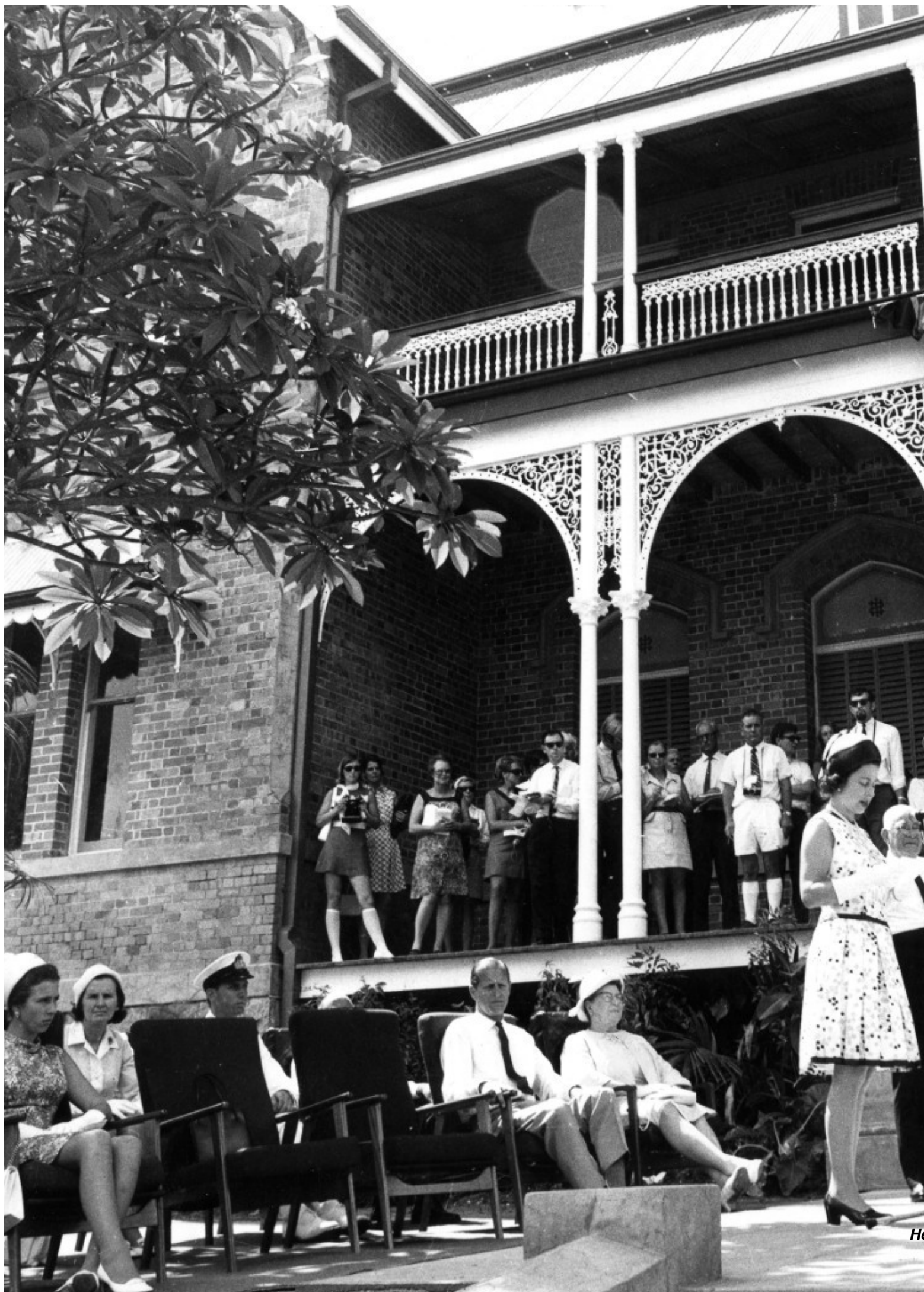




National Trust of Australia (Queensland)
Annual Report
2019-2020





Her Majesty, Queen Elizabeth II opened National Trust James Cook Museum in Cooktown on 22 April, 1970

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ACKNOWLEDGEMENT TO COUNTRY

The National Trust of Australia (Queensland) acknowledges Traditional Owners of country throughout Australia and recognises the continuing connections to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.

Chairman's Summary Report

Welcome to the 2019/20 Annual Report. This financial year has certainly presented diverse challenges.

For the first seven months of the financial year 2019/20, the business was trading well, and making good progress across many of our strategic goals. All was looking positive, a promising summer holiday period for Currumbin Wildlife Sanctuary, a busy time for Currumbin Wildlife Hospital with the bushfires, and a remarkable fundraising effort that followed the disaster. With news of Coronavirus spreading through China, we instantly knew it would impact our business at Currumbin Wildlife Sanctuary. Our caution turned to concern as international borders were shut and all international business ceased within weeks.

Our experienced Board of Directors are working through these challenging times with the Senior Leadership team. National Trust prepares for disasters in Queensland from economic and political issues, natural disasters, disease and pandemics, but never could a business envisage being faced with a global health pandemic that would force our international and domestic State borders shut, at the same time as dealing with a global recession. The Senior Leadership team were managing the potential health situation and concerns over our team and volunteers across the State. All properties were closed including the Sanctuary, with only the Currumbin Wildlife Hospital remaining open. The Heritage Festival and all associated events were cancelled, including a celebration to commemorate 50 years since Her Majesty, Queen Elizabeth II opened National Trust James Cook Museum in Cooktown.

Whilst the priority was dealing with the health crisis on a scale we had never seen in our lifetime, it was obvious that economic challenges were to follow. We swiftly had to review our business and adjust. Our ability to regroup quickly with our Directors and Senior Leadership team, helped guide the business through these uncharted waters.

It was at this time that former CEO Jonathan Fisher accepted the role of Chief Executive Officer at heritage-listed Binna Burra. The site had been closed since the devastating fires in September 2019. Jonathan Fisher had dedicated over a decade of service to the National Trust in Queensland and was a prominent and well-respected leader. I would like to thank Jonathan for his passion, hard work and commitment to the role, and wish him all the very best with his role at Binna Burra.

The National Trust Board appointed Jayme Cuttriss (General Manager of Marketing & Sales) as Acting CEO. Jayme has had over 20 years in tourism and hospitality and so was well versed with crisis management and commercial strategy. We sought stability and leadership to ensure that even during these difficult times we were focussed on innovation and efficiencies that would take us in to a more sustainable future. The management team have done an exceptional job in these months, changing the way we look at our organisation and really distilling what is important as we future proof our organisation. I would like to take the opportunity to thank the Senior Leadership team that have shown strong depth of character, financial acumen and strategic thinking over this time.

We recognise our dedicated team of staff and volunteers, many of whom have been greatly impacted by the implications of COVID-19 with a change of responsibilities and hours in their working life. We also thank our corporate partners, donors and suppliers that have worked with us particularly through the property closures. Lastly, we sincerely thank our National Trust members who are our ambassadors across Queensland for our organisation. Even through these challenging times National Trust has retained a strong member base and we thank our members for their loyalty.



Ian Galloway

Ian Galloway AM

B.Sc(Hons), PhD, M.Ag.Std.

President National Trust of Australia
(Queensland)

A Year in Review

The 2019/20 financial year was certainly a year like no other. For 7 months we had outstanding results. We tirelessly worked on positioning Currumbin Wildlife Sanctuary as a leading tourism attraction, that was on track to welcome 600,000 guests from around the globe. International visitation was at 55% of attendance at Currumbin Wildlife Sanctuary with growing Chinese visitation. Summer had seen great visitor numbers with the launch of Wild Island Adventure Splash Zone which drove strong local support via membership. We had record number of members at nearly 20,000. National Trust delivered the Queensland Heritage Symposium and Heritage Awards in October at Howard Smith Wharves, which recognised built heritage projects. The Hospital and Foundation teams had come off the back of a remarkable fundraising campaign through the summer bushfires and had secured record funds to support the wildlife hospital. Grant funding was starting to materialise to support maintenance projects and new visitor experience programs. Our Heritage Festival was well coordinated with some fascinating partners coordinating engaging events. It was set to be another stellar year and early celebrations were in sight. Our Reconciliation Action Working Group were doing some great things in preparation for 2020 – the Year of Indigenous Tourism.

Then the world changed... at the end of January 2020. We were first impacted by Coronavirus when Chinese travel agents started cancelling group bookings on mass at the Sanctuary. Over the course of a week, all future Chinese bookings were cancelled. By February all western markets and Japan bookings were cancelling. By March even our closest market, New Zealand, was at real risk.

