



National Trust of Australia (Queensland)

Annual Report

2022/2023



Acknowledgement of 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.



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President's Summary Report

In 2022/23, the National Trust of Australia (Queensland) Ltd [NTAQ] Board, with the Executive Committee, conducted a review of our structure and operating models to ensure that the strategic plan (previously defined in 2022) continued to be relevant, prepared us for the future, ensured effectiveness, and was in line with our Charitable Purpose.

NTAQ Board of Directors take the responsibility of setting the strategic direction of the organisation extremely seriously and so we embarked on a project to define our risk management and mitigation strategies, digital capability and cybersecurity, growing engagement with our communities, property care and visitor experience initiatives, as well as creating an even better, and more inclusive safe workplace. We have come a long way with our recognition of diversity and creating work team structures that are inclusive and welcoming.

We are cognisant of Business Continuity and the new Risk Management Framework that this current Board has focused on minimising the possibility of severe impact to the organisation from future unexpected events.

NTAQ Board of Directors are aligned on the importance of continually reviewing, reflecting, and improving the way we work and how we best achieve our purpose to support our conservation and educational causes.

Even though we have experienced early signs of tourism recovery, it was critically important to review and adapt to a changing landscape in a post-pandemic world. International tourism, which is a key driver of revenue for Currumbin Wildlife Sanctuary, has returned slowly but still well short of the 2019 levels. The review included the NTAQ Leadership team adjusting structures to respond to changing visitation levels and additional resourcing to better align with our strategic priorities and mission-based programs. You may wonder why we refer to the key driver of revenue which is the Sanctuary and that is because without the financial support flowing from the Sanctuary, our other initiatives could not be supported to the level that is necessary.

With the International market still uncertain, there was a necessity to achieve revenue resilience in an unstable global economy. International holidays outbound have become desirable despite high flight prices and this will continue to grow, which may negatively impact our domestic tourism visitation to NTAQ properties. Despite this, we have seen strong domestic visitation with accumulated savings levels still strong in many Australian households. Encouragingly we saw strong increases in spend through both our Currumbin Wildlife Sanctuary and Honeyworld sites on the Gold Coast.

In the regions, however, we have seen a noticeable downturn from pandemic years when we had locked borders and intrastate travel was the only holiday option. With uncertainty continuing over the next few years, we need to stay focused on the long-term strategy and continual improvements and efficiencies state-wide.

Future succession plans for the Board must be focused on the priority skill set with a strong emphasis on business, finance, heritage, conservation, and tourism. We have been able to leverage the skill set and connections of the Board Directors to help the organisation partner with key stakeholders. We are fortunate to have partnerships with skilled investment and risk mitigation advisors who closely monitor the global economic and political landscape so we can better forecast potential impacts on our organisation.

As a Board and Leadership team, everything we do is aligned with our five strategic priorities. All decisions are the result of careful and thorough analysis to determine what is best for the future of NTAQ. All decisions made connect with our Charitable Purpose, "To promote and advance the conservation, protection and understanding of Australia's natural and cultural heritage, including the heritage of First Nations people, for public benefit and education."



Our strategies will build engagement with global communities and bring them closer to our causes. We prioritise strengthening the brand position of NTAQ to become globally relevant to all ages and peoples. Our priorities as outlined in our 2023-2027 strategic plan are:

1. Financial sustainability
2. Vibrant and engaging guest experiences
3. Digital transformation
4. Advance conservation and research programs
5. Creating a great workplace

The strategic priorities are achieved by our strong Leadership team and dedicated NTAQ work teams. The Board is incredibly grateful for the commitment, hard work, and vision that our CEO Jayme Cuttriss has contributed over the year to implement the strategic plan with the Leadership team who have been critical to continue to move the organisation forward to be future focused.

Finally, I would like to acknowledge and thank our dedicated Directors, and our passionate work teams, capably led by the NTAQ CEO and Executive Committee. I would also like to thank our Ambassadors, our NTAQ Members, our donors, supporters, as well as our community and commercial partners. We know that each and every one of you truly values safeguarding NTAQ for all future generations.

