

# QUEENSLAND ANNUAL REPORT

2016/17



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# CHAIRMAN'S REPORT

I have great pleasure introducing the National Trust of Australia (Queensland) Annual Report for the financial year 2016/17.

The consolidated financial result from the 16/17 year represents one of the strongest financial results in the history of The National Trust of Australia (Queensland) since it was formed in 1963. Due to another very successful year at National Trust Currumbin Wildlife Sanctuary, the heritage portfolio has been supported. As now constituted, all property results are now consolidated under the one public company, registered charity since July 2014. I am pleased therefore to report some capital investment into Wolston House, since rebranded as Wolston Farmhouse opening more regularly, five days a week to the public late in the 16/17 financial year. Further, the Trust has invested in a review of the condition of our properties across its entire property portfolio due to be presented to the Board in the first quarter of the 17/18 financial year, to provide context, and inform priorities should the Trust be in a position to invest more in capital works across the portfolio. A sobering report, which estimates some \$4million of repair and maintenance work is required, which would take the Trust at current trends some 10 years to complete. Hence the Trust appointed late in 16/17 a very experienced Partnerships and Fundraising Manager to help secure additional funding in the years ahead.

National Trust Currumbin Wildlife Sanctuary is now better branded as a National Trust property and whilst managed as a commercial environmental heritage tourism attraction, it is guided by the mission of the National Trust of Australia (Queensland) "to protect, conserve and celebrate the environmental, built and culture heritage of Queensland". This mission and the strategies supporting the same were reviewed by both the Board and Management in a series of workshops in February 2017, to deliver a Strategic Plan for 2017 to 2020, since posted on the National Trust Website. The Strategic Plan endeavours to guide all the work of the Trust across its entire portfolio and the causes the Trust promote. The Trust aspires to improve the management of all its properties to champion conservation and access, to engage with the communities where such properties are located and across the state in general. The Trust recognises that it can be the last bastion for properties that are important in the community but may, by their very nature not be able to look after themselves.

The former head office of the Trust in William Street had to relocate midway through the 16/17 financial year causing significant disruption to the work of the Trust. The agreement to relocate to our current Mary Street offices was negotiated by the CEO and I pay tribute also to the work of the Brisbane staff that looked after the move itself, not least to the GM Heritage and Advocacy, Mr Stewart Armstrong who left the Trust after 10 years loyal service in April this year, to join Urbis. Stewart will be working on the redevelopment of Queens Wharf, Brisbane from where we have relocated and to which we intend to return some 7 years from now based on the successful negotiations with the State Government, at no cost to the Trust for a period of another 20 years thereafter.

I thank my fellow Directors, the staff and volunteers of the Trust for the hard work and dedication that has delivered such a successful and eventful year, creating a solid platform for 17/18.



*Ian Galloway*

*Ian Galloway B.Sc(Hons), PhD, M.Ag.Std.  
President, National Trust of Australia (Queensland)*

# CEO EXECUTIVE SUMMARY

Further to the Chair's report, I add my thanks to the Board, Staff and Volunteers for your support over a very busy year. Each property or branch has been asked once again to offer a report on their year and the reports are included in these papers.

I highlight the Chair's comments about the Strategic review in February 2017, leading to a stronger Strategic Plan for 2017 to 2020, supported by detailed Operational Plan which is updated each year along with the budgets.

I am delighted to confirm this work in 2016/17 will lead to much more investment in the Collections area of the Trust. This is also a reflection of the work of the new Collections Committee, led by Director Dr Melanie Piddocke and subsequently increased investment in the Advocacy Committee led by Stuart Lomas. These committees reach out to the regions and I am so very grateful for the time and advice given from these volunteers to strengthen the Trust in its cause related, mission based work which I hope will accelerate the raising of both our profile but also the membership numbers. Membership is surely the best measure of our relevance in our communities – we can and must do better in the years ahead.

I thank all who entered the state heritage awards, somewhat delayed by the changes caused by the relocation of offices, but also due to the time spent organising and promoting the exhibition in partnership with QUT based on the drama 'Miss Fisher's Diaries' at Old Government House. The heritage awards were consequently moved to May 2017 and to City Hall, to coincide with the national Australian Heritage Festival and to celebrate with a wider audience. What a treat for those lucky enough to attend to be entertained by National Trust of Australia (Queensland) Ambassadors Naomi Price and Luke Kennedy; the polar explorer Tim Jarvis, at such an important heritage building. We hope to return to Old Government House for another Heritage Awards in May 2018, so please 'watch this space' for more details about registering your event in the Australian Heritage Festival and entering your project in the awards.

Toward the end of the year, I welcomed the opportunity to present Harris House, Toowoomba as an acquisition into the National Trust of Australia (Queensland) property portfolio thanks to a generous bequest. This proposal was agreed at the March 2017 meeting of the Board and marks a significant step forward in the history of the Trust. I thank the Toowoomba branch and the Toowoomba City Council for their support to allow this property to be added, it marks growing confidence in the Trust, a confidence we must match by careful planning and good management of limited resources.

Thank you once again for all your valued support in 16/17 and I look forward to another strong year ahead.



A handwritten signature in black ink that reads "Jonathan Fisher". The signature is written in a cursive, flowing style.

*Jonathan Fisher MA Bsc MRICS,  
Chief Executive Officer, National Trust of Australia (Queensland)*



*Stock Exchange Arcade, Charters Towers.*



*Wolston Farmhouse.*

# YEAR IN REVIEW

## COMMUNITY ENGAGEMENT

Community Engagement is expanding all the time within the National Trust, giving us an opportunity to build on our brand presence, our relationships, and to connect with a wider audience ensuring we are recognised as a trusted and positive custodian within our communities.

The following activations, events and projects were delivered across 2016/17:

- Reconciliation Action Plan (RAP) – final draft and established a RAP Working Group (RWG) made up of indigenous leaders, staff and management
- Australian Heritage Festival
- Great Houses of Ipswich
- ANZAC Day Broadcast & Symbolic Sleep Out
- Extensive filming for educational television shows
- Ongoing local radio commitments & community service announcements
- AVVIA 5<sup>th</sup> Birthday – fundraising initiative for Currumbin Wildlife Hospital Foundation
- Zoo Run - fundraising initiative for Currumbin Wildlife Hospital Foundation
- NTAQ Ambassador Photoshoot – Wolston Farmhouse & Currumbin Wildlife Hospital
- Active involvement in regional Chambers of Commerce & Tourism bodies
- Community events, open days & activities at our National Trust Properties
- Involvement in partner events including Brisbane, Gold Coast & Toowoomba
- Activations at major events including Surfers Paradise Kids Week, Cooktown Discovery Festival, Carnival of Flowers, Townsville Heritage Festival, Taste of Tablelands & regional Heritage events

In addition, our two major fundraisers were held for both Currumbin Wildlife Hospital Foundation and National Trust of Australia (Queensland):

#### **Currumbin Wildlife Hospital Foundation –**

##### ***Sanctuary under the Stars – Gala Dinner***

This year's exclusive event delivered our guests a wildlife adventure unlike anything they have ever experienced. Following a 'progressive dinner' format, we ventured into the *Sanctuary under the Stars* to meet and greet with our amazing wildlife. From our majestic free flight birds to witnessing the incredible work at our world class Wildlife Hospital, guests were immersed in the heartbeat of Currumbin Wildlife Sanctuary. Hosted by Totally Wild presenter Stacey Thompson and attended by over 250 guests, with a performance by Casey Barnes (CWHF Ambassador) and a live panel discussion with Senior Vet Dr. Michael Pyne, Vet Nurse Mimi Dona, Animal Trainer and Presentations Manager Tenielle Matheson and CWHF Ambassador, Sally Pearson.

The event was supported by The Star Gold Coast as Platinum Sponsor, as well as other local businesses in gold, silver and bronze sponsorship categories, as well as attendance by local City of Gold Coast Councillors.



**Dr Bruce Cook,**

**Chair, Currumbin Wildlife Hospital Foundation**

#### **National Trust of Australia (Queensland) –**

##### ***Gala Dinner and Heritage Awards:***

The NTAQ Gala Dinner showcased the National Trust and celebrated the wider community by presenting the Queensland Heritage Awards, recognising outstanding achievements in conservation and heritage throughout Queensland communities. Alongside the Heritage Award winners, the Trust recognised special awards for the chairman of the Brisbane City Hall Restoration Fund Geoff Rodgers, Ms Ann Rainbow/Brisbane Open House, and Ms Ann Garms.

The dinner was well attended by 200 guests including the Governor of Queensland (Patron of the National Trust) and Mrs de Jersey, and other VIP's.

Hosted by NTAQ Ambassador Naomi Price, guests enjoyed exceptional entertainment and exquisite dining in one of Brisbane's most beautiful venues, City Hall. Guests were entertained by the musical talents of Summerville House senior students upon arrival, enjoyed a captivating keynote presentation from Guest Speaker Tim Jarvis - Environmental Explorer, adventurer, author and documentary filmmaker, and were moved by the vocal talents of NTAQ Ambassadors Luke Kennedy and Naomi Price.

