



ANNUAL GENERAL REPORT

2017/18



Harris House, Toowoomba.



National Trust of Australia (Queensland) Ambassadors - Naomi Price and Luke Kennedy

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CHAIRMAN'S AND CEO'S SUMMARY REPORT

2017/18

The National Trust of Australia (Queensland) has delivered another year of extraordinary financial performance. We express our thanks to our staff and volunteers, the direction from our Board, our Committees and our Corporate Partners for their dedication and support.

The outstanding trading of National Trust Currumbin Wildlife Sanctuary forms the backbone of our success, with increased profits for the fourth year in a row based on a 7.3% increase in attendances to 547,112 visitors in FY17/18, plus an estimated 200,000 additional non ticketed free visits to the famous Lorikeet Feeding experience and Friday night Food Market.

Investment in National Trust Currumbin Wildlife Sanctuary has continued to improve the visitor experience and cement it as the premier wildlife attraction in South East Queensland. The launch of the Lost Valley precinct within the Sanctuary was the single biggest investment in the Sanctuary in its history and opened in December 2017 ahead of the 2018 Gold Coast Commonwealth Games in April. Lost Valley is an immersive experience featuring five acres of stunning rainforest, running streams and waterfalls, 300 metres of raised boardwalks and one of the largest walk through aviaries in the Southern Hemisphere.

Our staff and volunteers were heavily involved supporting the 2018 Gold Coast Commonwealth Games. We were thrilled that our Currumbin Wildlife Hospital Foundation was a charity of choice to receive significant proceeds (some \$100,000) from the sale of the 2018 Gold Coast Commonwealth Games Mascot Borobi plush toys. We were proud to see Luther Cora, a proud ambassador of the Yugambah Language Group, perform and direct The Gathering 2018, the indigenous content of the 2018 Gold Coast Commonwealth Games Opening Ceremony.

Luther and family perform daily at National Trust Currumbin Wildlife Sanctuary. We are proud also of our staff and volunteers who volunteered for the Games itself, not least Jenny Maginnis (NTCWS Visitor Services Manager) who was chosen to carry the Queen's Baton through Palm Beach. Currumbin hosted three public events: the walking, cycle time trial and cycle races, with very positive community engagement thanks to the operational team led by Michael Kelly (General Manager), supported by offsite activities led by Paul Guerin (General Manager - Entertainment) and marketing led by Jayme Cuttriss (General Manager Marketing & Sales).

The growing number of National Trust Memberships across Queensland is particularly pleasing. Our current membership base has grown at a rate of over 30% in this financial year to over 15,000 members. Strong membership provides both the best evidence of support but also the financial means to invest in properties and causes which, by their very nature, cannot always look after themselves. Our thanks to the established Branch Committees who volunteer so much time across Queensland and we welcome new Branch Committees representing, Redlands, Binna Burra, Beechmont and Canungra in the FY17/18. We continue to value our role as a Founding Partner within Brisbane Open House and support Maryborough and Gold Coast Open Houses. The Open House event is expanding across Queensland and we look forward to supporting Sunshine Coast in the year ahead.

Two highlights in May 2018 year were Great Houses of Ipswich (after the earlier September 2017 event) then The National Trust of Australia (Queensland) Heritage Awards – the peak event closing the annual Australian Heritage Festival. We appreciated the support of our Governor, His Excellency The Honourable Paul de Jersey AC, Governor of Queensland (Patron of the National Trust), and The Honourable Leeanne Enoch, State Minister for

Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts who both spoke so eloquently at the Awards held at the iconic Old Museum, Brisbane.

We have added this year a series of the increasingly popular 'The Trust Talks' on interesting topics with excellent outside speakers. We are delighted with the strong support for this initiative, a wonderful way to learn from others, to engage with topics relevant to our mission and to enjoy some social networking between members and non-members alike. We have seen the Trust brand quoted more regularly in the media, and have engaged on a more regular basis with the State Department of Environment and Science Officers.

We are proud of our work promoting heritage ahead of the State Election and respect the responses of three major parties. We appreciate the working relationship with the State Government and the constructive, albeit at times appropriately critical dialogue that has been established in the common interest of protecting, conserving and celebrating Queensland's environmental, built and cultural heritage.

We have established a Collections Committee, chaired by Director Dr Melanie Piddocke, with volunteer representatives from the regions across Queensland. We established the Collections Valuation project and have set aside funding for the Collections Database, which for the first time in a generation will use software compatible with our



Ian Galloway

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

colleagues in other member Trusts across Australia.

We are particularly proud of the approval by Reconciliation Australia of our state-wide Reconciliation Action Plan approved by our Board in June 2018 and launched publicly in August 2018. As we approach the 250th anniversary of James Cook exploring the east coast of Australia, in 2020, we are mindful of the impact of Cook on Australia and the indigenous populations of the same. Hence we welcomed Indigenous consultant Tristan Schultz to lead a 43-day 'yarning' in Cooktown that saw engagement with the Cooktown Community to offer opportunity to the Bama to have more of a voice, to interweave the Bama story through our exhibitions, to tell more of the stories of the 48-day stay of the Endeavour.

We acknowledge the dedication of those included with our regional heritage properties who tirelessly give their time to education programmes for children year round. We highlight the new interactive programmes at National Trust Wolston Farmhouse.

Finally, we close by remembering the extraordinary contribution of Ann Garms, former National Trust of Queensland Councillor, and Deputy President of the National Trust of Australia (Queensland), a passionate and elegant champion of Queensland heritage who sadly lost her fight with cancer, soon after the end of the FY17/18. Ann, we will remember you and keep up the fight.



Jonathan Fisher

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

YEAR IN REVIEW

COMMUNITY ENGAGEMENT

It has been a wonderful year for Community Engagement creating many opportunities to build on our brand presence, our relationships, and connecting with a wider audience ensuring we are recognised as a trusted and positive custodian within our communities. This year was incredibly busy with much activation at our properties or in support of them through events, projects and other media and television broadcast opportunities.

Highlights across FY17/18 included:

- September 2017 and May 2018: National Trust Great Houses of Ipswich
 - October 2017: Brisbane Open House – 2017 Gold Coast Open House – 2017 Maryborough Open House
 - October 2017: The Halloween Event 'FestEvil at the Fangtuary' at Currumbin Wildlife Sanctuary, a sell-out community event
 - December 2017: Today weather cross Channel 9 – Lost Valley Launch
 - April 2018: embraced opportunities to support the Gold Coast 2018 Commonwealth Games including:
 - A 20-minute video package highlighting Currumbin Wildlife Sanctuary as a must-see destination, produced in partnership with the Gold Coast Airport, welcoming every international guest during the Commonwealth Games through the airport's Arrivals Hall
 - Commonwealth Games Cycling Event activations on Currumbin Beachfront with GOLDOC
 - Currumbin Wildlife Sanctuary volunteers and staff recorded for the National Anthem backing video featured in the opening ceremony
 - Sunrise weather cross Channel 7- Commonwealth Games special filmed onsite at the Currumbin Wildlife Sanctuary
 - April 2018: Supporting Currumbin RSL at the ANZAC Day Channel 7 Broadcast- National Trust of Australia (Queensland) Paul Guerin, General Manager Education, Creative & Community Engagement acting as Broadcast Floor Manager
 - May 2018: National Trust of Australia (Queensland) Heritage Awards, The Old Museum, Brisbane.
 - The National Trust of Australia (Queensland) showcased and celebrated the wider community by presenting the Queensland Heritage Awards, recognising outstanding achievements in conservation and heritage throughout Queensland communities. Alongside the Heritage Award Category winners, the Trust presented awards for the Young Volunteer of the Year, Volunteer Group of the Year, National Trust of Australia (Queensland) Volunteer of the Year, and the prestigious John Herbert Memorial Award, recognising the most outstanding nomination of the year.
- The formal cocktail event was well attended by 200 guests including His Excellency, The Honourable Paul de Jersey AC, Governor of Queensland (Patron of the National Trust), The Honourable Leeanne Enoch, State Minister for Environment and The Great Barrier Reef, Minister for Science and Minister for the Arts; Mayor Tracey Dobie (Southern Downs Regional Council); Deputy Mayor Amanda Camm (Mackay Regional Council); Councillor Vicki Howard (representing Mayor of Brisbane City Council); Councillor Rose Swadling (representing Mayor of Rockhampton Regional Council); Councillor Fran Mann (Mackay Regional Council) and Councillor Laurie Koranski (Logan City Council).

Luther Cora –
Yugambah Aboriginal Dancer



Co-hosted by National Trust of Australia (Queensland) CEO Jonathan Fisher and National Trust of Australia (Queensland) Ambassador Luke Kennedy, guests were entertained by the musical talents of Somerville House senior students upon arrival and enjoyed pre-award drinks and canapés on the balcony before being welcomed inside the main studio hall. The event was officially opened with a moving instrumental arrangement of 'Advance Australia Fair' performed by Duncan Gardner and the Enoggera Ensemble, who performed a second piece later in the evening, 'God Save the Queen.' Luke Kennedy performed his original song, 'History's Gift', that was written and produced for the 2017 Heritage Awards event, and, alongside songwriters and composer Paul Guerin and Mark Watson, was recognised for receiving two International Songwriting Awards for this moving piece. Luke closed the evening with a wonderful rendition of 'You're the Voice'.

'History's Gift' is available on the website:
<https://www.nationaltrust.org.au/historysgift/>

- June 2018: The National Trust of Australia (Queensland) Reconciliation Action Plan (RAP) – officially endorsed by Reconciliation Australia (presented and endorsed by the National Trust of Australia (Queensland) Board in July 2018 and formally adopted and publicly launched 22 August 2018).
- The new three-year agreement with Kalwun Corporation enabling continued presentation of a daily Aboriginal Culture show at National Trust Currumbin Wildlife Sanctuary

2018 saw the launch of a series of very successful 'The Trust Talks' created and led by National Trust of Australia (Queensland's) Jane Alexander, Manager Heritage Advocacy, referred to later in this report.

