

## **Inquiry into volunteering in Queensland**

<b>Submission No:</b>	542
<b>Submitted by:</b>	Volunteering North Queensland
<b>Publication:</b>	Making the submission and your name public
<b>Attachments:</b>	See attachment
<b>Submitter Comments:</b>	

## **VNQ Submission to the Queensland Parliamentary Inquiry into Volunteering**

**Introduction** Volunteering North Queensland (VNQ) welcomes the Queensland Government's Parliamentary Inquiry into Volunteering, an essential step towards recognising the critical role volunteers play in building resilient, inclusive, and thriving communities across Queensland. This submission outlines the urgent need for a new, regionally based Volunteer Hub model that supports the entire state, including remote and regional areas, and leverages existing infrastructure and intellectual property built over 30 years of dedicated service.

**1. The Need for a New Volunteer Hub Model** Queensland needs a consistent, place-based Volunteer Hub model that services the entire state—not just South-East Queensland and coastal regions. The current fragmented approach leaves many regional and remote communities without access to vital volunteer recruitment, training, and support services. This model should build on the collective experience, infrastructure, and intellectual property of existing Volunteer Resource Centres (VRCs) rather than reinventing the wheel.

**2. VNQ's History and Contribution** VNQ has been serving the North Queensland community for over 30 years. Initially established in 1987 as the Townsville Volunteer Bureau, VNQ has evolved into a vital community resource supporting volunteer recruitment, placement, and training across Townsville, Hinchinbrook, Burdekin, Charters Towers, and, on request, out west to Mount Isa.

At its peak, VNQ:

- Placed over 1,600 volunteers annually (2021).
- Hosted the largest volunteer conference and awards event for North Queensland.
- Provided tailored training and capacity-building programs to over 130 registered volunteer-involving organisations (VIOs).

However, with the cessation of operational funding in 2021, volunteer placements have declined by more than 60%, dropping to just over 600 in 2024.

**3. Relationship with Volunteering Queensland** Historically, the relationship between VNQ and Volunteering Queensland was limited, with little collaboration or resource-sharing. This lack of coordination significantly impacted the effectiveness of the volunteer ecosystem in Queensland. However, since the appointment of a new CEO and board in 2024, the partnership has transformed. VNQ now collaborates regularly with Volunteering Queensland, participating in resource-sharing, MOU development, and coordinated disaster response efforts.

The positive outcomes of this renewed relationship demonstrate the value of a well-functioning peak body supporting place-based volunteer hubs.

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**4. The Role of VRCs in Disaster Response** Recent disaster events, including the 2019 Townsville floods and the 2024 ex-Cyclone Kirrily floods, highlighted the critical role VRCs play in spontaneous volunteer coordination. However, without consistent operational funding, VRCs lack the capacity to manage spontaneous volunteers effectively.

Key issues identified during disaster debrief sessions include:

- Lack of uniform systems for spontaneous/ disaster volunteer management.
- Misalignment between community expectations and formal activation timelines.
- Gaps in skills, training, and resources for volunteer managers.

VNQ recommends the development of a **state-wide standardised framework** for spontaneous / disaster volunteer management, with appropriate funding for ongoing training and preparedness.

**5. Current Challenges in Volunteering** The volunteering sector is facing significant challenges, including:

- Declining volunteer participation.
- Limited resources for volunteer-involving organisations to support, train, and retain volunteers.
- Increasing social isolation, particularly in disaster-prone regional areas.
- Lack of operational funding for Volunteer Resource Centres.

While many people are eager to volunteer, they require tailored, face-to-face support to find roles that match their skills and interests. Community organisations need one-on-one mentoring and practical tools to implement volunteer management systems—not just online resources.

VNQ supports the recommendations submitted by Volunteering Queensland and urges the government to consider additional measures that will enhance the sustainability and effectiveness of volunteerism across the state. These recommendations aim to strengthen volunteer infrastructure, improve disaster preparedness, and foster social inclusion in communities.

**Recommendation 1: Establish a Regional Volunteer Hub Model with Sustainable Operational Funding**

A fully funded and regionally distributed Volunteer Hub model will ensure that all Queensland communities, including remote and inland areas, have access to essential volunteer coordination and support services. Sustainable funding will enable these hubs to:

- Provide tailored volunteer recruitment and training programs.
- Enhance collaboration between local volunteer-involving organisations (VIOs).
- Improve emergency response readiness through locally embedded networks.

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### Recommendation 2: Develop a Performance Framework for the Volunteer Hub Network

A standardised performance framework, co-designed by government, Volunteering Queensland, and Volunteer Resource Centres (VRCs), will measure the impact of volunteer initiatives and ensure accountability. This framework will:

- Establish clear success metrics for volunteer engagement and retention.
- Provide data-driven insights to enhance program effectiveness.
- Support evidence-based policy development and resource allocation.

### Recommendation 3: Provide Gap Funding to Maintain VNQ's Operations

While the Parliamentary Inquiry is underway, VNQ requires urgent gap funding to sustain operations and prevent the loss of vital infrastructure and intellectual property. Without immediate support, essential services, including volunteer training, placement, and disaster response coordination, risk being dismantled. This funding will:

- Retain skilled staff and maintain existing volunteer programs.
- Ensure uninterrupted support for community organisations relying on VNQ.
- Safeguard decades of experience and knowledge in volunteer management.

### Recommendation 4: Implement a Uniform Spontaneous/Disaster Volunteer Management System

Queensland requires a coordinated approach to spontaneous volunteerism during disasters. A uniform system will enhance pre-disaster preparedness and streamline volunteer deployment when emergencies arise. This initiative will:

- Establish a centralised volunteer database accessible to local authorities.
- Provide pre-disaster training to ensure volunteers are effectively prepared.
- Reduce response times and increase efficiency in disaster-affected areas.

### Recommendation 5: Prioritise Operational Funding for VRCs

Volunteer Resource Centres play a critical role in connecting individuals with meaningful volunteer opportunities. Dedicated operational funding will allow VRCs to:

- Expand recruitment and placement services to meet growing community needs.
- Offer ongoing training for VIOs to build capacity and support retention.
- Strengthen partnerships with local businesses and government agencies.

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## Recommendation 6: Support Place-Based, Face-to-Face Volunteer Engagement Models

In an increasingly digital world, many individuals, particularly older Australians and those experiencing social isolation, benefit from in-person volunteer engagement opportunities. Investing in place-based models will:

- Foster stronger social connections and mental well-being.
- Create inclusive spaces where individuals of all backgrounds can contribute.
- Enhance community resilience by ensuring volunteers are embedded within local support networks.

A well-supported volunteer sector is integral to Queensland's social fabric, disaster resilience, and community well-being. By implementing these recommendations, the government can ensure that volunteer programs remain sustainable, effective, and responsive to the evolving needs of communities. Immediate investment in volunteer infrastructure will not only strengthen the sector but also yield long-term social and economic benefits for Queensland.

Volunteering North Queensland remains committed to supporting volunteerism across the region. However, without immediate intervention, VNQ will be forced to close its doors by June 2025, leaving a critical gap in the community's volunteer infrastructure.

The Parliamentary Inquiry presents a unique opportunity to reimagine Queensland's volunteer ecosystem, with regionally led Volunteer Hubs that ensure no community is left behind.

We urge the Queensland Government to invest in a sustainable, place-based model that strengthens local capacity, builds social resilience, and empowers communities through volunteering.

