



Alex Griffiths

The National Trust of Australia (Queensland) Annual General Report 2018/19







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Chairman's Summary Report

Welcome to the 2018/19 Annual Report.

It has been another strong year for the
National Trust of Australia (Queensland)
thanks to the support of our members,
sponsors, corporate partners and the hard
work of our staff, our Branch Committees
and the volunteers from Currumbin to
Cooktown.

I acknowledge also the dedication and contribution of the Board of Directors, the Trustees of the Currumbin Wildlife Hospital Foundation and the committee members of National Trust Currumbin Wildlife Sanctuary; the Audit and Risk Committee; the Advocacy Committee and the Collections Committee.

I commend the more detailed reports which follow and highlight the strong trading and capital investment in National Trust Currumbin Wildlife Sanctuary, which in turn gives confidence to invest across the state portfolio.

National Trust Currumbin Wildlife Sanctuary opened the new Wild Skies Free Flight Bird Show with an exciting and educational presentation built on the heritage of the Gold Coast's much loved environmentally focused Sanctuary. The Trust's focus on the environment has helped deliver the Sanctuary's Responsible Business Statement, Conservation Management Plan and Animal Welfare Charter guiding its work in 2018 and beyond. I commend the staff and volunteers who have contributed to these important policy documents.

Our investment on our Heritage Museums and Collections has been enabled after the appointment of the new State Manager for Heritage Museums and Collections since October 2018 and, the completion of our very first valuation of our Collections for insurance purposes.

In the same vein, the appointment of a full time State Manager for Advocacy has continued to raise the profile of the National Trust in Queensland and led to a Federal Election National Trust Priorities report, coordinated by National Trust of Australia (Queensland) on behalf of the member Trusts of Australia Council for National Trusts, circulated to the major parties and made available to all candidates.

The Trust has strengthened our Membership team as we continue to grow our membership, the life blood of the Trust, providing the funds to look after those places and projects which, by their very nature, cannot look after themselves. We end the 2018/19 year in a stronger position than when we started the same year. We are motivated to improve across the state, to deliver on our mission 'to protect, conserve and celebrate Queensland's environmental, built and cultural heritage'.

Thank you for your support.



Ian Galloway

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

A Year in Review

The year began with a Board visit to Cooktown to become familiar with the opportunities and challenges facing the town and James Cook Museum, some 49 years since the opening by Her Majesty Queen Elizabeth II in 1970. The Museum was extended in 2001, however the aggressive climate has been unkind to roofing and guttering and the property is in need of significant essential repairs, and a visitor experience refresh. Cooktown 2020, will celebrate the 250th year since the first recorded Act of Reconciliation on 19 July 1770 between Lt Cook and the Bama in Cooktown.

The Board supported applications to both the State Governments 'Growing Tourism Infrastructure Fund,' announced during the July visit, and to the later Federal Government's Building Better Regions Fund. Works planned to cover essential repairs, improved access with a code accessible ramp and replacement lift to all floors and to replace the existing single storey extension with a two storey new structure offering more space for the Bama, the local Indigenous people, to tell their stories throughout the museum from before European settlement to the present.

Unfortunately we were unsuccessful in winning either of the major grants, however we have adapted the plans to invest in essential repairs, improved access and a refresh of the Museum experience with the local community. A Development Application and Heritage exemption approval has since been awarded and we hope to start the capital project in the 2019/20 financial year. Market research supports demand for a focus on the natural environment and Indigenous heritage. The Trust will respect, indeed enhance the interpretation of the building itself. The research supports an evolution of the experience to reflect the Trust's mission to 'protect, conserve and celebrate Queensland's environmental, built and cultural heritage'.

At the same July 2018 meeting, the Board approved the National Trust's Reconciliation Action Plan, and launched it at National Trust Currumbin Wildlife Sanctuary in August 2018.

In September 2018 we welcomed Redlands to the family of National Trust Branch Committees and I commend their Branch report later in these papers. Our Toowoomba Branch Committee was refreshed and their Charter updated, a process that has been repeated across the state. I thank all Branch Committee members most sincerely for their continuing dedication over many years. The Board noted the minutes of the first meeting of the Binna Burra, Beechmont and Canungra National Trust Branch Committee with a focus on the gateway opportunities to Lamington National Park, walking tracks and eco-tourism.

In October 2018, the Responsible Business Statement was approved for National Trust Currumbin Wildlife Sanctuary. The National Trust Membership and Loyalty team was strengthened, and no longer relies on the Visitor Services team based at Currumbin.

In November 2018 the Conservation Management Plan for Wolston Farmhouse was accepted and a new operating model in partnership with the outside caterers was approved subsequently in March. I pay credit to the staff and volunteers for the hard work at Wolston Farmhouse and I look forward to a more sustainable future.

The National Trust Heritage Conference followed the Annual General Meeting in Ipswich in November, well attended and hosted by the Ipswich Branch Committee. Thanks are extended to our sponsors and to our Heritage Advocacy Manager, Jane Alexander, for organising an excellent conference. I refer you to the later report from the Ipswich Branch committee on their many activities, not least of which are the Great Houses of Ipswich events.

Our newly appointed Heritage Museums and Collections Manager Richard Ferguson, with valuer Simon Storey, travelled the entire portfolio to produce a valuation of our Collections. This significant achievement will ensure we are adequately insured, plus become the first stage in



a longer term collections management system which we hope to introduce in 2019/20.

Over the Christmas school holidays, Wild Skies Free Flight Bird Show was launched at National Trust Currumbin Wildlife Sanctuary in a new covered arena, stage area, doubling the seating capacity and improving access for accessible persons. The National Trust Currumbin Wildlife Sanctuary Conservation Management Plan 2019-25 was also introduced.

In January 2019, attention returned to Cooktown with the visit by Prime Minister Scott Morrison to the town, our Museum and Reconciliation Rocks. It was an opportunity to introduce Indigenous Museum Officer Harold Ludwick and for him to guide the Prime Minister around the museum and promote why Cooktown is so significant to reconciliation. With the support of the community, on 13 February 2019, the National Trust nominated Reconciliation Rocks to the National Heritage List. Whilst not successful in this first attempt, the nomination will automatically be reconsidered in 2020 and the Australian Heritage Council has expressed interest in working with the National Trust to research the nomination and its future consideration.

In March 2019 cyclonic weather brought the worst flooding in a generation to North Queensland, Townsville in particular. The Townsville Branch volunteers did a fantastic job preparing our properties for the season and responding to floods with a significant clean up and demould after the waters receded from the grounds of Townsville Heritage Centre.

Further south, after a replacement of the roof at Harris House, Toowoomba, the Trust successfully

nominated Harris House to the State Heritage List. The property remains available for office tenants and has hosted a number of Toowoomba Branch Committee meetings. We refer you to the Toowoomba Branch Committee report later in these papers.

We also welcomed Marianne Taylor as our new President of the Brisbane Branch Committee. Marianne has a wealth of heritage experience and is better known as 'The House Detective'. The committee held its first social event at the former Irish Club, now Elizabeth Street Cinema. This event was hosted by the fabulous Naomi Price, National Trust of Australia (Queensland) Ambassador. The 2019 Australian Heritage Festival was opened with a debate at Queensland's Maritime Museum, South Bank.

In May 2019, the Board and Management team worked together to review the Strategic Plan for the National Trust of Australia (Queensland) for 2019 to 2023 and we look forward to releasing this later in 2019. The National Trust Currumbin Wildlife Sanctuary Animal Welfare Charter was introduced.

Thank you for your support across another busy year and we commend the more detailed reports that follow.



Jonathan Fisher

Jonathan Fisher
MA Bsc MRICS,
CEO National Trust of
Australia (Queensland)

RECONCILIATION ACTION PLAN

In its first year of operation, we undertook the following steps in support of our Reconciliation Action Plan:

- Developed and presented a Cooking on Country course at National Trust Currumbin Wildlife Sanctuary;
- In partnership with the Titans Deadly Choices and the PC Foundation, conducted three Youth Indigenous Culture and Identity workshops at National Trust Currumbin Wildlife Sanctuary;
- Incorporated Indigenous storytelling and welcome into the new Wild Skies bird show at National Trust Currumbin Wildlife Sanctuary;
- Undertook detailed community engagement at National Trust James Cook Museum to inform the development of Museum storytelling;
- Featured an Indigenous keynote presenter at our 2018 National Trust Queensland State Heritage Conference;
- Provided the opportunity for numerous staff to undertake Cultural Awareness training with Banaam;
- Worked with the Bama of Cooktown to prepare a nomination of Reconciliation Rocks to the National Heritage List;
- Continued as sponsor of the Cooktown Discovery Festival;
- Encouraged staff to attend numerous NAIDOC and Reconciliation Week events.