OUR RECONCILIATION ACTION PLAN (RAP)

Our RAP identifies the commitment National Trust of Australia (Queensland) has to our existing relationships and will further promote partnership and employment opportunities with Aboriginal and Torres Strait Islanders. We will continue to engage with local Aboriginal and Torres Strait Islander communities and existing Aboriginal and Torres Strait Islander staff and contractors to strengthen our communications and representation of the Aboriginal and Torres Strait Islander culture and heritage through our workplaces and community interactions.

Areas of focus will include employment, education, procurement, design and delivery of National Trust of Australia (Queensland) products and services. This focus will incorporate Aboriginal and Torres Strait Islander displays, dance, storytelling, artwork and artefacts, signage, interpretation and workplace cultural training. We believe our RAP will help to not only bridge the gap, but make new connections with people from all over the world.

Our National Trust of Australia (Queensland) RAP has been broken into a two-stage approach, based on regions of Queensland. We will establish the RAP process firstly at the largest NTAQ site of Currumbin Wildlife Sanctuary, within the Gold Coast

region. Stage two will expand to the other regions of Greater Brisbane, north Queensland and far north Queensland. This staged approach will allow us to provide a tailored and respectful method to gain the best impact for all stakeholders, importantly the communities specific to each region.

Three key areas are:

Relationships

Building strong relationships between Aboriginal and Torres Strait Islander peoples and other Australians is important to National Trust of Australia (Queensland) as this forms part of our core business activities and involves engaging with communities and being a leader in cultural and eco-tourism. As such, the sharing of experiences, communication and showcasing of natural and cultural heritage will help to strengthen existing partnerships and create new opportunities.

Respect

The core business pillars of National Trust of Australia (Queensland) are to be a trusted custodian, a recognised, respected and engaged organisation, a champion for sustainable Queensland heritage, an organisation of choice for employees and volunteers, a financially secure independent charity, a leader in cultural and eco-tourism, and a provider of engaging and memorable learning experiences. It is the intention that activities of the Trust are directed towards the achievement of these long-term goals to deliver enduring quality, unique experiences and a trusted, respected and authentic representation of natural and cultural heritage. National Trust of Australia (Queensland) is striving to place the organisation as a leading platform to support the presentation of Aboriginal and Torres Strait Islander peoples and their cultures.

Opportunities

Engagement with Aboriginal and Torres Strait Islander peoples, organisations and communities is of high importance to National Trust of Australia (Queensland) and our core business activities. As an organisation that works in the tourism space, promoting environmental and cultural heritage, it is mutually beneficial to embed opportunities for positive Aboriginal and Torres Strait Islander interactions throughout a number of our business activities. These touchpoints include supporting employment, procurement, professional development of our Aboriginal and Torres Strait Islander National Trust of Australia (Queensland) peoples and showcasing and promoting Aboriginal and Torres Strait Islander cultures and products within our business offerings.

Our Organisation

It is with our RAP that we aim to consistently deliver a trusted and true cultural experience that can capture the essence of who we are as a nation and inspire the next generation to recognise that we are all different and can celebrate our diversity to come to a richer life experience for all. The intention of the National Trust of Australia (Queensland) RAP is to connect with the individual in the hope that we can deliver awareness and opportunity to the lives of many.

MARKETING UPDATE

In the FY17/18, we focused our efforts on defining the National Trust Brand across Queensland, to ensure that we grow our brand recognition and value. This is imperative as we build our presence in Brisbane and the regions, and continue to grow our membership product. The launch of our new Brand Style Guide outlined how we should communicate our brand effectively, by promoting consistency across all properties through branded marketing, collateral and advertising.

We continued to promote the organisation's mission to protect, conserve and celebrate Queensland's environmental, built and cultural heritage. We also continued the Currumbin to Cooktown messaging to explain the diversity of our state-wide organisation. Towards the end of FY17/18, new membership collateral was devised to enforce this messaging, using the Cooktown Orchid as the state floral emblem throughout the series of collateral.

We worked hand in hand with Wolston Farmhouse personnel to promote unique events including concerts and Mother's Day and supported our regional properties to ensure they received maximum exposure. The marketing team support the Great Houses of Ipswich event in September 2017 and May 2018 as an opportunity to increase membership in the region and to grow brand awareness at this wonderful event. Marketing also supported The Trust Talks, which has proven to be very successful, to remind our audience that advocacy and a love of heritage bring people together in this series of entertaining events.

MEMBERSHIP

We saw membership grow on the back of the strong attendances at Currumbin Wildlife Sanctuary and the strong community engagement in South East Queensland and Northern Rivers regions. We saw some uplift across Brisbane and the regions with the launch of The Trust Talks and the Advocacy Committee. A focus for FY18/19 will be to

reinvalidate the membership programme with good partner benefits exclusive to our members and a renewed focus on the travel benefits worldwide to our members. We have also grown our e-Newsletters monthly and our special events newsletters, as well as focused on our social media as a convenient way to stay up to date with community events. This is in addition to the beautiful TRUST, The National Trusts of Australia magazine produced nationally which showcased National Trust sites and stories from around Australia, including the stories on the new Lost Valley precinct at Currumbin Wildlife Sanctuary, The Cook 250 Project, Brennan & Geraghty's Museum Store, Striving For Balance – Queen's Wharf Brisbane, along with a Currumbin to Cooktown road trip story, showcasing Queensland to the rest of our National Trust members nationwide. Our current membership base has grown at a rate of some 30% plus to 15,000 in the FY17/18.

FUNDRAISING REPORT

National Trust of Australia (Queensland) has invested in how people can help fund the property portfolio and to continue to ensure we are paying forward to future generations of Queenslanders a heritage to be proud of.

We have opened several new channels alongside the normal donation pathway. An annual property appeal was established in June 2018, focusing this year on Harris House, Toowoomba. This house came to the Trust by way of a bequest from the late Neva Byrne. Harris House needs funding for major roof and plaster repairs.

We launched our new Corporate Partnerships programme this year, giving small business and larger corporations an opportunity to inject funds into our properties, events and support the advocacy mission of our organisation. The partnerships start at \$500 for small businesses through to large contributors such as Ansvr and Southbank Insurance Brokers, who sponsored this year's Heritage Awards with our long term sponsors The Star Entertainment Group.

An inaugural 'Heads of Heritage' lunch brought together potential corporate partners from different business and corporate backgrounds to hear from National Trust of Australia (Queensland) and in turn encourage collaborative relationships gain the best heritage outcome for the community. The first lunch was sponsored by Urbane Restaurant, with wines supplied by Craggy Range. The guest speaker on our subject 'Save the Queenslander' was well known Queensland Rugby League personality and Indigenous Champion– Steven 'The Pearl' Renouf, who gave

us an entertaining insight on his dealings owning a Queenslander and his thoughts on cultural heritage going forward as an indigenous Australian.

GRANTS

During the FY17/18 NTAQ completed projects with grant funds of \$351,299 (exclusive of GST) as follows:

- \$41,400 from the Qld Government Department of Environment and Heritage Community Sustainability Action Grant Programme for external oiling and painting of Royal Bull's Head Inn property in Toowoomba.
- \$49,200 from the Qld Government Department of Environment and Heritage Community Sustainability Action Grant Programme for brickwork conservation at the Stock Exchange Arcade property in Charters Towers.
- \$5,000 from Townsville City Council for replacement of balustrades at the Heritage Centre, 'Currajong', Townsville.
- \$225,000 from Qld Department of Tourism, Major Events, Small Business and the Commonwealth Games Tourism Demand Driver Infrastructure Grants Programme for a Multifunctional All-weather Entertainment Building at Currumbin Wildlife Sanctuary.
- \$16,310 from NSW Department of Environment & Heritage for Saving our Species Eastern Bristlebirds Conservation Project.
- \$14,389 from Qld Government Gambling Community Benefit Fund grant for purchase of oxygen generator for Currumbin Wildlife Hospital.

BEQUESTS

The major bequest received during FY17/18 was gifted ownership of a property (Land & Buildings) at 1 Clifford Street, Toowoomba, known as 'Harris House' from the Estate of Neva Sears Byrne. NTAQ assumed ownership of this property on 2 August 2017. A valuation of the property was undertaken by APV Valuers and Asset Management and its fair value was determined at \$2,068,777. There was a smaller bequest of \$5,000 received from the will of E Loutitt for Currumbin Wildlife Sanctuary.

DONATIONS

During the FY17/18 NTAQ received donations of \$79,277 including \$50,312 raised from Currumbin Wildlife Sanctuary's lorikeet feeding with bowls available for a gold coin donation.

LIFELONG LEARNING

CURRUMBIN WILDLIFE SANCTUARY EDUCATION

Currumbin Wildlife Sanctuary based Education Department has experienced a year of growth, increasing revenue by over 6%, up from \$397,672 in FY16/17 to \$422,163 in FY17/18. Attendance numbers also grew significantly, jumping from 25,442 students to 27,053 students.

At the beginning of 2018, we welcomed a new Education Manager, Amelia Morris, to the Education team. Amelia has had a positive impact on the department's performance in a very short period of time, conducting a profitability assessment on all current Education programmes being offered. This was primarily done to assess the ongoing viability of these programmes and identify areas for improved efficiencies. From this process, it was decided that Eco Rangers and Creature Keepers would be replaced with the newly branded Wild Adventures school holiday programme.

Education has been working alongside Marketing to develop newly branded collateral including 18 individual lesson plans for teachers and corresponding activity sheets for students. An Education booklet has also been created to showcase the full suite of programmes and an Education brand video was produced to showcase all Education programmes on offer to each specific market.

This collateral has begun rolling out and will be distributed to all schools within the Brisbane to Byron Bay region within FY18/19.

Education finalised their previous sponsorship agreement with The Pines Elanora and are excited to welcome a new partner for the Education Precinct-Prestige Service Training. Prestige Service Training and Currumbin Wildlife Sanctuary have a well-established relationship working together over the last six years to develop student-based

trainee opportunities and offer existing staff training through many varied certificate and diploma courses. This newly formed partnership cements the joint commitment both organisations have in providing high quality education to students across the greater South East Queensland region. Prestige Service Training joins the Education team in a three year partnership providing \$60,000 in financial support across this term.