An original song, *History's Gift*, was written and produced especially for the event to capture the essence of what the National Trust is all about – celebrating not only special places, but the people and stories that have been created in time - and was performed by Luke Kennedy on the night.



**Jonathan Fisher with the Governor of Queensland, celebrating with our Heritage Award winners.**

***History's Gift* is available as a free download on the NTAQ website:**

**[www.nationaltrust.org.au/historysgift](http://www.nationaltrust.org.au/historysgift)**

# MARKETING UPDATE

In the financial year 2016/7 we reorganised the labour force to have an integrated marketing team working on campaigns and content providing for the renewed focus on social media as a platform to engage our members and the wider community. We also have a dedicated brand and membership manager to increase member communications and to work on the consistency of the brand messaging. The Brand work has been significant across the State with many of our properties receiving new signage, interpretation and collateral pieces to enhance our visitor experience and to strengthen our National Trust brand recognition.



**Royal Bull's Head Inn**

Established in 1847

The Royal Bull's Head Inn was acquired through the efforts of the Townsville Branch of the National Trust of Queensland in 1970. Since then it has been restored and furnished to recreate the atmosphere of a late nineteenth century inn, beloved by locals and tourists alike.

Established in 1847 by convict William Horton, the first brick and ovens Bull's Head Inn was constructed to offer lodging, host special events and conduct office meetings. The outbuildings included a bakery, a cooper's shop and a saw which maintained a local trade. Clayton was a key stopping point between Herston Bay and the Darling Downs. Even though Townsville had been established in the early 1860s, Horton retained the Bull's Head Inn in 1859 by constructing what we see today, a then luxurious luxury hotel for the community to enjoy.

Open the first Sunday of every month  
10am to 4pm

For general enquiries,  
event information & education bookings  
phone: 07 4637 2278

**NATIONAL TRUST**  
nationaltrust.org.au



## Townsville Heritage Centre

**Experience Townsville's History**

The three buildings at the Centre represent the most common styles of houses in the Townsville region from the 1850s to the 1920s.

Townsville Branch of National Trust of Queensland saved them from the demolition in 1978 with assistance from the Townsville City Council.

Sir Ninian Stephen, Governor General of Australia, opened the Centre to the public on 15 August 1968.

National Trust does not recommend removal of houses from their original sites, but in the case it was the only way to preserve these historical residences.

**Currajong House & Gardens**

This house was erected in Fullam Road in 1888 for banker and pioneer sugar grower, A.P MacKenzie. Originally at the centre of a large estate, it is typical of the villa residences occupied by wealthier people in 19th and early 20th century Townsville. It's original site is now occupied by the Mater Hospital.

**Worker's Cottage**

Built circa 1884 this cottage is typical of early and small dwellings occupied by Townsville's workers.

**Farmhouse**

Built in 1921 in Mundingbura, this house is a reminder of the many farms that once surrounded central Townsville.

**Opening times**  
Wednesday: 10 am - 2 pm  
Saturday & Sunday: 1 pm - 4 pm

**Admission & Guided Tour**  
Adults: \$8 Concession: \$5 Children: \$2  
National Trust Members: free

**Membership & Enquiries**  
P: 07 4771 5873

**NATIONAL TRUST**

We saw the introduction of our brand defining Trust magazine launched. This promotes the wonderful work of the National Trust nationwide and also provides information on upcoming events. To date we have had three editions with feature articles on some of our properties as well as the launch of Currumbin to Cooktown Driving Trail in the most recent edition. This will be a focus for financial year 2017/18 as we also appeal to members seeking travel benefits and who are seeking access to our amazing properties around the State and worldwide.



**TRUST**  
THE NATIONAL TRUSTS OF AUSTRALIA magazine

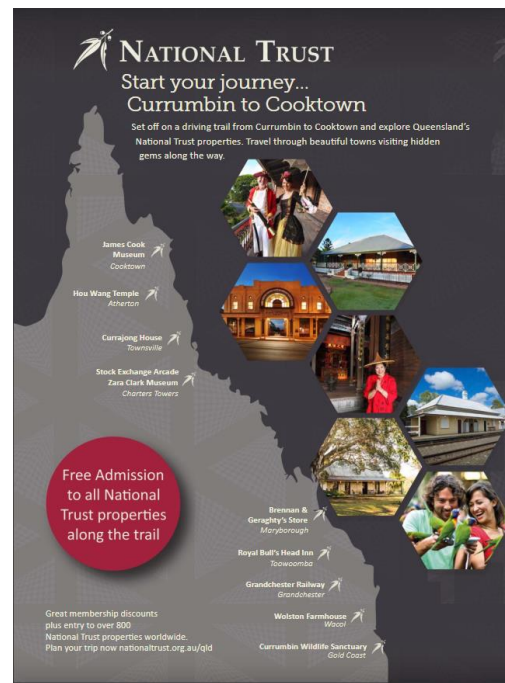
Issue No. 10  
Spring 2015

**NATURAL BEAUTY**  
*The Three Sisters in the Blue Mountains, NSW*

**ON THE ROAD**  
*Currumbin to Cooktown*

*At home with Manning Clark*

Where is the *oldest synagogue* in the *SOUTHERN HEMISPHERE?*



**NATIONAL TRUST**  
Start your journey...  
Currumbin to Cooktown

Set off on a driving trail from Currumbin to Cooktown and explore Queensland's National Trust properties. Travel through beautiful towns visiting hidden gems along the way.

- James Cook Museum Cooktown
- Hau Wang Temple Atherton
- Currajong House Townsville
- Stock Exchange Arcade Zara Clark Museum Charters Towers
- Brennan & Geraghty's Store Maryborough
- Royal Bull's Head Inn Townsville
- Grandchester Railway Grandchester
- Wolston Farmhouse Woolston
- Currumbin Wildlife Sanctuary Gold Coast

Free Admission to all National Trust properties along the trail

Great membership discounts plus entry to over \$90 National Trust properties worldwide. Plan your trip now [nationaltrust.org.au/qld](http://nationaltrust.org.au/qld)

# LIFE LONG LEARNING

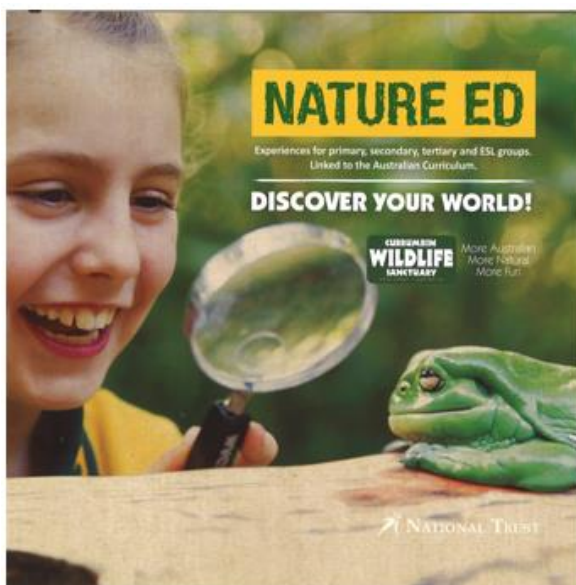
## CURRUMBIN WILDLIFE SANCTUARY EDUCATION

Currumbin Wildlife Sanctuary had a steady flow of students again in 2016/17, seeing 25,442 students, an increase of 2.6% on attendances in 2015/16. We achieved a profit of \$169,393 to a budget of \$170,803.

Our community courses and school holidays programs, Eco Rangers and Creature Keepers, all experienced increased attendances in 2016/17. From surveying customers and analysing bookings, we decided to trial a new “All Creatures” theme day for Eco Rangers in January 2017. This was very popular and due to this success we are moving to this new Eco Ranger program on each day in 2017/18.

Education was very pleased to continue a strong relationship with The Pines Elanora Shopping Centre, securing a \$10,000 sponsorship and multiple in-store holiday activations. These included Santa’s Arrival Parade, Breakfast with Santa, Mini Monsters live animal show and a new show created just for The Pines; Animal All-stars Game Show.

Following on from the new branding of education to Nature Ed in 2015, we created a new double sided card to give a clearer and more succinct overview of our experiences. The full brochure is still available online.



We held an off-site strategy day with the Sales and Marketing team to determine improved marketing and promotion opportunities to build new business and nurture existing relationships. We have commenced implementation of this strategy, and this has seen our Education Manager, Sue Street, incorporate Business Development Management into her role, with positive results.

Education also plays an important role in show content and delivering our general visitors key messages relating to wildlife, environment, conservation and safety. New shows include Crocodiles Live, Mini Monsters, Hospital Heroes (night time Free Flight Bird Show) and an updated Free Flight Bird Show.

### **Green Patch Day**

Green Patch Day, held on Saturday 8<sup>th</sup> October 2016, was a collaborative community event that invited National Trust members and the local community to join us for an interactive environmental and sustainability day. Visitors were engaged by a range of 'green' activities and presentations throughout the day including onsite family tree planting, learning how to build a nest box to attract native wildlife, and growing and cooking your own sustainable vegies. The day was hosted by Ranger Stacey from Totally Wild, with celebrities from My Kitchen Rules and The Block presenting segments alongside many local providers. The sustainable marketplace held 16 exhibitor stalls where guests could purchase sustainable goods, and find out ways they can help local wildlife and the environment.