### Attachments:

- Map of Proposed Volunteer Hub Network
- Proposed Organisational Chart
- Our Spontaneous Volunteering Debrief Report (2024)
- VNQ Regional Volunteer Conference Report

### Regional Volunteer Hub Model - Organisational Chart

#### 1. Central Coordinating Body: Volunteering Queensland

- Chief Executive Officer (CEO) – Provides strategic leadership and advocacy for the volunteer sector across Queensland.

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- Statewide Volunteer Hub Coordinator – Oversees the Regional Volunteer Hub network, ensuring alignment with government policy, funding compliance, and best practices.

## 2. Regional Volunteer Hubs (Located across Queensland)

Each Regional Volunteer Hub functions as a local coordination centre, supporting volunteer engagement, training, and disaster response.

1. Regional Hub Manager – Leads operations, partnership development, and funding initiatives for volunteer programs in their region.
2. Volunteer Engagement Coordinator – Manages recruitment, placement, and retention of volunteers, liaising with local Volunteer-Involving Organisations (VIOs).
3. Training & Capacity Building Officer – Delivers training programs for volunteers and VIOs to enhance capacity and ensure compliance with best practices.
4. Disaster Volunteer Coordinator – Prepares and mobilises volunteer resources for emergency response and recovery efforts.

## 3. Volunteer-Involving Organisations (VIOs) & Community Partners

- Local Government Partnerships – Councils and state agencies collaborate with hubs to support community volunteering efforts.
- Community Groups & Not-for-Profits – Work with hubs to engage and retain volunteers for various programs, including aged care, disability support, and environmental projects.
- Corporate & Business Partners – Provide resources, funding, and employee volunteer initiatives to strengthen community engagement.

## 4. Impact & Benefits

- Stronger Community Resilience – Hubs ensure a coordinated response to disasters and social challenges.
- Increased Volunteer Participation – More accessible volunteer opportunities encourage broader engagement across all demographics.
- Sustainable Support for VIOs – Training and funding assistance enable volunteer organisations to thrive and deliver essential services.
- Reduction in Social Isolation – Face-to-face engagement initiatives foster connections and well-being in local communities.

### Our current state of play

Volunteering NQ is now located in the Northreach Baptist Church in Kirwin and run by a skilled & dedicated team of 2 part time staff and volunteers as it continues to connect volunteers and provide training for many not-for-profit organisations in North Queensland.

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We currently have a record number of members sitting at 341, which is made up of 41 paid referral members, 128 VIO's , and 172 individual Volunteers.

With support from our local council and in-kind partnerships with corporate businesses we able to offer free training and upskilling to VIOs on a wide range of relevant topics that have impact and word towards them attracting more volunteers or making their organisation more sustainable into the future. VNQ has developed strong training partnerships with local industry by providing "Back to Basic Training" and "Next Step Training."

VNQ holds regular Volunteer Managers Network and Training Sessions through a new H.O.P.E Program and provides a wide range of resources and information links, both in our office and, on our web site- The current resources however are literally all over the shop, out dated - there needs to be an overall of this and shared uniformed practise.

In 2025- An inaugural partnership between Volunteering North Queensland and Workforce Australia Local Jobs Townsville (including Mt Isa) is set to see an exciting new event held on March 13th, the theme of "Find your Perfect Match: VEXPO (Volunteering Expo)". "VEXPO is a fantastic opportunity for individuals to find volunteer roles that truly resonate with their personal interests and" skills. We believe everyone has something valuable to contribute, and this event is all about making those meaningful connections." This heartwarming community event is your chance to discover volunteer opportunities that align with their passions and skills. Whether they are a youth, retiree, individual re-entering the workforce, person with disabilities, or a parent, there's a place for everyone to make a difference. At the VEXPO, they will- Explore a variety of volunteer roles across different local organisations and connect with like-minded individuals who share their enthusiasm for giving back. They will Learn about the positive impact they can make in our community. This expo is about FACE TO FACE and Place based.

#### What happened after 2019 Foods

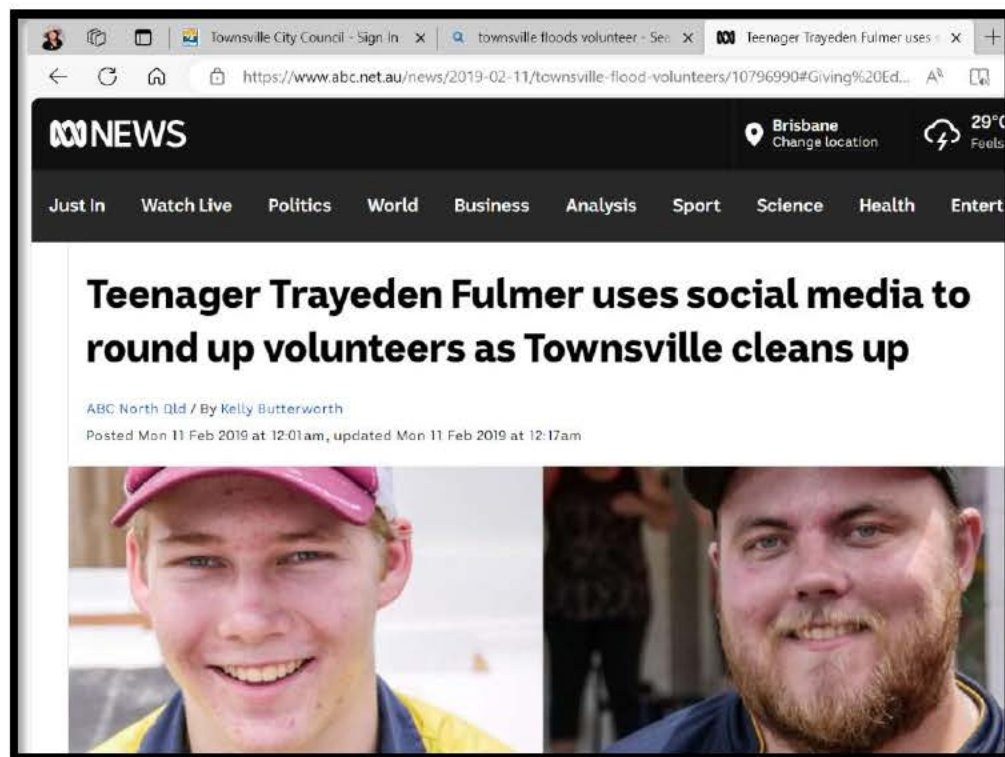
- Community groups and people stood up their groups / friends and used social media to make it happen, this is going to happen anyway. Trayden and Travis from Bluewater
- The messaging wasn't there, we (VNQ) were inundated with calls, then they were sent to TCC, then after some time the EV (Volunteering Qld) were stood up and the registration was done through there.
- Team Rubicon (Former DRA) were the ones with insurance, waivers PPE ect
- The EV Crew results, as per email from Margaret in communities – 500 people register and 50 converted.
- Additional follow ups made in regard to keeping these people engaged ect- refer to email from TCC | YWAM and VG. No appetite or action.

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- Community Halls were inundated with Food, cloths, no clear messaging as to what can/ will happen. We understand people just want to GIVE when this happens, again we just want to make sure we all have the same messaging now.
- Out West Contacted Shane and in his own time he made a platform for people to volunteer and register ect.
- Later on, and now in place is GIVIT.
- VNQ's Recovery plan was we ended up doing Free membership to all not for profits as their decline in numbers were significant. A recent key finding is the amount of hours that people are volunteering has declined, and the recovery of Volunteering since the start of CODID remains slow. Source Volunteer Australia National Strategy Fact sheet.