With the health concerns now very real we promptly closed all of our heritage properties. Many properties had volunteers that were in a vulnerable category at a higher perceived risk from a virus no one really understood. Cook Shire was placed in a biosecurity zone, completely cut off from the rest of Queensland due to the very high

percentage of indigenous residents in the region that were also considered vulnerable to this virus. The health crisis was very real and in the early stages we planned for likely infection of our team, separating essential workers within the veterinary team and wildlife keepers to ensure coverage, in the event of the virus impacting our workforce. Team members who could work from home were sent home. Human Resource policies were updated to now cover every likely scenario.

Whilst we planned for the impact on our people, we knew the closure of the Sanctuary was inevitable and the reality of the financial impact weighed deeply in the minds of the Senior Management team. We had previously run many risk management scenarios on disease outbreaks impacting travel, planning for a particular market being impacted by economic or political factors, but never could we have planned for a global health pandemic and the closure of all of our properties by government instruction. It has been an extremely challenging time for the Senior Leadership team, and I commend them for their strength and support throughout this challenging time.

By April of 2020 the National Trust Board appointed me to my current role of Acting CEO, still overseeing the marketing and sales for the organisation. It is a role that I have taken on proactively, reviewing every area of our business, making tough but effective decisions to ensure National Trust in Queensland is positioned well for the future.

The cash reserves were depleting with every week the Sanctuary was closed and the heritage deficit was more exposed with no cashflow from the Sanctuary. We acted swiftly to reengineer our workforce when the JobKeeper program was announced. This program has supported our organisation through this time, protecting more jobs than we first anticipated. Non-essential team members that were eligible, were partially or fully stood down under the program, which allowed us time to carefully consider the most effective

structures, and resources required for a COVID-19 environment where international travel is unlikely to return without restrictions within 2-3 years. We reviewed costs, resources and responsibilities across all departments, including Sanctuary operations, our heritage office, and all properties. Strong cost containment measures had already been enacted to prevent an otherwise greater impact on our cash reserves. All agreements were suspended or renegotiated, resulting in significant savings across the business. We re-evaluated our work in line with a scaled back operation.

Internal and external communications became a priority to ensure we were connecting with our people and supporters despite the closure. We engaged technology and virtual meetings to ensure properties were connected to Head Office, and had the support to reopen and complete the necessary COVID-19 compliance training in preparation for reopening. In June, after 10 weeks of closure we were given approval to open the Sanctuary with a COVIDSafe Plan and restrictions in place, as well as reduced operating days and hours. Slowly we opened our heritage properties at a reduced capacity, implementing COVIDSafe training across all properties to ensure the safety of our team and guests. This process uncovered an opportunity to improve our communication across the State to ensure that our team are empowered with resources to work locally. Shortly after, James Cook Museum in Cooktown was allowed to reopen and were flooded by Queensland travellers heading north at the first opportunity.

This year has tested even the strongest of us. During this time the leadership team tirelessly worked on funding to support our wildlife keepers and ensure animal care was not compromised. We sought funding opportunities to promote tourism to the Sanctuary, ongoing funding for the hospital, and grant funding to support essential maintenance across our heritage portfolio. This will continue to be a very strong focus in the years to come.

The outlook for the National Trust in Queensland is a lot more positive than it could have otherwise been. The successful negotiation of government support and grant funding, coupled with careful reduction in resources, has left the organisation in a much more sustainable position. We are confident that the leadership group, with the support and direction of the National Trust Board, Currumbin Committee and our skills based committees, will carry us through difficult times ahead, as we model our organisation without the safety net of the Job Keeper program and an uncertain future for the tourism industry.

We thank our members, our people and our community partners and supporters that have stood by the organisation, adapting to this very new trading environment. On a personal note, I would like to thank Dr Ian Galloway for his support, especially over the last 6 months, and for the years that he has led the organisation as our President.

We look forward to the return of domestic tourism and in time welcoming our international visitors back to Australia. We are committed to emerging as an efficient and innovative organisation that reviews and reinvents ourselves to ensure what we do matters to communities across Queensland.



Jayme Cutriss
Acting CEO National Trust
of Australia (Queensland)
General Manager of
Marketing & Sales

Workplace Health & Safety

prepared by Petra Westergaard (Health, Safety & Security Advisor)

Health and Safety continues to be a priority, even more so with the real health risks associated with the COVID-19 pandemic. All NTAQ properties closed to the public. Currumbin Wildlife Sanctuary had to remain operational with the Wildlife Hospital still open to care for our collection animals. Non-essential workers that still had valuable work to do were sent to work from home offices, with a new procedure and checklist to ensure safe working environments. When staff and volunteers returned back to the workplace it was with very careful safety considerations. After periods of closure, extensive work was put into developing safe and compliant plans to enable the gradual opening of NTAQ properties to the public. The scale of work required to develop and implement COVIDSafe Plans required collaboration between sites, departments and team members. The end result was a testament to this with the Sanctuary's COVIDSafe Plan used as a benchmark for the industry. The closures and standing down of workers created another challenge with re-opening. COVIDSafe training was developed and implemented to ensure all workers were compliant before returning to their workplace. In addition, with improved NTAQ support staff, the compliance online training of volunteers in the heritage sites is progressing. All heritage properties followed Queensland Museums COVIDSafe Plan.

Currumbin Wildlife Sanctuary, was closed to the public for three months during which time we increased focus on preventative maintenance and capital improvement works that would have been more challenging during operational times. Extensive work on pathways, wooden boardwalks and the trains and train tracks were performed during this time as well with many staff on JobKeeper payments being redeployed to maximise use of this time.

Trees across the site have always been identified as an area requiring regular monitoring to ensure the safety of visitors and the team. This continued during the closure and again, the opportunity to conduct works in otherwise high-risk areas was capitalised on.

The shut down and gradual return of staff and volunteers enabled a significant improvement to site security. The generic access code system was replaced with individual codes for all staff and volunteers and selected contractors who are authorised for unsupervised access to site. Changes in staffing and structure provided the impetus to review Currumbin Wildlife Sanctuary first aid response procedures. A far more streamlined approach has been developed for first aid responses to best utilise our staff and ensure a fast and efficient response to the public.

In the 2019/20 financial year, 20 individual risk assessments were conducted across the properties over the last year, identifying many recommendations and changes at the properties. This will continue to be a priority into the future, as will preventative maintenance plans across the state.

Our People

prepared by Jane Jamieson (General Manager of Human Resources)

The financial year got off to a busy start, with recruitment activities conducted throughout the organisation to provide new team members, paid and voluntary, to perform the variety of activities across the State that define NTAQ. This activity reflected that period of time in which the economic environment was enabling overall business growth. There was therefore a particular emphasis on providing increased support to the commercial, conservation and heritage components of the business to service their specific operational needs. The organisation engaged the services of a Grant writer, Graphic Designer and Volunteer Services

Officer, in addition to adding new staff for the Wildlife Hospital and staff with international language skills. Volunteer recruitment was also a strong focus, especially at the Currumbin Wildlife Sanctuary site, with 129 new volunteers joining the Currumbin Wildlife Sanctuary team this financial year.

The year also saw significant attention towards creating and strengthening partnerships with community stakeholders and partners, to provide an additional layer of support and growth for NTAQ operations. Very solid partnerships were cemented with local schools, training organisations, Councils and Councillors, TAFE NSW and TAFE QLD, Universities, industry bodies and organisations, special interest groups, key suppliers, local business partners, NTAQ and community members; each of whom contributes in some manner to the success of National Trust of Australia (Queensland) operations. It is a genuine reflection of the corporate culture of NTAQ, that we have such strong and effective stakeholder partnerships. The activities and relationships required to nurture and grow this network can be extensive, but the results are far reaching and often transformational in terms of business support and new opportunities.

The impact of the COVID-19 pandemic on the NTAQ work teams across the State has of course been significant, with the requirement to stand down staff and volunteers as properties were directed to be closed. New communication systems and work from home protocols were rapidly developed, along with the overnight introduction of new payroll and training processes to reflect legislative compliance for JobSeeker, JobKeeper, staff stand-downs, team downsizing and COVIDSafe training. Team member wellbeing and support systems were created, and COVIDSafe Plans were implemented and customised for each NTAQ site. Tribute must be paid to the many staff and volunteers that worked at each NTAQ location to ensure all necessary requirements were in place and clearly understood. Team member training was conducted, and a warm, welcoming and safe customer service experience was delivered, all within a very turbulent and fast changing landscape. Our people of NTAQ are to be commended for the high standards of outcomes achieved during this most testing of years.