FY17/18 also welcomed 16 new schools to the Sanctuary that had not previously visited, or had not visited in many years. The Education Team is focused on developing more opportunity in the market, south of Tweed Heads and north of Southport, over the next financial year to grow attendance rates in these regions.

Education also began to generate more feedback from our teachers and students visiting the Sanctuary through surveys, to not only track how we are doing but how and where we could improve. Surveys found that within a 5-star rating system (1 being poor, 5 being excellent), Education scored very high overall. 94% of respondents rated teaching staff 4-stars or more, 90% of respondents rated the booking process 4-stars or more, 88% of respondents rated education content 4-stars or more and 86% of respondents rated the arrival process 4 stars or more. We will seek to improve on these statistics over the next financial year and respond to all feedback to continually improve the department. Surveys for offsite events are being developed to roll out in the 2018/19 financial year. Currently, 50% of education visitations utilise the Wildlife Discovery experience offered.



WILD ADVENTURES SCHOOL HOLIDAY PROGRAMME



**GET EXCITED
GET READY
GET WILD**

Our brand new and exciting school holiday programme puts participants right in the heart of the action at Currumbin Wildlife Sanctuary. Attendees will participate in activities exclusive to the Wild Adventures school holiday programme including enrichment feeding, behind the scenes access and up-close and personal animal encounters.

Two age groups per day allow for tailored and specific content to ensure everyone has an enjoyable day: 6-9 years old and 10-14 years old



Community Courses

Overall the Community Courses have continued to do well in the FY17/18, providing a valuable educational resource for adults that are looking to expand their knowledge and skills within the animal industry. With our popular Aussie Wildlife Course, which arms participants with the skills to assist an injured animal, to specialised avian and reptile courses, our Community Courses have continued to prove popular. Plans have commenced expanding programmes into new areas to reach new customers. New courses may include Mammals, Indigenous Food, Introduction to Vet Nursing and Introduction to Animal Training.

Wildlife on Wheels (WOWS)

WOWS are beginning to grow back into the expo and events space, reconnecting relationships with large operators around the Brisbane and Gold Coast areas. Indigenous and Educational Wildlife on Wheels are growing in popularity and there are plans to introduce Indigenous WOWS for expos that include cooking and food use elements to help grow this market.

Some of the more notable events we have attended include Paws and Pizzazz Expo and key activation stations during the Commonwealth Games.

Wild Adventures

Replacing its predecessors Eco Rangers and Creature Keepers, Education's brand new and exciting school holiday programme puts kids right in the heart of the action. With activities exclusive to the Wild Adventures programme including enrichment feeding, behind the scenes access, and up-close and personal animal encounters, participants can get set for a school holiday experience like never before. The five different action-packed days allow for return bookings of participants. The five days include Animal Trainer for a Day, Paws and Claws, Keeper for a Day, Slimy and Scaly and Vet for a Day.

Wild Adventures was received with great enthusiasm from the public, with over 15 schools advertising the programme in their newsletters. The new school holiday programme was sold out mid-June and ran at full capacity for the five day period, with 150 students participating. Representatives from Kids on the Coast magazine attended and provided editorial reviews on the action-packed days the students experienced.

WOLSTON FARMHOUSE EDUCATION

Whilst Wolston Farmhouse education suffered a decrease in attendance in FY17/18, with 896 students compared to 1,160 students in FY16/17, the numbers are up on the low point of some 700 students in FY15/16. There has been a changeover in staffing for Wolston Farmhouse Education and an adjustment to the programme delivery. Bookings in the year ahead are stronger.

We have modified our drama immersion programme 'Stepping into the Past' to allow for future growth in the capacity of students able to attend in the one day.

Within the original colonial setting of Wolston Farmhouse, students have the opportunity to take part in a drama immersion programme where they are transported back to the 1850s as servants for the first owner of the farmhouse, Dr Stephen Simpson. Both within the rooms of Wolston Farmhouse and the surrounding gardens, students participate in activities such as cooking, cleaning and washing, just as it would have been in colonial times. They have the opportunity to play traditional games popular in the nineteenth-century. At all times supervised by their teachers and helpers, they are supported and guided through the experience by trained staff and volunteers. Appropriate for Prep to Year 6 – Highly recommended for Years 1-3, 'Stepping into the Past' continues to receive positive feedback from both students and teachers alike and is linked to the Australian Curriculum.

www.nationaltrust.org.au/educationprograms/steppingintothepast/

NATIONAL TRUST EDUCATION PROGRAMMES

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



STEPPING INTO THE PAST:

**EDUCATION PROGRAMMES
AT WOLSTON FARMHOUSE &
ROYAL BULL'S HEAD INN**

TRUSTED CUSTODIAN

COLLECTIONS COMMITTEE

Now in its second year of operation, the Collections Committee has continued to address issues relating to collections care and management across the state.

This year we have been joined by Richard Ferguson, as Collections Project consultant and the committee has provided a useful forum for updates and discussions of the collections project. In addition, we have had a change of membership following the resignation of Rhonda Micola in Atherton. Jacqui Collins-Hermann in Cooktown has now joined the committee as a representative of the northern properties. Much of the committee's discussions this year have revolved around donation offers. The Trust has been offered a variety of objects over the course of the year and the conversations had by the Collections Committee regarding their acquisition have helped to enhance our understanding of our collecting aims and capacity. This has also been a useful step in moving towards more centralised collections management procedures.

Reviewing the number of large items that have been offered to the Trust over the course of the year, such as furniture and machinery, highlights the need for the Committee to very carefully consider our capacity to appropriately care for such items, however attractive they may be. Some procedures still require refinement, but it is hoped that these will be clarified once the activities of the Collections Committee is embedded within a state-wide Collection Policy.

The Committee continues to provide a valuable link between the Board and properties and has given the Board greater insight into best practice management of collections while providing volunteers with an enhanced awareness of the Board's aims and expectations. The valuation of the collections for balance sheet purposes has progressed and will continue in the FY18/19.



Zara Clark Museum, Charters Towers.



James Cook Museum, Cooktown

A VOICE FOR QUEENSLAND'S HERITAGE

ADVOCACY COMMITTEE

The National Trust of Australia (Queensland) is committed to being a strong voice for Queensland's heritage. To achieve this in FY17/18, we supported a new internal role of Manager Heritage Advocacy and established a full Advocacy Committee.

Our strategic aims for advocacy in FY17/18 were to:

- Proactively advocate for Queensland Heritage and Environment with effective implementation of our advocacy plan.
- Utilise mass media to support the advocacy role of the National Trust of Australia (Queensland).
- Enhance our capacity to quickly respond to relevant events, issues and controversies.
- Engage our members, team, volunteers and wider public to support advocacy.

This report sets out our major achievements in FY17/18. Information on all our advocacy actions can be found at:

www.nationaltrust.org.au/advocacy-qld/

ADVOCACY COMMITTEE

The Committee's role is to assist the National Trust Board to 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, environmental and cultural heritage by the 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 comprises the following expert advisory members:

- Stuart Lummis – Chair
- Ray Holyoak – National Trust of Australia (Queensland) Board and far north Queensland representative
- James Sedman – National Trust of Australia (Queensland) Board representative
- Chris Buckley – Town Planner
- Andrew Ladlay – Heritage Architect
- Jannene Smith – Heritage Architect
- Jen Williams – Policy Advisor

ADVOCACY HIGHLIGHTS

The Trust Talks

In 2018, we launched a quarterly speaker series called The Trust Talks. The Trust Talks are a series of speaker events that provide up to date, relevant information, discussions and debate about heritage conservation in Australia. This series was made possible by generous sponsorship from Extent Heritage Advisors.

The Trust Talks aim to open the doors for innovation, collaboration and celebration of our heritage. Each talk showcases some of the heritage industry's brightest talents, who join us to examine the issues involved with protecting, conserving and celebrating our environmental, built and cultural heritage.

The following Trust Talks were held in FY17/18:

- Finding the Room to Breathe: Managing the 'Setting' of Heritage Places in our Crowded and Expanding Cities

Venue: United Service Club

Speakers: Dr Andrew Sneddon, Dr Maclaren North, Jane Alexander

- The Debate: Head in the Cloudlands - There is too much idealism in heritage

Venue: Spring Hill Reservoirs

Speakers: Meredith Walker AM, Dr Andrew Sneddon, Christina Cho and Jane Alexander

- Managing the Heritage of Wounded Places

Venue: Boggo Road Gaol

Speakers: Jane Alexander, Libby Blamey, Dr Susan McIntyre-Tamway

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

Venue: Tattersals Club

Speakers: Dr Andrew Sneddon, Jane Alexander

State Election Priorities Advocacy

Leading up to the 2017 Queensland State Election, the National Trust lobbied hard for firm commitments to heritage by releasing their priorities to ensure that candidates gave firm commitments to the protection of Queensland's heritage.

The eleven priorities identified by the National Trust were:

1. Ensuring state government agencies lead by example and do not allow their heritage assets to be demolished by neglect;
2. Growing cultural heritage tourism to generate jobs and increase cash flow into our regions;
3. Supporting owners of heritage places by committing to adequate, long-term grant funding programmes;
4. Providing strategic partnering for key cultural events such as the Heritage Festival and Great Houses of Ipswich;
5. Reinstating heritage services in the regions to support local job creation and regional heritage owners;
6. Resourcing stronger heritage units in state government agencies – especially within their regional offices;

7. Supporting strategic partnerships with natural, cultural and Indigenous organisations so that they can focus on joint promotion of heritage assets;
8. Implementing the World Heritage Centre (WHC) advice for the protection of the Great Barrier Reef;
9. Investment in the interpretation of the heritage of the many coastal settlements along the length of the Great Barrier Reef coastline, to coincide with Cook 250 events;
10. Encouraging governments to enforce and strengthen protective heritage mechanisms; and
11. Commitment to a programme of accredited training for traditional skills that links practitioners with apprentices and creates jobs.

The election priorities document was provided to all members, posted in hard copy to 70 candidates, with a follow up with 46 candidates and responses from all three major political parties with some commitments.

QUEEN'S WHARF, BRISBANE

Queen's Wharf underwent the public notification of its broad scale Priority Development Area application process in 2017.