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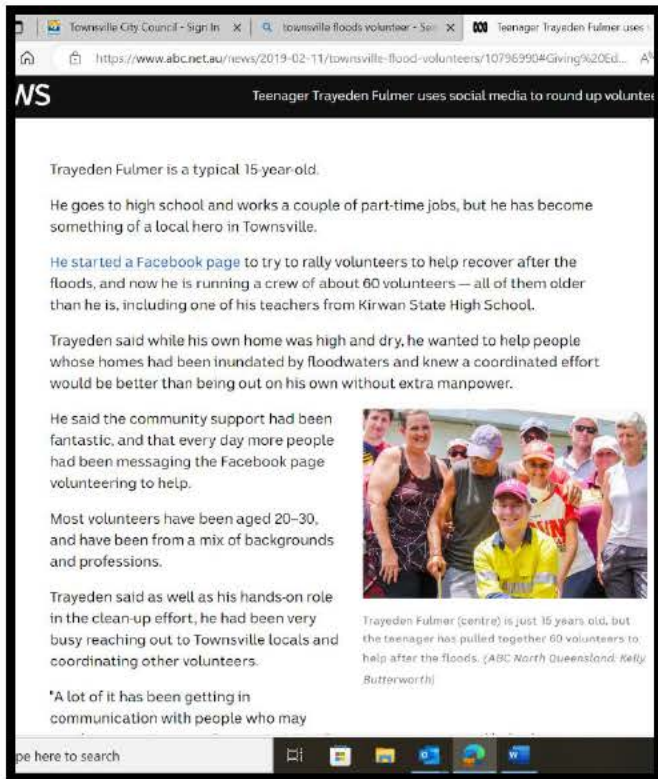
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Travis Johnston has helped co-ordinate the efforts of [NQ Community Support](#), a Facebook group that organises small teams to go and complete basic clean ups for devastated residents struggling on their own.

“We were based in the Bluewater area, that’s where I live but we’ve branched out with the Northreach Baptist disaster relief group to find more people who need a hand,” he said.

“At the moment we’re going in and doing the basics like ripping carpet up and mopping.”

[Woolworths kicks in \\$250k for flood-hit Townsville community](#)

[Property professionals warn of housing crisis in wake of floods](#)

Mr Johnston said on Thursday the group had about three teams of five to six people doing the rounds and encouraged anyone who wanted to lend a hand to get in contact on Facebook.

“There are people out of work at the moment because of the weather who have been helping the clean up,” he said.

### What happened after 2024 Ex- Cyclone Kirrilly

- The Alice River community stood up, with no call out, arranged a de-brief within the community – Lead by Sarah Steinegg- Resilience person nominated within their association.
- The Bluewater Community association stood up and opened their doors to the community- Lead by Ray and the volunteers from the association
- As always, the community stood up, united, without hesitation.
- But what can we do as a collective with Training, Workshops and our own local data base
- Collaboration during this time is Key.

VNQ are keen to lead the spontaneous Volunteer proposal and roll out training in collaboration with all the parties so we can produce great evidenced based outcomes for our city and the community.

## #SPIRITOFVOLUNTEERING

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## ARE YOU DISASTER READY? JOIN THE VOLUNTEER RESILIENCE RALLY!

Locals Helping Locals – Register to Volunteer  
Townsville is calling for your help!

When disaster strikes, our community unites.  
Attend this key information session to learn how you  
can volunteer and make a difference in your community.  
Hear from local heroes and get the support you  
need to be prepared.

**Attend a session in your local area!**


Come along to this engaging Community information  
session on Disaster Readiness. Hear from community  
representatives from:

- Townsville City Council
- DRA (Disaster Relief Australia)
- SES
- Local Hero Sarah Steinegg
- Volunteering North Queensland.

Don't miss this chance to become more informed and engaged in your  
community's wellbeing. We look forward to seeing you there and working  
together to build a stronger, more resilient Townsville!

**Wednesday 4th,  
September**

05.30 PM – 07.00 PM

 **Bluewater Community Centre**  
14 Forestry Rd, Bluewater  
QLD 4818


**Wednesday 11th,  
September**

05.30 PM – 07.00 PM

 **Alligator Creek**  
TBA

**Wednesday 30th,  
October**

05.30 PM – 07.00 PM

 **Alice River Community Centre**  
Progress Rd, Alice River,  
QLD 4817

REGISTER NOW  
[WWW.VNQ.ORG.AU](http://WWW.VNQ.ORG.AU)



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**CONNECTING VOLUNTEERS  
AND ORGANISATIONS!**

## WHAT IS VOLUNTEERING?

Volunteering is the act of selflessly offering your time, skills, and energy to serve others and make a positive difference in the community without any expectation of monetary gain.





## WHO ARE VOLUNTEERING NORTH QLD?

Volunteering North Qld (VNQ) is the leading Volunteer Resource Centre in North Queensland.

Our core business is connecting individuals, corporates and groups of volunteers with great volunteer opportunities.

We too rely on our fantastic Volunteers to keep our operation running!

We provide training for volunteer managers, VIO's, individuals, as well as community organisations to strengthen the not-for-profit sector.



# VNQ's MISSION



CONNECT AND ENGAGE PEOPLE  
FROM ALL BACKGROUNDS OF  
OUR COMMUNITY



REFERRAL SERVICE FOR  
VOLUNTEER POSITIONS FOR  
VIO'S NEEDING ASSISTANCE



TRAINING DEVELOPMENT AND  
IMPLEMENTATION FOR  
CAPACITY BUILDING



VOLUNTEER POOL FOR EVENTS,  
ACTIVITIES, CORPORATE, AND  
DISASTERS

VNQ's vision is to establish itself as the central hub for volunteering within the Townsville community, fostering a culture of inclusion and diversity. We are committed to developing training for organisations, building volunteer pools, fostering relationships with organisations and the community, amongst many other initiatives. VNQ aims to empower every segment of society, including the youth, the elderly, and indigenous groups. Our organisation's strength lies in its commitment to celebrating and harnessing the unique abilities and cultural backgrounds of all individuals to create a more cohesive and supportive community.



# VOLUNTEER REFERRAL SERVICE MEMBERSHIP

When we were fully funded, we referred over 1600 volunteers per year.

In 2024, even though we are not currently funded we have still referred just over 600 - only because of the Volunteers themselves!

How do you register to be a Referral Member ?

Head to our Website:  
[www.vnq.org.au/membership/](http://www.vnq.org.au/membership/)





## NFP | INDIVIDUAL MEMBERSHIP | VIO'S

NFP Organisations <small>Valid for 12 months*</small>	Individuals <small>Valid for 12 months*</small>
<b>\$0</b>	<b>\$0</b>
No advertisement of volunteer positions included	Access to E-news about VNQ members and the world of volunteering
Your logo on our website	Letters of support**
Access to E-news about VNQ members and the world of volunteering	Pre-notification of upcoming events, before invitations to the general public
Letters of support**	Members price on ticketed priced events.
Pre-notification of upcoming events, before invitations to the general public	Voting rights at VNQ's Annual General Meetings (AGMs)
Members price on ticketed priced events.	<b>APPLY NOW</b>
Voting rights at VNQ's Annual General Meetings (AGMs)	
<b>APPLY NOW</b>	

Free Membership up to June 30<sup>th</sup> 2024: Register via VNQ Website [www.vnq.org.au/membership/](http://www.vnq.org.au/membership/) or we have printed membership forms available after the session!