The first range of retail products from Luther Cora, resident artist, was sold in our Currumbin gift shop. Luther is a traditional dancer, performer, educator and leader of the Yugambeh language group from the east coast of Australia. Luther's love of the performing arts and Indigenous culture inspires his teaching and strengthens his desire to promote awareness about his cultural heritage.





GRANTS

During the 2018/19 financial year NTAQ completed projects with grant funds of \$98,701 (exclusive of GST) as follows:

- **\$16,400** from the Qld Government Department of Environment and Heritage Community Sustainability Action Grant Program (round 2) for restoration of windows and sills in Assay Room at Stock Exchange Arcade, Charters Towers.
- **\$15,134** from Anzac Centenary Spirit of Service Grant Program (round 4) for Kennedy Regiment legacy – exhibition of North Qld First World War at Zara Clark Museum, Charters Towers.
- **\$39,894** from Qld Government Department of Environment and Sciences for the refurbishment of three aviaries at David Fleays wildlife park and one at Currumbin Wildlife Sanctuary in relation to the Eastern Bristlebird captive breeding program.
- **\$27,273** from Qld Community Fund annual general grant funding program awarded for the purchase of cloud based recruitment software for NTAQ Human Resources Department.

BEQUESTS

Neva Sears Byrne gifted Harris House to NTAQ in August 2018, to the amount of \$20,796 as the final cash distribution from the estate.

Lifelong Learning



CURRUMBIN WILDLIFE SANCTUARY EDUCATION

The Education department has experienced steady growth at Currumbin Wildlife Sanctuary, increasing attendance numbers from 27,053 students to 27,720 students. The implementation of new programs in 2018/19 proved successful, with feedback from teachers indicating that the programs are now closely linked to the curriculum. The programs are designed to incorporate more activities to encourage learning with animals. Teacher surveys indicate a preference for 50:50 distribution of animal interaction and activity based learning. This can be replicated throughout our heritage sites with immersive activities followed up by activity based learning.

Our school holiday program, Wild Adventures, has continued to sell out. Two more programs have been designed: Mini Adventures (for ages 3-5 years) and Inclusive Adventures (for students with special needs).

We welcomed several new staff, including our dedicated Indigenous Officer who has grown Indigenous Education by 6% with a fresh new approach to sharing Indigenous culture with education groups, and the public. He has written Cooking on Country program, connecting Indigenous food to the modern kitchen.

Education volunteers have done a wonderful job in running activation stations around the Sanctuary so our guests can enjoy up-close encounters with mini-beasts and artefacts.

Community Courses

Brand new Community Courses were offered in 2019, including Animal and Training, Mammals, Cooking on Country, Insight into Vet Nursing and Planting for Wildlife. By providing one-on-one keeper and participant opportunities with added exclusive animal interaction, participants feel that they have a much more in-depth opportunity to learn keeper specific skills.

HERITAGE EDUCATION



We acknowledge the dedication of our regional heritage property volunteers who tirelessly give their time to education programmes for local children. Without the commitment of these volunteers, students would not come to understand the history of their communities and Queensland's heritage.

Trusted Custodian

COLLECTIONS UPDATE

In October 2018, former Collections Valuations advisor Richard Ferguson joined the State Management Team as our new Heritage Museums and Collections Manager. The initial six months of this appointment focused on completing the valuation for insurance purposes of our Collections held across Queensland. This is the first time in the history of the Trust such an exercise has been undertaken and will inform future policy and priority of Collections care. Work continues with state and territory colleagues across Australia to invest in a collections management system which in future will house collections records and improve accessibility to same (a three to five year project).

In May, the Heritage and Museums Manager relocated to Cooktown, Far North Queensland, to oversee the proposed essential works at National Trust James Cook Museum in the second half of 2019/20 and early 2020/21 subject to funding.

COLLECTIONS COMMITTEE

Collection acquisitions have been the focus of the Collections Committee's activities. National Trust of Australia (Queensland) receives a wide range of offers of donations from members of the public.

The discussions held by the Committee when deciding on these offers provide a valuable insight into the perceived role of the Trust and its collections by volunteers and staff across the state. The Committee has based their acquisition decisions on thorough ethical principles, considering not only an object's significance and relevance to our collections, but also the capacity of the Trust to appropriately care for the items.

Valuable discussion has also been had around the principals and procedures of deaccessioning items, which should assist in the development of the Collection Policy.

Administrative procedures are becoming more streamlined as the Committee explores and develops its role, and the Committee is proving a valuable vehicle for the Trust to ethically and sustainably manage its collections. The Committee looks forward to supporting the development of a state-wide Collection Policy to further guide its work.

OUR COLLECTIONS

COMMITTEE IN 2018/19

COMPRISED OF:

Dr Melanie Piddocke

Chair

Dr Dorothy Gibson-Wilde AM

Kristine Patterson

Sheila King

Ken Brooks

Jonathan Fisher

Richard Ferguson

A Voice for Queensland's Heritage

The National Trust of Australia (Queensland) is committed to being a strong voice for Queensland's heritage. To achieve this in 2018/19, we increased the hours invested in a full time internal role of Manager – Heritage Advocacy with the assistance of a part-time Senior Research Officer and an advisory Advocacy Committee.

THE TRUST TALKS

Our quarterly speaker series, The Trust Talks, opens the doors for innovation, collaboration and celebration of our heritage. This series continues to grow and the following Trust Talks were held in 2018/19.

Behind Closed Doors: The heritage of hidden places and exclusive spaces

Venue: Tattersall's Club

Speakers: Dr Andrew Sneddon, Jane Alexander

Beauty or the Beast? Communicating the Value of Twentieth Century Heritage

Venue: Wesley House

Speakers: Rebecca Hawcroft, Sheridan Burke

The (un)remarkable house: Stories from our Homes

Venue: Bankfoot House

Speakers: Marianne Taylor, Louise Deenon

The Debate - 'It's not a chip on your shoulder if they're really out to get you' – Queensland is unfairly underrepresented on Australia's big heritage lists.

Venue: Commissariat Store Museum

Speakers: Dr Andrew Sneddon, Dr Jane Lennon AM, Corinne Unger, Prof Richard Mackay AM, Julian Siu, Anne McConnell, Stuart Lummis, Jane Alexander

2018 STATE HERITAGE CONFERENCE

Our November 2018 conference explored three themes of 'mission' and how they are relevant to Queensland's heritage in the twenty-first century: Protect, Conserve and Celebrate. More than 120 people joined us over three days in Ipswich for an inspiring and informative program of keynote presentations, panel discussions, workshop, site visits and networking events exploring the ways we can protect, conserve and celebrate our heritage.

2018 FEDERAL ELECTION PRIORITIES

The Australian National Trusts Federal Election Priorities for Heritage (a document led by Queensland) outlined the heritage issues the National Trusts were advocating for in the 2019 Federal election. It clearly set out our position and asked for a response from all major political parties and candidates. We directly communicated those responses to our 80,000 members and 240,000 followers across Australia, to help inform their election votes.

Australia's heritage matters - it creates a unique identity, a sense of place and a strong reminder of our proud history. The National Trust is Australia's longest standing and most respected voice on heritage protection and conservation.

In the 2019 Federal election, the National Trusts of Australia were advocating for:

- Stronger heritage protection;
- Better mechanisms for collaboration with non-government organisations;
- Well-resourced government heritage agencies;
- A National Heritage List that is truly representative of Australia's unique stories;
- More support for owners of heritage places;
- A coordinated approach to investment in sustainable heritage tourism;
- Future proofing of heritage places against the effects of climate change;
- Support for ensuring traditional trade skills used in the conservation of heritage are not lost.



ADVOCACY COMMITTEE

The committee's role is to assist the National Trust Board achieve its objective of being a strong voice for Queensland heritage; and a respected and innovative advocate for Queensland's natural, built and cultural heritage.

The committee's priorities are to:

- Advocate for improved legislation, regulation, management, resourcing, protection, celebration and interpretation of Indigenous, natural and cultural heritage by government at all levels, and with due regard to the Australian Council of National Trust's role in national issues.
- Advocate for the protection and conservation of classified and registered places and places with demonstrable heritage significance under threat or at risk of destruction or major and irretrievable loss of significance.
- Advocate for the identification, protection, conservation and celebration of under-represented and emerging types and classes of heritage places and objects.