With Kind regards



Gina Palmer
President
National Trust of Australia
(Queensland)



CEO - A Year in Review

In 2023 the Executive Committee, along with our operational leaders commenced a year-long project reviewing operational structures, processes, and guest experience of all NTAQ properties. The review enabled us to responsibly manage our National Trust assets and allocate appropriate resources and structures to support the care required. In January 2023, the NTAQ Board, confirmed the revised strategy for the future after reviewing and refining the NTAQ Strategic Plan that had been created in 2022. It was determined that there was a need for stronger focus on risk management and mitigation as visitors returned to our sites, post-pandemic. NTAQ engaged a Risk Management consultant to review our strategic risks and work with the Board on the NTAQ Risk Management Framework.

Five Strategic Priorities were identified by the Board, for implementation by the Executive Committee and Leadership team:

1. NTAQ is committed to being financially sustainable

In 2022/23 we grew cash reserves to ensure that we have funds available to invest in new tourism experiences at Currumbin Wildlife Sanctuary and to ensure proceeds could be allocated to our causes across the State. We added more resources and funding to maintenance and visitor experience initiatives across our properties, and more skilled roles were recruited, focusing on conservation and research. Being financially sustainable is critical to ensure the continuation of our conservation, community and education programs into the future.

We carefully reviewed the risks, liabilities, and opportunities that each of our properties presented in line with our Charitable Purpose. We are consolidating plans for the use of our sites into the future to ensure all sites are more closely aligned with our Vision: To Be Leaders in Conservation and Heritage.

In 2022/23 we focused on our membership program and grew our membership base up to 25,000 at its peak. In 2023/24 we will continue to focus on member loyalty and recognition of our Members.

2. Vibrant and engaging guest experiences

Throughout 2022/23, we committed to future-proofing our tourism business which is so critical to the success of NTAQ. We maintained our commitment to the Currumbin Wildlife Sanctuary Masterplan including a new precinct under construction in Kangaroo Country. This venue will diversify and increase our revenue streams by creating an additional event space and new experiences for guests to enjoy.

At our heritage sites we have reviewed our customer journey and will be implementing improvements to guest experiences and collection displays at our key tourism museums and properties. This includes a review and expansion of our educational programs across those sites.

3. Digital transformation

NTAQ has invested heavily in cloud-based IT solutions and software to create efficiencies, improve organisational security to ensure we are being responsible, secure and efficient. This strategy introduced a comprehensive Cybersecurity training program for our employees on threat awareness. We continue to upgrade our IT systems to ensure a seamless path to purchase and check-in at our visitor sites, along with improved website and e-commerce performance and usability. We have also implemented a Client Relationship Management system to communicate more effectively to our Members, partners, supporters and donors.

We commenced a significant project to digitise our historic NTAQ paper files and photographs to ensure that this valuable information, images, maps, and correspondence are never lost. We continue our investment in our collection management system Vernon and have catalogued all our signature collection items for our properties.

4. Advance conservation and research programs

In 2022/23 we significantly increased our resources in our conservation team with a focus on our marquee breed-for-release programs - the Eastern Bristlebird program at Garima Conservation Reserve in Currumbin Valley, and the Kroombit Tinkerfrog program at the Frog Lab at Currumbin Wildlife Sanctuary. Our team are seeing some remarkable results in breeding these critically endangered species out of extinction.

Currumbin Wildlife Hospital continues to operate as one of the busiest and most successful wildlife hospitals in the world. Our research programs are growing but are restricted by the small site of the hospital. In response, we are working with all levels of government, donors, and the community to expand this facility in the future. The ultimate goal is to build a research laboratory and learning campus to adjoin the current hospital to provide a world-class facility for students and the community to be trained with skills to support the care of our many iconic species.



We continued to expand our ground-breaking Koala chlamydial vaccine program with remarkable success.