# VOLUNTEER REFERRAL SERVICE

## Volunteer Referral Service

Valid for 12 months\*

**\$77**

Prices starting from

Membership for those wishing to advertise for volunteer positions.

Your logo on our website

Access to E-news about VNQ members and the world of volunteering

Access and intro to Centrelink or Local Activities Database (LAD) ID for Centrelink purposes

Access and intro to Volunteer Pool (Event Volunteering)

Access and intro to Corporate Volunteering

### Advertised for you during a 12 month period

**One (1) volunteer position** **\$70**

Your Annual Fee (excl GST) renewable at 12 months from the date of purchase

**Up to five (5) volunteer positions** **\$100**

Your Annual Fee (excl GST) renewable at 12 months from the date of purchase

**Up to nine (9) volunteer positions** **\$200**

Your Annual Fee (excl GST) renewable at 12 months from the date of purchase

**Ten (10) or more volunteer positions** **\$300**

Your Annual Fee (excl GST) renewable at 12 months from the date of purchase

Letters of support\*\*

Pre-notification of upcoming events, before invitations to the general public

Members price on ticketed priced events.

Voting rights at VNQ's Annual General Meetings (AGMs)





**VNQ and Services Australia (Centrelink) have developed a new partnership, which provides VNQ the opportunity to pitch around 10 x 15h a week opportunities to Centrelink.**

What are the 15hr/week opportunities, and what can they accomplish?

There are numerous activities a job seeker can do while volunteering with your organisation, for example:

- gardening and maintenance
- animal or wildlife shelter activities
- rehabilitation of public parks
- office administration
- retail work

**It is important to note Volunteers should not undertake jobs/roles that a paid staff member should be completing.**

**INTRODUCTION AND ACCESS: CENTRELINK  
OR LOCAL ACTIVITIES DATABASE (LAD) ID  
FOR CENTRELINK PURPOSES**



Centrelink or Local Activities Database (LAD) ID for Centrelink purposes



If you haven't got it, Apply for link here: [www.servicesaustralia.gov.au/centrelink-forms](http://www.servicesaustralia.gov.au/centrelink-forms)



Appropriate insurance includes public liability cover of at least \$5 million, as well as personal accident/voluntary workers cover. There is no minimum amount of personal accident/voluntary workers insurance to be held, and organisations should seek professional advice in determining what level of cover is appropriate.



Further information available through: [www.business.qld.gov.au/running-business/risk/insurance](http://www.business.qld.gov.au/running-business/risk/insurance)

# WHAT ARE THE REQUIREMENTS FOR ELIGIBILITY?



## INTRODUCTION AND ACCESS - VOLUNTEER POOL EVENT VOLUNTEERING AND DISASTER RELIEF VOLUNTEERS





# DISASTER VOLUNTEER POOL

## DISASTER VOLUNTEERING

**REGISTER TO  
HELP YOUR  
COMMUNITY  
NOW!**

**Register Now:**  
[www.vnq.org.au](http://www.vnq.org.au)



We will be working directly with the Townsville Local Disaster Management Group for a uniformed approach, to ensure no mixed messages to the community about the registration process straight after a natural disaster.

VNQ is involved in the recovery phase as a referral service and will assist to coordinate support with the Townsville Local Recovery Coordinator in areas such as church groups and other community and/or volunteer groups. VNQ is an Advisory Member organisation of the TLDMG and operates separately to Volunteering Queensland.



 Visit Our Website  
[www.vnq.org.au](http://www.vnq.org.au)

 Call Us  
0439 0439 39

 Email Us  
[hello@vnq.org.au](mailto:hello@vnq.org.au)

**VOLUNTEERING**  
NORTH QUEENSLAND





# HOW DO WE REGISTER FOR THE DISASTER POOL?

[DISASTER VOLUNTEERING/APPLY HERE](#)[I WANT TO VOLUNTEER](#)[ONLINE REFERRAL FORM](#)[BECOME A MEMBER](#)[I NEED VOLUNTEERS](#)

## Disaster Relief Volunteers

Volunteers are urgently needed in the aftermath of the cyclone in North Queensland. Both general and skilled volunteers are welcome to offer their assistance to support the affected community.

Volunteering North Queensland is currently calling for volunteers, both general and skilled, who are willing to offer their assistance in the event of any emergency situations arising from severe weather events in North Queensland.

Our team is committed to working closely with the city council and always ready to lend a helping hand whenever required.

We are currently collecting expressions of interest in order to speed up the planning process so we can assist as soon as possible where needed.

**Register your interest below**



## **EVENT VOLUNTEER POOL**

We will be working directly with 5 VRS members who have taken up this opportunity for event-based referrals:

Groups we have worked with:

- Salvo Christmas Wrapping
- Townsville Folk Festival
- Ambulance Wish
- NAFA





- ▶ Once we have the processes and procedures in place to facilitate more than 5 events, we will open this to other organisations
- ▶ You need to be a VRS member
- ▶ Hold an appropriate insurance and agree to a standard VIO's "Health Check" ie. have policies and procedures in place and if you don't, that's what we will work with you on.
- ▶ Attend our Volunteer Managers Orientation in person or do an online induction.
- ▶ Event must be registered with us 10 weeks prior to allow ample time to get the PD's created, and pitch documents for our corporate partners.
- ▶ Sign an MOU stating you will ensure welfare of the volunteers and provide a "lessons" learned post event on the good, bad and ugly, provide 5 images and conduct surveys with those involved.

**HOW DO  
PEOPLE  
REGISTER TO  
BECOME  
ONE OF THOSE  
5 EVENTS OR  
ACTIVITIES?**

# PARTNERING WITH: VOLUNTEERING NORTH QUEENSLAND

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## Volunteers and Events Training Program

The Volunteers and Events Training Program has been developed to provide free training and study tours for volunteer and paid event organisers in disaster-affected communities. The aim of the program is to provide skills and build resilience, with a focus on helping the tourism industry to recover and prepare for the future.



### Orientation

The orientation module provides participants with information on their role in volunteering as well as a foundation in site safety and induction processes.

### Resilience

The resilience module provides an introduction to resilience concepts and a range of practical tips on how it can be established and supported.

### Leadership

The leadership module introduces a range of leadership styles and provides advice on how leadership can be applied in a team context.





# VNQ E-News Letter

VNQ E-News - 7 March 2024



Volunteering North Queensland Inc. <hello@vnq.org.au>

To: Projects

If there are problems with how this message is displayed, click here to view it in a web browser.

Reply Reply All Forward

Thu 7/03/2024 1:20 PM

[View this email in your browser](#)



Hello Moah

In this edition of VNQ's E-News: VM Café: The Future of Volunteer Engagement / Volunteering Australia - Federal Budget Submission / Volunteer Management Online Project / Volunteering and the National Sport Plan / Ensuring a strong future for Australian charities / Refreshed National Standards for Volunteer Involvement / Volunteering Queensland - Focus groups / Development of the Queensland Volunteering Strategy / Telstra Connected Communities Grant Program



# CORPORATE PARTNERSHIPS



Help us provide the tools & support to make our communities powerful

## What we do...

Volunteering North Queensland connects individuals, corporate and group volunteers to great volunteer experiences with our for-purpose member organisations, bolstering community service delivery with the necessary manpower and skill.

We also provide targeted training, networking and celebratory events to strengthen and empower the community sector, future-proofing community service delivery programs.