Queen's Wharf is Australia's largest single development affecting heritage places. This \$4 billion development, which gained approval in December 2017, is sited on 26 hectares of CBD and riverfront land. The precinct contains 11 places listed on the Queensland Heritage Register and includes some of Brisbane's earliest remaining heritage sites.

Whilst the National Trust recognises that the Queen's Wharf development is inevitable, and supports re-purposing the heritage buildings to more accessible uses, the 'devil is always in the detail' and the National Trust of Australia (Queensland) tabled its extensive review of the development's heritage documents and submitted a formal response to Queensland Department of Infrastructure, Local Government and Planning (DILGP).

This was a mammoth effort on the part of a small advocacy team – there were seventeen specialist reports dealing with heritage, archaeology and urban design that were reviewed for our formal, nine-page submission.

The National Trust of Australia (Queensland) is now advocating to be recognised as a formal stakeholder for the detailed design and conservation phases.

SINNAMON FARM

The Threat

Sinnamon Farm survives as a very early illustration of a rural farming landscape with associated homestead, outbuildings and plantings. The proposed development of part of the site as a childcare facility includes relocating the homestead within the site, constructing an extremely large and dominant childcare facility, constructing a 2m high acoustic wall around the site and removing all the significant mature plantings.

Trust Stance

The National Trust of Australia (Queensland) stance was that the proposed development is fundamentally incompatible with the site and importantly, with the site's significance. We recommended that a more appropriate and compatible use of the site is found.

Trust Actions

- We made a submission to Brisbane City Council regarding the proposed development and we have shared this submission with our 12,000 members via email and Facebook.
- We held an Emergency Community Action Meeting, which was attended by members of the local Historical Society, Sinnamon Family descendants, media and a local Councillor.
- We started an online petition which reached more than 5,000 signatures.
- We created a template submission for people to download and sign to encourage others to activate their voice.

OUTCOMES

We met with the developers several times following our campaign to give them an understanding of the Trust's perspective and encourage better design. They went back to the drawing board and consulted us regularly to achieve a design that balances access and conservation. National Trust of Australia (Queensland) has since revised its submission to conditionally support the development application.

CONON

The Threat

In 2017, Brisbane City Council approved, via Code Assessable Development, a proposed 8-storey retirement village on the property adjoining Conon. Conon, built in 1863, lies to the east of Lutwyche Road in Brisbane. Unfortunately, heritage provisions were not triggered because the QHR listed boundary

was not 'adjacent' to the development site (under the Act proposed development has to be adjacent to be impact assessable). The grass lawn court has an adjoining boundary – but because it was owned by someone else when the QHR listing took place, it was not included in the heritage listed boundary.

Because the development was considered code assessable, there was no public notification of the project and the owners of Conon were not informed, nor were any other adjoining neighbours. There was no Statement of Heritage Impact prepared, thus the development was not designed to be sympathetic to Conon.

The development comprises a very large 8-storey retirement facility with most of the bulk and height on the side adjoining Conon. It will be clearly visible from inside the house and from within the grounds. It will tower behind the main elevation of Conon and significant views within the garden will be lost and overshadowed.

Trust Stance

The National Trust of Australia (Queensland) encourages careful development with good design – we showcase the results of this with our annual Heritage Awards. We understand that most developments are balancing a myriad of issues and constraints and we welcome a collaborative approach with developers to assist with refining their designs so that the significance of our heritage is not adversely impacted by development.

We were not opposed to a retirement facility being built on the proposed site. However, we believe that the proposed development should have been impact assessable so that the significance of Conon and its setting is retained and not negatively affected.

The National Trust of Australia (Queensland) believes that Brisbane City Council's method of approving this development via code assessable development and involving no notification or public notification should not have occurred.

Trust Action

For the first time in the history of the National Trust of Australia (Queensland), our organisation requested that the Minister for the Environment and Great Barrier Reef place a Stop Order on the proposed development so that our recommended actions could take place.



Spring Hill Reservoirs

We requested the Stop Order via email and presented the letter to the Minister's office. We informed our members via email and Facebook and alerted the media to our stance.

Outcome

The Minister responded to our request for a Stop Order and, whilst on this occasion did not issue a Stop Order, acknowledged the role of the National Trust.

The National Trust of Australia (Queensland) believes that this instance highlights an area of weakness in

the current legislation – more work is required to adequately protect heritage places and their settings.

The National Trust of Australia (Queensland) feels that amendments to Planning Regulations 2017 are needed to ensure that development near (not simply 'adjoining' as the current legislation states) places of State heritage significance is impact assessable. Further, the Queensland Heritage Act should be amended to ensure that Stop Orders can be applied to developments that affect the heritage significance of nearby places and their settings.

AUSTRALIAN HERITAGE FESTIVAL

Our 2018 Australian Heritage Festival focused on the theme 'My Culture, My Story.' The festival aimed to recognise our country's shared heritage, which is rich with voices from many cultures. My Culture, My Story was about taking time to stop and listen to stories from every corner of our society.

The Australian Heritage Festival ran from 18 April to 20 May 2018 and was launched with 120 attendees at Brisbane's Old Windmill with sunset drinks, canapes and an inspiring evening of talks on the topic: Unconventional Heritage: Archaeology & Acoustics – how places and music can tell the story of our city.

Events:

- 164 individual events were registered - many of which were held on multiple times and days during the Festival (33% increase in registrations from the previous year).

Locations:

- 115 events were registered in southern Queensland (70%);
- 32 events in central Queensland (20%); and
- 17 events in northern Queensland (10%).

Event organisers:

- 58 local government agencies (35%);
- 48 societies (29%);
- 41 private organisations (this includes nine National Trust of Australia (Queensland) properties (25%); and
- 17 government agencies (11%).

Total Attendees:

- Total number of Attendees – 18,094 (47 event organisers responded as at 29 May 2018)

Thanks to the amazing involvement and support of thousands of organisers every year, we've become the nation's favourite heritage festival.

HERITAGE AWARDS

Each year, the National Trust of Australia (Queensland) awards outstanding projects and people that demonstrate excellence in the protection, conservation and celebration of Queensland's environmental, built and cultural heritage.

The National Trust annual Queensland Heritage Awards are a prestigious acknowledgment of the quality of heritage work that is carried out across the State. The Awards seek to showcase the entrants and promote best practice, encourage innovation and collaboration, and celebrate the diversity of heritage places in Queensland.

Individuals, local governments, community groups and businesses were invited to nominate their project or a person for the 2018 awards. Nominations were made across four categories of work. In addition, there were three achievement categories.

Our 2018 winners were lauded at the Awards Gala Evening on the 31 May 2018 at Brisbane's magnificent Old Museum. Opened by National Trust Patron and Queensland Governor, His Excellency the Honourable Paul de Jersey AC, it was a successful and enjoyable evening.

THE 2018 HERITAGE ACHIEVEMENT AWARD WINNERS WERE:

- Lifetime Achievement Award: Mrs Berenice Wright
- Young Achiever 'Rising Star' Award: Mr Lloyd Jones
- National Trust of Australia (Queensland) Heritage Volunteer of the Year: Ms Ann Gibbon
- Volunteer/Volunteer Group Achievement Award: Army Museum South Queensland Volunteer Group



THE 2018 HERITAGE AWARD WINNERS WERE:

- **John Herbert Memorial Award:** Queensland Rail

- **Agency Conservation Programmes:**

Gold: Queensland Rail Heritage Programme 2017

High Commendation: Our Heritage: Our Stories – Interpreting and Promoting Sunshine Coast Heritage

High Commendation: City of Gold Coast 2017 Heritage Management Programme

- **Conservation Planning:**

Silver: William Mitchner Shelter – Warwick General Cemetery Conservation Management Plan and Scope of Works

High Commendation: Arts Queensland: Queensland Cultural Centre Conservation Management Plan

- **Conservation Works:**

Gold: Restoration of the National Heritage Listed Qantas Hangar

Silver: Garth House Remnant Fence

Silver: Moira Hansen Maryborough Government Offices Revitalisation Project

High Commendation: School of Arts, Cairns

High Commendation: Boullia Stonehouse Conservation

High Commendation: Archer Park Railway Station Restoration Works

- **Interpretation and Promotion:**

Silver: Noosa Remembers: A History of World War I Memorials in Noosa Shire

Silver: Sesquicentenary Project: Heritage Wonders of the Gympie Region

Silver: Conrad Gargett 1890-2015

High Commendation: The Barracks Tour & Exhibition, Victoria Barracks

High Commendation: Peter's Ice Cream Factory, West Village Activation

PROPERTY REVIEW

CURRUMBIN WILDLIFE SANCTUARY

Had another successful year exceeding both revenue and visitor expectations for the fourth year running. The FY17/18 period has been one of the most productive and exciting times for the Sanctuary, which turned 70 during 2017. A total of 547,112 visitors attended the Sanctuary this year, an increase of 7.3% on the previous year, with a further 200,000 visitors attending either the free Lorikeet Feeding or the popular weekly Friday night food markets.

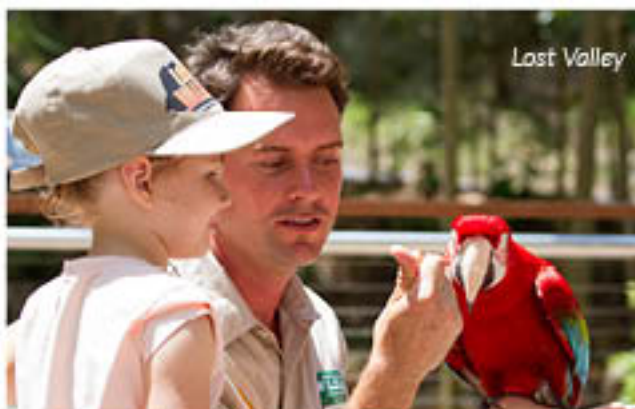
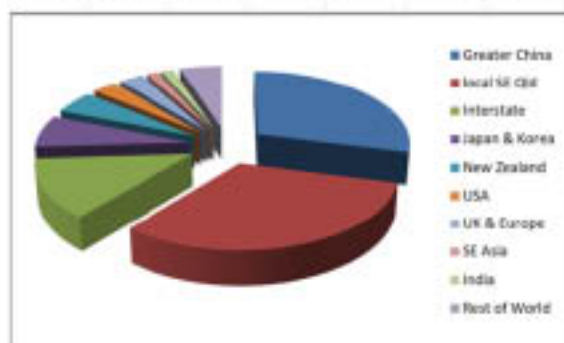
Visitation to the Sanctuary continues to be mixed with 56% of visitors coming from international destinations, 13% from interstate and 31% from Queensland. The largest market segment is still from the Gold Coast and Brisbane regions, however, China is accounting for 40% of the international market and the Sanctuary is capturing almost 50% of all Chinese visitors coming to the Gold Coast.