NTAQ STAFF NUMBERS	July 2019	July 2020
Full Time	80	74
Part Time	53	47
Casual	141	134
Total Staff	274	255
VOLUNTEER PROGRAMS & COMMITTEES	July 2019	July 2020
Registered NTAQ Heritage Volunteers & Committee Members	131	130
Currumbin Wildlife Sanctuary - Park Volunteers	231	243
Currumbin Wildlife Sanctuary - Wildlife & Horticulture Volunteers	171	160
Currumbin Wildlife Hospital Volunteers	130	135
Total Volunteers	663	668
TRAINING PROGRAMME PARTICIPANTS	July 2019	July 2020
School Based Trainees	29	11
TAFE Students	35	58
University Intern placements	4	8
Work for the Dole programme	5	0
Total Training Programme Participants	73	77
TOTAL TEAM NUMBERS	1010	1000

Nominations and Governance Committee

prepared by **Gina Palmer** BSc (Land & Water), Grad Dip Ed, Grad Dip Humanities, Master Urban & Regional Planning, Grad Cert Bus, Master Business Administration, GAICD, FIML (**Chair and NTAQ Director**)

In 2019, the Nominations and Governance Committee nominated six candidates for election and the outcome was: reappointment of Dr Ian Galloway for an additional year as President; Mr Toby Price, new director and Ms Gina Palmer, re-elected. The Committee is grateful to all members who voted and congratulated the appointees. Mr Toby Price was welcomed at the 2019 AGM. To support the nominations process, the 2019 committee was chaired by Dr Bruce Cook as Ms Gina Palmer took leave of absence in light of her decision to re-nominate. The Board thanks Dr Bruce Cook and the 2019 committee for their professional support during the nominations process.

In 2020, the committee with approval from the board, established a formal recruitment process in line with good governance practice to recruit board directors. The purpose of the new process is to enable NTAQ to recruit strong candidates who demonstrate significant governance, leadership and business skills to benefit the vision and mission of NTAQ. In the 2020 recruitment round, NTAQ recruited through key platforms such as AICD, Women on Boards, SEEK and the NTAQ website to:

- a) advance the profile of NTAQ
- b) search more widely for directors with extensive board director and business leadership experience, and
- c) strengthen key skills on the board. This new process resulted in the recruitment of three new highly skilled board directors who will be presented at the 2020 AGM.

In line with international and national good governance practices, the committee conducted a number of reviews including the board charter, ACNC good governance, and Honorary Membership.

The committee is looking forward to continuing to support the NTAQ Board and the work being achieved by all who support NTAQ.

OUR NOMINATIONS & GOVERNANCE COMMITTEE MEMBERS IN 2019/20 COMPRISED OF:

Gina Palmer
Chair, NTAQ Director

Dr Ian Galloway AM
NTAQ President

Arthur Frame AM
NTAQ Director

Toby Price
NTAQ Director

**2019 member:
Dr Bruce Cook**

Collections Committee

prepared by **Melanie Piddocke** B Mus (Hons 1), AMA, PhD (Chair and NTAQ Director)

The Collections Committee has continued to receive regular offers of donation through the 2019/20 financial year. Many of these have been declined as the Trust lacks the ability to appropriately store or display them. A number of large donations, such as pianos and suites of bedroom furniture, have been declined for this reason. A table, however, was acquired as it was considered suitable for Harris House. A number of items with complex conservation needs, such as delicate textiles, or with limited provenance have also been declined. The discussions held around each item as it is brought to the Committee assists in determining more clearly the Trust's collecting aims and capabilities, and the Committee is proving a valuable vehicle for handling these offers.

The Committee has also received updates and information on other collections projects, such as the move towards acquiring a Vernon Collection Management System. The Committee has also reviewed and provided comment on the Collection Policy developed by Richard Ferguson. Once this policy has been finalised, it will provide an invaluable framework for the Committee.

My term on the NTAQ Board expires in November, and consequently so does my position with the Collections Committee. I would like to thank the Committee members for their dedication, hard work, and patience in working through many complex collections care issues. Thanks must also go to Amanda West and Sharon Kleinschmidt who have provided invaluable administrative support. I look forward to seeing the Collection Committee grow and develop in the future and continue to provide guidance on the management of the Trust's varied and significant collections.

OUR COLLECTIONS COMMITTEE IN 2019/20 COMPRISED OF:

Dr Melanie Piddocke
Chair, NTAQ Director

Dr Dorothy Gibson-Wilde AM

Kristine Patterson

Sheila King

Ken Brooks

Richard Ferguson



Advocacy Committee

prepared by **Stuart Lummis** (Chair)

The Advocacy Committee volunteers, ably supported by NTAQ staff, have had another busy year, not only focusing on all matter's heritage, but recently expanding the Committee membership to bring in expertise and facilitate a focus on:

- Flora and Fauna & the expansion of the NTAQ Significant Tree Register
- First Australian and Indigenous experiences and history

The participation of the new members in this expanded focus is still in its formative phase, however, when COVID-19 restrictions eventually lift, site visits will be reinstated which will assist in practically facilitating knowledge transfer between the members of the expanded Committee.

Throughout the year, the Advocacy Committee continued to work closely with the Heritage Council of Queensland (part of the Department of Environment and Science), providing guidance and an industry perspective by reviewing 24 applications for heritage listing or variations to existing listings. This relationship is valued by both teams, with NTAQ providing the Heritage Council with another set of eyes considering statutory recommendations.

Key initiatives of NTAQ Advocacy Committee include:

- The nomination of Reconciliation Rocks in Cooktown for a National Heritage Listing to both protect and help celebrate the first documented act of reconciliation between Europeans towards our First Australians. This nomination is now on the Priority Assessment List for the National Heritage List.
- Supporting the Stop Order on the partial demolition of the Broadway Hotel in Woollongabba.
- Engaging with the Brisbane City Council in an attempt to address shortcomings in its enforcement controls, which would reduce the number of heritage places facing "demolition by neglect".
- Supporting the Stop Order halting an application for the redevelopment of Lamb House, and engaging with Minister Enoch and the Department of Environment & Science in suggesting temporary preservation initiatives to protect the building fabric.
- Leading the development of a Federal Election Priorities for Heritage policy document. This was utilised by the eight National Trust's across Australia to ensure federal election candidates were responding to heritage concerns. We advocated for:
 - Stronger heritage protection;
 - Better mechanisms for collaboration with non-government organisations
 - Well-resourced government heritage agencies
 - A National Heritage List that is truly representative of Australia's unique stories
 - More support for owners of heritage places
 - Coordinated approach to investment in sustainable heritage tourism
 - Future proofing of heritage places against the effects of climate change
 - Support for ensuring traditional trade skills used in the conservation of heritage is not lost



- We successfully nominated the National Trust property Harris House to the Queensland Heritage Register. The significance of this beautiful house is now protected for future generations to enjoy.
- We joined our voice with more than 5,000 other people and organisations to lodge a submission against the proposed development of a zipline facility at Mt Coot-tha. The campaign to protect Mt Coot-tha’s environmental heritage was successful and its role as a place of quiet recreation has been conserved.
- We prepared a submission into the Queensland Government’s review of the Aboriginal and Torres Strait Islander Cultural Heritage Acts. Our submission advocated for:
 - legislation that recognises the importance of early consultation with Indigenous people
 - a broader definition of cultural heritage that includes landscapes and intangible heritage
 - more effective impact assessment protocols
- We advocated heavily for the Queensland government to continue the successful Sustainability Action Grants for Heritage. This grant program offers much needed funds for the conservation and maintenance of Queensland’s heritage places. Our advocacy was successful and the Minister for Environment & Science announced the continuation of the program at our 2019 Heritage Awards ceremony.
- We assisted with the developed of the 2019 National Trust Heritage Symposium, featuring a dozen speakers at Howard Smith Wharves on the theme: Expanding the Past – The Future of our Heritage.

**OUR ADVOCACY
COMMITTEE MEMBERS
IN 2019/20
COMPRISED OF:**

Stuart Lummis
Chair

Ray Holyoak
NTAQ Director

Chris Buckley

Jonathan Hobbs

Andrew Ladlay

John Schiavo

Jannene Smith

Property Reviews

CURRUMBIN WILDLIFE SANCTUARY *prepared by Michael Kelly (General Manager)*

During the year Currumbin Wildlife Sanctuary experienced some extreme highs and lows, with the first seven months of the year producing record attendances and revenue generation until the arrival of COVID-19 in late January 2020. The closure of the Sanctuary for three months during the year saw attendances at the Sanctuary fall by 27.3% to 417,000 pax. As a result, revenue fell by 11.4% on the previous year and net operating profit decreasing by 32.3%.

During 2019, the Sanctuary continued to invest in facility upgrades including the launch of the Wild Island Adventure Splash Zone, Pelican Point, a new amenities building at Wild Burgers and some smaller projects including the kitchen upgrade of Wild Burgers and activation of the Wild Things outlet for scoop ice cream. We also installed an automated cash control system to improve efficiencies accordingly.

As a result of this investment and following a successful marketing campaign, the summer trading period was a huge success with attendances exceeding previous record daily attendance (outside of promotional events).

The summer trading period success was cut short by flood events which saw 30% of the Sanctuary's flat area flooded on the 17 January, followed by a further five floods that impacted on operations. The team response to recover the Sanctuary after each flood event was fantastic and a credit to our team of staff, volunteers, contractors and trainees.