## Corporate Partnerships

3 year Agreements

\$0

Coming Soon  
Will be available end of April

COMING SOON





# BECOMING A CORPORATE PARTNER- WHAT ARE THE BENEFITS?

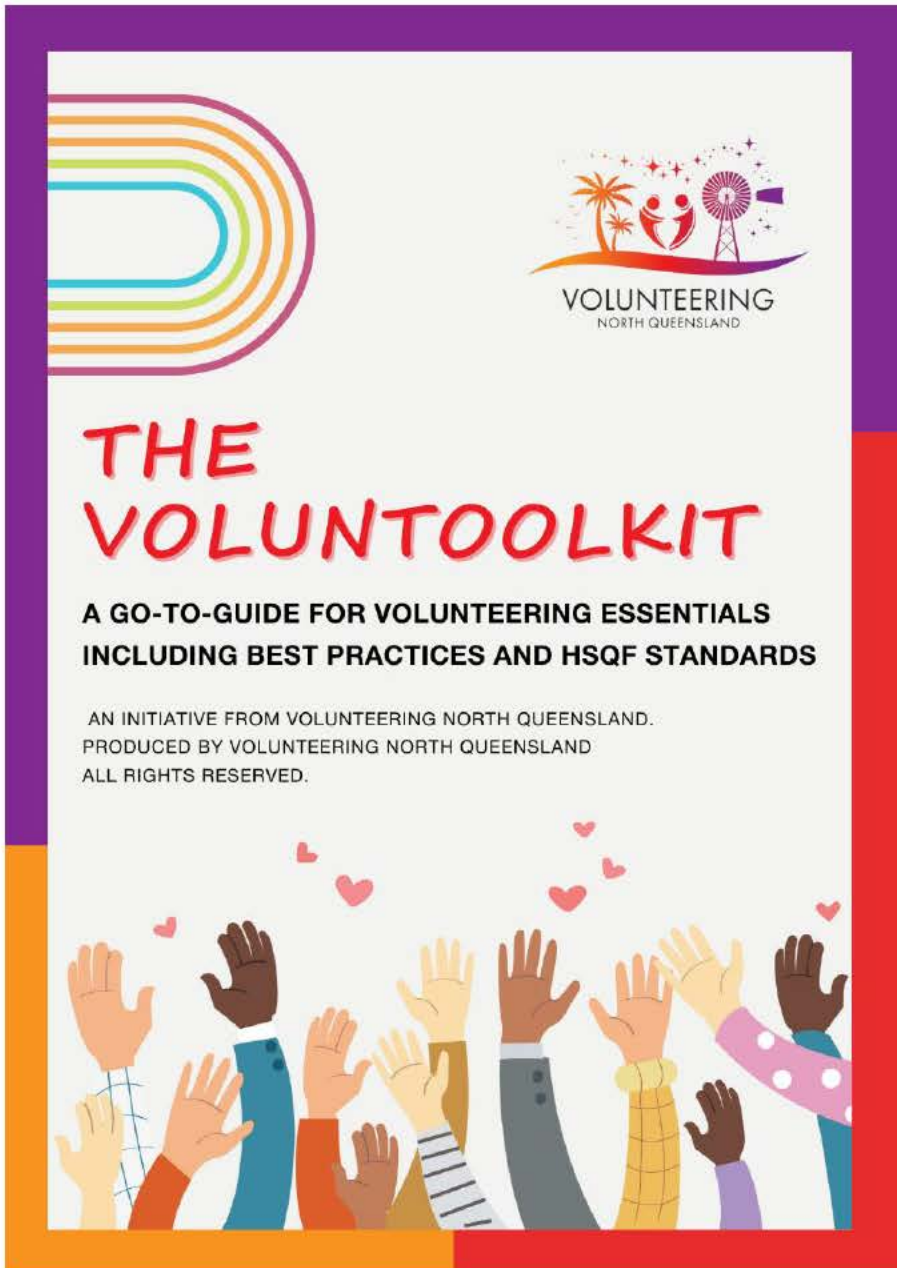


- ▶ Now more than ever before, customers, communities, and employees are increasingly interested in how a corporation makes a positive impact rather than simply how it brings in revenue.
- ▶ This has caused a larger trend in corporate social responsibility (CSR) initiatives and strategies among businesses of all sizes. While there are many ways a company can engage in CSR activities, the most active and engaging option is corporate volunteerism.
- ▶ For a Corporate Partnership Membership information – visit our website



# VNQ TRAINING TOPICS - EXAMPLES

A Simple Health Check for VIO's	Back to Basics- Check list of what to do after an AGM, easy template provided -Delegate and write Name, what has to be done and by when - This is the number one plan, once you get this right., smooth sailing from then on., IF YOU ACTUALLY DO IT
Governance for Busy NFP or VIO's	Governance - How to roll it out without the DRAMA, straight up agree on a Code of Conduct., yep its real and it needs to happen , Sample provided
Strategic Planning - A Plan on a Page	Easy Strategic Planning for NFP - A Plan on a Page - get the template to make a start, share it, celebrate and set new goals.,
Running a Successful Meeting	Simple agenda layout, same discussion, action, who and when - Stick to the KISS Rule ( Keep it simple silly) then File it
Budgeting & Finance	So you want to be the Treasurer or You just want to know more about how to easily look after the Books for a NFP- Your Roles and Responsibilities
The Filing System	Where does everything Live ? Cheat sheet on How to make sure nothing gets Lost- FROM The beginning of Time - Sample Succession Plan
Grants- The Do's and Don'ts	The easy template to talk you through what you need to do.,
How to Keep Volunteers Motivated	When you are already stressed, over worked, and your Family is saying., remind me again WHY you are doing this
The onboarding of a Volunteer	Simple Tick and flick, a stich in time saves 9- The first Interview - lay out the exspectaions, Referance checks, Welcome Package, Buddy System, Feedback loop , their PD, regular check ins, Code of conduct
The Org Chart	Roles and Responsibilities, and why have one person deligated to Managing the Volunteers- what do they do ?
Advanced Grant writing	Once you have mastered the small ones., time to shine
How to Entice New Volunteers	What are the new ways of attracting more Volunteers ? What works and what doesn't ?
The New way of Communicating	There is only so much you can do by Text or Phone- Tips on how can we make it work in this busy world
Risk Management- Why we have to	Yeh, it's a Pain, it Challanging BUT you just need to do it., easy Templates provided
Policeys and Procedures	Tell me again why we need to do this ? Yes, we have samples
The national standard	Learn about what is happening nationally .,
Rewarding your Volunteers	How, when and why do we do this, and how can we do it better- 16 Suggestions
QCOSS	Tell me more-
Well being - VBO	Volunteer Burn out, that shit is real., Work Life Balance and mental Health
Insurance	Drilling down on what you are covered for and direct link to where you can get another quote



# VNQ'S VOLUNTOOLKIT



# THE MOST IMPORTANT PART- THE POST- AGM CHECKIST



if you get this right...smooth sailing! If you don't do it- buckle up it's going to be a rough ride!