We remain committed to conserving our heritage properties with greater investment in maintenance programming to preserve our built assets. A key priority has been on roofing repairs and rainwater goods along with necessary timberwork along with general maintenance and repairs.

5. Creating a great workplace

In 2022/23 we concentrated our focus on team engagement following the difficult years impacted by COVID-19. We welcomed new team members to our diverse workplace as we continued to build up resourcing levels in line with our tourism business, heritage services and properties, in our education team, and our conservation and research teams.

We reinvigorated our volunteering programs and dedicated more senior leadership resourcing to these programs. At our heritage properties, more support from paid site coordinators and an increased heritage support team assisted in attracting new volunteers to our programs. The implementation of Better Impact software as well as a recognition and training program has commenced state-wide.

Following a full review of our operating structures, the NTAQ Board made the decision to dissolve its former regional branch model to responsibly manage our properties directly and offer more support within the regions. We implemented a more inclusive flexible community group structure to assist in attracting new people to our volunteering network. Through our network of community groups, we will increase representation across the State and grow support for our events and membership program. We dedicated resources to support new community training programs for our unique workforce to increase training participants at our properties, offering pathways to employment.

In June 2023 we launched our second Innovate Reconciliation Action Plan (RAP), further strengthening our commitment to storytelling and recognising First Nations cultures throughout our properties and in our workplaces. We have committed to a series of cultural training for our team members as it is critically important that we bring our team along on NTAQ's Reconciliation journey and enhance their knowledge. Our school programming at Currumbin Wildlife Sanctuary also connects students with First Nations cultures.

We celebrated the 75th Anniversary of Currumbin Wildlife Sanctuary in 2022/23 with number of special commemorative events. We launched the Alex Griffiths Exhibition which is permanently available for visitors to the Sanctuary to take a walk down memory lane. The celebrations continued through to October 2023 with the unveiling of a bronze sculpture in the lorikeet arena in honour of Dr Alex Griffiths, The Sanctuary's founder kindly donated by NTAQ Ambassador Jann Stuckey.

The Leadership team are incredibly proud of the results from the 2022/23 fiscal year which has provided a sound platform for NTAQ to invest in the future. An increased investment in maintenance projects as well as in visitor experience initiatives statewide, will ensure that our properties offer the best opportunity to educate and tell the stories of the communities in which we work.

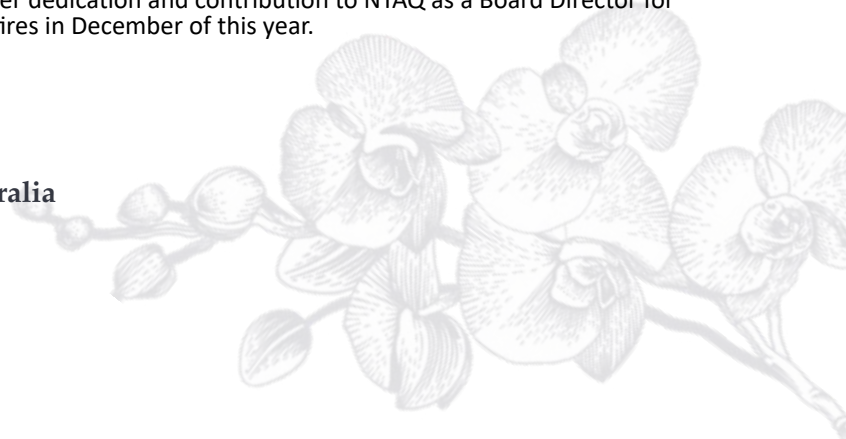
On behalf of the Leadership team, we thank all our team members, staff, and volunteers, for their contribution and dedication to NTAQ as their efforts have had such a positive impact on our success. We also thank our Members, donors, community partners, and Ambassadors for their unwavering support to our many worthy causes.