OUR ADVOCACY

COMMITTEE IN 2018/19

COMPRISED OF:

Stuart Lummis

Chair

Ray Holyoak

James Sedman

Chris Buckley

Andrew Ladley

Jannene Smith

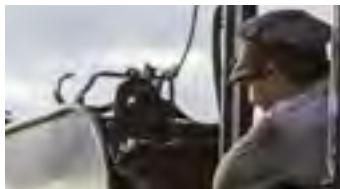
Jen Williams

David Vizer

Jane Alexander

Jonathan Fisher

Australian Heritage Festival



HERITAGE FESTIVAL 2019

Our 2019 Australian Heritage Festival focused on the theme 'Connecting People, Places and the Past.'

The Australian Heritage Festival (18 April to 19 May 2019) was launched with 120 attendees at the Queensland Maritime Museum in Brisbane with an inspiring keynote presentation by Professor John Schofield on The Vitality of Heritage: People and the Future. This wonderful presentation recognised that heritage is changing. Once narrowly defined and socially exclusive, heritage now has a broader definition and a new role within society. Heritage now centres on participation, co-creation, and diversity. Heritage is no longer a constraint but an opportunity, for better social integration, for the adaptation and use of redundant historic sites and places, for economic growth, and for vitality within places and their communities. If used correctly, and when broadly defined, heritage becomes a catalyst for change and a vital part of people's identity, while promoting cohesion and well-being. John's talk presented some of these ideas with examples of recent heritage projects from the UK and Europe, all of which conformed closely to the Festival theme, 'Connecting People, Places and the Past'.

Heritage Festival Events

There were 96 individual events registered - many of which were held on multiple times and days during the Festival.

Locations:

-
- 74 events were registered in southern/south western Queensland (77%);
 - 12 events in central Queensland (12%); and
 - 10 events in northern Queensland (11%).

Events organised by:

-
- 27 local government agencies (28 %);
 - 20 Societies (21 %);
 - 39 private organisations (41 %) This includes 17 NTAQ events held by a NTAQ Property or Branch; and
 - 10 government agencies (10 %).

We give our sincere thanks to the support of all those who register events in the Heritage Festival and all those who attend the events.

Property Reviews

CURRUMBIN WILDLIFE SANCTUARY

Currrumbin Wildlife Sanctuary enjoyed a highly successful year in 2018/19. Attendances at the Sanctuary grew to a record 573,000, a 5% increase on the previous year. Total revenue increased by 12.2% on the previous year and net operating profit increased by 26%.

The Sanctuary's attendances were made up of 57% of international visitors, 31% from Queensland, and 12% from interstate. Our global sales team continues to market into new regions to strengthen the appeal of the Sanctuary to the rest of the world, whilst domestically we have seen small increases locally.

During the year the Sanctuary won a number of awards:

- 2018 'Medium Employer of the Year' for the South East Region as part of the Queensland Training Awards
- 2018 Gold Coast Business Excellence Awards for Student Employability
- 2018 Gold Coast Media Club award for Best Digital Outdoor Campaign
- 5 star Food Safety rating for all Food & Beverage outlets by the City of Gold Coast
- 2018 Business Excellence Award from the Hong Kong-Australia Business Association Limited for excellence in bilateral trade with Hong Kong
- 2018 Destination Gold Coast Content Award for Story of the Year

The Currrumbin Wildlife Hospital continues to be one of the busiest Wildlife Hospital's in Australia with over 11,500 animals admitted during the year. The National Trust and Currrumbin Wildlife Hospital Foundation support the operation of the Hospital.

The Foundation had a very successful year of fundraising with a cocktail party at The Star Gold Coast, and Open Day at the hospital and 'Benefit under the Stars' at the Sanctuary. The Foundation collectively raised over \$1M to support the Hospital's operation and increased exposure in the media and community.

Our team of over 900 staff, volunteers, contractors and trainees contributed to make the Sanctuary a special place for our visitors and of course our animals throughout the year. The culture of our team is underpinned by the 'Wings of Success' program and has seen team engagement grow over the period. Dr Michael Pyne was awarded the 'Gold Coast Environmental Citizen of the Year' at Australia Day awards and Nixon Brass was announced as a Finalist for Vocational Employee of the Year as part of the Queensland Training Awards.

Across the site there have been many transformations including the Sanctuary Café production kitchen upgrades and service area improvements, refurbishment of the Aboriginal dance area, Café Terrace bathrooms refurbishments, improvements to the wildlife food preparation rooms, old bush tucker gardens transformed into new access pathway including picnic areas, and improvements to Volunteer House.

For the summer trading period we launched our new Free Flight Bird Show – Wild Skies, housed in a purpose built new arena with double the seating capacity. This new show features a specially designed roof structure, new staging and production values, along with a new story and effects. The show opened to positive response and continues to be the signature show for the Sanctuary.

In April 2019 we launched a licenced character – The Gruffalo - into the Sanctuary. This partnership with the UK Forestry Commission and the use of augmented reality has added a good alternative activity for families. This was a great addition to the site with extremely positive feedback from visitors and the team.

Work continued on the refurbishment of Wild Island including a new water play area, new centralised bathrooms with 5-star parents' room, new paths and animal feeding demonstration areas all opening for summer 2019.

During the year the Sanctuary also launched our Responsible Business Statement and Conservation Management Plan 2019-2025 which will drive our commitment in these areas over the coming years.



CURRUMBIN WILDLIFE HOSPITAL

ADMISSIONS: Currumbin Wildlife Hospital had another record year, admitting over 11,500 wild patients including 500 wild koalas. The overall increase continues to rise at approximately 8% every year. This ongoing growth in admissions can be linked to the growing urban footprint and the increased awareness and expectation from the public that wildlife receive a high level of veterinary care.

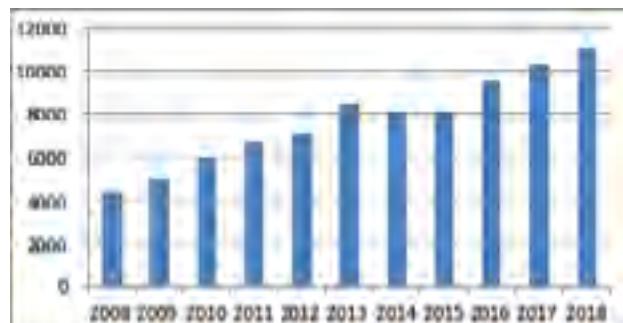
Over the past 10 years, total admissions have more than doubled and koala admissions have increased over 10 fold. The koala increase in particular can be linked to the rising number of chlamydia infected koalas.

RESEARCH: Currumbin Wildlife Hospital has actively participated in 17 research projects throughout 2018/19. The focus has been on koalas, with all the major research and 9 of the 17 projects concentrating on koalas.

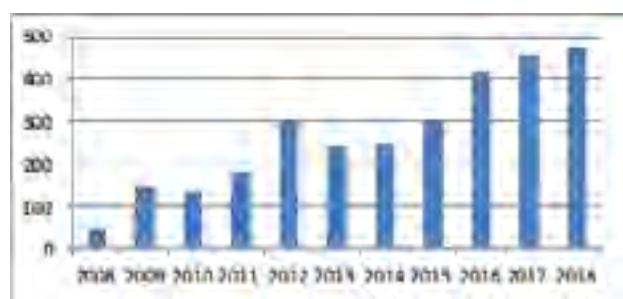
	Total admissions	Koala admissions
2018/19	11523	525
2017/18	10646	465
% change	+ 8.2%	+ 12.9%

	Total admissions	Koala admissions
2018/19	11523	525
2008/09	4424	48
% change	+ 160%	+ 993%

Total General Admissions 2008-2018



Total Koala Admissions 2008-2018



EDUCATION: Currumbin Wildlife Hospital had its inaugural Veterinary Internship, sponsored by Grace Alexson in memory of her son, Yohan. The 7 month Veterinary Internship has been established to train recently graduated veterinarians interested in pursuing a career in treating wildlife.

The first overseas veterinary study tours from United States – Illinois University and Kansas University, were conducted at Currumbin Wildlife Hospital in March 2019.

The Wildlife Hospital continues to work with TAFE NSW in training veterinary nurses in caring for wildlife.