Ledger

Completed

In progress

Needs urgent attention

Task	Committee person taking the lead	Notes- Info- Actions that need to make it happen	Actions	Link to where this is - Insert the link where these documents or templates can be found	Target Completion date	Status: Completed/Action
President to call a special with all new members						
Lodge the Annual Return						
Get all the new committee to sign bank forms						
Confirming your agenda layout						
Confirm where the "Common Seal is"						
Insurance						
Update all major stakeholders that you deal with that there is a change in committee in addition to any current Grants						
Emails & Access to Sharepoint						
Passwords						
Subscriptions						
Redirection of Emails						
OFT						
RAM ( Relationship organisation manager) My Gov ID * New ATO						
ATO authorised person						
Go through the Organisation Priority Check List						
Website						
Induction Pack						
Completed Back up of Succession plan						
Accounting program						



# THE SIMPLE CHECK LIST



Ledger

Completed

In progress

Needs urgent attention

Task	Which Committee person is leading this and who is supporting	Info- Actions that need to make it happen	Actions	Link to where this is - Insert the link where these documents or templates can be found	Target Completion date	Status: Completed/Action
Correspondence						
Start a " Draft @ Critical Path Check List:						
Check name of the organisation/ or Event						
Style Guide						
Hero Shots						
Constitution and Rules						
Agree on a Filing System- Succession plan for record keeping, and Back up system						
Org Structure						
Position Descriptions for Management committee						
Position Descriptions for every position						
Business/ Strategic Plan						
Marketing Activity Plan- Not a full Marketing Plan						
Marketing Plan						
Stakeholders update- This is a snap shot of where we are today						
Membership Levels						
Draft Budget						
Wish List Grants						
Market stalls						
Sponsorship Plans						
Sponsorship props						
Website						
Insurance						
Getting a common seal, if there is not one already in place						
The Policy & Procedure Manual						
MOU or large agreements						

# VM CAFÉ MONTHLY FREE TRAINING FOR VOLUNTEER MANAGERS OR PEOPLE WHO MANAGE VOLUNTEERS

FIND OUT MORE & NOMINATE NOW!



*Hub for Volunteer Managers to Network, Learn & Collaborate*

## Unlocking Diversity: Building Culturally Inclusive Volunteer Programs

Discover the power of diversity at our upcoming VM Cafe, where we delve into the art of building culturally inclusive volunteer programs. Join us for an enlightening session as we explore strategies to celebrate diversity, foster inclusivity, and create impactful volunteer experiences.



VM Cafe: Unlocking Diversity:  
Building Culturally Inclusive  
Wed 24th Apr 2024, 9:00 am AEST



Test - private event  
Wed 6th Mar 2024, 9:00 am AEST



VM Cafe: The Future of Volunteer  
Engagement: More Flexibility &  
Wed 27th Mar 2024, 9:00 am AEST



Successful Grant Writing Workshop  
Wed 21st Feb 2024, 9:00 am AEST



VM Cafe: Strategic Volunteer  
Management - Resourcing your  
Wed 28th Feb 2024, 9:00 am AEST



# THE FUTURE – WHAT'S IN STORE FOR VNQ?

- ▶ Volunteer Expo – Date TBA
- ▶ International Volunteer Day-  
December 2024
- ▶ National Volunteer Week  
Conference May 2025
- ▶ Shopping Centres  
Activations
- ▶ Grassroots Training





# ANY QUESTIONS?

Follow us on Social  
Media

Or Register for our  
VNQ E-Newsletter



Email Us  
[hello@vnq.org.au](mailto:hello@vnq.org.au)



Call Us  
0439 0439 39



Visit Our Website  
[www.vnq.org.au](http://www.vnq.org.au)



# VOLUNTEERING

## NORTH QUEENSLAND

### CONFERENCE AND AWARDS

## POST EVENT REPORT 2022

"BIG THANK YOU TO ALL THESE OUTSTANDING SPONSORS, GREAT TO SEE SOME COMPANIES I DEAL WITH DAILY IN THE MIX. ABSOLUTELY FANTASTIC, THANK YOU!"

ANTHONY 'TONKA' TOHOLKE,  
VOLUNTEER OF THE YEAR, AWARD RECIPIENT 2022

### OUR SPONSORS!



# Thank you!

Volunteering North Queensland has been working towards the dream of the inaugural Conference and Awards weekend for many years. With a vision to provide a weekend to revitalise grassroots volunteers who are the backbone of our communities; looking after NFP's, charities, events and sporting clubs. The Volunteering North Queensland Conference and Awards (VNQCA) was held on 27/28th May 2022 and consisted of 3 events. The weekend was centered around five pillars:

**Refreshing** – people holistically through building connection

**Restoring** – vision and hope for the future through keynote speakers

**Re-equipping** – with practical tools and new skills to ease the workload

**Revitalising** – volunteers to strengthen their capacity for social impact

**Rewarding** – through the North Queensland Volunteer of the Year Awards

There is no doubt, that the inaugural VNQCA well and truly exceeded the vision. Attendees across all 3 events networked, up-skilled; and built new connections.

One of the many highlights was the Volunteer of the Year awards evening where 17 finalists and 6 award recipients were recognised for their outstanding contribution to our region.

The inaugural VNQCA wouldn't have been possible without the support of our sponsors, the support of the VNQ Management Committee; and the hard work of our staff and volunteers to make this event happen.

Volunteering is fundamental to the continued prosperity of Queensland. Our industry is a vital force that fuels the economy, connects and enriches the lives of Queenslanders, builds social and cultural value, and protects the environment. Volunteering Queensland

THANK YOU!

Stay tuned for the 2023 plans.....

Yours in community,

THE VOLUNTEERING NORTH QUEENSLAND TEAM

## ATTENDEES

Attendees from: Mount Isa, Cloncurry, Hughenden, Julia Creek, Richmond, Charters Towers, Brisbane, Sunshine Coast, Ingham, Burdekin and Townsville.





# Mayoral Civic Reception

On Friday evening 27th May, the weekend began with an exquisite Civic Reception hosted by Mayor Jenny Hill. In support of National Volunteering week, Townsville City Council and VNQ thanked volunteers and organisations for their exceptional service. The evening included special guest, comedian Brad Manuel, whilst guests and sponsors, also enjoyed Jazz, drinks, and appetisers.



# VNQ Conference

Held at Queensland Country Bank Stadium, on Saturday 28th May, the inaugural Volunteering Conference was a day to upskill and build capacity for volunteers and community leaders working in NFP's, community events, charities or sporting clubs.

Attendees were most impressed with the talent of local keynote speakers and facilitators.





# VNQ Conference

## Speakers

TITLE	SPEAKER
Event Emcee	Minty / VNQ
Nothing is Impossible – A motivational story filled with humour, magic & inspiration	<b>Brad Manuel</b> – Brad is a world renowned comedian, magician, key note speaker & author.
Where the Hell Are We? – The Importance of Planning	<b>Luke Wilson</b> – Director, Sporting Advantage
Growing your Social Media and Telling your Story	<b>Tamara Hogan</b> – Cockatoo House
What is the State of Volunteering?	<b>Andy Parkinson</b> – Volunteering Queensland
Succession Planning – Leaving a Legacy	<b>Mike Chiodo</b> – Coach, Mentor, Strategic Planner – Creating a Legacy for People & Places Due to illness: Wayne Preedy presented on behalf of Mike Chiodo
Getting the Best Out of Your Team	<b>Rebecca Alferez</b> – Facilitator – Volunteer Events Trainer
Grant Writing's Greatest Hits	<b>Renee Madsen</b> – Group Facilitator – Create & Evaluate
Youth Volunteering – How to Attract, Engage, Communicate & Advocate	<b>Trayeden Fulmer</b> – Volunteer Youth Ambassador & Disaster Volunteer Co-ordinator
Embracing Change	<b>Kristen Goldup</b> (Founder, Townsville Tickets) Due to illness: Glenn Mintern presented on behalf of Kristen Goldup
Mental Well being – Through the Eyes of Volunteers & Volunteer Managers	Hosted by <b>Dr. Jo Lukins</b> (Psychologist, Author & Presenter) with guests <b>Ray Thompson</b> (North Queensland Toyota Cowboys, Community Engagement) <b>Andrew Walters</b> (Australia Day 2022, Senior Sports Award Recipient) <b>Michelle Morton</b> (Managing Partner, wilson/ryan/grose)
Where to From Here	VNQ / Minty





# Volunteer of the Year Awards Night

On the evening of the 28th May, the weekend concluded with the Volunteer of the Year Awards 2022, where Individuals and community leaders who enrich our North Queensland communities in Townsville, Burdekin, Charters Towers, Hinchinbrook, Palm Island and the Overlander's

Way were celebrated. 220 guests at Quayside Terminal enjoyed dinner, dancing and entertainment, along with the all-important announcement of the award finalists and recipients. With six volunteer award categories to be announced, the evening was filled with excitement, as guests

enjoyed the anticipation of the announcements. The awards were decided by an independent selection panel, narrowing down hundreds of nominations to just three finalists for each category; and from there to the final recipient of each award.