*Ranger Stacey from Totally Wild and Blair Tonkin from MKR as special guests of Green Patch 2017*

### **Wildlife Webquest**

Developed as part the 2015/16 National Trust Partnership Program the Webquest allows students to delve in to the wonderful world of wildlife. As they explore the map, they answer questions tailored to the Year 4, 5 or 6 Australian Curriculum, all related to native species found at the Sanctuary.



## WOLSTON FARMHOUSE EDUCATION

Wolston Farmhouse education has seen a steady rise in attendance in 2016/17 with more than 1,160 students in attendance. Previous numbers indicate approximately 700 students in 2015-16.

A new Education Coordinator was appointed in September; she is a drama and history specialist and was engaged to write a new drama immersion program specifically for primary school students. This program *Stepping into the Past*, was launched in February 2017, with a wonderful video being created which captures the essence of this exciting new program.

[www.nationaltrust.org.au/educationprograms/steppingintothepast](http://www.nationaltrust.org.au/educationprograms/steppingintothepast)

In May 2017, Lyn Cohn and Grant Morrison were employed as Education Officers to facilitate this Program.

### *Stepping into the Past*

Within the original colonial setting of Wolston Farmhouse, students will have the opportunity to take part in a drama immersion program where they will be transported back to the 1850s as servants for the first owner of the Farmhouse, Dr Stephen Simpson. Both within the rooms of Wolston Farmhouse and the surrounding gardens, students will participate in activities such as cooking, cleaning and washing, just as it would have been in colonial times. They will also have the opportunity to play traditional games popular in the 19<sup>th</sup> century. At all times they will be supervised by their teachers and helpers, however supported and guided through the experience by trained staff and volunteers. Appropriate for Prep to Year 6 – Highly recommended for Years 1-3. Working with Sales and Marketing, a strategy has been developed and put in place to build new business and strengthen existing relationships.



The National Trust of Australia (Queensland) would also like to recognise the tireless efforts of our volunteers and staff members that lead our regional education programs. We would very much like to assist with the development and support of these regional programs in the future.

# TRUSTED CUSTODIAN

## COLLECTIONS COMMITTEE

Arising from an identified need for enhanced communication of collections care related issues between the Board and staff and volunteers of the Trust properties, a Collections Committee was formed in January. The Committee is formed of one Board member acting as Chair (Dr Melanie Pidcocke) with representatives from the geographical areas in which there are Trust properties, and currently comprises six members. The Committee generally meets in advance of each Board meeting and has addressed individual and state-wide issues of collections care, including cataloguing and access to information and equipment. More recently the Committee has expanded its duties to include a decision making process for the acquisition and deaccessioning of items from the Collection. The Committee has thus far been successful in enhancing communication between the Board, Executive, and staff and volunteers on collections issues, as well as building a stronger network between the properties themselves. It is anticipated the Committee will play a vital role in assisting with upcoming collections planning and projects.



*James Cook Museum, Cooktown.*

# A VOICE FOR QUEENSLAND'S HERITAGE

## ADVOCACY COMMITTEE

The National Trust of Australia (Queensland) formed its new Advocacy Committee in November 2016. The aim of the committee is to help the board achieve its objective of being a strong voice for Queensland heritage; a respected and innovative advocate for Queensland's cultural and natural heritage. The committee comprises three expert members, supported by National Trust staff.

In its first seven months, the Advocacy Committee focused on preparing the Advocacy Committee charter (which has been formally adopted) and developing the Draft Advocacy Strategy, which is the Committee's main guiding framework. Once the Draft Strategy is finalised, it will be available to our membership.

The Advocacy Committee provided comments or made submissions on the following:

- Brisbane Neighbourhood Plans;
- Demise of Brisbane's corner pubs;
- Draft SE QLD Regional Plans; and
- Changes to the Sustainable Planning regulations and QLD Heritage Act.

The Committee began work in preparation for major upcoming issues and events including:

- Upcoming Brisbane developments including the Queens Wharf development;
- Upcoming QLD State election;
- Developing an advocacy section on the NT website; and
- Preparing for an incoming Advocacy Advisor.
- The Committee supported the EHP in reviewing the 79 projects being considered for grant funding under the Sustainability Grants.
- Participated in the Ministers Heritage Working Committee

Other long term projects that the Committee has begun work on are:

- Identifying places on the National Trust register that are open to the public;
- Auditing the condition of places on the National Trust register;
- Discussing how the National Trust can become involved with local government heritage advisory committees;
- Preparing a State Election kit for members.



*Queens Wharf Exhibiton,  
National Trust House,  
Brisbane.*

# PROPERTY REVIEW

## CURRUMBIN WILDLIFE SANCTUARY

Currumbin Wildlife Sanctuary had one of its most successful years on record with over 500,000 visitors enjoying the Sanctuary and revenues exceeding expectation. The Sanctuary has continued to target the international market and has assisted in growing the Sanctuary's attendances significantly. It's also been a busy time for the Sanctuary with much development around the site as we lead into the Gold Coast Commonwealth Games in 2018. Some of these developments include:

- Expansion to our Saltwater Crocodile viewing facilities
- Refresh of the main entry
- Improvements to the reptile and nocturnal zones
- Upgrades to two separate bathroom facilities
- Refurbishment of the Wild Burgers food outlet
- Expansion and refurbishment of the multipurpose theatre



*Approval of the grant for the Sir Walter Campbell Environmental Education Centre Extension project.*

*CEO Jonathan Fisher with Karen Andrews MP.*

During the year our industry was shaken by the incident at Dreamworld that claimed four lives and whilst the Sanctuary handled much of the overflow business during Dreamworld's closure it was a timely reminder to focus on the safety of our environment and attractions throughout the site. This has been a major focus for the last year and will continue into the future.

Our commercial business has continued to go from strength to strength with large increases in per capita spend reported in Food & Beverage, Retail and Photography. Our Photography business continues to grow despite the rise of personal devices and mobile phone cameras. The Koala Photos business unit recorded record throughput during the year and improvements in this product further enhancing the experience. Our retail product traded well throughout the year with much of the success coming from the 'outpost' style venues throughout the park including the refurbished 'Wild Things Candy Store' and 'Green Patch General Store'. The Food & Beverage team exceeded their targets with strong per capita spends throughout the year. The re-launch of the Wild Burgers outlet significantly increased the revenues generated over the summer period particularly, whilst the refurbished sanctuary entry has provided a new indoor air conditioned space for our visitors to Sanctuary Café to dine and experience the house made products.

The wildlife exhibits at the Sanctuary continued to improve over the year with improvements made to our reptile and nocturnal zones, along with the opening of a new Tree Kangaroo enclosure to allow for the redevelopment of the new Lost Valley precinct opening in December 2017. We also expanded our Animal Experience program with one product - 'Wombat Walk's', gaining national attention.

During the year the Sanctuary had the support of two Federal Government 'Work for the Dole' programs. These programs further assisted us in the development and maintenance around the Sanctuary and provide an opportunity for job seekers to get real life experience. From these programs we employed two participants following their commitment to the program. We also saw 27 school based trainee's graduate from their yearlong certificate program and 19 leaders from the business graduate with Diplomas in Leadership and Management.

Tropical Cyclone Debbie caused a weather event on the Gold Coast in late March with the Sanctuary closing for business for two days for both visitor safety and to allow a clean-up effect. The Sanctuary survived this event relatively well with only small damage caused to some smaller structures. The bulk of the clean-up was from flooding and downed trees/branches. No animals were harmed or lost during this event, just a few fences that needed replacing and exhibits requiring maintenance. All of our offsite plantations took a hit from this with our Merrimac and Hinze Dam plantations significantly damaged from this flooding event. Our horticulture team have worked tirelessly to ensure the supply of gum to our animals was consistent whilst we rebuilt some of these plantations.

Overall, a highly successful and rewarding year for the Currumbin Wildlife Sanctuary team with a significant amount achieved. Work is now in preparation for the launch of the Sanctuary's biggest ever redevelopment – Lost Valley, launching in late December.



*In 2017 the Sanctuary also celebrates its 70th year, proudly an iconic part of Gold Coast history thanks to the wonderful efforts of founder Alex Griffiths.*

## CURRUMBIN WILDLIFE HOSPITAL UPDATE

	Total admissions	Koala admissions
2015/16	8780	343
2016/17	10050 (14.5% increase)	442 (28.8% increase)

In 2016/17 financial year Currumbin Wildlife Hospital admitted just over 10,000 patients, a 14.5% increase from the previous year. Although koalas account for less than 5% of these patients, koalas are an iconic threatened species that often attracts media attention, government grants and private sponsorships. Koala admission rose 28.8% in 2016/17, reaching 442 cases.

Currumbin Wildlife Hospital Foundation distributed a record \$460,000 to Currumbin Wildlife Sanctuary for the operation of the Wildlife Hospital.

Behind this was a \$200,000 grant from the Queensland State Government EHP as part of a 4 year commitment of \$250,000 annually. This grant was achieved through a joint approach to the State Government by Australia Zoo Wildlife Hospital, RSPCA and Currumbin Wildlife Hospital Foundation.