The income generated from the training helps to offset the costs of running the Wildlife Hospital.

EXTERNAL CONTRACTING: Currumbin Wildlife Hospital now provides Veterinary Services for State Government's David Fleay Wildlife Sanctuary as an ongoing contract.

The Wildlife Hospital continues to provide a 'fee for service' to other Wildlife Parks in the area e.g. Paradise Country, Macadamia Castle, Tropical Fruit World.



WOLSTON FARMHOUSE

A partnership was introduced with events and function caterers, to provide catering for wedding and event business for Wolston. This partnership allowed for the reduction of staffing costs and streamlined the operation to focus on property maintenance and other projects.

The Sunday Farmhouse tea and tour experience continues. We thank the very dedicated volunteer team at Wolston Farmhouse for welcoming our guests each weekend and for hosting the many education groups at the property.

The education program experienced growth with returning schools groups a major factor in the with 25% increase in revenue (an extra 400 students in 2018/19).

The venue established and ran a number of sold out events including an intimate 'Concert in the Parlour', Mother's Day High Tea event and monthly Ghost Tours.

Significant improvement projects were completed during the year via a partnership formed with a Registered Training Organisation and the State Government initiative 'Skilling Queenslanders for Work'. This allowed the property to purpose build an education seating area that will enhance the delivery of the program with a classroom style outdoor training facility.

GRANDCHESTER RAILWAY STATION

In addition to our monthly Open Days, we hosted a number of special events:

- Steam train visits from Ipswich Railway Workshops Museum 6 October and 8 December. Approximately 300 people visited the railway station on each occasion. They enjoyed an hour's break from their train ride to breathe in the unique atmosphere and view the oldest railway station in Queensland, outbuildings and grounds before the return journey.
- A book launch - 'The Forgotten Men of Grandchester Railway Station' published thanks to funding by the National Trust, written by volunteer, Ian Curtis. 40 invited guests attended on 27 October. After formalities, guests were treated to a light lunch.

- A pre-arranged visit by 36 members of the Broadbeach Seniors Club on the 22 November.
- A 'Ride 4 Brain Cancer' event – 6 bikers rode from Oliver's Motorbikes at Annerley to Grandchester Railway Station on 24th November. They enjoyed refreshments on their arrival and a tour of the station.

All in all, it has been another busy and rewarding year.

BRENNAN & GERAGHTY'S STORE MUSEUM

Brennan & Geraghty's Store Museum opens seven days a week which is challenging given the availability of volunteers. Tourism on the Fraser Coast fluctuates and working to build our visitor numbers is challenging. Many of our visitors come from within Queensland with ten percent of the visitors being international. In more recent times there has been an increase in National Trust members visiting the property – many of these are from Victoria and NSW. The property attracts many visitors who reminisce about shopping in earlier times and the interactions they had with grocers and other main street stores. The changing ways we shop and the increasing use of new technologies in daily life are sought after by younger generations with older generations being more reserved about the changes that are to come.

Some of the biggest challenges in managing the historic collections held within the Store include; keeping out vermin and insects; managing dust; reducing humidity; cleaning and maintenance of the objects; and documenting the collection. Cataloguing the collections has been a long process. Newspapers which form part of the collection are being documented, these are not rare items but hold a history of use - newsprint and other papers were used to wrap food products – some of the newspapers were here for that purpose while other papers were daily reading material for the Geraghty family. There are also a number of newspapers from other regions sent to the Geraghty's with particular articles highlighted for their interest; this allows us to understand social issues of the time and those that interested the Geraghty family.

Part of managing the collection is digital photography of the objects which is progressing at a rapid pace. By the end of 2019 more than 90% of the collections within the front room of the Store

will have been photographed. This process sees the objects removed from the shelves, cleaned and inspected for any signs of deterioration. The items are individually photographed before being replaced back onto their shelves. Several photographs are taken of each item and these digital images are then linked to the catalogue record of the item. The entire process takes a lot of time and cannot be achieved without planning and without the dedication of our volunteers.

Digitising the archival collection is also a lengthy process which involves scanning or photographing the page contents of ledgers, indexing the content into a database, linking the digital images to the database, researching the customers and their shopping habits and linking the research to objects still within the collection. One of the Day Ledgers will have more than 500 digital images and takes about a year to complete the work, an Account Ledger will take longer to complete and will require up to 1000 images. There are more than 200 ledgers within the collection. It is planned only to digitise limited ledgers to give an overview of the content, the information that we extract helps us with our on-going research particularly in relation to the shopping habits of customers and for the storytelling we do within the museum. Descendants of the Store customers have an interest in finding out what their ancestors bought. The original material in some cases is too fragile for access but the digitised material will provide that access in the future. Individual historic documents within the collection provide valuable resource material such as a letter dated 25 September 1889 from Charles Carter in Melbourne. He was introducing the Store



Shelf view shows the volume of contents on the shelves with items removed for digital photography.

Brennan & Geraghty's Store Museum

to a new Refrigeration Composition product which he had hoped to sell to retailers such as Brennan & Geraghty.

We continue to support Maryborough Open House which gains wide-spread publicity. The event is a free event for visitors but is a great deal of work for those who open their properties. Brennan & Geraghty's Store Museum gets a lot of visitors at these events which can be challenging to manage. We have to take into consideration the visiting public and the safety of the collection. The event does draw in a number of visitors to the Region which helps us with any promotional work that we do.



Forgotten Men of Grandchester
Book launch at Grandchester Railway

TOWNSVILLE HERITAGE CENTRE

This report covers both Townsville Branch Committee and the Heritage Centre, Townsville.

The Branch Committee meets every month. The Branch Chairman and NTAQ Director, Mr Ray Holyoak has represented the Trust on the Heritage Advisory Committee of Townsville City Council.

The major event of the year was the flooding of the gardens at the Centre during the devastating monsoonal rain and floods in Townsville in March 2019. The flood water did not enter the houses. Water lay under the houses for several hours, which resulted in mildew and mould covering some of the walls. Heavy rain leaked into part of the Worker's Cottage, so that iron artefacts have suffered some rust. We have advice from the Museum of Tropical Queensland on treatment for the rust, which will take some time to remove. Most of the walls and furnishing of the villa residence 'Currajong' were hand-washed by volunteers. We thank them most sincerely for their splendid work. With Townsville City Council assistance in mowing and trimming lawns and hedges, and the work of our garden volunteers the gardens were quickly cleared and ready for wedding ceremonies within a couple of weeks.

The houses opened again in April 2019.

National Trusts Open Day for Heritage Festival on 19 May 2019 went ahead and was well attended. Visitors were entertained by the 4th Sunday Folk Group; Lions Club ran a tea and coffee stall; and the North Queensland Heritage Re-enactment Group staged an encampment on the croquet lawn.

The Townsville City Council staged a separate 'Heritage Day' in June at Anzac Park, where Branch Chairman, Ray Holyoak manned a National Trust stall. The listed Queen's Hotel on The Strand was opened for inspection, and the event was well attended.

Despite flooding disruption, we welcomed Mr Graeme MacKenzie from Scotland, on a visit to the house built for north Queensland's MacKenzie clansmen, who were among the founders of the sugar industry in the north on both the Herbert River and the Burdekin River. We also welcomed a Japanese academic Ayano Toki, who was in Australia on a study tour of bungalows, and was very interested in 'Currajong'.

During the year, 18 weddings and events were held in the Centre gardens, so volunteers have been very busy.

CHARTERS TOWERS

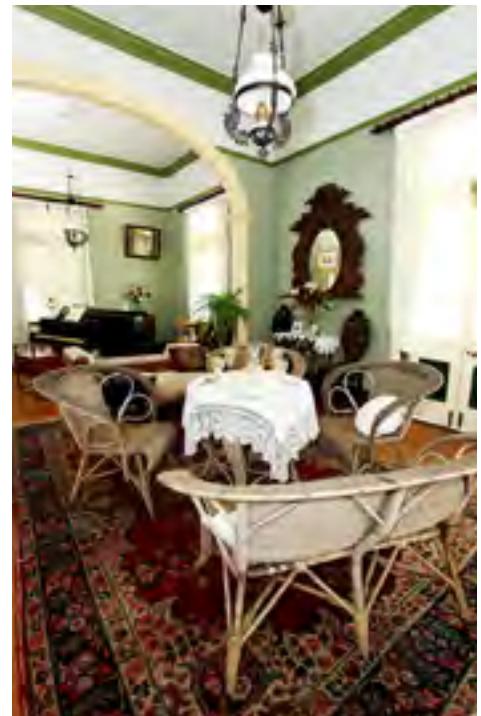
The iconic Stock Exchange Arcade in Charters Towers is preparing for a phased repair and rectification works program which will address a large number of long standing essential repairs.