I wish to also thank NTAQ President, Gina Palmer, for her dedication and contribution to NTAQ as a Board Director for six years and the past two years as President as she retires in December of this year.

With kind regards



Jayme Cutriss
CEO
National Trust of Australia
(Queensland)



Nominations and Governance Committee Update

By Glenys Schuntner - Chair, and NTAQ Director

The Committee has continued its focus on enhancing governance and Board succession planning to position NTAQ for on-going success in delivering on its charitable purpose and strategic priorities.

During the fiscal year, six formal Committee meetings were held, and out-of-session communications were frequent. I wish to acknowledge and thank the former Committee Chair, Toby Price, for his leadership on the Committee through to December 2022 and his on-going participation as a Committee member in the remainder of the year. I wish to acknowledge and thank Committee members, NTAQ President Gina Palmer and Director Mellissa Brown.

In 2022/23 the non-conflicted members of the Committee led the process of preparing and holding Member elections for two upcoming Board vacancies at the 2022 Annual General Meeting. With the great support of the Executive Committee, we were able to make recommendations to the Board on who would go forward to the Members vote. The Board confirmed four candidates to go onto the Ballot and elections were held online through independent service provider, CorpVote. The two incumbent Directors Gina Palmer and Toby Price were re-elected by NTAQ Members.

In 2023, there is only one Director vacancy due to the completion of the maximum term by NTAQ President, Gina Palmer, and based on the Committee's recommendation, the Board decided there will be no election in 2023. The Board considered the high monetary and time costs of holding elections, and as per the Constitution the Board will be able to operate in the year ahead with eight Directors.

Policies are an essential element of setting and operating governance standards within an organisation and NTAQ regularly reviews current policies and identifies needs for the development of new policies. During the past year, several policies and guidelines relating to the Board's operations have been reviewed including Conflict of Interest, Code of Conduct and Remuneration Policies. New policies and/or guidelines have been developed for the President and Deputy President elections, and Director election and appointment processes.

The Committee also considers the roles and charters of Board appointed Committees. At the request of the Board, the Committee reviewed the Charter of the Heritage and Advocacy Committee considering the roles and strengths of the Executive Committee and the desire to rebuild the heritage team. As a result of this review, the Board decided that the Heritage and Advocacy Committee would not continue. It was determined that NTAQ had a strong advisory role to play in the protection of special places, environments, and species and that it was critical to leverage the skills of the Board Directors and team members that are specialists in these fields.

NTAQ has representation on the Queensland Heritage Council and Brisbane Open House. NTAQ has an experienced Leadership team that has strong working relationships with all levels of government and key stakeholders. In 2022/23 this direction included increasing resourcing in our heritage team by appointing a skilled group of heritage professionals across the state to assist with the care of our properties, and also local advocacy, including education.

We would like to extend our sincere appreciation and gratitude to Chair Stuart Lummis (NTAQ Director) and Committee members Andrew Ladlay, Fiona Gardiner, Chris Buckley, Jonathan Hobbs, and John Schiavo for their contribution to NTAQ as the Heritage and Advocacy Committee.



We conducted a comprehensive assessment of the Branch Charters as each was localised, including responsibilities such as property care, operational delivery, and the coordination of major events. It became evident that more support was necessary to ensure the responsible management, legal compliance, safety and care of our sites and events, even though our Branches had operated independently with limited support in the past. The previous volunteer caretaker model that had been adopted for some properties has been dissolved and has now been replaced with paid heritage site coordinators working with registered volunteers. A community group structure was introduced in locations that did not have an NTAQ property as a base. This change to our operating structures was adopted by the NTAQ Board to ensure a greater focus on maintenance, safety and legal compliance and responsible management of NTAQ sites. We are pleased to report that we are attracting a diversity of new volunteers to support NTAQ with our causes. We would like to thank those people who have previously engaged with NTAQ as caretakers or Branch members and look forward to continuing to grow our volunteer programs state-wide.