With the onset of COVID-19 the Sanctuary responded quickly with tactical offers and cost minimisation strategies whilst remaining focused on delivering exceptional guest experiences. Communication with the Sanctuary's team has also been important with regular, factual briefings on the business impact from the virus.

The Sanctuary suspended operations on the 23 March 2020 following government advice and remained closed until 26 June 2020. During this time, the Sanctuary's Life Sciences and Wildlife Hospital teams remained onsite caring for the 1,000 animals at the Sanctuary and the hundreds of animals requiring treatment via the Hospital. All other team members were stood down with essential services and security teams remaining onsite.

Management's liaison with Queensland Health, the Queensland Government and the local public health unit saw the Sanctuary be the first tourism venue on the Gold Coast to have its COVIDSafe Plan approved, allowing the Sanctuary to reopen. The Sanctuary continues to liaise with Queensland Health on a regular basis and reacts accordingly in line with changes to the restrictions and responsibilities for businesses.

Following reopening, the Sanctuary has seen strong support from Gold Coast locals and National Trust members. Financially we have also received strong support from both Federal and State governments through the JobKeeper program, Zoo & Aquarium Support program, and the Queensland Government's Tourism Icon program.

The Sanctuary continued to be a leader in ecotourism, environmental management and an employer of choice, with the Sanctuary being awarded the following awards in the second half of 2019:

- Bronze Award, Major Tourist Attraction Queensland Tourism Awards
- Bronze Award, Cultural Tourism Attraction Queensland Tourism Awards
- 2019 Hospitality, Tourism & Events Award Gold Coast Business Excellence Awards
- 2019 Medium Employer of the Year for the South East Region - Queensland Training Awards

- 2019 Best Unique Venue
Gold Coast Brides Choice Awards
- 5-Star Food Safety rating - City of Gold Coast

During the year, the Sanctuary received renewed accreditation from the Zoo & Aquarium Association (ZAA) following an extensive review of processes, practices and facilities. The General Manager of the Sanctuary was also appointed to the board of ZAA for the first time in the Sanctuary's existence.

The Sanctuary's conservation projects continue to grow with the two lead projects – the Eastern Bristlebird and Kroombit Tinker Frog programs gaining attention and traction. The Sanctuary currently has 16 conservation projects and 10 research projects.

As part of the Sanctuary's Responsible Business commitment they have been working with their waste management supplier, together with the peer lead 'Sustainability & Innovation Committee' to reduce general waste across the Sanctuary. In the last 12 months there has been a 50% reduction in general waste. Overall, the Sanctuary is now sitting at 84.69% diversion from landfill, with the same time in the previous year at 65.56%. That equates to a 4 tonnes reduction.



Wild Island Adventure Splash Zone



Kroombit Tinker Frog



CURRUMBIN WILDLIFE HOSPITAL
prepared by Dr Michael Pyne
 (Senior Veterinarian)

The Currumbin Wildlife Hospital continues to be one of the busiest Wildlife Hospitals in Australia with more than 12,000 animals admitted during the year. Supported by the Currumbin Wildlife Hospital Foundation, the fundraising arm of the organisation had its most successful year on record generating significant funds to support the operation of the Wildlife Hospital.

The devastating fires in New South Wales and Victoria over the Christmas and New Year period certainly impacted the nation, along with our native wildlife. The outpouring of support to wildlife charities throughout Australia, including Currumbin Wildlife Hospital was positive and continues to trickle in today. Media awareness of the Currumbin Wildlife Sanctuary was at its highest, which helped to share our story and the wonderful work that is done daily. Currumbin Wildlife Sanctuary and Hospital provided support where necessary during this crisis, treating and rehabilitating animals from fire affected regions together with the deployment of assets to the affected regions.



1,470 patients or 12.8% against 2018/19, koala admissions however dropped by 105 koalas or 20% as a result of a wildlife vet now working at Friends of Koala, Lismore where traditionally we admit approximately 200 koalas annually from.

	Total Admissions	Koala Admissions
2019/20	12993	420
2018/19	11523	525
% change	+ 12.8%	-20%

The Wildlife Hospital continued to provide fee paying veterinary services to David Fleay Wildlife Park, Tropical Fruit World, Macadamia Castle and O'Reilly's Rainforest Retreat.

Currumbin Wildlife Hospital has collaborated with a range of universities to assist with important wildlife research, these universities include, University of Queensland, Queensland University of Technology, Griffith University, Sydney University and Melbourne University.



The research projects we have assisted with include

- Koala chlamydial vaccine
- Koala toxins
- Koala Retrovirus expression
- Koala Microbiome
- Coastal Raptor Investigation
- Australian Bat Lyssavirus Investigation
- Koala Living Genome project

WOLSTON FARMHOUSE
prepared by Seana Hegney
(Property Coordinator)

The team at Wolston Farmhouse has had another busy year, albeit challenged by COVID-19 with the first impact and then the outbreak at the detention centre in Wacol. To the team's credit they have done a remarkable job in providing a COVIDSafe experience for guests and they stayed strong through some challenging times.

Some highlights include working with training group DGT, who help underprivileged young adults gain nationally recognised qualifications in building works. Works completed included, installing an amphitheatre with white board, and toilet block upgrade.

We also launched our series of special events including the first ever Valentine's Day event. Local company Sip 'n' Dip conducting art workshops on site which were a great success. We engaged a new paranormal tour company Pariah Paranormal and now receive 100% of the profits from paranormal groups.

We have focused on building community partnerships including Redbank Plains High School who supply jams and damper produced by high school students studying hospitality certificates. This also includes students coming to Wolston to gain practical experience helping in the tea terrace on Sundays and during events.

We have changed the focus to be truly local sourcing a selection of teas and honey for the region. We also partnered with a new catering company called Wild Harvest that had the same philosophy.

Wolston Farmhouse had some important visitors including Milton Dick – Federal member for Oxley and Councillor Sarah Hutton- Jindalee Ward. These visits help increase visibility for Wolston and highlight funding opportunities. We named the amphitheatre after our long-time volunteer Valerie May who without her dedication, Wolston Farmhouse would not be the experience it is today. We thank her for a lifetime of support for the National Trust as we celebrated her 90th birthday at Wolston Farmhouse.

Our volunteers have been busy ensuring the grounds are maintained, as well as assisting with Sunday tea and tours.





GRANDCHESTER RAILWAY STATION

The dedicated team of volunteers at Grandchester Railway Station have opened the property monthly and for special events when the Queensland Rail bring the steam train to the Station. On these days the Station sees over 250 visitors stop at Grandchester to see Queensland's first Railway Station, established in 1865. National Trust would like to take this opportunity to thank Greg and Julie Lynch who have managed the site for the last 8 years. Unfortunately, the Railway Station had to close under COVID-19 restrictions, and Greg and Julie have decided to retire to spend more time with family. We wish them well and thank them for their commitment to this very special site, owned by Queensland Rail and managed by National Trust.

ROYAL BULL'S HEAD INN *prepared by Stephanie Keys* (Toowoomba Branch member)

The Toowoomba Branch continues to care for and manage visitors to the Inn. Visitor numbers for the 8 months of opening in 2020 totalled 1044, compared to 1869 for 2019. These numbers were boosted by the success of the expanded education program, managed by Helen Moloney, who focussed on acquiring more props including a milk separator, primus stove, a kettle and a milk bucket during the shutdown. A mailout of a promotional brochure is planned for Term 4 to further grow the program.

Though fundraising was difficult this year the branch was successful in obtaining a Toowoomba Regional Council (TRC) grant of \$1,087 to upgrade the museum space to 'create an interpretive space to bring heritage to life, using banners and glass display cabinets. We were able to secure a further grant from the TRC emergency grant scheme



towards the urgent repairs required on the post and rail fence at the southern side of the property. The input of the Grants Coordinator in preparing these and other grant applications has been invaluable.

Prior to March, several fundraising activities were held including catering for functions such as Heritage High Teas, Birthday parties, a Baby Shower and other private events. A Floral Art and Artisan Week during Carnival of Flowers week which attracted a good number of visitors to the exhibitions and workshops.

A major source of income this past year is the monthly Paranormal Investigations. Tina Mundt and Bruce Mcloughlin coordinate these activities with the team from South East Paranormal leading the investigations with all evenings sold out quickly.

New handrails and pavers were added to the verandah steps for ease of access for our visitors, and the gardens either side have been given a facelift. The front view for those passing by certainly says "a building well loved", especially with the Toowoomba Regional Council gardens now refreshed and beautifully maintained. A new storage shed has been constructed as Stage One in the project to reconstruct the former stables building. The water damage in the upstairs parlour continues to affect the calico and the wallpaper, a task which remains to be addressed.