The Don Roderick Gallery Group continues to develop the Gallery located in the former Assay Room at the rear of the Stock Exchange Arcade. The hard work of the volunteers has been rewarded by increased visitor numbers viewing the varied artworks by local artists on display, and growing sales. Visitors also marvel at the heritage setting, in particular the brickwork and the furnace and bellows from the mining era. There is great interest in the displays put together by the volunteers that interpret the Assaying process and the history of the Stock Exchange Arcade.

A highlight for the group was the official opening of the Assay Room's windows following their restoration. This was done with the assistance of a Grant from the State Department of Environment and Science. A successful art and photography competition, 'Windows and Whirly Gigs', was held in conjunction with the opening event. It was encouraging to see in the children's section the interest shown in the cultural and heritage aspects of their region.

The Zara Clark Museum volunteers early in 2018/19 year enjoyed a heritage tour of Townsville. First port of call was Jezzine Barracks Military Museum at Kissing Point. Although the recent flooding had caused some damage, their volunteers looked after us very well.

Next – the Townsville Museum which is located in Currajong Heritage Centre. Council owned, its Museum is smaller than the Zara Clark Museum but has many interesting objects on display. An interesting spin-off was an invitation to visit one of the small company museums inside Lavarack Barracks which are normally not open to the public. As a result, our three volunteers who eagerly accepted this invitation came back with some uniforms and other objects given to them when they later visited. A bonding day was truly worthwhile.





A paranormal group visited the museum to investigate whether or not we were home to any ghosts. Six people arrived one Saturday afternoon after closing time. They stayed until 6 p.m. with a few of our volunteers for company. These people were obviously very serious. Ten to twenty cameras were set in various parts of the museum, each connected to its own screen. So far, no confirmation of any ghosts, but they are due back in September.

Most of our volunteers have been with us from the reopening in 2010, and are now nine years older. As the average age is 70+, illness, family commitments and holiday breaks cause staffing problems but we continue to open 7 days a week.

Our first Open Day saw a local choir provide entertainment during the morning, which was well accepted. The second was in July resulting in both days producing above normal visitor numbers on those days.

We are most fortunate in having 2 volunteers who manage to take care of the basic maintenance. Major maintenance (ceiling, stumps etc.) will soon need addressing. The Plate-Glass Model of Charters Towers mines which showed an accurate perspective of how the reefs and mine shafts related underground had to be dismantled when the decision was made to move most of the contents of the old Assay Room to the Museum. Re-assembling it has proved to be a challenge. The model is quite unique, and attracts much attention, as is.

The positive and encouraging comments tourists write in our visitors' book certainly make the volunteers feel proud of our museum. Although it lacks the sophistication of other museums, it has

a charm of its own. People constantly tell us the diversity the museum presents is truly amazing. They commend the Zara Clark Museum.

HOU WANG TEMPLE

Our 7 volunteers have welcomed close to 3 000 visitors on Temple tours for the year. For the winter high season we have been able to open for an extra day, which means tours are now available Tuesday to Saturday.

Tour numbers included visits from a University group and a number of school groups. The Temple was also visited by a well-known ABC television program and the Temple's story was included in an episode about Chinese history in North Queensland which aired earlier in 2019.

We continue the partnership with Tablelands Regional Council. The entry and museum building (Old Post Office) owned by Council is undergoing a complete facelift, with new outside paintwork completed and restoration of the gardens, including the extensive automatic watering system, underway. The upgrade has also included new lighting and a new air conditioning unit.

JAMES COOK MUSEUM

National Trust James Cook Museum, Cooktown, Far North Queensland has been the focus of Board and State Management Team attention across the year as we prepared the property for significant investment, subject to funding to mark in 2020, the 50th year since the Museum was opened by Her Majesty Queen Elizabeth II in 1970.



Zara Clark Museum Volunteers visit the Jezzine Barracks, Townsville.

Back Row L to R: Barry Murley, Sandy Bogilevu, Annie, Ian Fishbourne, Neal Hammond, Bill Henderson

Front Row: Lorraine Robertson, Ann Gibbon, Margaret Murley, Nancy Young

Photographer: Geoff Phillips

Missing: Fergus Tait, Morag Rainford



The opportunity was taken to seek Federal and State Government funding to rebuild and enlarge the extension to the Museum and replace the failed two storey lift with a three storey version and this led to community and Board workshops and two grant applications. The Museum hosted a visit from the Prime Minister in January 2019 when he announced significant funding for significant council projects. Alas the National Trust was not successful with either its Federal or State grant applications. Despite this setback, a development application and heritage exemption application was lodged in March (both subsequently approved in August 2019) to enable essential repairs and new build of a new access ramp and lift structure in 2019/20 and 2020/21 subject to funding.

Community engagement included some 48 days of 'yarning' after a workshop in Cooktown to invite

the community to contribute their thoughts on how the Museum might interpret its collections and the impact of Cook on Cooktown. Led by Indigenous consultant Tristan Schultz of Relative Creative, working closely with our Indigenous Museum Officer, Harold Ludwick, and Traditional Owners, providing an opportunity for the Bama to tell their stories before Cook's landing in 1770. The stories of the 48 days that Cook stayed in Cooktown and the impact of Cook and European settlement to the present will be interwoven through the Museum in future presentations.

With community support, we applied to the Commonwealth to add Cooktown's Reconciliation Rocks to the Australian Heritage Register. Whilst not successful at the first attempt, it will automatically be reconsidered in 2020.

Branch Committee Reports

BRISBANE BRANCH

The Brisbane Branch Committee was re-invigorated for 2019, with the appointment of Marianne Taylor as the president. The branch hosted an event during the Australian Heritage Festival. The 'Flashback to the 50s' celebration was a massive success. The sell-out event saw 130 guests enjoy the heritage surrounds of the Elizabeth Picture Theatre (formerly the Irish Club), with a screening of the feel good Australian movie, "Ladies in Black", an exhibition of some of the costumes from the stage production of the same name, a talk on the history of the McWhirters building and Brisbane's retail history by author Melissa Fagan, and plenty of prize giveaways. National Trust ambassador Naomi Price hosted the evening and had the hard task of choosing the best dressed prize recipients from amongst the huge number of people who wore gorgeous 1950s outfits. Feedback was overwhelmingly positive and the Branch was inundated with enquiries about the next event.

BINNA BURRA, BEECHMONT AND CANUNGRA BRANCH

The Branch Committee promoted National Trust membership at the Old School, Beechmont, when open to the public. Some correspondence with the Defence Department and Scenic Council sought to open negotiations to improve access to and management of Defence owned land at Back

Creek, including Kilarney Glen near Canungra. The purpose of the Branch Committee is to support eco-tourism with a focus on walking trails.

REDLANDS BRANCH

Our inaugural meeting on 27 March 2018 was chaired by the CEO of the National Trust.

At the first meeting an overview of the Branch was discussed, i.e. name, geographic boundaries, current conservation campaigns in the area, partners in heritage, local historic societies and local Council advisors. Our involvement in current conservation campaigns include the Toondah Harbour's natural and cultural heritage, the future use of the Commonwealth lands at Birkdale, the protection of Willard's Farm and the planning mechanisms for the City Heritage Strategy/Policy for Redlands.

We have promoted and established partnerships with like-minded groups such as the Redland Museum, the North Stradbroke Island Museum, Ormiston House Committee, Birkdale Progress Association and the Redlands Creative Arts Alliance.

We have been supported by a number of local Councillors. We value their contribution and assistance to our Branch and look forward to an ongoing working relationship.





TOP LEFT: CLAREMONT

TOP RIGHT: NATIONAL TRUST VOLUNTEERS

BOTTOM: ROCKTON

REDLANDS BRANCH *continued*

Activities the Branch has been involved with over the last year include the celebration of the 25th Anniversary of the Ramsar declaration for Moreton Bay on 20 October at GJ Walter Park, which saw a huge public attendance. The National Trust's Annual Conference held in Ipswich in November was attended by 3 branch members. This presented an excellent opportunity for our members to see how other branches operated and offered great networking opportunities also. In February this year we had a special guest speaker at our meeting, noted historian and author, Peter Ludlow, who spoke about the history of Peel Island. This event generated a great deal of interest and we had over 100 people attend, which was wonderful for the Branch. The Australian Heritage Festival, whose theme was 'Connecting People, Places & the Past', was celebrated in April/May and our Branch successfully partnered with the Ormiston House committee who hosted a Champagne High Tea. Redland Museum also partnered with our Branch and presented three history narratives and a historically themed play offering two performances. All of these events were well supported and enjoyed.