Currumbin Wildlife Hospital Foundation’s other major sponsors are

- GCCC councillors : Contributing \$60,000 from their divisional funding : Cameron Caldwell (Div. 3), Gail O’Neill (Div. 14), Robert La Casta (Div. 8), Glenn Tozer (Div. 9), Pauline Young (Div. 12), Peter Young (Div. 5), Kristyn Boulton (Div. 4) and William Owen Jones (Div. 2)
- Gold Coast Airport : \$20,000
- Commonwealth Bank of Australia ; \$15,000
- John Flynn Hospital : \$10,000

Significant donations and sponsorships also from Schweppes, Peters Ice Cream, Bidvest and Aero coffee.

The annual Gala Dinner “Sanctuary under the Stars” was an outstanding event offering a truly unique gala dinner experience. The evening raised \$31,000 of much needed funds for our Wildlife Hospital. A special thank you to our Platinum Gala Dinner sponsor The Star Gold Coast; Silver Sponsors Gold Coast Airport, W Events and Animal Emergency Service; Bronze Sponsors John Flynn Private Hospital, Hilary and Nick Jacobs, Bob’s Hire and Crowe Horwarth.



*Currumbin Wildlife Hospital Ambassadors.*

# JAMES COOK MUSEUM, COOKTOWN

The 2016/17 financial year started off with the rebranding of the James Cook Museum bringing it into line with other Trust Properties. This change has been met with much enthusiasm from our local tourism groups, Cooktown residence as well as the visiting public.

Staffs at the James Cook Museum have facilitated a number of educational visits, ranging from our local primary students, a number of secondary schools and also a tertiary group from NSW with over 200 students passing through the museum on organised tours.

James Cook Museum has also had some more publically know visitors which have been wonderful for publicity with a visit from our Australia Day representative Dimity Dornan on which she and her husband Peter tweeted very positively. Governor of Queensland Paul De Jersey along with his wife also paid a visit that was followed by Civil Reception held in the museum gardens, with both visits being reported in regional news and social media.



*Visit from the Governor of Queensland to James Cook Museum.*

This year saw the proposed visits from a number of large cruise ships to Cooktown, however due to weather conditions only 2 were able to unload passengers to tenders for shore transfer. This coupled with the upcoming 2020 celebrations with the Endeavour Replica hoping to dock at the wharf, is bringing the need for dredging of the Cooktown harbour higher in the list of priorities for Cook Shire Council. This will be of benefit to all tourism business.

National Trust is represented on the Advisory Committee for 250<sup>th</sup> Anniversary Celebrations of James Cooks landing in 1770, with meetings held monthly. Preparations are well underway for this much anticipated event. James Cook Museum is also represented on the local Chamber of Commerce and Tourism, working toward the promotion of the Currumbin to Cooktown driving trail initiative.



*LEFT: National Trust of Australia (Queensland) involvement in the Discovery Festival.*

*RIGHT: CEO Jonathan Fisher in the Cooktown Re-enactment*

## TOOWOOMBA BRANCH/

### ROYAL BULL'S HEAD INN

This year has been a tremendously hectic and exciting year for the Toowoomba Branch and the property we manage, the Royal Bull's Head Inn our biggest conservation project this year was the oiling and painting of the exterior of the Inn. Fortunately, under the guidance of GM Heritage & Advocacy, we were successful in our application for a Queensland Government Community Sustainability Action Grant for this work and local painter Liam Francisco did a terrific job.

The long list of projects that have been completed include the installation of new interpretive signs (thanks to a McDonalds Community Grant), erection of NTAQ site signs, roof repairs and gutter replacement, landscaping work development of a new rose garden, new fencing along our street frontage, partly donated from St Matthew's Church and erected with the help from a local PCYC work program, dismantling of a former dilapidated shed, asbestos removal, termite repair and treatment, repairs to the verandah, purchase of new interior lighting.

Visitation continues to grow with our themed open days attracting people of varying ages and interests to the Inn. A special event this year was the *Frocks, Country Halls and Deb Balls* display and talk, with thanks to Nicky Laws and Ann Alcock. We said goodbye to the Darling Downs Colonials group but continued our links with other craft and heritage trade groups through our regular open day activities.

Our branch activities have continued to expand with several trips, talks and tours occurring for our quarterly branch gatherings and fundraising activities. These included visits to other nearby Trust properties Grandchester Railway Station and Wolston House, the significant trees of Toowoomba lead by John Swarbrick, the 1876 Toowoomba Grammar School Old Hall.

We also celebrated a major Toowoomba milestone with the Festival of Rail event and gala dinner on the 150<sup>th</sup> anniversary of the rail in our fair city. With over a thousand visitors on the day, including 963 to the surviving Railway Station air raid shelter the day was a great success.

The Toowoomba Open House is now well established on Toowoomba's tourism and events calendar and this year we recorded 6700 visits across the 21 historical and new buildings, open on the day with an additional 160 participating in the 4 walking tours offered over the weekend. Options for remodelling the event, perhaps along the lines of the Great Houses of Ipswich program are under discussion for the future.

A key highlight for our branch was Helen Moloney, Volunteer and Branch Treasurer being recognised for all her hard work at the 2017 National Trust of Australia (Queensland) Heritage Volunteer Achievement Award. Branch members attended the Awards and Gala Dinner evening and were there to celebrate with a very surprised Helen.

With our usual branch work and activities, and the proposed addition of Harris House to the Trust family in Toowoomba, we look forward to the exciting activity the upcoming year is bound to bring.



*Celebrating 150 years of rail in the city.*

## ATHERTON / HOU WANG TEMPLE

It has been a year of negotiation behind the scenes to salvage from the Masterplan commissioned by the Trust and Council in 2014/15 some improved connections across the site after Council announced it would not continue with the option to relocate the town's visitor centre to the rear of the Old Post Office. There is a need to place the operations of the property on a different footing.

The Trust did apply for grant monies to do further work to replace fencing around the Temple, but was unfortunately unsuccessful. The Trust has appointed a Partnerships and Fundraising Manager and the Temple and grounds are now included in a Property Portfolio Report which should guide funding in a state context. The need to repair or replace guttering in the 17/18 financial year will be in the capital expenditure requests.

Like other properties or regions across Queensland, the Trust has started discussions to form a Tablelands Branch of the National Trust, based at the temple site but formed in a way that is consistent with the constitution of the public company that is NTAQ, from July 2014. Some clarification is needed before the transition from a 'Friends of Atherton Chinese Temple'

The Trust has considered the need to repair, re-position or replace corroding guttering and guttering where the falls are inadequate or possibly blocked and a scope of work is to be finalised before the wet season proper and supervised by the Trust's project architect.

Visitor numbers from January to the end of August 2017 were 1692 as opposed to 1411 for the same time period in 2016. This shows some increase and we have been trying to maximise on the tourist season working extended hours since May and limited four hour days for the low season i.e. the first four months of the year. There is still a case for greater flexibility as no "season" seems to be the same. Both of these events are worthwhile not only for any monetary gain but also for the advertising exposure received. This aspect of business i.e. Advertising- has always generated a lot of discussion and a two-for-one deal has been negotiated with the nearby Big4 Caravan Park which is in close proximity to Chinatown. That has brought a total of 76 visitors for August and 35 in July starting in the second week. This marketing initiative allied to the Currumbin to Cooktown drive are in their infancy and it is too soon to ascertain their true effect or worth. However, Atherton Chinatown does not have a high profile within the local surroundings and "being noticed" is a challenge to improve on.

While there have been sufficient guides to manage the extended hours of operation, there has been a significant change in personnel with retirements, re-locations and changes in personal circumstances. This aspect will have to be considered in the future but as we are facing low season hours again, for the time being there is adequate staff.

The maintenance of the grounds has not been easy but Centrelink candidates have rectified that situation.



*Chinese New Year Wine Festival*

## TOWNSVILLE/

## CURRAJONG HOUSE & GARDENS/ FARMHOUSE /

## WORKERS COTTAGE

Branch meetings have continued in the meeting room under the Farmhouse on a monthly basis during 2016–2017. The Branch/Heritage Centre is a member of Townsville Enterprise and of Volunteering North Queensland. Mr Ray Holyoak is the Branch Representative on the Townsville City Council Heritage Advisory Committee. Dr D. M. Gibson-Wilde is also a member of the Townsville City Council Heritage Advisory Committee. (Both Mr Holyoak and Dr Gibson-Wilde were re-appointed to the new Heritage Advisory Council in 2017.) They and other committee members are also members of other community organizations. All bring a wealth of knowledge and experience to the Committee.

### Members of current **Townsville Branch Committee:**

Chairman – Mr Ray Holyoak  
Secretary/Acting Co-ordinator for Heritage Centre – Dr Dorothy Gibson-Wilde OAM  
Treasurer – Mr Geoffrey Jensen  
Book-keeper, Heritage Centre – Mr Bruce Gibson-Wilde  
Manager, Weddings and events – Mrs Freya O'Brien (currently on sick leave)  
Member – Mr Tom Rush  
Representative of Townsville City Council – Deputy Mayor Cr Les Walker

In the last part of 2016, the Branch completed seven bus tours highlighting Townsville's history and heritage. World War II tours by Mr Holyoak, and Townsville's colonial past tours by Dr Gibson-Wilde. The tours attracted about 400 participants and were part of the celebrations of the 150<sup>th</sup> Anniversary of Townsville being proclaimed a Municipality. The hire of buses was funded by grant from Townsville City Council.