The investment in the Currumbin Wildlife Sanctuary experience has continued to improve the visitor experience and cement it as the premier Wildlife attraction in the South East region of Queensland. One of the investments made during this year was the launch of the Lost Valley precinct within the Sanctuary. This new precinct is the single biggest

investment in the Sanctuary in its history and re-opened up a part of the Sanctuary that was long closed. Lost Valley is an immersive experience featuring five acres of stunning rainforest, running streams and waterfalls, 300 metres of raised boardwalks and one of the largest walk through aviaries in the Southern Hemisphere. The introduction of guest exotic species of animals has allowed us to show the connection between the ancient supercontinent Gondwana and Australia. Featuring Ring-tail Lemurs, Cotton-top Tamarins, Red Pandas, Tree Kangaroos and Capybaras, along with hundreds of birds, the space has become one of the must see attractions when visiting. The success of Lost Valley has been backed up by an extensive marketing campaign with our in-house brand and design team being awarded for 'Best Outdoor Digital Campaign' as part of the 2018 Gold Coast Media Club Awards.

The National Trust also invested in smaller projects within the Sanctuary including power upgrades, point of sale systems, replacement cool rooms, improved kitchen facilities and associated infrastructure improvements. We also opened the refurbished 'Sir Walter Campbell Centre', a multipurpose theatre space that was expanded and redesigned with the assistance of a Federal Government grant providing partial funding of the project. This new space has

Demographics of Visitors 2017/18



provided an air-conditioned space for our daily Blinky Bill children's show but has also been used by conference groups, including technology company Apple.

Our team continues to provide an exceptionally high level of service to our visitors. In 2017 the Sanctuary launched a new company culture programme – The Wings of Success. This has seen our team engagement improve significantly over the last 12 months. The success that the Sanctuary has achieved is due to our team of dedicated individuals, who are all making a difference. Visitor feedback continues to be positive on the back of improvement made around the site, with the Sanctuary achieving a 95% satisfaction rating.

The Commercial Revenue division of our business has continued to go from strength to strength, with growth experienced in all areas against the previous years. Of particular note is our Photography department that has experienced significant growth from our Animal Experiences and Koala Photo products. Our Food & Beverage teams have achieved a number of positive changes throughout the year and have recently been awarded a 5 star food safety rating by the City of Gold Coast. Our Retail department had a big year with the Sanctuary being named as a licensed reseller for the 2018 Gold Coast Commonwealth Games. The team did a great job at pushing these products and getting involved in the activations around the Games. Car Parking has also seen an increase. A number of projects are planned for the FY18/19 year which will see further positive changes to some of the Commercial Revenue offerings at the Sanctuary.

In 2017, we established an Innovation and Sustainability committee that would drive positive change through the actions of our team. This committee has driven a number of environmental improvements, including the removal of all non-biodegradable packaging from Food & Beverage area including straws, improvements to recycling commitments including steel, lights, cooking oil, soft plastics and paper. We have also partnered with other like-minded organisations to improve our environmental footprint. The Sanctuary will further develop these strategies over the coming year, including becoming carbon neutral and being awarded 'Climate Action' certification.

As a large community organization we value the support of our community and throughout the year the Sanctuary has supported a number of other not-for-profit organisations and/or local businesses. In the past year, the Sanctuary has donated \$300,000 in sponsorship or in-kind tickets to these organisations.



CURRUMBIN WILDLIFE HOSPITAL UPDATE

	Total admissions	Koala admissions
FY16/17	10050	442
FY17/18	10646 (5.9% increase)	480 (8.6% increase)

In FY17/18 Currumbin Wildlife Hospital continued to grow in wildlife admissions, treating 10,646 patients, a 5.9% increase from the previous year. Koala admissions also continue to grow, reaching 480, a further 8.6% increase.

The Wildlife Hospital has collaborated with a number of Universities contributing to 13 significant research projects throughout the year.

Currumbin Wildlife Hospital Foundation distributed \$550,000 to Currumbin Wildlife Sanctuary for the operation of the Wildlife Hospital.

WOLSTON FARMHOUSE

Wolston Farmhouse experienced a number of changes on its path to respectful commercialisation in FY17/18. In November 2017 a new operational team joined the National Trust of Australia (Queensland) including the introduction of Luke Edwards General Manager, and casual education and hospitality staff. We acknowledge the support of volunteers throughout these changes.

The Tea Terrace shifted focus from a café to a 'High Tea venue with over 2000 High Tea' experiences sold during the 12 month period. A strong awareness campaign was established through a third party reseller which was successful in not only selling the 'High Tea' experience but also driving visitors through the door.

The education programme has seen a healthy number of schools focused on Year 1-3 students, with 896 students visiting the property in FY17/18 with healthy number booked for FY18/19, which is encouraging.

The venue established and ran a number of sold out events including an intimate concert in the parlour, and 150 people experiencing the mother's day high tea event and monthly sold-out ghost tours. There were also significant building projects completed during the year with a new entry/exit accessibility ramp constructed at the visitor centre, new decking over the old water tank out the front of the house that has created an event and wedding stage for hire. The gardens on the property have been given dedicated attention by passionate volunteers with beautiful results.



HARRIS HOUSE

We have worked with training group DGT and the local Heritage Rose Society in the garden and have been fortunate to have had a garden plan prepared at no cost by local landscape architect and heritage garden enthusiast Richard Jones to help guide this work. John Swarbrick, also voluntarily, undertook a tree survey to support the garden planning. Subsequently, the three Cedar of Lebanon trees along Margaret Street has been nominated for inclusion on the National Trust Register of Significant Trees, and garden clearing has been undertaken. Significant capital works have been delayed by a decision to replace rather than repair the roof and the need to find specialist insurance cover for the preferred contractor. The Advocacy Committee of the Trust has supported the nomination of the building for inclusion on the Queensland State Heritage Register and are undertaking further historical research to support this application.

Functions held at Harris House in FY17/18 included:

- A successful Open Day, run by the Heritage Rose Society incorporating a stunning rose display with more than 500 visitors.
- An evening talk by Paul Herbert on Toowoomba during WW2.
- Christmas drinks
- A visit during the National Trust AGM that was held in Toowoomba in November 2017, including all the National Trust of Australia (Queensland) Board members, most for their first visit

Functions planned in FY18/19 include:

- A function for the members of the Queensland Heritage Council and their invited guests
- A professional development talk for the local branch of the Property Institute of Australia



ROYAL BULL'S HEAD INN

A multitude of activities has continued at the Inn, which continues to be the key focus for our Toowoomba Committee activities and volunteer work. FY17/18 was the year the Committee consolidated the previous six years of hard work to re-establish the Inn as the premier historic destination in our region, as it should be. The Inn is overall in reasonable condition, particularly when compared to its state six years ago. While there is much ongoing work to be done, as for any property of this age, we now have a well-established base that makes moving forward so much easier. Most important to this success is the hard work of volunteers on continual upkeep, from basic cleaning to small repairs. A few key major activities include:

- Carpark works
- New and ongoing work in the garden; landscaping, planting, clearing
- Straightening of the outhouse
- Painting of the public toilet block, thanks to the incredibly hard work of Graeme Radcliffe
- Completion of the fence from St Matthews along Brisbane Road
- Installation of new exterior signage and a notice board
- Removal of asbestos from dairy/meat house

The following key projects that are a priority of the branch will continue to be the focus for work in the near future:

- Reconstruction of the stables as a storage shed
- Conservation, including stabilization and straightening of the dray shed
- Restoration of the dairy/meat house

These works will form part of National Trust of Australia (Queensland) budget planning in the years ahead and the Committee now has a better understanding of budget planning, thanks to the National Trust of Australia (Queensland) Chief Financial Officer, Ben Graziani's explanation at a recent Committee meeting.

The greatest success at the Inn in FY17/18 was the tremendous range of activities, open days and visitor experiences offered, all on a volunteer basis. For so much of this we depend on volunteers, whether at open days, at events, working on the property or serving on the committee. National Trust of Australia (Queensland) would like to acknowledge those volunteers, whose goodwill, dedication and hard work are so integral to the success of this branch.

HOU WANG TEMPLE

A period of change occurred at Hou Wang Temple, Atherton, with the retirement of the respected Manager Rhonda Micola and reorganisation of an entire volunteer - led team at this most important and fragile site. We appreciate the partnership with Tablelands Regional Council and the support of the Atherton Chinatown Advisory Group.

The investment in a master plan in 2013 for the site as a whole, which includes the Old Post Office, owned by Tablelands Regional Council, continues to guide us as we seek a more sustainable future for this property, to build it as a 'must see destination' in the far north of Queensland.

We have been working on important plans for work needed to the gutters of this fragile temple and hope to invest in the same in the FY18/19 year. We acknowledge the support of Archaeologist Gordon Grimwade, a champion of the site for decades.



ROYAL BULL'S HEAD INN &
HOU WANG TEMPLE

TOWNSVILLE HERITAGE CENTRE: CURRAJONG HOUSE

Once again, Heritage Festival 2018 was celebrated with an Open Day at the Heritage Centre, which was well attended. Visitors were entertained by the 4th Sunday Folk Group who performed on the croquet lawn. During the 12 months FY17/18, numerous visitors from tour groups and schools were welcomed and 18 weddings and events were celebrated in the Heritage Centre garden. One highlight was a concert staged as part of the Australian Festival of Chamber Music in July 2017. Characters from a local production of 'Alice in Wonderland', including Alice and the White Rabbit, joined guests to play croquet on the croquet green, while musicians performed under a marquee. It proved to be an enchanting afternoon. Later in 2017, the Townsville Scottish Community held an event, with members wearing clan tartans, and clan banners displayed on the verandah of 'Currajong', to the sound of the bagpipes. It was particularly apt, because 'Currajong' was built for Scotsman Alfred P. MacKenzie, and the fourth owner of the property, James Duncan Ferguson was also of Scottish ancestry.