HARRIS HOUSE

prepared by **Stephanie Keys**
(Toowoomba Branch member)

The cultural heritage significance of Harris House was recognised through its inclusion on the Queensland Heritage Register. The house formed a fitting backdrop for the surprise gathering held to farewell retiring, long standing member and volunteer Beris Broderick, attended by Channel 7 and other media. Beris was instrumental in the Trust's purchase and restoration of the Royal Bull's Head in in the 1970s.

Up until the switch to online meetings in March, the Toowoomba Branch enjoyed using the shared small dining area, furnished with a donation of a silky oak dining suite through the NTAQ Collections Committee, for monthly committee meetings. The branch annual meeting and election of committee members was also held at the property. The August quarterly branch gathering featured a picnic lunch and tour of Harris House for National Trust members and supporters.

NTAQ have attracted 3 professional tenants for the building and continue to seek others to provide an ongoing income source.



BRENNAN & GERAGHTY'S STORE MUSEUM

prepared by **Jayne Cuttriss**
with **Ken Brooks** (Curator)

Caretaker and curator Ken Brooks has lead a team of very dedicated volunteers at Brennan & Geraghty's Museum Store. Like all properties they opened to the public to share this charming collection with visitors to the region and locals alike. When COVID-19 hit, Ken used the opportunity to remove all collection items and carefully reexhibit them during the closure. It was a painstaking task but one that was needed and COVID-19 closures provided the perfect opportunity. Ken and the team have also done a wonderful job with COVIDSafe Training, theming signage to fit with the theme of the museum. During this time we also utilised grant funding to prepare a Conservation Management Plan for the property which is in its final stages. These plans are critical to preserving these very special collections and to ensure they will remain for years to come. It also provides a plan in terms of preventative maintenance which is something National Trust is very committed to having for all properties. I commend the team on their meticulous cataloguing of items and journals, and receipts of customer orders. It is truly a remarkable collection trapped in time.





TOWNSVILLE HERITAGE CENTRE
prepared by Dorothy Gibson-Wilde
(Secretary, Townsville Branch)

The Heritage Centre remains closed for tours due to concerns around COVID-19 restrictions. A start had been made on cleaning and restoring items placed in storage for the cyclone season. All linen had been laundered and returned and the Nottingham lace curtains re-hung. A few artefacts were unpacked, but then COVID-19 broke out.

A working bee was held to plant new roses to replace those that did not survive flooding in 2019 and early 2020. Ms Sharon Gray, our garden volunteer, is watering them regularly as watering restrictions still limit garden spraying to only three days per week. The gardens continue to look very attractive and seem to appeal as a site for weddings and events.

We employed a security officer for weddings to alleviate noise complaints and to ensure the safety of guests and the property. The appointment of a Weddings and Events company has also helped to convert wedding bookings and ensure quality of product and service delivery. Wedding photography is not permitted on the verandahs of the houses because of the fragility of timbers that

are over a century old. All wedding ceremonies and receptions are held in the gardens with no intrusions on the houses. Some receptions are held under a large marquee, others are set under the large rain tree, with lights to ensure it is quite magical.

With COVID-19 restrictions, normal guided tours of the Cottage and Currajong are on hold, so display cases have been placed in the foyer and opened to the public. Some of the wooden toys normally used for the school tours will also be on display, along with the regular display of butter churns that relates to the early history of the Farmhouse.

Sorting of the artefact collection continues slowly. We thank the gardening team at the Townsville City Council who continue to mow the extensive lawns and to trim all of the hedges.

The Centre is being maintained well, and income continues to come in from weddings and events. Bruce and Dorothy Gibson-Wilde have opened the houses for a few visitors. Senator Amanda Stoker was the first to sign our visitors' book for 2020.



ZARA CLARK MUSEUM

prepared by Ann Gibbon (Museum Caretaker)

This has certainly been a year to remember. After opening on 20 January, we saw visitor numbers staying low through February and into March. During this time, the volunteers were busy making plans for our big celebration of the 10th Anniversary of the re-opening of the Zara Clark Museum. It was planned to coincide with NTAQ Heritage month, and things were going well.

By March, we had to close the museum due to COVID-19 and various volunteers made frequent visits to check everything inside was satisfactory and secure. We have continued to gain positive visitor feedback after restrictions eased, allowing the museum to reopen.

The Museum needs some maintenance and repair work and we continue to seek grant funding to support these projects. Zara Clark Museum will play a significant part in the upcoming activities being planned to celebrate the 150th Anniversary of Gold Discovery in Charters Towers in 2022.

DON RODERICK ASSAY ROOM GALLERY

*prepared by Desley Gist
(Treasurer, Charters Towers Branch)*

The Don Roderick Assay Room Gallery Group ended 2019 after celebrating a successful year with the Gallery being opened at least five days a week and both visitor numbers and sales at good levels.

2020 began with much hope. However, due to COVID-19 restrictions, we had to close from mid-March to 26 June. Prior to re-opening, volunteers deep-cleaned the Gallery and placed correct signage, visitor log-in forms and sanitizing products in readiness.

The Gallery is a high-quality attraction for locals and tourists. It is situated in the former Assay Room at the rear of the Stock Exchange Arcade. Volunteer research and presentation of information about the fire assay process and assay professionals, and the history of the Arcade from the heady gold rush era to its restoration, gives a holistic picture of these important people and buildings. Two recent additions to the history display are a drawing from 1909 of the Brilliant Mine, found in a member's family archives, and a tribute to Don Roderick, the architect instrumental in the restoration of the Stock Exchange Arcade in the 1970s. We benefit from visitors' knowledge about historic items on display. It is this dual situation of being both a former working Assay Room and an Art Gallery that makes us unique.

Noting empty shops in the Arcade, members created displays of artworks. This, along with the purchase of new plants and pots at the end of the Arcade, has made the whole area more vibrant.

Volunteers "refresh" the Gallery periodically with new artworks. Sales and interest in local work are strong, particularly since the re-opening post COVID-19. We are fortunate to have a variety of artists, potters, photographers, woodworkers and gold fossickers, who make ornaments and jewellery, as members. Their ages range from approximately 17 years to 85 years of age and the works they create are diverse.

The final print edition of our local newspaper, The Northern Miner, contained a full page historical article about the main Charters Towers properties owned by National Trust. The article was written by one of our volunteers and coincided with the reopening of the Gallery at the end of June. It was good promotion for the properties and a thank you to the Northern Miner for its support over the years.





HOU WANG CHINESE TEMPLE & MUSEUM
prepared by Gordon Grimwade
(Historical Archaeologist and Site Volunteer)

Atherton Chinatown comprises three core elements, the heritage listed temple, a display gallery and the archaeologically significant site of the former settlement. Temple maintenance has been highlighted as a major concern. Water leakage into the temple and hall from deteriorating guttering has been a significant issue. So with support of a \$20,000 grant, these will be rectified in 2020. The tropical environment is demanding at best and requires rapid attention to maintenance issues.

A focus for this property will be to have a defined preventative maintenance plan to ensure this very significant property and collection is cared for and protected.

The team of six volunteer guides continued to undertake guided tours of the temple and hall until COVID-19 influenced closure of the site in early 2020. Two others assist in non-guiding

roles to maintain the collections. The cataloguing project remains on hold pending Vernon Software implementation in 2020/21.

The Friends of Atherton Chinese Temple Inc (FACT) was successful in obtaining grant funding from Tableland Regional Council for shelving for the extensive artefact collection. This has now been erected and will house the collection in an improved physical environment as registration proceeds.

The Tableland Regional Council owned Old Post Office Gallery, which houses the Chinatown orientation display, suffered a major mould infestation during the COVID-19 lockdown. In a mammoth undertaking in mid June a team of volunteers sorted and moved equipment and records from the building to enable Council to clean the building.

Good progress has been made on a local level with the strong relationship between The Tableland Regional Council and the small group of committed volunteers.

JAMES COOK MUSEUM

prepared by **Beverly Grant** (Museum Visitor Services Coordinator) and **Harold Ludwick** (Museum Guide/Indigenous Projects Officer)

James Cook Museum has experienced a very different past year. With the commencement of the 'low season' the museum closed its doors on 9 October 2019 in preparation for major works to commence with the exception of Coral Expeditions visitors' each Tuesday morning. Both staff and volunteers were then able to focus on activities surrounding Collections Management as follows:

1. Indigenous Room

- Identify Guugu Yimidhirr objects/artefacts.
- Using the existing handwritten Inventory from the 1960's to identify objects in the collection.
- Develop a new register to capture what has not been recorded or unable to be identified or misplaced/lost.
- Cross referencing objects that have not been recorded in the original Inventory with newly developed Inventory.
- Add classifications as indicated below:
H (High) = From the Region (Cooktown and surrounds)
M (Medium) = Cape York
L (Low) = Other: NT, WA etc
- Images of all objects to add to newly developed Inventory.
- Establish catalogue identification if objects have not been identified.
- Locate past electronic register.