The Branch participated in the Annual Christmas Fair organized by Fibres and Fabrics, with a table selling National Trust goods, various craft items, a raffle organized by volunteer, Mrs Ronice Townson. Raffle prizes included tickets to Warrina Cinema generously donated by the Cinema who also donated tickets for prizes at our Annual Open Day to celebrate the Australian Heritage Festival. The Branch Christmas Party for volunteers and supporters was again held at the West End Hotel, with over 35 in attendance.

The **Townsville Heritage Centre** has been increasingly busy. Changes to management have improved finances and collections management. Mr Allan Bell, who was co-ordinating the Centre management, retired and Dr Gibson-Wilde is currently acting in that position. Mrs Freya O'Brien volunteered to become the Weddings and Events Manager for the Centre, and has done a remarkable job, though handicapped by serious illness. Freya was instrumental in establishing good relations with Ede's Events who donated the use of two marquees for our Heritage Festival Open Day. Bruce Gibson-Wilde, in communication with Freya by email, has been acting as 'on the spot' contact at the Centre. Their work has resulted in an increase in bookings for weddings and parties, with bookings continuing into 2019. As this will focus increasing attention on the Centre, we expect a further increase in visitor numbers. From the end of June 2017 to the end of July more than 400 people have visited, for tours or for functions and events.

The numbers of school visits declined due to the rising cost of bus hire, though teachers are using the Centre Education Kit which is mounted on the National Trust website. A few schools continued to visit. We received a delightful set of letters of thanks from some Townsville Grammar Junior School pupils. In August 2017 we look forward to welcoming a group of students from Distance Education for a special visit.

The numbers of visitors for our personally guided tours have been increasing. As in the past, we have noticed the numbers peak in June, July and August, just like the tourist numbers generally in the north. Fortunately cyclone Debbie caused little damage in Townsville.

Our volunteer guide roster remains steady at 19, though sadly we mourn the deaths of two – Roy Townson and Graham Stead – who had served with us for many years. We have welcomed four new volunteer guides during the year. Other volunteers assist with garden maintenance, cleaning and administration, while Marc Hawley and Dorothy Gibson-Wilde are conducting an audit of the collection. Mr Allan Bell is continuing with transfer of items from the artefact register to the computer. They still have a long way to go, but progress is being made. Dorothy represents the Centre on the State Collections Committee, which was established this year by the NTAQ and chaired by Dr Melanie Piddocke.

Though the City Council Heritage Day was cancelled because of rain, the Centre was able to stage Open Day in May, thanks to the Army Engineers who constructed the croquet green and ensured that it was well drained. Fortunately the rain had cleared on the day. We were entertained by Fourth Sunday Folk Group playing under a marquee and our volunteers were on duty in every room to greet visitors. This event was subsidised with \$600 from Townsville City Council.

City Council gardeners have continued to mow our lawns and trim our hedges, though the severe watering restrictions made it difficult to maintain the appearance of the gardens, which are an important aspect of the success of the Centre. Our volunteers are watering the roses and other plants with buckets and watering cans, and we have applied to Council for an alteration to our hours for watering to enable more hand watering. Maintenance of the Centre during 2016–17 included the replacement of the main water pipe connecting the fire hose to the water meter; replacement of ridge capping on 'Currajong House'; replacement of several sheets of iron on the Cottage roof; and completion of restoration of the decorative balustrading on 'Currajong House' verandah, which included stabilizing of a timber louvered wall at one end. Most of this work was financed with grants from Townsville City Council, and the Men's Shed was of great assistance in producing replacement brackets for parts of the balustrading.

We welcomed a visit from Board Members and Staff of National Trust and were able to farewell our retiring GM Heritage & Advocacy, Stewart Armstrong. We have enjoyed visits from CEO Jonathan Fisher and staff on a number of occasions. New signage for the Centre was provided from NTAQ, and a new tear-drop banner has also been provided to indicate when the Centre is open. The office of Mrs Cathy O'Toole, Federal Member for Herbert, provided a new Australian Flag for our flagpole. The flag is always flown when the Centre is open in memory of the service of 'Currajong House' as a World War II RAAF Hospital.

Advertising fliers for the Centre, for 'Currajong House' as an event venue, and for other Trust properties have been supplied to City Libraries and Townsville Enterprise who supply the City Information Centres. An afternoon tea concert at the Centre was widely advertised in the booklets and pamphlets for the Australian Festival of Chamber Music, and the Centre has been widely advertised, with a full page advertisement being featured in the magazine of the Family History Association of North Queensland every three months. Wedding photographs have been featured in a number of publications as well.

In summary, the Branch has been very active and successful in promoting the Trust role in the community in the fields of conservation and education, both of the community and of school children. In conclusion, we share with you one of the letters addressed to "Dear Volunteers" by a Year 2 student earlier this year:

*"Thank you so much! I really enjoyed the toys and the grandfather clock. I wish I could live there. It was so beautiful. I wish you got paid. When I first got there it looked beautiful. Such a good tour! I will never forget you."*



Townsville Heritage Centre

## CHARTERS TOWERS/ STOCK EXCHANGE ARCADE, ZARA CLARK MUSEUM, LYALL'S STORE

In September/October 2016, Charters Towers became the first of the regional branches approved by the Board of the NTAQ, since the change of governance in July 2014. The Board visited the properties in March 2017. Whilst the Zara Clark Museum committee and the Don Roderick Gallery Group had been active for many years, they came together and representation was added from the tenants of the Stock Exchange Arcade to form a town branch, chaired by NTAQ Director Ray Holyoak, concerned with the portfolio of property in Charters Towers. The volunteers of the museum committee still meet regularly and operate the Museum all year round.

One of the drivers behind this 'coming together' was to enable a 'whole of town' approach once more, so any loss of tenancy at the museum could be underwritten by improved management of the arcade rental properties to ensure no net loss of revenue into the portfolio as a whole. This allowed negotiations between the tenant occupying part of the ZCM buildings and NTAQ, resulting in the Museum tenant to vacate and enable the museum to expand its area and establish both new display rooms – a dedicated mining room, a bedroom, and a 'Businesses of Charters Towers' section (work in progress) and a better volunteer meeting/rest room. Mining artefacts housed in the insecure and poorly supervised Assay Room at the rear of the Stock Exchange Arcade were moved to the ZCM. Zara Clark Museum is steadily increasing in volunteer membership and opens seven days per week. School group use of ZCM, particularly from the Townsville region has increased during 2017. The volunteers organised and supervised the completion of external painting of the Museum, funded by a Gambling Community Benefit fund grant. Volunteer amenities for new kitchen area were also funded by a Volunteer grant

The vacant Assay Room then enabled the Don Roderick Gallery Group to relocate from the upstairs Gallery rooms in the Stock Exchange Arcade primarily for ease of access. The Gallery now combines the history of the Assay room (furnace intact), a display of history on the Stock Exchange Arcade and its restoration, with fabulous artworks from talented local artists. Visits to the Don Roderick Gallery steadily increasing gallery group membership and opens five days per week

At the Stock Exchange Arcade, the project to combat rising damp, funded by a Community Sustainability Action Heritage Conservation grant was commenced late June and the first phase due for completion late August 2017. Some \$50,000 was grant funded thanks to an application through the NTAQ Brisbane office and the balance of some \$10,000 funded by NTAQ capital expenditure. The NTAQ are now working on a project to improve the external drainage, repoint and repair spalled brickwork and in due course repaint. Decisions to prioritise and fund the same are now made in the context of a Property Condition Reports for all NTAQ properties – the purpose of the report is to assess and document the current condition of the property, prepare recommendations on maintenance and repairs (including costs) and capital works over \$5000 for review by the NTAQ Board

At the Don Roderick Assay Room Gallery a grant application to repair windows under the Community Sustainability action Heritage Conservation grant program was made late in the financial year (and has subsequently been approved).



*National Trust of Australia (Queensland) team and Board visit Townsville & Charters Towers. Opening of the Assay room.*

## BRENNAN & GERAGHTY'S MUSEUM

Brennan & Geraghty's Store Museum continues to open on a daily basis, re-building visitor numbers which drastically dropped off since Maryborough flooded in January 2013. Since that time the Fraser Coast Regional Council developed the "Story Trails" project injecting funds into the CBD revitalisation, this project developed interactive streetscape story boxes and story boards of which we are a part. Attracting tourist attention this project has started to show that visitor to Maryborough are using the CBD and then finding their way to us and other historical attractions.

Our museum volunteers are continuing to work through various projects including digitally photographing the historic collections within the Store building. Many of the objects on the shelves behind George Geraghty inside the Store in 1970 are still in place. Volunteers are also working on a new project which identifies each of the brands and products within the Museum Collection, part of this project is to document the history of different companies that produced the products, and the research will ultimately be linked to the customer purchases and daily transactions.