The volunteers annual Christmas Party, organised by Ms Anne Keen, was well attended. In 2017, the party was a luncheon held at the Metropole Hotel, one of Townsville's very historical sites.

During the cyclone season from December to April, the houses were closed, and artefacts stored in security. Since re-opening, we welcomed several hundred visitors. One from England was a descendant of Charles Hunt, brother of Edward Hunt, the second owner of 'Currajong'. She visited Townsville just to see the house that her great-uncle owned, and has added to our knowledge of the history of 'Currajong', as well as informing us that relatives in England named their houses 'Currajong', after his house in Townsville - so there are now four houses in England named after our house. It has been particularly pleasing, recently, to welcome National Trust members from other parts of Australia and overseas.

With more wedding and event bookings in the coming months and bookings well into 2019, it seems that the Centre will keep Committee members and volunteers busy in the next financial year.

ZARA CLARK MUSEUM

Having survived an extremely hot summer, we finally made it through to April when the cooler weather brought some relief.

One highlight for the year was the completion of our three new display rooms, to the extent that we could open them to the public. Thanks must go to the dedicated band of volunteers who spent many days shifting displays and setting them up. The rooms have been quite favourably received by our visitors and have had the added benefit of relieving the clutter in some of the other parts of the museum. It certainly has meant a greater area to care for, and we are frequently complimented on the cleanliness and overall appeal of our museum.

Another highlight has been the fairly steady stream of consultants funded by National Trust of Australia (Queensland). Richard Ferguson has been most helpful. We also had a visit from Greg Punch who, with Head Office permission, did some filming inside the museum. The volunteers present that day were given a slight taste of what actors go through with repeated takes of some scenes.

Although starting a little later than usual, this year's tourist season was quite successful. Visitor numbers which include individual visitors, school tours and bus tours have been up. From April to the end of August, we have had 3,500 visitors in total with a good proportion coming from interstate and overseas. Visitor's comments have always been positive and many say they will visit again.

Our first Open Day was held to coincide with a community event that aimed to highlight historic Charters Towers and targeted people in Townsville, the Burdekin district and Ingham, as well as Charters Towers. This was kept simple - extending our opening hours and giving free entrance.

Our second Open Day will be held on the 9 November 2018 following the official opening of our project 'The Kennedy Regiment Legacy Project', which was made possible with a grant from the Queensland Government's Anzac Centenary - Spirit of Service Grants programme. The official opening will be held in the Charles Wallis Military Museum and then the museum will be opened to the public with free entry. We aim to have volunteers on site who can share their knowledge on Charters Towers involvement in the different wars.

Unfortunately, we still have the issue of volunteer numbers. A variety of causes, whether it is travel overseas, illness or family issues, has meant that we have often been short-staffed. This will always happen as our volunteers are just that, volunteers and will have these commitments which will take precedence. So far, we have always managed to open



TOWNSVILLE HERITAGE
CENTRE & ZARA CLARK
MUSEUM

the doors, but there is concern about the future, with our aging volunteer group and struggle to attract younger people.

Thanks go to the small group of volunteers who meet monthly and discuss the ways in which we can improve our museum to its best advantage. I would also like to thank Graham Lohmann, from the Dalrymple Regional Council, who has been a great help in liaising with any Council discussion.

Some visitor comments: "Magical, mystical and makes one appreciate the people of yesterday; The stories of many lives condensed in a wonderful museum; One of the best museums I have ever been to, definitely my favourite – awesome job guys; Lively volunteers and awesome museum; Absolutely awe-inspiring, amazing how this stuff is 100+ years old and still in great condition; This really is a really well-presented museum. Thank you."

National Trust of Australia (Queensland) wishes to acknowledge and thank the author of this report, our 2018 Volunteer of the Year - Ann Gibbon, Zara Clark Museum Co-ordinator

BRENNAN & GERAGHTY'S STORE MUSEUM

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

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

Brennan & Geraghty's Store Museum is involved in community events such as Maryborough Open House, this is a free event which attracts visitors

from around Australia, the high number of visitors to Brennan & Geraghty's means that visitors only get a glimpse of the history of the place and they often return for a better look. This event helps to draw attention to potential visitors to the Region and is helping us to build visitor numbers.

GRANDCHESTER RAILWAY STATION

Grandchester Railway Station Open Days have taken place on 6 August, 3 September, 5 November 2017 and 4 March, 6 May and 3 June 2018. An average of 60 people visited the station on each Open Day. A wide diversity of people love historic railway stations and all things train. They range in age from 0 to 100 and come from all walks of life. Some turn up in sports cars; some in trucks; others arrive on their motorbikes; still others on foot or bicycle.

Other special event days included the 30 April when a group of 30 people from Able Australia enjoyed a bus trip and a guided tour of the station followed by morning tea under the large, shady fig trees in the station grounds. Also, on 5 May, around 30 visitors from the Grandchester Model Steam were treated to a guided tour.

Steam train visits from Ipswich Railway Workshops Museum and return took place on 1 July, the 30 September, 9 December and the 7 April 2018. On these days, visitor numbers average 275. They enjoy a 'fast and furious' 45 minute sojourn, to soak up the unique atmosphere and view the station, acquisitions and pleasant country surrounds before embarking for the return journey.

JAMES COOK MUSEUM, COOKTOWN

The FY17/18 financial year was another busy and productive year here at James Cook Museum. Whilst numbers are down slightly on last year, as is the case throughout Cook Shire, the entrance price increase has kept us within budget forecast.

James Cook Museum has hosted many educational visits, ranging from our local primary students, a number of secondary schools and also a tertiary group from NSW and another from the ACT with over 230 students passing through the museum on organised tours.

National Trust is represented by Mr Richard Ferguson on the Advisory Committee for 250th Anniversary Celebrations of James Cook's landing in 1770, with meetings held monthly. Preparations are underway for this much anticipated Festival. James Cook Museum is also represented by Manager, Jacqui



GRANDCHESTER RAILWAY STATION AND
BRENNAN AND GERAGHTY'S STORE MUSEUM

Collins Hermann on the local Chamber of Commerce and Tourism, working with National Trust of Australia (Queensland) to promote of the Currumbin to Cooktown driving trail initiative.

In the last twelve months, we have had six cruise ships visit Cooktown with the museum capturing 75% of passengers disembarking via tender into town. The majority of these visitors are part of arranged tours bused to the many attractions in and around Cooktown.

The Cooktown Discovery Festival weekend, sponsored this year by National Trust of Australia (Queensland) was another great success with the well-attended Debutant Ball the launch of the festivities on the Friday night. Saturday was Open Day here at the James Cook Museum with free entry, an informative and riveting lecture given by Richard

Ferguson about Cooktown Maritime History that was very well attended and received. Museum staff also gave talks and tours through the museum to smaller groups that were also well received.

With the guidance of Richard Ferguson we have begun the Collections and Interpretation Project which is progressing well and will be ongoing for some time.

Filming for the Foxtel six part series on the Voyages of Cook in August with actor Sam Neill and team included the museum for a number of hours. Sam and his crew also spent a number of hours with local Bama including Alberta Hornsby and Harold Ludwick.



JAMES COOK MUSEUM, COOKTOWN

BRANCH REVIEW

BRISBANE BRANCH

The formation and commencement of the Brisbane Branch in FY17/18 was a milestone for the Trust, after many years of not having a city-based branch.

The branch is in its infancy, with three discussion meetings amongst the committee completed with the goal of establishing the actions and outcomes on which the Branch will focus in FY18/19.

We acknowledge the commitment of the late Ann Garms in taking on the role of inaugural Branch President. It is with great sadness we report that dear Ann lost her fight with cancer in July this year and is sorely missed.

There are major focal points for the Branch

- To find a new president for the Branch.
- To work towards a survey of Brisbane postcode Trust members to gather information on the kind of events and/or interests members are looking for, in order to inform our decisions going forward.

BINNA BURRA, BEECHMONT AND CANUNGRA BRANCH

The National Trust has had a long association with Binna Burra and Back Creek Beechmont, in the Scenic Rim area but commonly referred to as the Gold Coast Hinterland. Some lodges of the Binna Burra Resort are heritage listed. The Trust supported heritage listing on environmental grounds of Back Creek, Beechmont back in the 1990s and sees the opportunity/indeed need to partner with other to protect, conserve and celebrate this stunning landscape so close to the Gold Coast, a natural partner with National Trust Currumbin Wildlife Sanctuary.

We welcome the formation of a new Committee to advocate for this region and promote the Trust brand as we look to support Binna Burra and its heritage, and the established walking trails through Lamington National Park, The Old School, Beechmont site and what could be a more accessible and better conserved Back Creek Gorge.

REDLANDS BRANCH

National Trust of Australia (Queensland) President Dr Ian Galloway commented on the launch of the new Redlands Branch, encouraging locals with a strong interest in the rich Redlands heritage to get involved.

'I'm delighted to welcome inaugural president Annette Marsson. She brings significant local knowledge and experience to the role and I am sure she will help create a strong and active Redlands Branch,' said Dr Ian Galloway.

Ms Marsson was inspired to establish a local Trust branch as a way of getting more like-minded people around the table. She has lived in the heritage precinct of Cleveland (near the Grandview Hotel) for most of her life. 'I am passionate about the history and heritage of the Redlands and it's important to look after these assets for today and the future,' she said.

She acknowledged some people are concerned that heritage and heritage protection impacts property values. The new Branch is keen to keep things in perspective and ensure there is a balance.

Ms Marsson said the first task of the new Branch is to contact locals who are already members of the National Trust and invite them along to monthly meetings.

'One of our priorities is to work with those organisations already doing such a great job on local heritage matters, such as the Redlands Museum and Ormiston House,' she said.