The Branch acknowledge the Grand View Hotel proprietors, represented by their General Manager, Keith Noyes and former Grand View owners, Karen and Gerald Brock and thank them all for their generosity in allowing our Branch to convene our meetings at this wonderful historic establishment. Karen has been a National Trust member for some time, and the support of the Brock family and the current Grand View owners is appreciated.

IPSWICH REGIONAL BRANCH

An exciting and engaging twelve months, for Ipswich Regional Branch members and volunteers.

The highlight of the year was the hosting of the National Trust of Australia (Queensland) State Conference. Held in November 2018 it provided the opportunity for staff and members to work together during the planning stages of the conference and to share their passion for our cultural, built and environmental heritage.

A delightful blend of social events, industry specialist presentations and regional properties and branches presenting their stories and discussing their successes and their challenges, the conference was hailed as a great success

by the 80 delegates who attended the three day program.

The Ipswich Regional branch was pleased to share stories of one of its key activities, the Great Houses of Ipswich program and to provide a guided bus tour of some of our local architectural gems topped off with a farewell lunch at historic Gooloowan.

Great Houses of Ipswich was staged again in September 2018 and May 2019. It is proving to be enormously successful in raising awareness, within the broader community, of the value and diversity of our rich architectural heritage, and of the important role of The National Trust, in its promotion and protection.

Since the program was introduced, in May 2013, the generous owners of 24 private homes have thrown open their doors to an eager public. They have willingly shared their journeys of restoration and renovation without reservation, and all parties have been rewarded in the process. Since its inception, this unique program has enjoyed over 25,000 visitations. The trademarking of The Great Houses brand, has opened the door for other communities to emulate this success.

We pay tribute to Ipswich City Council, who have been partners in, and great supporters of, this event, over the past five years. We acknowledge our fabulous branch volunteers and of course the homeowners themselves, without whom it simply wouldn't exist.

The bi-monthly meetings of the Ipswich Regional Branch are held in the Barry Jones Auditorium at the Ipswich Library and we thank Ipswich City Council for making this excellent 110 seat venue available to us.

We combine our meetings with our regional Trust Talks. These have been enormously successful, bringing an ever widening group of community members across our threshold to hear great speakers sharing their knowledge on a wide range of topics. Whether the subject is heritage restoration, the local railways, Greek cafes, the adaptive re-use, redemption and resurrection of an historic local church as an Antique Centre, or stories of the humble brick, these Trust Talks provide popular and stimulating precursors to our branch meetings.

TOOWOOMBA REGIONAL BRANCH
*Incorporating HARRIS HOUSE and ROYAL BULLS
HEAD INN PROPERTY REPORTS*

The Toowoomba Branch is in its 46th year and we celebrated the work of Beris Broderick, who has dedicated more than 45 years to the National Trust. Beris continues to volunteer and to challenge the Branch with a myriad of ideas.

The past year has seen us consolidate our alignment with the statewide organisation, including transferring all funds to the centralised bank accounts. This process was ably led by Francis Manghubai, our treasurer, under the guidance of Ben Graziani, the Chief Financial Officer and his marvellous team. This also meant we were required to submit a budget for 2019/20. In May Francis trained a number of volunteers in the use of the eftpos machine and we are now able to allow visitors to pay by card for entry and purchases.

The Toowoomba Branch has conducted three very successful Branch gatherings for National Trust members and their guests. Linda Manghubai took on the overall organisation of these and provided a wonderful opportunity for us to socialise as well as learn. In November we visited three local private properties and had lunch at Harris House. In February we visited Mary Poppins Cottage in Allora and Glengallan Homestead and in May Peter Cullen led a guided tour of the cemetery and finished with lunch at the Inn. Linda also devoted time to preparing the Branch 'Catchup' with our Administration Officer, which allows us to keep members, volunteers and friends of the Branch up to date with all our activities.

Our monthly Open Days on the first Sunday of the month average 45 visitors, with some days better supported than others. Helen Moloney, our vice-chairperson takes a lead role in organising the focus for the days, as well as coordinating activities for our school visits throughout the week. This year we attracted 9 different schools, including some whose students participated in our new extended program with plenty of hands on fun.

Other forms of fundraising included catering for a variety of functions such as Heritage High Teas, Birthday parties, Christmas in July and other private events, including catering for a Christmas Lunch off site, for a group of 60. Most of the food is prepared, cooked and served by our volunteers and friends. We also made a decision to open every day for Carnival of Flowers week and we were thrilled to have almost 500 visitors in September.

Our major source of income this past year has come from the monthly Paranormal Investigations we host. Tina Mundt coordinates these activities with the team from South East Paranormal leading the investigations. The group also led 6 private investigations, including Haunted Down Under and Ghost Hunters Australia. Many people have returned 2 or 3 times to investigate, with evenings being sold out within days of advertising.

Our Open Days certainly benefit when we are part of the Chronicle's 'Ten things to do on the weekend' and Ros Scotney has a great segment on a Friday on the ABC. Our Facebook page for the Royal Bull's Head Inn promotes all the activities and now has a strong following. This year we introduced a ticket booking system operating through Facebook for all our events which has been very successful.

In January 2019 the Branch Committee held a planning day which was well attended. The results provided the underpinnings of our annual budget as well as short term goals and long term projects for the next two or three years.

The Branch has representation on the Statewide Collections Committee and actively participates. The Committee provides regular advice on our own collection items. In February we participated in the statewide audit of collections for NTAQ. Our challenge in the coming year is to work on the museum room to improve our visitors' experiences.

Stephanie Keays has provided the heritage advice to the committee once again this year and we really appreciate her input. Stephanie has also managed the Harris House project work for NTAQ. All the maintenance work we have completed at the Royal Bull's Head Inn is guided by Stephanie's expertise.

The upstairs window frames have all been repaired and painted and new curtains and blinds have improved the look of all the upstairs room. There is water damage in the upstairs parlour which is affecting the calico and the wallpaper, a task which remains to be addressed. We have stopped visitors entering this room to minimize the damage.

The floor coverings in the tearoom and the kitchen were deteriorating and have now been replaced with a serviceable linoleum. A small dresser has been purchased and once repainted will display and house our vintage china that is used for various functions.

The verandah boards have been cleaned and oiled and new steps for entry completed. We have also ordered handrails which will be erected in the near future.

TOOWOOMBA REGIONAL BRANCH *continued* *Incorporating HARRIS HOUSE and ROYAL BULLS HEAD INN PROPERTY REPORTS*

In August 2018 we were given approval to go ahead to start the restoration of the old stables to include a storage shed for items currently being stored in various rooms of the Inn. The old stable site has been cleared in preparation and the engineer drawings are underway for the storage shed. We hope to commence work in the near future. We were lucky enough to receive a donation of \$1,000 from Pat Weir MP for Queensland, towards the upcoming costs of work on these outbuildings. We thank him for his ongoing support of the local branch.

We have approximately 25 active volunteers who assist on Open Days, events and work each Wednesday to keep the building clean and well maintained. The garden beds have all been refreshed, the steps and trellis around the Old Dunny are repaired and a new pathway now provides access from the car park to the main entrance.

At Harris House the replacement of the original Marseilles tiled terracotta roof was the first project to be completed as part of the long term plans for the conservation works. With the new roof providing protection from the elements, work on the interior can be undertaken with confidence. These works are ongoing and so far have included repairs to the plaster walls, painting, floor polishing, removal of worn carpets, installation of new hallway carpet runners and updates to the bathroom and kitchen areas. NTAQ are currently seeking professional tenants for the building to provide an on-going source income. The branch has two rooms allocated for meetings, storage and office space for visiting NTAQ staff.

Debby Theodosius has been the Branch Administration Officer for six and a half years and has moved on to other things. Debby has provided wonderful support to the Branch Committee, filled the role of Branch Secretary as well as coordinating the volunteers and managing bookings for all our activities. We could not have asked for a better employee and we will miss her smiling face and caring approach to her work.