Brennan & Geraghty's Store Museum is involved in community events such as Maryborough Open House, this is a free event which attracts visitors from around Australia, the high number of visitors to Brennan & Geraghty's means that visitors only get a glimpse of the history of the place and they often return for a better look. This event helps to draw attention to potential visitors to the Region and is helping us to build visitor numbers.



## WOLSTON FARMHOUSE

The working group of volunteers continued for the first half of the financial year to open the property the first four Sundays of the month whilst awaiting the promised investment in the property. The Trust is so lucky to have had the experience and support of Carolyn Whetter and the many volunteers that have the best interests of the property at heart.

It was some relief therefore to see the works to the entrance, the new wheelchair accessible toilet, better office facilities and of course the long awaited fit out of the servery to commercial standards, enabling the Trust to get ready for more regular opening hours. Toward the end of the financial year some new staff and systems were introduced and fair to report that the communication and delivery of the same has been testing and at time disappointing. However, feedback from the new experiences on the tea deck and from education visits has been good and more visitors are now enjoying the property as intended. The supporting structures to match the visitor numbers and the need to invest in the care of the property and its contents are works in progress.

Wolston House, now rebranded as Wolston Farmhouse, to distinguish it from Wolston Park Clinic close by, has been a jewel in the crown of NTAQ but under promoted. We look forward to a period of sustainable growth in visitors to this lovely property and to restart some of the landscape projects that have fallen by the wayside, including the avenue of tree for example and improved, less intrusive fencing in the years to come guided by a Conservation Plan soon to be released.



*Wolston Farmhouse welcomes the Toowoomba branch*

## GRANDCHESTER RAILWAY STATION

On the 20<sup>th</sup> May 2017, we commemorated the centenary of the delivery and placement of the WWI Honour Board in the Waiting Room at the station, with a formal re-enactment ceremony for invited guests. Relatives of men listed on the Honour Board as well as locals and people who have had an affiliation with the station over the past five years gathered to remember 'The Forgotten men of Grandchester.'



Other special event days included the 11<sup>th</sup> March when the Toowoomba branch of the National Trust came on a bus trip to the station and enjoyed a guided tour of the station followed by morning tea under the lovely big fig trees in the station grounds and on the 29<sup>th</sup> June when the Oxley Seniors enjoyed a bus trip to the station, a guided tour and morning tea in the waiting room and on the verandah of the station.

Steam train visits from Ipswich Railway Workshops Museum and return took place on 11<sup>th</sup> December 2016 and 8<sup>th</sup> April 2017.



## IPSWICH BRANCH

The Ipswich Regional branch holds its meetings at historic Wolston Farmhouse. This also provides a valuable opportunity to meet and engage with other volunteers who support the operations of that unique National Trust of Australia (Queensland) property.

The committee includes a President, Treasurer, Secretary, Social Convener and Membership Liaison Officer. There are currently about twenty active members in the branch.

Branch members have diverse interests and passions, including the need for appropriate signage on buildings in the Ipswich CBD, particularly in the Top of Town precinct and the need for didactic panels for visitors. We are exploring ways that this initiative might be implemented to the benefit of property owners, the community of Ipswich and visitors to the city.

Another key initiative, under consideration and under the guidance of a branch sub-committee, is annual awards and recognition for heritage trades. This is designed to celebrate excellence among artisans, stimulate trade apprenticeships and assist those renovating heritage properties to identify quality tradesmen across a wide range of building, constructing and decorating genre.

Kay Jones and Melanie Rush, represent the branch on the Ipswich City Council, Heritage Consultative Committee, which oversees planning and development applications and ensures we have a voice, in the important area of development and heritage conservation.

One recent milestone is the adoption of a new Branch Constitution and of a name change, from Ipswich and West Moreton Branch to Ipswich Regional Branch.

One of the signature events of the branch is **Great Houses of Ipswich**. Now celebrating its fifth anniversary year, this award winning partnership, between The National Trust, Ipswich City Council and the owners of 19 private homes, has grown enormously in popularity. The May 2017 event attracted over 5000 visitations in six hours, doubling the previous attendance record, set the previous year.

This bi-annual event has provided a popular vehicle to showcase the diverse architectural styles, of properties in private ownership, across the city and region. National Trust members, children and students are admitted free of charge, while normal admission is five dollars per adult per property.

This income has allowed the National Trust of Australia (Queensland) to donate over \$50,000 back to property owners, to support them in the maintenance of heritage properties. It has also made positive financial contributions to the National Trust at State and local level, while providing an opportunity to grow membership of the organisation.

I thank our local volunteers for their passion and commitment to the ideals of the National Trust and for their ongoing support of our branch activity.

*Arthur Frame, Ipswich Branch President.*



*Booval House, Great Houses of Ipswich*

# OUR PEOPLE

## SHOWCASING THE VARIETY OF OUR PEOPLE

National Trust Australia Queensland is a collection of amazing, passionate and talented people, all working together in both paid and unpaid capacities across the State to deliver our core values. We are such a unique workforce, unlike most other organisations which operate within a single industry. NTAQ sits squarely atop 8 diverse industries: Museums, Tourism/Hospitality, Retail, Wildlife, Horticulture, Entertainment, Veterinary Science and Volunteering Services. We engage experts from each of these industry fields to ensure we deliver best practice outcomes to meet the expectations of our valued members and guests. These teams also require expert support services in the areas of Advocacy, Heritage Collection Management, Marketing, Sales, Fundraising, Finance, Human Resources, Workplace Health and Safety, Conservation, Maintenance, Management and Governance from our Directors, especially within this current period of growth and expansion. This variety of talent comes together to create a diverse and highly energetic and passionate organisation.

## GROWING THE WORK TEAMS RESPONSIBLY

The size of our paid workforce is not an accurate reflection of the size of our organisation. In 2017 National Trust Australia Queensland manages work teams totalling just under 1000 people. Our workforce comprises three separate components consisting of paid staff, volunteers and training program participants. These three groups work inter-connectively to share skills, knowledge and passion to deliver NTAQ outcomes and values.

Following a similar pattern to 2016, the year of 2017 has again seen expansion of our people teams to reflect the provision of new attractions and services across the business.



As the largest NTAQ site, the new projects and growth of Currumbin Wildlife Sanctuary have required additional staff numbers to service increased visitor numbers and ensure a safe work environment. The substantial increase in injured native animals, and sadly injured Koalas, has resulted in significant workload increases at the Currumbin Wildlife Hospital but has been managed with only minor staffing increases. The transformation of Wolston Farmhouse to now offer the Tea Terrace Café and the colonial drama immersion education product has created a new staff team at that location. The NTAQ Brisbane office has welcomed the services of a dedicated Fundraising Manager. Although staff numbers have increased, the staffing management of NTAQ people has been tight, with each new role assessed and full consideration given to work team structure to ensure beneficial outcomes to both the business and our people.

STAFF NUMBERS	July 2015	July 2016	July 2017
Full Time	67	72	78
Part Time	48	62	67
Casual	105	110	129
<b>Total headcount</b>	<b>220</b>	<b>244</b>	<b>274</b>



## OUR NTAQ VOLUNTEER TEAMS

Our four NTAQ Volunteer programs continued to be a very popular commitment for over 570 volunteers across the State, an increase on 15% from last year. This number represents the wonderful people who provide support to NTAQ in a variety of formats, typically attending weekly, have paid their registration fee and are card carrying NTAQ members. This growth is a result of the refinement of recruitment and selection campaigns, the design of clear work structures and the creation of a support system for the Volunteer Coordinators across the State. Whilst still a work in progress, great gains have been made in these areas to standardise NTAQ volunteer support and benefits.

The variety of volunteering duties within NTAQ is incredible, ranging from assisting Vet Nurses with their procedures at the Wildlife Hospital, to assisting at the iconic Lorikeet Feeding at Currumbin, to hosting paranormal ghost tours at Toowoomba, serving High Teas at Wolston Farmhouse, hosting temple tours at Hou Wang Atherton, or providing research and admin support at the Brisbane Heritage Office or within the WHS department. At every NTAQ location, the volunteers perform vital roles that ensure the important operations of the organisation are effectively delivered.

VOLUNTEER PROGRAMS	July 2015	July 2016	July 2017
NTAQ Heritage site Volunteers (Est).	120	120	135
Currumbin Wildlife Sanctuary	140	166	187
Park & Teen Volunteers	22	20	18
Currumbin Wildlife Sanctuary Wildlife & Horticulture Volunteers	84	98	130
Currumbin Wildlife Hospital Volunteers	88	98	108
<b>Total NTAQ Volunteers</b>	<b>454</b>	<b>502</b>	<b>578</b>

## NTAQ TRAINING PARTICIPANT PROGRAMS

It is the third element of the NTAQ work teams that have seen the largest area of development over the year, increasing by 38% from 2016 numbers. To nurture and support training opportunities within the organisation has been a consistent element of the NTAQ business model, sitting in line with our community engagement values of providing engaging and memorable learning experiences and being a financially secure, independent charity. NTAQ has sought out and tailored a variety of different partnership models to responsibly grow the participants within these work programs. Across many company departments and locations we host students and interns, trainees and government work program participants. In each partnership, the participant learns new workplace vocational skills and contributes to workplace operations; a win-win relationship.