The National Trust of Australia (Queensland) has a strong focus on Queensland's ever changing landscape of unique environments and landscapes. The new Redlands Branch will work locally to celebrate the city's environmental, built, and cultural heritage.

Ms Marsson reminded people that the National Trust of Australia (Queensland) has a long and proud record in the field of heritage with a valuable portfolio of heritage properties like Wolston Farmhouse at Wacol and Currumbin Wildlife Sanctuary on the Gold Coast.

Annette Marsson, Redlands Branch President.

IPSWICH REGIONAL BRANCH

Over the past twelve months, Ipswich Regional Branch has moved its regular meeting venue from Wolston Farmhouse, our nearest National Trust property, to the Ipswich Library.

When Ipswich City Council offered us the free use of the 110 seat Barry Jones Auditorium, in a central location for our bi-monthly meetings, we took this opportunity to revitalise branch activity. To maximise the use of the venue, we created our own series of Ipswich 'Trust Talks'.

This popular initiative has added to the National Trust of Australia (Queensland) brand in the Ipswich region, capitalising on the already proven and highly successful Brisbane based 'The Trust Talks' model which launched in Brisbane earlier this year.

This has already resulted in a renewed interest in our activities, increased membership and in far more engaging and educational meetings for our members, while also attracting many non-members from the community.

Ipswich 'Trust Talks' have covered topics such as Heritage Advocacy and Restoration of local buildings. A wide range of diverse topics is planned to coincide with future meetings, which include morning tea and networking opportunities.

With the recent highly publicised dismissal of our Local Council and the loss of some key heritage advocacy voices in that process, branch members have needed to become more vigilant and vocal

to ensure key heritage sites and properties are not exploited or compromised, during the vacuum which often occurs at such times. Branch members have worked closely with our Advocacy Manager to prepare briefing papers for Government on a number of key sites which we perceive may be at risk.

The branch is probably most noted for National Trust Great Houses of Ipswich which is presented each year in May and September. This event is a partnership between private homeowners, Ipswich City Council and the National Trust of Australia (Queensland). In the first five years of this event 23 private homes have been opened to the public with up to 5000 visitations occurring each event, over one particular six-hour period.

This award-winning event has raised the public profile and consciousness of heritage architecture, while building cultural and community cohesion within the region. So far there have been over 22,500 visitations during these open days, bringing many thousands of visitors to the region. These open days have also allowed the National Trust to support private homeowners financially, to maintain our diverse and important architectural heritage.

We have up to 30 Ipswich Branch volunteers working together to make this event a success, while many local artists and small businesses also benefit from this iconic community event.

It is an enormous privilege to work with like-minded volunteers, who are so committed to the mission of The National Trust of Australia (Queensland) and to local initiatives which ensure growth and engagement of their community.

Arthur Frame AM, President, Ipswich Regional Branch.



Great Houses of Ipswich - Rhossili

TOOWOOMBA REGIONAL BRANCH

It has been another successful year for the Toowoomba Branch of the National Trust of Australia (Queensland).

Our meetings are now being held in the beautiful Harris House, the first acquisition by the Trust since the 1980s. We are fortunate to have access to the building for functions such as this, without the responsibility for its day-to-day management.

As a Branch, we already successfully manage the Royal Bull's Head Inn in terms of its operations through our:

- Well established education programme that Helen Moloney has continued to grow and develop;
- Terrific publicity team, Tina Mundt, Sheila King and Debby Theodosis - who promote events through Facebook, newsletters, printed material, signage and the media;
- Dedicated committee that work tirelessly to create a variety of themed open days and events to ensure our audience and visitors needs are met; and
- Part time employee, Debby Theodosis for administrative support.

We have also had the opportunity to advocate for heritage in our region through our events, work and participation in local heritage processes and consultation, including, for example, the Drayton Land Use Study being undertaken by Toowoomba Regional Council.

Often as volunteers, we focus on the things that remain unfinished on our wish lists; the tasks we haven't quite managed to get to or get finished, or simply haven't enough time or money to undertake. However this report highlights just how much our branch members and volunteers have achieved in the last twelve months.

Stephanie Keays, Toowoomba Branch President.

CHARTERS TOWERS BRANCH

A challenging year within the Charters Towers Committee, however, we have ended with a refreshed and strong core committee focused on the management of the portfolio of properties that include the iconic Stock Exchange Arcade and the Zara Clark Museum.

The Don Roderick Gallery Group moved successfully from the first-floor space above the entrance of the Stock Exchange Arcade to the former Assay Rooms, the contents of which were relocated to Zara Clark Museum. What an amazing contribution all the volunteers have made in making this happen and we hope the Gallery is more accessible and the contents of the Assay Room now better supervised on public view.

We appreciate the funding from the State Government to damp proof the Arcade as but one phase in a substantial body of essential works outstanding at the Arcade. Subject to resources, we hope to invest in replacing gutters and downpipes, and new drainage to then allow the delicate brickwork to dry out, ahead of external redecoration ahead of the 150th year of Charters Towers being recognised as a town in 2022.

TOWNSVILLE BRANCH

Townsville Branch Committee has continued to meet regularly each month and remains actively involved with the promotion of the heritage of the Townsville Region, educational activities and management of the Townsville Heritage Centre.

Ray Holyoak, Chairman, and Dr Dorothy Gibson-Wilde OAM, Secretary, are members of the Townsville City Council Heritage Advisory Committee. Dr Dorothy Gibson-Wilde has been Acting Manager of the National Trust Townsville Heritage Centre, and Freya O'Brien and Bruce Gibson-Wilde have managed the wedding and events bookings throughout the year. The Heritage Centre garden has been maintained by volunteers Sharon Gray and Anthony Hele, with assistance from Townsville City Council for mowing and hedge trimming.

Dr Dorothy Gibson-Wilde OAM, Townsville Branch Secretary.

GYMPIE BRANCH

Gympie Branch Highlights 2017-2018 Financial Year

As part of Gympie's 150 year anniversary in October 2017, National Trust Gympie launched its publication *Heritage Wonders of the Gympie Region*. This publication was the end result of a two year sesquicentenary project conducted as a partnership between National Trust Gympie and the *Gympie Times* newspaper. The publication presents places, sites and landscapes which are important to the broader community to this day. This was achieved by involvement of the broader community. The project and subsequent publication was awarded a 2018 National Trust Queensland Silver Heritage Award.

In late 2017 Gympie National Trust members undertook a long awaited field trip to the Mount Coora Smelter and Township archaeological site. The site, on private and difficult to access land, contains significant evidence and extant relics of past occupation and copper mining activity. The State Heritage Branch was advised of the site in the hope that it would initiate additional site research under the archaeological provisions of the Queensland Heritage Act. Unfortunately the Heritage Branch had neither the resources nor the means to progress the issue.

Gympie National Trust remained active in lobbying for the conservation of local heritage places. We advised Gympie Regional Council of our support for the recommendations outlined in its Cultural Management Plan for Gympie's Memorial Park (a State listed heritage place). Conversely we advised Gympie Regional Council that its gentrification proposal for the Upper Mary Street precinct, which contains a number of State heritage listed places, was not supported as the proposal would lead to the detriment of significant heritage places.

Gympie National Trust meets monthly throughout the year and maintains membership and presence on the Gympie Regional Council Heritage Advisory Committee.

Toowoomba Branch



Binna Burra Branch - Old School Beechmont



OUR PEOPLE

National Trust of Australia (Queensland) continues to grow responsibly

The National Trust of Australia (Queensland) work team is comprised of three sectors being paid staff, volunteers and training programme participants. These three groups work inter-connectively to share skills, knowledge and passion to deliver National Trust of Australia (Queensland) outcomes and values. At the end of the FY17/18 the team member headcount was 1,067 people, up by 50 from the previous year.

Throughout the year, National Trust of Australia (Queensland) has continued to work transparently to provide an organisational environment where all team members, whether paid staff or valued volunteers or trainees, feel engaged and recognised. Over the past year, there has been a focus to increase both the efficiency and engagement of team members by using the strategies of multi-skilling and cross-training staff across similar operational areas and by providing career path opportunities for interested volunteers and trainees to transition into paid roles. This has enabled us to meet substantial increased labour demands due to business growth without substantially increasing the total head count numbers. In fact, National Trust of Australia (Queensland) can now proudly claim that 29% of our paid team members initially started their tenure as a volunteer or trainee – surely a testament to the quality and capability of our excellent people.

DEVELOPING PEOPLE

National Trust of Australia (Queensland) expanded our number of locations and team members across the state in FY17/18 by introducing in a number of new National Trust of Australia (Queensland) Branch Committees - both regional and functional. These new Committees are:

- National Trust of Australia (Queensland) Binna Burra, Beechmont and Canungra
- National Trust of Australia (Queensland) Greater Brisbane
- National Trust of Australia (Queensland) Redlands
- National Trust of Australia (Queensland) Heritage Advocacy Committee
- National Trust of Australia (Queensland) Collections Committee.

The experience, passion, expertise and local knowledge of all new committee members and all existing Branch Committees is highly valued. These Committees bring an exciting new dimension into our business by energising our internal projects and further enhancing our reputation in the community.

In addition, there has also been an increased focus on developing systems to strengthen the capabilities of National Trust of Australia (Queensland) team members. Due to the de-centralised nature and diversity of our teams, ranging from commercial to conservation activities, training activities are similarly decentralised. The challenge of reaching out to communicate and provide company and member information, training and support will continue to be a focus as our organisation moves forward.