GYMPIE WORKING GROUP

The Gympie Working Group has met monthly and reviewed local and broader heritage and historical matters. We represented the district where and when required and have investigated and made recommendations on 'Copper Town' (Mount

Coora extant copper smelters and archaeological town site). We also made representation and recommended support for naming of the Thomas Powell Bridge on the new Bruce Highway Kybong diversion with the Department of Transport and Main Roads. We believe we represented the ideals and aims of the National Trust and community concerns in a professional manner.

We have been very active as individuals in several policy-setting areas of Gympie Regional Council. Our meetings continue to be a valuable source of inspiration and collective knowledge sharing that support these activities. Heritage is being well promoted in this region as a consequence.



Our People

Over the past year, our dedicated and passionate NTAQ team has grown to reach over a thousand people, dispersed throughout the twelve properties around the state.

The majority of staff (274 or 95%) are located at the Currumbin Wildlife Sanctuary site. This is the Head Office of NTAQ and sees these staff engaged in over 180 separate job roles from State Managers to snake handlers, vet nurses to visitor services, marketing to maintenance staff.

Employee numbers have been retained at consistent levels over the year, by rostering more hours per employee instead of increasing headcount; a strategy focused on increasing wages per person. In a national labour market defined by increased casualization, this focus by NTAQ seeks to minimize turnover and associated hiring and training costs and to maximize staff wage earning capacity, development, positive engagement with the organisation and delivering our company values. This format contributes positively to guest experience and productivity metrics.

Team member numbers across the sectors of Heritage Volunteers and Training Program Participants have remained stable or have slightly decreased this year, a reflection of minor changes to government training initiatives and time required for NTAQ to transition to new hosted training program formats. The numbers of Heritage Volunteers are anticipated to increase moving forward with the establishment of passionate new Branch Committees in Greater Brisbane and Redland Bay regions this year.

Growth in overall team numbers this year has been in the sector of Volunteer team members, specifically within the Park Volunteer program and Wildlife Volunteer program at Currumbin Wildlife Sanctuary. This outcome is a result of recruitment campaigns conducted by the Volunteer Program Managers, and has delivered increased support to Currumbin Wildlife Sanctuary operations in the areas of visitor information, horticulture and wildlife keeper assistance.

Overall the contribution of NTAQ Volunteers and training participants remains a significant and highly valued component of company operations as these sectors constitute 70% of the total work team. Balancing the multiple criteria required to ensure high levels of job satisfaction across both the paid and unpaid team sectors remains a critical focus for NTAQ. We acknowledge and respect that it is our people who deliver all activities required to achieve our company mission: *to protect, conserve and celebrate Queensland's environmental, built and cultural heritage.*



NTAQ STAFF NUMBERS	July 2017	July 2018	July 2019
Full Time	78	75	80
Part Time	67	66	53
Casual	129	132	141
Total Staff	274	273	274

VOLUNTEER PROGRAMS & COMMITTEES	July 2017	July 2018	July 2019
Registered NTAQ Heritage Volunteers & Committee Members *excludes ad hoc volunteer Heritage Helpers	135	135	131
Currimbin Wildlife Sanctuary Park Volunteers	187	188	231
Currimbin Wildlife Sanctuary Wildlife & Horticulture Volunteers	130	116	171
Currimbin Wildlife Hospital Volunteers	108	124	130
Total Volunteers	560	563	663

TRAINING PROGRAMME PARTICIPANTS	July 2017	July 2018	July 2019
School Based Trainees – Cert 3 in Hospitality, Tourism, Retail, Business and ICT	52	41	29
TAFE Students – Cert 3 Captive Animal Mgt, Cert 3 & 4 in Vet Nursing	45	53	35
University Intern placements in Vet Science, HR, Marketing, Events, Research and WHS.	10	12	4
Work for the Dole programme - in Maintenance, Horticulture and Admin support.	22	30	5
Total Training Programme Participants	129	136	73

TOTAL TEAM NUMBERS	963	972	1010
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WORKPLACE HEALTH & SAFETY

Workplace Health and Safety continues to be a major focus for all National Trust of Australia (Queensland) properties. Over 30 individual risk assessments were conducted across the properties over the last year, identifying many recommendations and changes at the properties.

At James Cook Museum, significant health and safety improvements are planned to include lighting, trip hazards, and poor accessibility into the capital works which are at tender stage. The veranda has been closed off to the public as the height of the rail does not meet code.

At Royal Bulls Head Inn, the outbuildings require conservation and where there is a risk the buildings have been fenced off. We have secured funds internally for the first phase of improvements in 2019/20 and the second phase are subject to grants in 2020/21.

There is a focus on improving accessibility at all properties with some improvements to the path at the Inn from the car park and a design for a new ramp underway.

At the Stock Exchange Arcade and Zara Clark Museum, there has been a focus on fire risk audit. Fire extinguishers have been added to the public areas of the Arcade and evacuation plans for the Museum updated. Given the nature of the collection displays in the Museum, a building not designed for this purpose, there is some fire risk and plans will be consulted on to mitigate the risk and disperse the collection working closely with the Stock Exchange Arcade over the next 3 to 5 years. Accessibility issues at the arcade will be included in future capital works.

In Ipswich, the risks of opening private properties for the National Trust's Great Houses of Ipswich were assessed and whilst there were two relatively minor incidents before and during, the event was very successful with the benefit of the advice from the WHS Advisor.

In Toowomba, we completed the replacement of the roof at Harris House and the first phase of an internal refurbishment completed. Further work will

be planned however the site and building are now ready for tenants and is already in use as a meeting place for the regional committee.

In Maryborough, at Brennan and Geraghty's Store, the lean on the 'dunny' is an issue that requires attention and will be included in the capital bids for the next financial year.

At our largest property, Currumbin Wildlife Sanctuary there was a strong focus on safety improvements across the site. Significant improvements to the miniature train network were made in accordance with the findings of an external audit that was conducted of the trains and track. Trees across the site are also an integral part of the ongoing considerations to ensure the safety of visitors and the team. Extensive site auditing of the trees by external auditors developed a program and prioritised action plan for addressing issues identified. A major upgrade was undertaken of site security infrastructure with a significant increase in the number of CCTV cameras across the site. These cameras have already proven valuable for incident investigation.

With the increase in numbers and capital works, the department has recruited an additional Workplace Health & Safety Officer to contribute a further 20 hours per week enabling the ability to further improving compliance. This is a key focus of the organisation and ensuring the correct documentation in place and continual roll out of safe work practices across the site.

Our relationship with Workplace Health and Safety Queensland continues to be strong with regular communication and site visits to ensure compliance. Our training programmes continue to be improved and during 2018 saw the introduction of online induction training which includes emergency procedures and security. We also launched an online contractor management system to manage contractor compliance, induction and sign-in at our Currumbin property.

During the year there has also been a focus on ensuring that there are a suitable number of first aiders for each NTAQ site to ensure compliance with the Code of Practice.

Working with the City of Gold Coast, Currumbin Wildlife Sanctuary participated in an accessibility audit of the site and launched an Accessibility Statement on the website promoting access.

Currumbin Wildlife Sanctuary continues to be a leader in the Accessible Tourism market and is working with other organisations to promote this further.



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 AM
- Dr Bruce Cook OAM
- Arthur Frame AM
- Ray Holyoak
- Dr Daniel McDiarmid
- Gina Palmer
- Dr Melanie Piddocke
- James Sedman
- Henry Smerdon AM

Dr Ian Galloway AM

President of NTAQ
BSc.Hons. PhD, M.Ag.St.

14 years as Councillor of the National Trust of Queensland (NTQ) from 2000 to 30 June 2014. Inaugural Director and President 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 ScienCentre 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 a Trustee of the John Villiers Trust, philanthropic entity for regional Queensland,

Member of CWS Committee, the Audit and Risk Committee, and the Nominations Committee

Dr Bruce Cook OAM

Deputy President of NTAQ
KCSJ JP(QUAL)

Member of CWS Board from 2008 to 30 June 2014. Inaugural Director of NTAQ from 1 July 2014. Headmaster of an Anglican independent boys' boarding and day school - The Southport School - 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 and the Nominations Committee.

Arthur Frame AM

Non-Executive Director
BA, FAIM, FAIAM, MAICD, MFIA

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, Australian Cultural Library and was a member of the Cultural Support Fund Committee of Queensland Arts Council. Artistic Director and CEO of Queensland Arts Council from 1999 to 2015.