2. Measuring and identifying all exhibits, storage and shelving

- Measuring and recording of all display cases, exhibits and shelving (height, width and depth) to establish dimensions.
- Identifying, counting and recording of all objects/artefact's in each display case, exhibits and shelving.
- Images of all objects to add to Storage Inventory.
- Referencing and coding.

3. Identifying all objects in storage areas (attic, room below stairs to attic, west storage and east storage)

- Establish and identify objects/artefacts in all storage areas' (natural history, agriculture, Chinese, documentation etc).
- Establish if objects/artefacts are to be retained, deaccessioned, exhibited, archived or stored.

- Utilising a specific area of the attic space in a more effective way for storage.

The James Cook Museum then commenced usual 'low season' operating hours on the 7th January 2020 where we continued to host some of our regular tour operators and visitors.

Chris Liaubon, our maritime enthusiast volunteer commenced the careful cleaning and minor restoration of the May Belle Ferry, to be exhibited in our Maritime exhibition, which is a source of great interest.

As a result of COVID-19 the Museum closed its doors on 18 March 2020 and re- opened on 17 July 2020.

COVID-19 has us living in unprecedented times effecting a very new normal, which many businesses have had to adjust to in a relatively short period. This current pandemic has presented many changes to our place of work at the James Cook Museum including our hours and days of operation.

National Trust of Australia (Queensland) have implemented new health and safety measures comprising of assessing risks associated with COVID-19 and putting in place control measures to manage those risks accordingly including appropriate training for both staff and volunteers. The introduction of new control measures include continually sanitising all surfaces including pens, toilets, both staircases and chairs, ensuring and managing social distancing and recording all visitor information for around an average of 150 people each day, which could not be achieved without the dedication of our valued staff and volunteers .

Several much-anticipated events for 2020 were cancelled including the Cooktown and Cape York Expo 2020, and Discovery Festival.



Branch Committee Reports

BRISBANE BRANCH

Prepared by Marianne Taylor (President)

On 30 September 2019, the Brisbane Branch of National Trust of Australia (Queensland) gave a talk as part of the After Dark series for Brisbane Open House. The venue was the Gresham Bar in the heritage-listed former NAB building in Brisbane. Janet Marshall spoke about aviatrix Lores Bonney's life and incredible feats, including being the first woman to fly solo from Australia to England in 1933. The Branch President, Marianne Taylor, then discussed the history of some of the buildings connected with her life, including the fabulous original Gresham Hotel in Brisbane and Archerfield Airport. The talk was booked out and the night was a huge success.

BINNA BURRA, BEECHMONT AND CANUNGRA BRANCH

Prepared by Brad Cox

Binna Burra in Beechmont has been desperately busy relaunching the resort after the devastating fire in September 2019. The rebuild work and the arrival of COVID-19 have conspired to undermine any intentions to move our local chapter forward. Binna Burra reopened in September 2020 and the branch looks forward to promoting heritage and eco tourism in partnership with National Trust in the future.

REDLANDS BRANCH

Prepared by Annette Marsson (President)

The 2019/20 year will not be forgotten. Bushfires and COVID-19 lockdowns, restrictions, cancellations and hibernation. Resilience, hope and determination have been our strength. Our thoughts go to those who have been impacted by these unprecedented events.

Our year at Redlands commenced with a successful grant application securing a Council Community Grant for a Public Address System & Video Projection Equipment, to assist with public presentations and local events.

Branch activities during the year included joining Birdlife Australia and other community groups in September to "Welcome Back the Shorebirds" at GJ Walter Park in Toondah Harbour. A great day for all and an opportunity to engage with the public. The final meeting for 2019 was held at the Redland Museum, where members and guests enjoyed a presentation by local author and historian, Peter Ludlow, on "Reminders of People Past in the Redlands". This was an enjoyable evening for all and further strengthened our partnering relationship with Redland Museum. The Australian Heritage Festival planned for April/May saw our Branch provide a full programme of events. Unfortunately, in March, COVID-19's effects had been felt by all and the Heritage Festival was cancelled and shortly afterwards all gatherings were cancelled and our hibernation period commenced.



Binna Burra



Our Branch continues to be involved with conservation campaigns including Toondah Harbour's natural and cultural heritage. We offer support and assistance to the historic Willards Farm project and offer congratulations to those involved in the recent Heritage Council listing of the former US Army World War II Radio Receiving Station and the Rhombic Antenna Array at Birkdale. This was a wonderful achievement and outcome for all involved in this process.

Our thanks to Grand View Hotel Management for allowing Branch meetings to take place at this historic hotel.

We acknowledge the support and assistance from several local Councillors and thank them for their valued contributions and guidance. My thanks to the outgoing Committee for their work and support during the year and to our Branch members, for their support and participation at meetings and involvement and promotion of NTAQ & Branch activities.

The future is bright here in Redlands. We have a rich cultural heritage and community engagement in the pursuit of conservation, recognition and protection of our heritage. The partnering relationships established with similar organisations strengthens our ability to protect, conserve and celebrate this wonderful environment, heritage and history, we have and call home.



Sunrise over Moreton bay (taken from the foreshores of the historic GJ Walter Park in Cleveland (note the foreground of this photo will be transformed into an urban development for 3600 apartments under the proposal now under investigation by the Walker Corporation as part of an EIS under the EPBC Act)



Heritage listed Grand View Hotel



Logan Branch Committee members Left to right; Tery Hurst, Phillip Tanner, Cr Miriam Stemp, Paul Casbolt, Allan Pettigrew and Geoff Kerkow. Trevor Nunn (absent)

LOGAN BRANCH

Prepared by Allan Pettigrew (President) and Phillip Tanner (Secretary)

Currently in Logan City there is ad-hoc representation of interested organisations promoting individual interests of our wealth of history and heritage, but there is no unifying body to co-ordinate these individual activities with a common voice. National Trust is an ideal unifying coordinating body with on-going benefits.

For Logan and District, the benefits will include:

- Recreation and enjoyment of the educational history and buildings of the Logan District.
- Preservation and promotion of Logan's unique pioneer history and personalities.
- Promotion of the Logan River and the history of Captain Patrick Logan and early settlement.
- Tourism – both commercial and recreational.

At our August Branch meeting Cr Miriam Stemp (elected member for Division 10 Logan City Council), accepted our offer of Ex-Officio Committee Member which gives us a direct liaison with the newly elected Logan City Council to promote National Trust aims and objectives. Our August Branch meeting was very appropriately held in the Heritage Council Chambers of the Beenleigh Historical Village and was arranged by our Committee Member Geoff Kerkow, Director on the Board of Management of the Beenleigh Historical Village.

National Trust Queensland's newest Branch was formed in October 2019 and before we knew it we were hit with COVID-19 restrictions We had established to launch the Logan Branch at the

2020 Australian Heritage Festival with a Pioneer Picnic in May, unfortunately this was not the case. Currently the Logan Branch is aiming to join with the Logan Village RSL in 2021 with a special day of remembrance of the history of armed forces in Queensland. Anzac Day in 2021 is the only time in the next seven years that it falls on a Sunday, so we look forward to celebrating in 2021.

The Logan Branch has held meetings in various locations within the City of Logan, Beenleigh Historical Village and Museum, temporary home of the Logan Historical Society at Logan Central, and Angelhurst, a private museum of Tery Hurst in Tamborine.

The Logan Branch is also working to develop a Strategic Plan to work with a variety of organisations and Logan Council in promoting our history and heritage. We are also working to develop a Financial and Membership Plan to grow and develop the Branch and its activities.



Photographer: Nicola Rose

IPSWICH REGIONAL BRANCH & GREAT HOUSES OF IPSWICH

Prepared by Arthur Frame AM (President)

Our *Regional Trust Talks* have become a regular highlight for members and the public at our bi-monthly meetings. Guests this year included Ipswich City Council Principal Officer Urban Design and Heritage, Danny Keenan, discussing the differences between Local, State and Commonwealth Heritage Listings. Our next presenter was Library Digital Archivist Melanie Rush, who took us on a journey through Mid-Century Ipswich with an exploration of the growth of new suburbs and the changing streetscapes of our city between 1946 and 1969. Internationally renowned ceramicist Jane du Rand headlined our February meeting, discussing her work and upcoming exhibition at Ipswich Art Gallery, featuring ceramic works based upon Ipswich heritage architecture.

In September we partnered with the owners of three more *Great Houses of Ipswich* in this popular award-winning program. On the day *Collingwood*,

The Duce House and *Woodlands* saw visitations of 3092 patrons across the three properties. Since 2013 the Ipswich branch has showcased 27 private homes raising awareness of our cultural, environmental and built heritage across the region. Tens of thousands of visitors have engaged with the program, been impressed by the city's diversity of architectural styles, and supported local businesses since the program began. *Great Houses of Ipswich* is supported by Ipswich City Council and is considered an important part of their regional tourism strategy.