TRAINING PROGRAMS	July 2015	July 2016	July 2017
School Based Trainees – Cert 3 in Hospitality, Tourism, Retail, Business and ICT	33	42	52
TAFE Students – Cert 3 in Captive Animal Mgt, Cert 3 & 4 in Vet Nursing	15	25	45
University Intern placements in Vet Science, HR, Marketing, Events, Research and WHS.	4	6	10
Work for the Dole program - in Maintenance, Horticulture and Admin support.	24	20	22
<b>Total NTAQ Training Program Participants</b>	<b>76</b>	<b>93</b>	<b>129</b>



## BUILDING TEAM CULTURE

In recognition of the diversity of all our work teams, in 2017 we have developed an organisational culture program to inspire, define and concisely communicate the NTAQ values and guide performance standards for all our people. This culture program is called WINGS of Success, comprising four key elements that underpin all daily activities across every worksite. The rollout of the WINGS program has commenced at Currumbin Sanctuary and will rollout State wide in the next financial year. The WINGS of Success program is an overarching culture piece comprising training at induction, team member recognition program, workplace committees and performance review criteria.

## RECONCILIATION ACTION PLAN

The development of the NTAQ Reconciliation Action Plan (RAP) commenced in 2016/17. The purpose of this document is to ensure that respect and promotion of Aboriginal and Torres Strait Island people and culture is embedded into NTAQ operations, products and values and has been developed in partnership with Indigenous employees and community leaders. This living document outlines our company policies across the areas of recruitment, staffing, training, partnerships, procurement, promotion, collection management community engagement and support. Phase one of our RAP has been submitted to the Reconciliation Australia Council for endorsement and registration.



## WORKPLACE HEALTH & SAFETY

Workplace Health and Safety has been another area of increased focus in 2016/17. Across all National Trust of Australia (Queensland) properties, risk assessments were conducted as well as safety and security assessments. We built relationships in region promoting safe work methods. At a property level, Currumbin Wildlife Sanctuary has been proactive and vigilant in ensuring that safety standards have been met or exceeded. Safety procedures have been strengthened across the site in light of industry standards. This included inviting WHSQ to the Sanctuary to ensure we were operating to standard. Whilst overall injury numbers did increase slightly, this was due to a push to ensure accurate reporting of all incidents so as to better identify areas for improvement. Another main focus was to improve the management of contractors coming on site with the increase in works being performed. An online management program was implemented to ensure effective induction training and onsite monitoring of contractors. This system has since been used to develop online training packages for employees and volunteers across all NTAQ properties to greatly improve the timeliness and consistency of content for work health and safety induction as well as emergency procedures training.

The last financial year also saw the continued focus on ensuring all NTAQ properties are subject to regular risk assessments, training and reporting to ensure compliance with all relevant regulations and other legal requirements. Whilst the number of injuries and incidents is very low, statistics are now being recorded to enable better investigation and monitoring with the focus on improving overall safety.

## THANK YOU TO ALL OUR PEOPLE

It has been a busy and rewarding year, with all NTAQ people contributing, each in their own way, toward the success of the organisation to deliver our mission in 2016/17. National Trust Australia Queensland acknowledges and thanks every individual for their contribution, large or small. It is the combined efforts of all our people that enables this organisation to continue to perform our role to protect, conserve and celebrate the environmental, built and cultural heritage of Queensland.

# DIRECTOR PROFILES

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Dr Ian Galloway  
Ann Garms OAM (*retired at end of 19 November 2016 AGM*)  
Henry Smerdon AM  
Dr Bruce Cook OAM  
Arthur Frame AM  
James Sedman  
Ray Holyoak  
Dr Daniel McDiarmid  
Dr Melanie Piddocke  
Gina Palmer (*appointed at end of 19 November 2016 AGM*)

**Dr Ian Galloway**  
**President of NTAQ**  
BSc.Hons. PhD, M.Ag.St.

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14 years as Councillor of the National Trust of Queensland (NTQ) from 2000 to 30 June 2014. Inaugural Director of NTAQ from 1 July 2014. Currently a Director of the Australian Council of National Trusts. CEO of the Queensland Museum Network from 2000 until 2013 strategically managing four Museums throughout the State - the Queensland Museum and Science Centre in Brisbane, The Workshops Rail Museum in Ipswich, Cobb+Co Museum in Toowoomba and the Museum of Tropical Queensland in Townsville. Ian also held a number of national positions in the museum industry including the Chairman of the Australian National Committee of the International Council of Museums, Executive Member of the Council of Australasian Museum Directors and as a member of the National Cultural Heritage Committee. Currently an Industry Fellow at the University of Queensland where he lectures in the Museum Studies Program and a Trustee of the John Villiers Trust, philanthropic entity for regional Qld.

**Member of CWS Committee and the Nominations Committee.**

**Dr Bruce Cook OAM**  
**Deputy President of NTAQ**  
KCSJ JP(QUAL)

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Member of CWS Board from 2008 to 30 June 2014. Inaugural Director of NTAQ from 1 July 2014. Headmaster of The Southport School, an Anglican independent boys' boarding and day school on the Gold Coast, for 16 years. He has taught at schools in Australia, the UK, and the USA. Has had a lifelong interest in wildlife and the environment, and has been a member of the Board of Management of Currumbin Wildlife Sanctuary (where he is also an active volunteer) since 2008. He is the Founding Chair of the Board of Trustees of the Currumbin Wildlife Hospital Foundation.

**Member of CWS Committee**

**Henry Smerdon AM**  
**Non-Executive Director**  
B.Com B Econ FCPA FAICD

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Chairman of Currumbin Wildlife Sanctuary (CWS) Board from 2004 to 30 June 2014. Inaugural Director of NTAQ from 1 July 2014. Over 40 years' experience in the public and private sector, including five years as the Under Treasurer and Under Secretary of the Queensland Treasury Department and a number of years as CEO of Qld Investment Corporation and inaugural Chair of Q-Invest Ltd. He was also awarded a Doctorate of a University – Griffith University in 2010. Henry is currently the Chancellor of Griffith University and also chairs a number of boards as well being a member of the Public Trust Office Investment Board. Henry is also the independent chair of AustSafe Super, an industry superannuation fund.

**Chairman of CWS Committee, Member of the Audit & Risk Committee.**

# DIRECTOR PROFILES

## **Arthur Frame AM Non-Executive Director**

BA FAIM FAIAM MAICD MFIA

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Councillor of NTQ from 2011 to 2014. Inaugural Director of NTAQ from 1 July 2014. Non-Executive Director of Regional Arts Australia from 1999 to 2015 serving periods as National Secretary and Treasurer. Also served on Boards of Flying Arts and Creative Industries Skills Council and was a member of the Cultural Support Fund Committee of Queensland Arts Council. Artistic Director and CEO of Qld Arts Council from 1999 to 2015. In an Arts career spanning five decades established an impressive reputation as an actor, director, administrator, education program manager, executive production manager, technical stage director and playwright. Committed to the culturally-led revitalisation of regional communities through the arts to the preservation of our built, natural and cultural heritage, and to promoting heritage values to government and the community. He has extensive experience working with volunteers in regional communities and has been instrumental in the establishment of the National Trust "Great Houses of Ipswich" program since 2012. Currently Director of Brisbane Open House Limited and the Australian Cultural Library Inc.

**Chair of Ipswich and West Moreton Branch of NTAQ.**

**Member of Nominations Committee.**

## **Ray Holyoak Non-Executive Director**

BAHons GradDip Library & Information Studies

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Councillor of NTQ from 2010 to 30 June 2014. Inaugural Director of NTAQ from 1 July 2014. Ray is an historian and heritage consultant with twenty years' experience in North Queensland's unique regional variations. Based in Townsville, Ray has been consultant on a number of former military and 19th century sites that are listed on the Qld Heritage Register. Ray was the Northern Region consultant for the Queensland Public Works Second World War Site Study. In 2009 received a Silver National Trust award for the restoration of c 1889 Ravenswood worker house. Ray is currently undertaking PhD studies at James Cook University with the working title of 'Kelso Field Rising: African Americans in North Queensland 1942-1945'. Since 2008 Ray has been the chairman of the Townsville Branch of the NTQ. He also has been a member of the Townsville Council Heritage Advisory Board since 2009.

**Member of Advocacy Committee & Chair of Charters Towers Branch of NTAQ.**

## **James Sedman Non-Executive Director**

BCom BIntBus MBus (Applied Finance)

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Councillor of NTQ from 2012 to 30 June 2014. Inaugural Director of NTAQ from 1 July 2014. James is a skilled strategic leader with experience managing teams and projects and has over ten years of leadership experience in the not-for-profit, government and private sectors. James has successfully contributed as a Board member and Treasurer of a number of organisations, applying a high level of financial acumen with a strong goal-orientated focus to achieve results. Passionate advocate, speaker and policy developer, specialising in economic sustainability, equality and financial literacy, heritage and environmental protection, conservation and education, and seniors and disability rights and support.

