from $220,662 in the 2023 financial year.
- When adding back Grant Funding Received but not yet spent, the Net Profit for 2023-2024 was $64,293, compared to the prior year's Net profit of $60,234 in 2022-2023.

Funding Grants Overview

FUNDING SOURCE	PARTICULARS	AMOUNT / receipt of funds
Community Partnership Funding	{Second claim submitted Nov 2023} 2023 – 2024	$10,000
Australian Government Department of Social Services	Volunteer Management Activity	$50,000
Department of Communities, Housing,& Digital Economy, QLD Flooding	July 2023	$145,220
Sunshine Coast Council	On-going operational overheads	$20,000
Dep of Social Services – NNVRC (National Network of VRCs) Grant	December 2023	$27,500
Australian Government Department of Health and Aged Care	Aged Care Volunteer Visitors Scheme 1st July 2023 - 2026	$12,731.25
Department of children, Youth Justice and Multicultural Affairs: 2023 - 2024	Celebrating Multicultural QLD Economic & Social Participation Project	$50,000 grant request

Partnerships and Sponsors

Primarily funded by local, state and federal governments, Volunteering Sunshine Coast is a registered, not-for-profit charity, run almost totally by volunteers. With recent increases in the demand for volunteers, we have been fortunate enough to receive provided company sponsorships.

As for many other not-for-profit charities, partnering with local businesses is the foundation of our success. These invaluable partnerships allow Volunteering Sunshine Coast to expand and respond to the diverse and ever-changing needs of our community.

Major Sponsor:

We would like to sincerely thank our sponsors and partners and express how incredibly grateful we are for their ongoing support.