On this occasion we introduced a Heritage Treasure Hunt, as a special way of engaging the hundreds of children who regularly attend with their parents. The child with the first correct entry won a family pass to Currumbin Wildlife Sanctuary. This popular initiative will no doubt become a regular feature of the event.

Branch members celebrated Christmas attending the Ipswich Little Theatre production of *Boeing Boeing* which marked the theatre company's 50-year milestone of operations in the heritage listed Walter Burley Griffin Incinerator Theatre. The theatre provided the venue for the State Conference of the National Trust of Australia (Queensland) hosted by the Ipswich Regional Branch, in November 2018.

While 2020 had begun for the branch, with great enthusiasm and excitement, our planned events were soon thwarted by COVID-19 resulting in all scheduled activities between February and June having to be rested. Although the *May Great Houses of Ipswich* event was postponed the owners of *Gooloowan*, featured on two previous occasions in the program, generously opened their home, providing an online virtual tour. This is an experience with which we have all become so familiar in recent times but one which certainly helped us to stay connected and relevant as a branch.

I thank our committee members, and our wonderful volunteers and supporters who have shown commitment and given their time in this challenging environment. We look forward to a renewal of our activities and friendships in the near future.



TOOWOOMBA BRANCH

Prepared by **Stephanie Keays**

The Toowoomba Branch conducted three very successful Branch gatherings for National Trust members and their guests throughout the year. August featured a talk at Harris House, followed by a visit to St James Church. In November we visited Gummingurru Aboriginal Historical site and in February the former Toowoomba South State School, now the Catholic Schools Office led by Paul Herbert and Stephanie Keays. Linda Manghubai has organised the gatherings for the past two years as well as devoting time to preparing the Branch catchup, which provides a monthly update for members, volunteers and friends of the Branch. Linda is stepping down from the committee this year and we thank her for her enthusiasm and dedication to everything she has done.

In February the Branch Committee held a Volunteer Information Session which was well attended. It was a useful tool to review policy and procedures that affect all workers at the Royal Bull's Head Inn and to attract new volunteers. We have maintained our group of active volunteers at the Royal Bull's Head Inn, who assist on Open Days, events and work each Wednesday to keep the building clean and well maintained, and hope to expand this through partnership with the Toowoomba West Men's Shed. Some of our younger volunteers are currently working on filming the upstairs rooms to create a virtual tour which will be used for visitors who are unable to climb the stairs, and are recording the Collection digitally on the NTAQ funded laptop.

This year we have seen a small number of volunteers leave for health reasons and we wish them well. The Branch has representation on the State-wide Collections Committee and actively participates in meetings and policy development. The committee also provides regular advice on our own collection items.



TOWNSVILLE BRANCH

Prepared by Dorothy Gibson-Wilde

For most of 2020, COVID-19 restrictions have made organising group activities, even walking tours, very difficult.

The Branch Committee, chaired by Mr Ray Holyoak, has continued to meet. The Committee is Vice Chairman, Ms Anne Keen, Secretary Dr Dorothy M. Gibson OAM, Treasurer Mr Geoff Jensen, Heritage Centre Bookkeeper, Mr Bruce Gibson-Wilde OAM, Volunteers Representative Mr Tom Rush and a Townsville City Council representative who has usually been an Alderperson, though no one has been appointed since the Local Government elections. Ms Freya O'Brien, who was stricken with serious illness, was handling weddings and events, but Dorothy and Bruce Gibson-Wilde came to an arrangement with Townsville Weddings & Events who have just taken over part of this role.

The Branch Committee remains responsible for management of the Heritage Centre and recognition and protection of heritage sites in our region. Currently one of the main problems in Townsville is community debate regarding the demolition of the Criterion Hotel, despite the fact that it is not the original building that was the first hotel in Townsville. That was replaced after demolition in Cyclone Leonta in 1903, and a new brick building erected in 1904. The new hotel has suffered unsympathetic alteration and now bears little resemblance to the 1904 building. A Heritage listing of the building was rejected some years ago. Its demolition is now indefensible but is still resisted by a few protesters. The Branch Committee has not taken part in any protests because we are aware of the history of the structure. Chairman Ray Holyoak makes monthly reports to Committee on Ravenswood.

Committee meeting time has been altered to Sunday so that our Chairman who lives in Ravenswood can attend).



CHARTERS TOWERS BRANCH

Prepared by Kris Patterson

The branch members have met informally to discuss the operations of the Zara Clark Museum and the Don Roderick Gallery. The groups have been able to carry on as normally as COVID-19 will allow.

As Secretary, I became a COVIDSafe trainer and talked to and then signed off on the volunteers who wished to re-open both places to visitors. This allowed both places to open in a reduced capacity, with visitors able to enjoy their time. I was also given the opportunity to represent the Charters Towers Branch on the Collections Committee with Melanie Pidcocke and Richard Ferguson as well as other Branch/site representatives. It has been a total learning experience to work with my colleagues in this important area.



Grant Funding

We appointed a dedicated Grants Specialist in January 2020, and this has been a fundamental shift in our fundraising strategy. This role is dedicated to securing funding through government, corporate and private grants. We have had some good success across our entire business in 2019/20, and this is continuing. Grant funding is a key activity in times of economic uncertainty as it allows National Trust to continue essential capital works at our heritage properties and continues to support the operations at Currumbin Wildlife Sanctuary & Hospital.

During the 2019/20 financial year NTAQ received the following grant funds of \$87,478.79 (exclusive of GST):

- \$20,000 from the Qld Government Department of Environment and Science Community Sustainability Action Grant Program for guttering replacement at Hou Wang Temple.
- \$40,000 from the Qld Government Department of Environment and Science Community Sustainability Action Grant Program for roofing works at Charters Towers Stock Exchange.
- \$15,000 from the Qld Government Department of Environment and Science Community Sustainability Action Grant Program for the development of a Conservation Management Plan for Brennan and Geraghty's Store Museum.
- \$1,087.94 from Toowoomba Regional Council 2019/20 Community Support Grants Program for some upgrades to Royal Bull's Head Inn Museum casing and signage.
- \$400 from Toowoomba Regional Council Micro Grants Program for fence repair at Royal Bull's Head Inn.
- \$3,850 from Karen Andrews MP Volunteer Grants 2019 for small appliances in the kitchen at Currumbin Wildlife Hospital.
- \$7,140.85 Container Refund Scheme Small-Scale Infrastructure Grants (Queensland Community Groups and Not-For-Profit Organisations) to construct and install shelters for Currumbin Wildlife Sanctuary's Reverse Vending Machines from TOMRA.

During the 2019/20 financial year Currumbin Wildlife Hospital received the following grant funding (exclusive of GST):

- Department of Industry, Innovation and Science Grant Agreement ERFI000016 for Koala Treatment, Rehabilitation and Research \$1,000,000 Total over 4 years
- Five-year grant agreement with the Gold Coast City Council for funding of Koala Chlamydial Vaccine Project \$50,000 per year
- South East Queensland Wildlife Network grant deed of \$250,000
- DES grant for Koala Veterinary Care grant project \$50,000
- DES funding under the Community Sustainability Action grant program \$40,000
- Global Wildlife Conservation Grant (WildArk) \$30,000
- Communities Environment Program NTAQ Grant for Rehabilitation and Release of Birds of Prey \$14,200
- Gambling Community Benefit Fund (GCBF) NTAQ Grant for Construct Rehabilitation Facility \$12,851.80

Director Profiles

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

14 years as Councillor of National Trust of Queensland (NTQ) from 2000 to 30 June 2014. Inaugural Director and President of NTAQ from 1 July 2014. Currently a Director of the Australian Council of National Trusts. CEO of the Queensland Museum Network from 2000 until 2013 strategically managing four Museums throughout the State - the Queensland Museum and ScienCentre in Brisbane, The Workshops Rail Museum in Ipswich, Cobb+Co Museum in Toowoomba and the Museum of Tropical Queensland in Townsville.

Ian has 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 Director of the John Villiers Trust a Public Ancillary Fund that focuses on the well-being of youth in regional, rural and remote Queensland.

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

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

Member of CWS Board from 2008 to 30 June 2014, and then CWS Committee continuing. Inaugural Director of NTAQ from 1 July 2014. International career in education including Headmaster of an Anglican independent boys' boarding and day school - The Southport School - Gold Coast for 16 years. Lecturer in Psychology at the University of Southern Queensland and Director, Operations, USQ International Office. Has had a lifelong interest in wildlife and the environment and has been a member of the Board of Management of Currumbin Wildlife Sanctuary (where he is also an active volunteer) since 2008. He was the Founding Chair of the Board of Trustees of the Currumbin Wildlife Hospital Foundation, and a Trustee of CWHF. Deputy Chair of NTAQ.