**Member of Audit & Risk Committee, Chair of Nominations Committee and Member of Advocacy Committee.**



*Zara Clark  
Museum,  
Charters  
Towers.*

# DIRECTOR PROFILES

**Dr Daniel McDiarmid**  
**Non-Executive Director**  
CFRE, BA(Hons), MBA, PhD

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Daniel is a highly experienced and innovative fundraising professional with more than 30 years of success raising funds for higher education, research, religious and other organisations. He leads the fundraising consultancy AskRIGHT in Australia and New Zealand advising leadership on fundraising and helping build capacity to reach their organisational goals. He is a Certified Fundraising Executive (CFRE) and a former Fellow of the Fundraising Institute of Australia. Chairs the Emmanuel College Foundation Committee at the University of Queensland, and the charity, Sweet Freedom (“music that liberates”). Adjunct Professor at the Australian Centre for Philanthropy and Non-profit Studies at the Queensland University of Technology and a Director of the Giving Institute (USA).

**Dr Melanie Piddocke**  
**Non-Executive Director**  
B Mus (Hons 1) AMA PhD

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Melanie is currently a Museum Development Officer for the Queensland Museum Network's Museum Resource Centre for Central Queensland. Based in Mackay, Melanie works with community groups, collections and museums throughout the Central Queensland region on a range of development and collections care projects. Prior to this, she was employed by the National Trust of Queensland as Manager of the James Cook Museum in Cooktown, a leading regional collection housing objects of national and international significance. This was Melanie's first role in Australia on her return from study and work abroad, where she completed a PhD at the University of Edinburgh, and worked as Assistant Curator at the Edinburgh University Collection of Historic Musical Instruments.  
**Chair of Collections Committee.**

**Gina Palmer**  
**Non-Executive Director**  
BSc (Land & Water), Grad Dip Ed, Grad Dip Humanities, Master Urban & Regional Planning, Grad Cert Bus, Master Business Administration, GAICD, FIML

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Gina has extensive experience in corporate governance, education, senior management and community engagement across various sectors and has developed and implemented numerous business innovation initiatives, and natural and built environment projects. She is also the Co-Founder and Director of Minds Tomorrow Pty Ltd. Gina's strengths are innovation, collaboration, strategy, leadership and engagement and she is qualified company director, an appointed company director of a Board, and Chair of a Strategy Committee. Gina has also been the Deputy Chair and Chair of the Australian Business Deans' Council General Managers group involving more than 40 Australian Universities.  
**Member of Nominations Committee**



*Royal Bull's Head Inn,  
Toowoomba*

# FINANCIAL REPORTS

## FINANCIAL SUSTAINABILITY

### Financial Performance (Operational)

Year Ended 30 June (\$'000)	2017	2016	2015	2014
<b>Income</b>				
Admissions	10,263	8,917	8,258	7,616
Merchandise & Photography sales	5,536	4,955	4,434	4,140
Food & Beverage Sales	3,824	3,442	3,082	2,638
Memberships	457	398	347	449
Sponsorships	100	158	78	76
Grants	161	169	119	87
Donations/bequests	135	149	447	110
Distributions from CWHF	460	317	396	413
Rent income	441	444	383	378
Car parking receipts	378	354	272	191
Other operating income	892	857	674	820
<b>Total Income</b>	<b>22,646</b>	<b>20,161</b>	<b>18,490</b>	<b>16,916</b>
<b>Expenditure</b>				
Cost of Sales	2,930	2,718	2,461	2,250
Employee expenses	11,002	10,130	9,014	8,525
Advertising & marketing expenses	775	800	821	811
Repairs & Maintenance	1,353	1,147	1,165	976
Council rates and water charges	400	365	380	301
Insurance premiums	140	297	349	319
Directors remuneration	108	94	93	-
Other expenses	3,020	2,745	2,472	2,227
<b>Total Expenditure</b>	<b>19,728</b>	<b>18,295</b>	<b>16,756</b>	<b>15,409</b>
<b>Net Operating Result before non operating items</b>	<b>2,918</b>	<b>1,865</b>	<b>1,734</b>	<b>1,507</b>
<b>Non Operating/Non Cash Items</b>				
Less Depreciation	1,014	916	807	784
Less Loss on sale of non-current assets	-	-	-	436
+/- Gain/(Loss) on revaluation of investment properties	(29)	586	398	-
<b>Total Non Operating/Non Cash Items</b>	<b>(1,043)</b>	<b>(330)</b>	<b>(409)</b>	<b>(1,220)</b>
<b>Overall net result for the year (per audited accounts)</b>	<b>1,875</b>	<b>1,535</b>	<b>1,325</b>	<b>287</b>

## FINANCIAL POSITION

As at 30 June (\$'000)	2017	2016	2015	2014
<b>CURRENT ASSETS</b>				
Cash and cash equivalents	3,970	3,292	2,607	2,551
Trade and other receivables	928	708	825	569
Other assets	294	270	408	368
Inventories	627	618	553	505
<b>TOTAL CURRENT ASSETS</b>	<b>5,818</b>	<b>4,887</b>	<b>4,393</b>	<b>3,992</b>
<b>NON-CURRENT ASSETS</b>				
Property, plant and equipment	47,421	45,503	43,200	41,825
Investment property	6,922	6,871	6,284	5,886
<b>TOTAL NON-CURRENT ASSETS</b>	<b>54,343</b>	<b>52,373</b>	<b>49,484</b>	<b>47,712</b>
<b>TOTAL ASSETS</b>	<b>60,161</b>	<b>57,261</b>	<b>53,878</b>	<b>51,704</b>
<b>CURRENT LIABILITIES</b>				
Trade and other payables	1,828	1,607	1,646	1,573
Interest bearing liabilities	99	109	12	4
Employee Provisions	847	808	707	653
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,774</b>	<b>2,524</b>	<b>2,364</b>	<b>2,230</b>
<b>NON-CURRENT LIABILITIES</b>				
Interest bearing liabilities	153	221	29	53
Employee Provisions	299	291	279	293
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>452</b>	<b>512</b>	<b>308</b>	<b>347</b>
<b>TOTAL LIABILITIES</b>	<b>3,227</b>	<b>3,035</b>	<b>2,672</b>	<b>2,577</b>
<b>NET ASSETS</b>	<b>56,934</b>	<b>54,225</b>	<b>51,205</b>	<b>49,127</b>
<b>EQUITY</b>				
Asset revaluation surplus	37,289	36,455	34,970	34,217
Accumulated surplus	19,646	17,771	16,235	14,910
<b>TOTAL EQUITY</b>	<b>56,934</b>	<b>54,225</b>	<b>51,205</b>	<b>49,127</b>

## GRANTS

During the 2016/17 year NTAQ completed projects with grant funds of \$79,436 (exclusive of GST) as follows:

- \$9,400 from the Federal Government Department of Infrastructure & Regional Development for the eucalyptus tree purchase and planting project at Currumbin Wildlife Sanctuary plantation.
- \$17,411 from the Coca Cola Foundation Beverage Container Recycling Community Grant for the purchase of 17 double bins at Currumbin Wildlife Sanctuary.
- \$31,818 from Qld Government Gambling Benefit Fund for painting of 2 exterior walls at Zara Clark Museum, Charters Towers.
- \$5,000 from Federal Government Department of Social Services for purchase of kitchen appliances, indoor furniture and storage at Zara Clark Museum, Charter Towers.
- \$15,807 from Federal Department of Veteran Affairs Anzac Centenary Local Grants Program to showcase First World War collections at James Cook Museum, Cooktown.

## BEQUESTS

There were no bequests received during 2016/17 year but as disclosed in the Note 20 (Events subsequent to reporting date) of the 2016/17 Audited Financial Statements on the 2 August 2017, NTAQ was gifted ownership of a property (Land & Buildings) at 1 Clifford Street, Toowoomba, known as Harris House from the estate of Neva Sears Byrne. A valuation of the property was undertaken by APV Valuers and Asset Management and its fair value was determined at \$2,068,777. This gifted acquisition will be accounted for in the 2017/18 audited financial statements.

## DONATIONS

During the 2016/17 year NTAQ received donations of \$134,503 including \$53,687 raised from Currumbin Wildlife Sanctuary's lorikeet feeding with bowls available for a gold coin donation and \$35,000 of gifted equipment to the Currumbin Wildlife Sanctuary Wildlife Hospital.



*Harris House, Toowoomba.*



# STRATEGIC OUTLOOK 2017-2020

# LONG TERM OUTCOMES

The company has adopted an updated Strategic Plan 2017-2020 with the following seven long term outcomes. National Trust of Australia (Queensland) Limited will be:

- A Trusted Custodian
- A Recognised, Respected and Engaged Organisation
- A Champion for Sustainable Qld Heritage – Cultural, Built and Environmental
- An Organisation of Choice for Employees and Volunteers
- A Financially Secure Independent Charity
- A Leader in Cultural & Eco Tourism
- A Provider of Engaging & Memorable Learning Experiences

# PRIORITIES FOR SUCCESS

To achieve its stated long term outcomes the company has adopted the following Priorities for success:

- Partnerships and teamwork
- A strong visitor focus
- Our members, donors, volunteers, sponsors, partners, and staff
- A balance between public access and conservation
- Financial sustainability
- Environmental sustainability
- Effective governance
- Safe working environments
- Innovation and continuous improvement