The Committee was tasked with developing a Board Succession Plan. This involved the development and approval of a new NTAQ Board Director Skills and Qualities Guideline, the development of a new skills survey which was completed by Directors and the analysis of the results in a skills matrix. The Succession Plan has been drafted and will be further reviewed in early 2024 following the next Board review.

The Constitution was reviewed in 2022 with resolutions for updates put forward to the AGM. Three of the four resolutions were passed and updated in the Constitution.

As always, the Committee has worked in the best interests of NTAQ, respecting its past, its charitable purpose and focussing on a prosperous long-term future. We thank everyone for their support.

The Nominations and Governance Committee for NTAQ in 2022/23 comprised of:

Glenys Schuntner, Chair, NTAQ Director
Gina Palmer, NTAQ President
Toby Price, NTAQ Director
Mellissa Brown, NTAQ Director

Supported by:

Jayne Cuttriss, NTAQ CEO
Ben Graziani, NTAQ CFO and Company Secretary
Donna Keyte, NTAQ Executive Assistant





Our Team

After the challenges that 2021/22 posed for NTAQ, we began rebuilding our employee and volunteer teams, structures, and our re-engagement of key roles, as we started to see the positive tourism recovery. A major focus for 2022/23 has been on providing internal training pathways and accredited training in alignment to our strategic pillar to build greater depth and capability across our work teams and to attract and retain an inclusive and skilled workforce.

At the beginning of 2023, NTAQ Human Resources and Volunteer Programs were restructured into two separate divisions to provide stronger support to our unique and diverse NTAQ work team. People and Culture (NTAQ employees), and the new division of Community and Training Programs (NTAQ Volunteer and External Training Participant programs). This future-focused structure is designed to be able to effectively deliver the NTAQ Strategic Plan priority of creating a great workplace.



NTAQ Team

32% paid employees
57% volunteers
11% training program participants

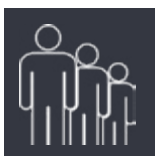
Employee Programs

By Briony Low, Head of People and Culture

In March 2023 we launched our pilot internal employee Leadership Program, Rising Stars and Emerging Leaders. to cultivate the skills of our next generation of leaders and supported external training qualifications across the organisation. We also continued our successful school-based trainee program and were awarded the Queensland Training Award for Medium Employee of the Year 2022.

Another key focus has been to develop our employee value proposition and measure engagement to drive our employee experience, measuring engagement through an organisation-wide Team Member Engagement Survey. A response to the feedback has been to implement our Team Member Benefit Card promoting more inclusive offerings to all our Team Members and introduced further reward and recognition programs, soft-skills training, and future-focused policies to support our Wellness Strategy to nurture a healthy and inclusive working environment.

As our organisation continues to expand and diversify, the safety of our people remains top priority. Equally important is our commitment to fostering workplace practices and a culture that enhances the benefit of workforce that is multigenerational and diverse.