NTAQ STAFF NUMBERS	July 2016	July 2017	July 2018
Full Time	72	78	75
Part Time	62	67	66
Casual	110	129	132
Total Staff	244	274	267

NTAQ VOLUNTEER NUMBERS	July 2016	July 2017	July 2018
National Trust of Australia (Queensland) Heritage site Volunteers (Est).	120	135	206
National Trust of Australia (Queensland) Committee Members	-	-	30
Currumbin Wildlife Sanctuary Park (and Teen) Volunteers	166 (20)	187 (18)	188
Currumbin Wildlife Sanctuary Wildlife & Horticulture Volunteers	98	130	116
Currumbin Wildlife Hospital Volunteers	98	108	124
Total Volunteers	502	578	664

TRAINING PROGRAMME PARTICIPANTS	July 2016	July 2017	July 2018
School Based Trainees – Cert 3 in Hospitality, Tourism, Retail, Business and ICT	42	52	41
TAFE Students – Cert 3 Captive Animal Mgt, Cert 3 & 4 in Vet Nursing	25	45	53
University Intern placements in Vet Science, HR, Marketing, Events, Research and WHS.	6	10	12
Work for the Dole programme - in Maintenance, Horticulture and Admin support.	20	22	30
Total Training Programme Participants	93	129	136

OUR TEAM CULTURE – WINGS OF SUCCESS

The company culture programme called WINGS OF SUCCESS comprises four key values that are overlaid into daily activities and provide a set of standards to maximise tangible and intangible success factors for both our people and our organisation.

The explanation and expectations of this programme are now delivered as part of company induction training. New team members at Currumbin Wildlife Sanctuary and SE Queensland are required to attend the National Trust of Australia (Queensland) company induction and attend a refresher induction for every three years of completed service. In FY17/18, the induction programme was delivered to 164 staff and 295 volunteers and trainees, totalling 459 team members; a reach of over 50% of the SE Queensland team member cohort.

Communication to National Trust of Australia (Queensland) Heritage team members throughout

the state was enhanced in FY17/18 by the creation of a project role to support National Trust of Australia (Queensland) Heritage Volunteer Coordinators. Standardisation of company resources and processes such as volunteer registration, recruitment and marketing activities was established resulting in increased levels of cohesiveness and connectivity amongst heritage museum properties and committees.

Continuing to support, connect, engage and inspire the people of National Trust of Australia (Queensland) is ever changing and ongoing; a reflection of the diverse nature of our organisation as we seek to respond and lead activities to deliver upon the National Trust of Australia (Queensland) scope refreshed in FY17/18 by the National Trust of Australia (Queensland) Board:

A strong focus on Queensland's ever changing landscape of unique environment, built heritage and diverse cultures within a national and international context.



WORKPLACE HEALTH & SAFETY

Workplace Health and Safety continues to be a major focus for all National Trust of Australia (Queensland) properties. Over 20 individual risk assessments were conducted across the properties over the last year, identifying a number of recommendations and changes at the properties. Our Workplace Health & Safety Advisor visited many of the properties during the year and provided valuable feedback to the property teams.

At our largest property, Currumbin Wildlife Sanctuary there was a strong focus on safety improvements across the site, including significant improvements to the miniature train network, along with a cultural focus on safety as part of the 'Wings of Success' team culture programme.

In preparation for the 2018 Gold Coast Commonwealth Games, Currumbin Wildlife Sanctuary worked with major stakeholders, including GOLDOC, AFP and QPS, to strengthen its security protocols, along with improvements to safety generally.

Our relationship with WHSQ continues to be strong with regular communication and site visits to ensure compliance. Our training programmes continue to be improved and during 2017 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.



Accessibility throughout the Sanctuary

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

Dr Ian Galloway

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

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 Sciencecentre 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, a philanthropic entity focussing on regional Queensland, a member of the NTCWS Committee, the NTAQ Audit and Risk Committee and the NTAQ Nominations Committee.

Member of NTCWS, NTAQ Audit & Risk, NTAQ Nominations Committee.

Dr Bruce Cook OAM

Deputy President

KCSJ JP(QUAL)

Member of CWS Advisory Committee from 2008 to 30 June 2014. Inaugural Director of NTAQ from 1 July 2014. Headmaster of The Southport School, an Anglican independent boys' boarding and day school on the Gold Coast, for 16 years. He has taught at schools in Australia, the UK, and the USA. Has had a lifelong interest in wildlife and the environment, and has been a member of the Advisory Committee 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 NT CWS Committee.

Henry Smerdon AM

Non-Executive Director

B.Com B Econ FCPA FAICD

Chairman of NT 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 NTCWS Committee, Member of the NTAQ Audit & Risk 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 and was a member of the Cultural Support Fund Committee of Queensland Arts Council. Artistic Director and CEO of Qld Arts Council from 1999 to 2015. In an Arts career spanning five decades established an impressive reputation as an actor, director, administrator, education programme manager, executive production manager, technical stage director and playwright. Committed to the culturally-led revitalisation of regional communities through the arts to the preservation of our built, natural and cultural heritage, and to promoting heritage values to government and the community. He has extensive experience working with volunteers in regional communities and has been instrumental in the establishment of the National Trust 'Great Houses of Ipswich' programme since 2012. Currently Director of Brisbane Open House Limited and the Australian Cultural Library Inc.

Chair of Ipswich Branch of NTAQ.

Member of NTAQ Nominations Committee.

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 twenty years' experience in North Queensland's unique regional variations. Based in Townsville, Ray has been consultant on a number of former military and 19th century sites that are listed on the Qld Heritage Register. Ray was the Northern Region consultant for the Queensland Public Works Second World War Site Study. In 2009 received a Silver National Trust award for the restoration of 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 of NTAQ.

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.

Dr Daniel McDiarmid

Non-Executive Director

CFRE, BA(Hons), MBA, PhD

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

Dr Melanie Piddocke

Non-Executive Director

B Mus (Hons 1), AMA, PhD

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.

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

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

COMMITTEE GROUPS

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

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

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

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, Dr Bruce Cook, Gina Palmer

FINANCIAL REPORTS

FINANCIAL PERFORMANCE (OPERATIONAL)

Year Ended 30 June (\$'000)	2018	2017	2016	2015	2014
INCOME					
Admissions	10,799	10,263	8,917	8,258	7,616
Merchandise & Photography sales	5,756	5,536	4,955	4,434	4,140
Food & Beverage Sales	4,089	3,824	3,442	3,082	2,638
Memberships	545	236	398	347	449
Sponsorships	85	100	158	78	76
Grants	375	161	169	119	87
Donations/bequests	79	135	149	447	110
Distributions from CWHF	550	460	317	396	413
Rent income	449	441	444	383	378
Car parking receipts	467	378	354	272	191
Other operating income	1,258	892	857	674	820
TOTAL INCOME	24,452	22,425	20,161	18,490	16,916
EXPENDITURE					
Cost of Sales	3,111	2,930	2,718	2,461	2,250
Employee expenses	11,779	11,002	10,130	9,014	8,525
Advertising & marketing expenses	712	775	800	821	811
Repairs & Maintenance	1,158	1,353	1,147	1,165	976
Council rates and water charges	402	400	365	380	301
Insurance premiums	177	140	297	349	319
Directors remuneration	109	108	94	93	-
Other expenses	3,303	3,020	2,745	2,472	2,227
TOTAL EXPENDITURE	20,750	19,728	18,295	16,756	15,409
Net Operating Result before non operating items	3,702	2,697	1,865	1,734	1,507
Non Operating/Non Cash Items					
Less Depreciation	1,038	1,014	916	807	784
Less Loss on sale of non-current assets	-	-	-	-	436
Add Gift - Harris House Toowoomba	2,069	-	-	-	-
+/- Gain/(Loss) on revaluation of investment properties	273	(29)	586	398	-
Total Non Operating/Non Cash Items	1,303	(1,043)	(330)	(409)	(1,220)
Overall net result for the year (per audited accounts)	5,005	1,654	1,535	1,325	287

FINANCIAL SUSTAINABILITY

Financial Position as at 30 June (\$'000)	2018	2017	2016	2015	2014
CURRENT ASSETS					
Cash and cash equivalents	4,754	3,970	3,292	2,607	2,551
Trade and other receivables	1,167	928	708	825	569
Other assets	307	294	270	408	368
Inventories	559	627	618	553	505
TOTAL CURRENT ASSETS	6,787	5,818	4,887	4,393	3,992
NON-CURRENT ASSETS					
Property, plant and equipment	56,038	47,421	45,503	43,200	41,825
Investment property	7,195	6,922	6,871	6,284	5,886
TOTAL NON-CURRENT ASSETS	63,233	54,343	52,373	49,484	47,712
TOTAL ASSETS	70,020	60,161	57,261	53,878	51,704
CURRENT LIABILITIES					
Trade and other payables	2,025	2,049	1,607	1,646	1,573
Interest bearing liabilities	95	99	109	12	4
Employee Provisions	1,036	847	808	707	653
TOTAL CURRENT LIABILITIES	3,156	2,995	2,524	2,364	2,230
NON-CURRENT LIABILITIES					
Interest bearing liabilities	58	153	221	29	53
Employee Provisions	269	299	291	279	293
TOTAL NON-CURRENT LIABILITIES	327	452	512	308	347
TOTAL LIABILITIES	3,483	3,448	3,035	2,672	2,577
NET ASSETS	66,537	56,714	54,225	51,205	49,127
EQUITY					
Asset revaluation surplus	42,107	37,289	36,455	34,970	34,217
Accumulated surplus	24,430	19,425	17,771	16,235	14,910
TOTAL EQUITY	66,537	56,714	54,225	51,205	49,127

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 Science 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

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

• Cr Cameron Caldwell	Division 300	\$15,000
• Cr Peter Young	Division 5	\$10,000
• Cr Bob La Castra	Division 8	\$10,000
• Cr Glen Tozer	Division 9	\$10,000
• Cr Paul Taylor	Division 10	\$5,000
• Cr Hermann Vorster	Division 11	\$10,000
• Cr Pauline Young	Division 12	\$5,000
• Cr Daphne McDonald	Division 13	\$10,000
• Cr Gail O'Neill	Division 14	\$10,000

A number of individual donors have also contributed funding for the purchase of crucial equipment and upgrades through the Wildlife Hospital and rehabilitation facilities including the purchase of a Vetscan Blood Analysis unit from Absolute Soul Secretes and the Farrell family.

STRATEGIC OUTLOOK 2017-2020

OUR MISSION

To protect, conserve and celebrate our environmental, built and cultural heritage in Queensland.

LONG TERM OUTCOMES

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

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

PRIORITIES FOR SUCCESS

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

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



National Trust of Australia (Queensland)

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