# Volunteer of the Year

## Award Recipients

### CATEGORY

## Corporate Volunteering Award

### Finalists

Mendi Group

### Winner

## Energy Queensland (Ergon Energy)

Energy Queensland's Corporate Volunteering Program, provides staff with two days of paid volunteering leave each year. The program is available to more than 7400 staff, and covers every community from the Cardwell Range, to Bowen and out beyond Mount Isa.

Staff can volunteer as a team or individual staff members can do their own volunteering activity, ensuring that each volunteer activity is meaningful to the staff and benefits the communities.

Staff have contributed thousands of hours volunteering and fundraising for hundreds of charities and community organisations all across North Queensland.



### CATEGORY

## Volunteering Impact Award

### Finalists

Emergency Services Cadets, Hughenden  
SITB's Safe Nights Project, Townsville

### Winner

## Kennedy Region Scouts, Townsville

Kennedy Region Scouts provides fun youth development activities, building resilient and confident children, adolescents, and young adults in the Joey Scout, Cub Scout, Scout, Venturer Scout and Rover Scout sections. Youth members ages range from 5 to 26 years old.

Outside of the development of its youth and volunteer Leaders, Scouts from the Region participate in and support a number of community events and activities such as Clean Up Australia Day, ANZAC Day, Landcare Activities, Italian Festival, Cultural Fest, Towers Rush.



### CATEGORY

## Excellence Volunteer Management Award

### Finalists

Les Parker, Townsville  
Sherrie Tuppurainen, Mount Isa

### Winner

## Angela Atkinson, Townsville

Angela Atkinson is the Founder and Director of Townsville Foster and Rehoming Animals (TFRA). Angela saw a need for a group, different to those already offering similar services, to be developed in Townsville to assist with rescuing, rehabilitating and rehoming vulnerable animals within the community.

Foster carers act as a temporary, loving family for these animals before they are adopted into their forever family. As the heart and soul of the organisation, Angela directs a group of roughly 90 volunteers.



# Volunteer of the Year

## Award Recipients



### CATEGORY

## Lifetime Contribution to Volunteering Award

### Finalists

Betty Corradi, Burdekin  
Karen Inch, Townsville

### Winner

#### Ann Dunn, Charters Towers

A volunteer since 1963, Ann is currently Treasurer for three different organisations as well as Canteen Convener for the Charters Towers Touch Association. Ann also volunteers with the Charters Towers Cancer Branch, Charters Towers Lions Club and the Visitor Information Centre.

Ann lives for volunteering and never says no to anyone who needs a hand and in a small regional area, this is often.



### CATEGORY

## Youth Volunteer of the Year Award

### Finalists

Kate Pemberton, Townsville  
Lauren Poulsen, Townsville

### Winner

#### Keely Johnson, Townsville

Keely is the founder of the Golden Octopus charity and works tirelessly helping children with cancer and their families. Keely has raised over \$1 million for different charities, and now her own charity. Diagnosed with childhood cancer at 13, Keely started making jewellery from her hospital bed to raise money for other families.

Despite her ongoing health issues, and whilst working as a Assistant in Nursing, Keely who has a beautiful voice, is a well-known music artist and has recently launched her album "Dance Like An Animal" which has spent time at No. 1 on the ARIA Top 20 Australian Country Albums. She also gives her heart and does presentations at fundraisers to help families dealing with cancer locally, and all across Australia.



### CATEGORY

## Volunteer of the Year Award

### Finalists

Charlene Jones, Richmond  
Gloria Vass, Burdekin

### Winner

#### Anthony "Tonka" Toholke, Mount Isa

Anthony is passionate about community and will help any organisation that needs a hand.

He has raised more than \$150,000 for men's mental health and more than \$25,000 for palliative care in Mount Isa.

The many organisations that benefit from Anthony's volunteering include:

Mount Isa international Men's Day, Mount Isa Apex, Mount Isa Hockey, Isa Rodeo, Cloncurry Shire Council, Bedourie Sports Club, Mount Isa Show, Royal Flying Doctor Fundraising Ball, Mt Isa Women in Mining Conference in Mt Isa, helping them at the Breast Cancer Fundraising Dinner.





# Marketing Campaign

VNQ VOLUNTEERING  
THANK YOU!



Event Poster



SEE OUR TV  
COMMERCIAL!



Overlander's Way  
Campaign Poster

Designs by **HUNTING HOUSE**



Event Program

Social Media



Digital Signage



Paradise Outdoor  
Billboards

"I volunteer because I want to make a difference to my community."



27 & 28th  
May 2022  
Registrations open now  
[www.vnq.org.au](http://www.vnq.org.au)



27 & 28th  
May 2022  
Registrations open now  
[www.vnq.org.au](http://www.vnq.org.au)





# Media Campaign

## PRINT

As a major sponsor, the Townsville Bulletin was supportive in promoting the Conference and Awards in the lead-up and post-event. In addition to strip ads (print and online), as well as Facebook posts, the Bulletin wrote several articles, with one in-particular highlighting the integral role that volunteers play in our communities 'Celebrating Our Volunteers' with an additional Q&A from Cowboys Coach Todd Payten, on how important volunteers were in his life growing up. On the morning of the Conference, The Bulletin released VNQ's Top 50 Volunteers called 'NQ's Most Dedicated Volunteers' which appeared in NQ Weekend Magazine. All attendees received a copy. The Bulletin's circulation covers a large part

of Northern Queensland, extending west to Mount Isa. Approximately 90,000 people each week.

## RADIO & TV

VNQ had incredible support from the ABC, Triple T 103.9Fm and as our exclusive radio (and TV) sponsor, Southern Cross Austero (SCA) for 8 weeks.

SCA were VNQ's exclusive radio and TV partner, their support and promotion of the event was worth \$80,000. SCA played a 15 and 30 second TVC throughout the campaign. SCA TV cover reaches all of regional Australia.

SCA focused on 102.3 Triple M, Hit 103.1, Townsville Hit and 102.5 Mt Isa.

As our exclusive media partner, they ran radio ads focused on 'breaking down barriers', calling for award nominations, booking of event tickets and promoting VNQ. Pricey promoted the event on morning breaky shows as well as Triple M's 'The Rush Hour with AB and Elliot' who were very generous talking about the incredible work volunteers do, the event and celebrated VNQ's award recipients via their podcast.

## BILLBOARD

Paradise Outdoor Advertising (POA) were kind enough to promote the Conference and Awards in between campaigns they had on. Overall, they promoted the event, VNQ itself; and the importance of volunteering for 2 weeks.