In an Arts career spanning five decades, established an impressive reputation as an actor, director, administrator, education programme manager, executive production manager, technical stage director and playwright. Committed to the culturally-led revitalisation of regional communities through the arts, 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' programme since 2012. Currently Director of Brisbane Open House Limited.

Chairman of Ipswich Regional Branch Committee of NTAQ.

Ray Holyoak

Non-Executive Director
BAHons, GradDip Library & Information Studies

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 20 years' experience in North Queensland's unique regional variations. Based in Townsville, Ray has been a 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 c1889 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 Committee of NTAQ.

Dr Daniel McDiarmid

Non-Executive Director
CFRE, BA(Hons), MBA, PhD

Director of NTAQ from December 2014. 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 has previously served on the board of CFRE (Certified Fundraising Executive) International and is a former Fellow of the Fundraising Institute of Australia. He is an 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).

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

Elected to the Board in November 2016. 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 NTAQ Nominations Committee.

Dr Melanie Piddocke

Non-Executive Director

B Mus (Hons 1), AMA, PhD

Director of NTAQ from December 2014. 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 NTAQ Collections Committee.

James Sedman

Non-Executive Director

BCom, BIntBus, MBus (Applied Finance)

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

Henry Smerdon AM

Non-Executive Director
B.Com B Econ FCPA FAICD

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 NTAQ Audit & Risk Committee.

Committee Groups

CWS Committee – Henry Smerdon AM (**Chair**), Dr Ian Galloway AM, Dr Bruce Cook OAM, Don Channer, Amelia Evans

Audit & Risk Committee – Amelia Evans (**Chair**), Henry Smerdon AM, Dr Ian Galloway AM, James Sedman

Advocacy Committee – Stuart Lummis (**Chair**), Ray Holyoak, James Sedman, Andrew Ladlay, Jen Williams, Chris Buckley, Jannene Smith, Jane Alexander

Collections Committee – Dr Melanie Piddocke (**Chair**), Richard Ferguson, Dorothy Gibson-Wilde, Kris Patterson, Sheila King, Ken Brooks, Jacqui Collins-Herrmann

Nominations Committee – James Sedman (**Chair**), Dr Ian Galloway AM, Dr Bruce Cook OAM, Gina Palmer

Financial Reports

FINANCIAL PERFORMANCE (OPERATIONAL)

Year Ended 30 June (\$'000)	2019	2018	2017	2016	2015
INCOME					
Admissions	12,371	10,799	10,263	8,917	8,258
Merchandise & Photography sales	6,018	5,756	5,536	4,955	4,434
Food & Beverage Sales	4,388	4,089	3,824	3,442	3,082
Memberships	731	545	236	398	347
Sponsorships	140	85	100	158	78
Grants	116	375	161	169	119
Donations/bequests	124	79	135	149	447
Distributions from CWHF	917	550	460	317	396
Rent income	408	449	441	444	383
Car parking receipts	533	467	378	354	272
Other operating income	849	846	892	857	674
TOTAL INCOME	26,595	24,039	22,425	20,161	18,490
EXPENDITURE					
Cost of Sales	3,194	3,111	2,930	2,718	2,461
Employee expenses	12,872	11,779	11,002	10,130	9,014
Advertising & marketing expenses	682	687	775	800	821
Repairs & Maintenance	1,420	1,265	1,353	1,147	1,165
Council rates and water charges	430	402	400	365	380
Insurance premiums	201	177	140	297	349
Directors remuneration	108	109	108	108	108
Other expenses	3,557	3,221	3,020	2,731	2,457
TOTAL EXPENDITURE	22,465	20,750	19,728	18,296	16,756
Net Operating Result before non operating items	4,130	3,289	2,697	1,865	1,734
Non Operating/Non Cash Items					
Less Depreciation	1,238	1,038	1,014	916	807
Less Loss on sale of non-current assets	-	412-	-	-	-
Add Gift - Harris House Toowoomba	-	2,069	-	-	-
+/- Gain/(Loss) on revaluation of investment properties	102	273	(29)	586	398
Total Non Operating/Non Cash Items	(1,136)	1,716	(1,043)	(330)	(409)
Overall net result for the year (per audited accounts)	2,994	5,005	1,654	1,535	1,325

FINANCIAL SUSTAINABILITY

Financial Position as at 30 June (\$'000)	2019	2018	2017	2016	2015
CURRENT ASSETS					
Cash and cash equivalents					
Cash and cash equivalents	3,110	4,749	3,970	3,292	2,607
Trade and other receivables	681	1,167	928	708	825
Financial assets - term deposits	3,505	5	-	-	-
Inventories	574	559	627	618	553
Other assets	552	307	294	270	408
Other financial assets - external appeals	767	-	-	-	-
TOTAL CURRENT ASSETS	9,189	6,787	5,818	4,887	4,393
NON-CURRENT ASSETS					
Property, plant and equipment	60,698	59,437	47,421	45,503	43,200
Investment property	7,297	7,195	6,922	6,871	6,284
TOTAL NON-CURRENT ASSETS	67,995	66,632	54,343	52,373	49,484
TOTAL ASSETS	77,184	73,419	60,161	57,261	53,878
CURRENT LIABILITIES					
Trade and other payables	2,417	2,025	2,049	1,607	1,646
Borrowings	59	95	99	109	12
Employee Benefits	1,121	1,036	847	808	707
Other - external appeals	767	-	-	-	-
TOTAL CURRENT LIABILITIES	4,364	3,156	2,995	2,524	2,364
NON-CURRENT LIABILITIES					
Interest bearing liabilities	41	58	153	221	29
Employee Benefits	271	269	299	291	279
TOTAL NON-CURRENT LIABILITIES	312	327	452	512	308
TOTAL LIABILITIES	4,677	3,483	3,448	3,035	2,672
NET ASSETS	72,507	69,936	56,714	54,225	51,205
EQUITY					
Asset revaluation surplus	45,083	45,506	37,289	36,455	34,970
Accumulated surplus	27,424	24,430	19,425	17,771	16,235
TOTAL EQUITY	72,507	69,936	56,714	54,225	51,205

Our Supporters

The National Trust would like to acknowledge the generous support of our partner organisations, government bodies and philanthropists in helping us deliver some of our most dynamic projects.

The Queensland Department of Environment and the Great Barrier Reef, Science and Arts is our major grant supporter.

Special mention must go to long-term major sponsors for their generous support

- The Star Entertainment Group
- Commonwealth Bank of Australia
- Gold Coast Airport
- John Flynn Private Hospital

Currumbin Wildlife Sanctuary and Currumbin Wildlife Hospital Foundation sponsors

- Bidfood
- Schweppes Australia
- Peters Ice Cream
- Vittoria Coffee
- Kodak Moments
- Experience Oz
- Burleigh Brewing Co
- Prestige Services Training
- Volunteering Services Australia
- JTB
- John Flynn Private Hospital
- Gold Coast Airport
- Commonwealth Bank
- UGG Australian Made
- RACQ
- Rose Litigation Lawyers
- Hungry Jacks
- Domino's Pizza Tugun
- The Bay Boozatorium
- Mick's Tree Services

- Document Solutions
- Lacey Group
- Twin Towns Clubs & Resorts
- Moana Bikini

A number of individual donors have also contributed with special mention to:

- Jan Stuckey
- Kerry Sheppard
- The Gash Family

Many of the City of Gold Coast Councillors have also made generous contribution from their divisional funding.

• Cr Gail O'Neil	Division 14	\$10,000
• Cr Pauline Young	Division 12	\$5,000
• Cr Hermann Vorster	Division 11	\$10,000
• Cr William Owen-Jones	Division 2	\$1,000
• Cr Donna Gates	Division 1	\$1,000
• Cr Bob La Castra	Division 8	\$10,000
• Cr Peter Young	Division 5	\$5,000

CORPORATE PARTNERSHIPS

Thank you to our Corporate Partnerships for the 2018-19 year that amounted to \$30,800.00.

- ProBuild
- Tattersall's Club
- Sunshine Coast Regional Council
- McMillan Heritage Plastering
- QUT
- Everick Heritage Consultants
- K.M Smith Funeral Directors
- Brisbane City Council
- West Village
- Urbis
- J Hutchinson Pty Ltd
- SCI-Fleet
- City of Gold Coast
- Cooroy Future Group Inc
- Toys2UPty Ltd
- Department of Environment & Science
- ShareRing Australian





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