Member of CWS Committee and the Nominations Committee until expiry of term mid-2020.

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

Chairman of Currumbin Wildlife Sanctuary (CWS) Board from 2004 to 30 June 2014. Inaugural Director of NTAQ from 1 July 2014. Over 40 years' experience in the public and private sector, including five years as the Under Treasurer and Under Secretary of the Queensland Treasury Department and a number of years as CEO of Qld Investment Corporation and inaugural Chair of Q-Invest Ltd.

He was also awarded a Doctorate of a University – Griffith University in 2010. Henry is currently the Chancellor of Griffith University and also chairs a number of boards as well being a member of the Public Trust Office Investment Board. Henry is also the independent chair of AustSafe Super, an industry superannuation fund.

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

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. Also represents NTAQ on the Board of National Trusts of Australia since June 2020. Non-Executive Director of Regional Arts Australia from 1999 to 2015 serving periods as National Secretary and Treasurer. Also served on Boards of Flying Arts and Creative Industries Skills Council, Australian Cultural Library and was a member of the Cultural Support Fund Committee of Queensland Arts Council. Artistic Director and CEO of Queensland Arts Council from 1999 to 2015.

In an Arts career spanning five decades, established an impressive reputation as an actor, director, administrator, education programme manager, executive production manager, technical stage director and playwright. Committed to the culturally led revitalisation of regional communities through the arts, preservation of our built, natural and cultural heritage, and to promoting heritage values to government and the community.

He has extensive experience working with volunteers in regional communities and has been instrumental in the establishment of the National Trust 'Great Houses of Ipswich' programme since 2012. Currently Director of Brisbane Open House Limited.

Chairman of Ipswich Regional Branch Committee of NTAQ.

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

Director of NTAQ from December 2014. Daniel is a highly experienced and innovative fundraising professional with more than 30 years of success raising funds for higher education, research, religious and other organisations. He leads the fundraising consultancy AskRIGHT in Australia and New Zealand advising leadership on fundraising and helping build capacity to reach their organisational goals.

He has previously served on the board of CFRE (Certified Fundraising Executive) International and is a former Fellow of the Fundraising Institute of Australia. He is an Adjunct Professor at the Australian Centre for Philanthropy and Non-profit Studies at the Queensland University of Technology and a Director of the Giving Institute (USA).

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

Director of NTAQ from December 2014. Melanie is currently a Museum Development Officer for the Queensland Museum Network's Museum Resource Centre for Central Queensland. Based in Mackay, Melanie works with community groups, collections and museums throughout the Central Queensland region on a range of development and collections care projects.

Prior to this, she was employed by the National Trust of Queensland as Manager of the James Cook Museum in Cooktown, a leading regional collection housing objects of national and international significance. This was Melanie's first role in Australia on her return from study and work abroad, where she completed a PhD at the University of Edinburgh and worked as Assistant Curator at the Edinburgh University Collection of Historic Musical Instruments.

Chair of Collections 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 20 years' experience in North Queensland's unique regional variations. Based in Townsville, Ray has been a consultant on a number of former military and nineteenth-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. Currently working in the geological section of the gold mining town of Ravenswood he is also a resident of this National Trust listed town. In 2009 received a Silver National Trust award for the restoration of c1889 Ravenswood worker house.

Ray is currently undertaking PhD studies at James Cook University with the working title of 'Kelso Field Rising: African Americans in North Queensland 1942-1945'. Since 2008 Ray has been the chairman of the Townsville Branch of the NTQ. He also has been a member of the Townsville Council Heritage Advisory Board since 2009.

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

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, International Trainer

Elected to the Board in November 2016. Gina has extensive experience in corporate governance, education, senior management, community engagement, business management and business coaching 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, change facilitation 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. Currently, Gina is the Chair of the NTAQ Nominations and Governance Committee a function she believes is integral to the present and future effective governance of the Trust.

Chair of NTAQ Nominations Committee.

Toby Price, Non Executive Director
B.Eng (hons), MA

Director of NTAQ from December 2019. Currently Owner and Director of P&P Pacific, Toby is a passionate advocate for the preservation of culture and heritage and has a strong background in marketing and membership. With previous senior management and board experience, Toby has excellent financial fluency and is accomplished in the application and execution of the role of Director.

Previously Head of Business Development for Times Newspapers (part of News Corp UK) he has more recently worked with a number of organisations (including indigenous) ensuring constitutional and corporate compliance (inc. ASIC).

Member of the Nominations & Governance Committee.

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.

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- Australia Firefighters Calendar
- Hungry Jacks
- Janek Gazecki – Polo In the City Mariano Gracida
- Dylan Stoner
- Jason Pohl
- Geoff Wilson - VetLove
- Toby Mitchell
- Mireille Pizzo – Photo Art Gallery
- Atlantic Byron Bay
- Chloe Styler

Financial Reports

FINANCIAL PERFORMANCE (OPERATIONAL)

Year Ended 30 June (\$'000)	2020	2019	2018	2017	2016
INCOME					
Admissions	9,053	12,371	10,799	10,263	8,917
Merchandise & Photography sales	4,676	6,018	5,756	5,536	4,955
Food & Beverage Sales	3,498	4,388	4,089	3,824	3,442
Memberships	613	731	545	236	398
Sponsorships	135	140	85	100	158
Grants	133	116	375	161	169
Donations/bequests	181	124	79	135	149
Distributions from CWHF	1,079	917	550	460	317
Rent income	349	408	449	441	444
Car parking receipts	437	533	467	378	354
ATO Jobkeeper	2,101				
Other operating income	825	849	846	892	857
TOTAL INCOME	23,081	26,595	24,039	22,425	20,161
EXPENDITURE					
Cost of Sales	2,436	3,194	3,111	2,930	2,718
Employee expenses	13,094	12,872	11,779	11,002	10,130
Advertising & marketing expenses	556	682	687	775	800
Repairs & Maintenance	1,190	1,420	1,265	1,353	1,147
Council rates and water charges	509	430	402	400	365
Insurance premiums	237	201	177	140	297
Board & CWS Committee remuneration	152	108	109	108	108
Other expenses	3,076	3,557	3,221	3,020	2,731
TOTAL EXPENDITURE	21,251	22,465	20,750	19,728	18,296
Net Operating Result before non operating items	1,830	4,130	3,289	2,697	1,865
Non Operating/Non Cash Items					
Less Depreciation	1421	1,238	1,038	1,014	916
Add refund from GST overpayment		-	412-	-	-
Add Gift - Harris House Toowoomba		-	2,069	-	-
Add Gift land - Hou Wang Temple		150			
+/- Gain/(Loss) on revaluation of investment properties	271	102	273	(29)	586
Total Non Operating/Non Cash Items	(1,151)	(986)	1,716	(1,043)	(330)
Overall net result for the year (per audited accounts)	679	3,144	5,005	1,654	1,535

FINANCIAL SUSTAINABILITY

Financial Position as at 30 June (\$'000)	2020	2019	2018	2017	2016
CURRENT ASSETS					
Cash and cash equivalents	2,365	3,110	4,749	3,970	3,292
Trade and other receivables	288	681	1,167	928	708
Financial assets - term deposits	3,238	3,505	5	-	-
Inventories	517	574	559	627	618
Other assets	1,093	552	307	294	270
Other financial assets - external appeals	845	767	-	-	-
TOTAL CURRENT ASSETS	8,347	9,189	6,787	5,818	4,887
NON-CURRENT ASSETS					
Property, plant and equipment	64,667	61,173	59,437	47,421	45,503
Investment property	7,560	7,297	7,195	6,922	6,871
TOTAL NON-CURRENT ASSETS	72,227	68,470	66,632	54,343	52,373
TOTAL ASSETS	80,575	77,659	73,419	60,161	57,261
CURRENT LIABILITIES					
Trade and other payables	1,931	2,417	2,025	2,049	1,607
Borrowings	56	59	95	99	109
Employee Benefits	1,117	1,121	1,036	847	808
Other - external appeals	845	767	-	-	-
TOTAL CURRENT LIABILITIES	3,950	4,364	3,156	2,995	2,524
NON-CURRENT LIABILITIES					
Interest bearing liabilities	152	41	58	153	221
Employee Benefits	227	271	269	299	291
TOTAL NON-CURRENT LIABILITIES	379	312	327	452	512
TOTAL LIABILITIES	4,330	4,677	3,483	3,448	3,035
NET ASSETS	76,245	72,982	69,936	56,714	54,225
EQUITY					
Asset revaluation surplus	47,992	45,409	45,506	37,289	36,455
Accumulated surplus	28,253	27,573	24,430	19,425	17,771
TOTAL EQUITY	76,245	72,982	69,936	56,714	54,225



National Trust of Australia (Queensland)

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