Newspaper  
NQ Weekend



"THE ADVERTISING NOT ONLY DREW PEOPLE TO THE EVENT BUT HELPED OUR SPONSORS GET EVEN MORE BRAND RECOGNITION."

JULIE PAYTEN  
(SPONSORSHIP MANAGER)



Newspaper  
NQ Weekend



# Social Media Campaign



CAMPAIGN PERIOD – 16TH MARCH 2022 - 25TH JUNE 2022

VNQ engaged the services of The Hunting House to assist with marketing design collateral and managing some social media, including Facebook, Instagram and LinkedIn.

## INSTAGRAM

volunteeringnq

**920**  
followers

**45**  
total posts

**1189**  
accounts reached  
INCREASE OF 307.2%

### top post



12  
 136

### key

- likes
- accounts reached
- promoted post

## FACEBOOK

volunteering.n.queensland

**2193**  
page likes

**68**  
total posts

**59745**  
reach  
INCREASE OF 692.6%

### top post



674  
 15,445  
 618

### key

- post clicks
- reach
- engagement  
(includes likes, comments and shares)
- promoted post

## LINKEDIN

volunteering-north-queensland

**99**  
views

**23**  
total posts

**1220**  
impressions

### top post



7  
 154  
 10

### key

- reactions
- impressions
- clicks
- promoted post



# Social Media

## Posts



Volunteering North Queensland

Published by Mary Veancue · April 20 ·

- Calling for Volunteer Nominations along the [Overlanders Way](#)
  - Do you know a volunteer who lives along the Overlanders Way?
  - Someone who gives their time running a club i.e. sporting or another kind?
  - Someone who helps out at community events?
  - Someone who gives time to a charity or a not-for-profit?
- NOMINATE now and they could WIN an ALL-expenses paid trip to Townsville (with a partner) valued at over \$1000!!

In conjunction with our sponsors Multicom, Rex Airlines and Mercure Townsville, we are giving away 10 return flights for a volunteer and their partner to attend the long-awaited Volunteering Conference and Awards PLUS accommodation and tickets. Winners will not only enjoy flights and accommodation but a weekend of inspiring speakers and workshops at the iconic Queensland Country Bank Stadium, followed by the Volunteer of the Year awards evening held at Quayside Terminal.

T's & C's apply - see comments

#townsvilleshines #overlandersway #VNQconference #VNQawards #thisisqueensland #supportlocal #supportlocaltownsville





# Social Media

## Posts

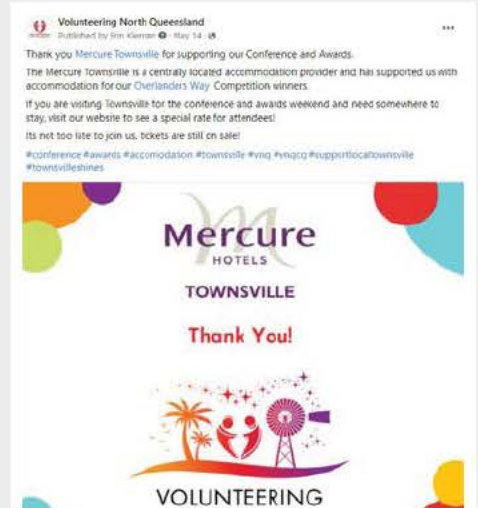


## Volunteering North Queensland

12 May • 🌐

### OVERLANDERS WAY COMPETITION WINNERS ANNOUNCED!

... See more





# Social Media Posts





# Our Sponsor Testimonials



**WITHOUT OUR SPONSORS AND COMMUNITY FUNDING, THIS INCREDIBLE EVENT COULD NOT HAVE BEEN POSSIBLE. FOR THIS REASON, OUR SPONSORS WERE AT THE FOREFRONT OF EVERYTHING WE DID.**

Supporting the community is at the heart of everything we do at Queensland Country. We understand the important roles volunteers play and we encourage our staff to take up to two days of paid leave per year to give back to worthwhile causes. Without people volunteering their time many organisations can't provide the critically important services required by communities. We think that giving back to the people that support our communities and our business is really important and it was our pleasure to support the 2022 Volunteer NQ Conference and Gala Ball.

**Aaron Newman**  
Group Chief Executive Office,  
Queensland Country Bank



South32 Cannington mine was a very proud sponsor the 2022 Volunteering North Queensland Conference and Awards. We know that volunteers are the backbone of our communities whether it is caring for the young or old, the environment or working to support local events and we welcomed the opportunity to support an event that celebrates and recognises the contribution of volunteers across North and North West Queensland.

**Leah Morgan**  
Specialist Corporate Affairs,  
Cannington Mine



The 2022 Volunteering North Queensland Awards night was a fantastic event from start to finish. The energy in the room was amazing and the stories of the volunteers were inspirational. I was grateful to be able to present the 2022 Volunteer of the Year awards and have the opportunity to meet hard working and selfless volunteers who are contributing to our communities in such a positive way.

**Charles Buchanan, South32**





# Our Attendees Testimonials

Big congratulations to the team for delivering such a wonderful weekend for volunteers across North Queensland. I am sure they all went home very inspired and with lots of new ideas to put into practice moving forward.

**Rebecca Alferez, Facilitator**

What an absolutely brilliant evening at the first ever VNQ awards! I met some truly beautiful souls and am so inspired by the magnificent volunteers who go above and beyond for their communities. It was an honour to be selected as a representative of the Overlanders Way for my home town of Richmond and an absolute heart touching experience to be in the top 3 finalists for the Volunteer Of The Year Award. To my fellow nominee Tonka Anthony Toholke, who took out the title, it was an absolute pleasure to meet you and your wonderful wife Ranita. I can wholeheartedly say it is extremely well deserved and an honour to have run beside you and Gloria. And of course to Margie Ryder and the team at Volunteering North Queensland for the phenomenal weekend. A truly inspiring, heartwarming event and I most certainly look forward to the next.

**Charlie Jae Jones**

Wow, what an incredible, action-packed, informative weekend. THANK YOU. I learnt so much, met so many awe-inspiring people, feel reinvigorated, re-energised and everything else you promised. Leigh Caldwell, Happy Feat Inc.

**Leigh Caldwell,  
Happy Feat Inc.**

It really was so wonderful to be in a room full of volunteers who are committed to making the world a better place – so inspiring!

**Anonymous**

Great weekend, thank you so much for having us. We have learnt a lot & met some great people. This event means so much to us. It has given us a huge opportunity to bring what we have learnt back to the bush and opened up a new line of partnerships. The whole Isa crew thanks you all for all your hard work and generosity.

**Ranita Toholke**

Wonderful couple of days in Townsville for the Volunteer Awards. Congratulations to all the finalists and worthy winners, and big thanks to all the sponsors and organisers of this awesome event!! No win for me in the Volunteer Managers category (but honoured to be one of 3 finalists) but Tonka bringing back the gold for the Mount Isaans - Volunteer Of The Year...still a fantastic few days...drinks at Osk Bar and tapas and cocktails at Botaniq, picnic lunch on The Strand with family courtesy of Otto's, walk through Botanic Gardens...

**Sherrie Tippurainen**

Volunteering saved my life.

**Tonka Anthony Toholke**



THANK YOU TO OUR MEMBERS AND VOLUNTEERS FOR YOUR  
CONTINUED SUPPORT.

TO FIND OUT MORE ABOUT VNQ...

[VNQ.ORG.AU/ABOUT-US](http://VNQ.ORG.AU/ABOUT-US)