Ages of paid team members

23% 15-25 years old
49% 25-45 years old
18% 45-60 years old
10% are 60 years +



Length of Service

70% less than 5 years
15% 5-10 years
15% over 10 years



First Nations Peoples

4.65% of total paid workforce including trainees



Gender composition of NTAQ paid workforce

72% Women
27.7% Men
0.3% non-binary



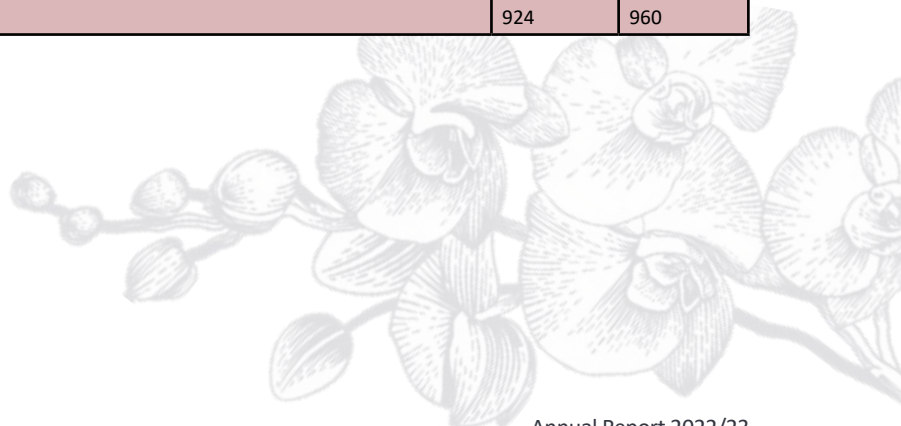
Volunteer Programs

By Jane Jamieson, Head of Human Resources and Volunteer Programs

The investment by NTAQ to create a new division of Community and Training Programs delivers an extra dimension of support for our valued volunteer work teams and also opens up the opportunities for NTAQ to further develop community training partnerships that will both benefit NTAQ operations and projects whilst also providing community benefits.

The key project this year has been the introduction of the new volunteer software - Better Impact to support improved volunteer programming across the State, also aligning with the NTAQ Digital Transformation strategic objective. The work of the NTAQ Volunteer Managers and Heritage Site Coordinators is to be commended for implementing the online registration process and training for our volunteers.

OUR PEOPLE	JUNE 2022	JUNE 2023
NTAQ Staff	241	301
Full Time	75	83
Part Time	48	74
Casual	118	144
Internal Staff Training Programs	51	73
• Emerging Leader and Rising Stars Programs	0	20
• School Based Trainees on staff - Cert 3 in Business	16	21
• Diploma Leadership and Management	8	7
• Cert IV courses in WHS and Leadership and Mgmt.	21	18
• Other accredited training – Cert III Business, Apprenticeships	6	7
NTAQ Volunteer Programs	570	553
• NTAQ Heritage Volunteers	120	87
• Currumbin Sanctuary Park Volunteers	170	187
• Currumbin Sanctuary Wildlife and Horticultural Volunteers	150	110
• Currumbin Wildlife Hospital Volunteers	130	169
• NTAQ Fundraising Event Volunteers (Occasional Volunteers)		129 not inc. in total
External Training Program Participants	113	106
• TAFE Students:	91	80
o Cert 3 - Wildlife		
o and Cert 3 and 4- Vet Nursing within Wildlife Hospital		
• Labour marketing training programs in Cert 1 Conservation and Ecosystem management and Cert 1 Construction	21	26
TOTAL WORK TEAM NUMBERS	924	960



Currumbin Wildlife Sanctuary

By Travis Couch, General Manager

I am pleased to report on an overwhelmingly successful 2022/23 fiscal year at Currumbin Wildlife Sanctuary (CWS). The year saw a steady continuation of tourism recovery across the region mirroring an increase in visitation numbers following the challenges experienced in recent years due to the COVID-19 pandemic. CWS welcomed 464,582 visitors over the course of the year and these attendances, along with the support of various government grant programs and increased customer yield, saw the business close out the year in a strong financial position. Following on from the sentiment of the past year, domestic attendance has been the backbone of operating results, with a focus on providing high-quality, localised visitor experiences. CWS was buoyed by the positive return of international guests from far and wide – up 102.9% on the prior year.

CWS has continued to enhance its vibrant and engaging guest offering and we celebrated a number of significant achievements over the period. The highlight was being awarded Gold at the Queensland Tourism Awards as the Major Tourist Attraction for the second consecutive year! Further highlights included attaining the maximum score of 100 points in 'Best of Queensland Experience' by Tourism and Events Queensland, in recognition of the consistent delivery of an exceptional experience, exceeding the Gold Coast and Queensland tourist operator average.

Based on guest comments across review platforms such as TripAdvisor, Facebook, and Google, CWS has a Global ReviewPro Index of 92.2%. CWS's rating exceeds the benchmark of 80% and the average score of other Gold Coast attractions (86.6%).

The excitement of CWS expansion continues with a new precinct under construction in Kangaroo Country thanks to the assistance from the Federal Government grant allocation. The project will be delivered in two stages:

- **Stage 1** will be the launch of "Outback Springs" – a new themed animal experience, opening in December 2023.
- **Stage 2** will include the launch of "The Homestead" venue and "The Patio", an al fresco dining and bar experience, to launch mid-2024.

We continue to invest in other facilities across CWS, a key focus of which centres around enclosures and precincts to ensure the animals in our care are provided with the best facilities available. Our new state-of-the-art Rock Wallaby enclosure is a fitting example of a precinct that has come together greatly, thanks to the support of our dedicated Wildlife and Projects team.

Our commercial operations across retail and food and beverage offerings continue to go from strength to strength, providing innovative and enticing offerings for the thousands of guests who visit us. Our retail offering Honeyworld, is home to millions of bees and with an extensive selection of quality products, continues to be well-supported by local and international guests. On the events front, our wedding and events business continues to grow, highlighted by being awarded Best Unique Venue with the Gold Coast Brides Choice Awards for the fourth year running.

The year was highlighted by our 75th Anniversary celebrations, which were showcased through a variety of memorable events, most notably a cocktail party for the opening of the Dr Alex Griffiths Exhibition which celebrates the collective contributions and achievements of our founder and all those who have made a significant contribution to CWS throughout its history.

From a community engagement perspective, we have enhanced our First Nations cultural experiences across CWS as we further our reconciliation journey, underpinned by our new Innovate Reconciliation Action Plan (RAP) which was launched during the year.



TOTAL NUMBERS	FY 21/22	FY 22/23	% Change
Domestic visitation	253,083	372,255	32.5%
International visitation	8,088	92,597	102.9%
Total visitation	261,171	464,852	78%



Garima Conservation Reserve (GCR)

Our 27-hectare property in Currumbin Valley is the centrepiece of our conservation efforts. The last year has seen the enhancement of purpose-built facilities for our Eastern Bristlebird breeding program, progress in our bush regeneration plans across the site and the development of a purpose-built education centre. GCR is a vital part of our conservation aspirations to protect the important ecology found in this region for future generations

In conclusion, I would like to acknowledge and thank our entire team for their dedication and collective efforts throughout the year that make all the above achievements possible. With such positive momentum and significant projects on our horizon, it is an exciting time ahead for Currumbin Wildlife Sanctuary and Garima Conservation Reserve.



Conservation Programs

By Anthony Molyneux, Head of Life Sciences and Conservation Programs

The past year saw Currumbin Wildlife Sanctuary's conservation programs achieve a number of great advancements and reach significant milestones. As well as our ongoing support of multiple conservation programs taking place in zoos Australasia-wide, we were able to carry out wild releases from our two marquee conservation programs: the Kroombit Tinkerfrog and the Eastern Bristlebird breed-for-release programs.

The first half of the year involved planning with government stakeholders in Queensland and New South Wales in preparation for the wild releases. In the second half of the year, we were able to release animals into the wild, which is the first time we have ever been able to do this. This was a huge milestone for both programs.

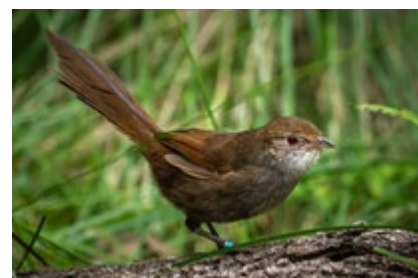
Across January/February 2023 we released six Eastern Bristlebirds in two locations in northern NSW with support from NSW Department of Planning and Environment. These birds were fitted with tiny radio transmitters and tracked for up to 45 days to monitor their survivability. All six birds that were released are thriving in their new environment.

We released an additional nine birds in October 2023, with more releases scheduled for 2024. This program has been years in the making, and we are now seeing the results of our tenacity and determination to ensure the success of this program.

In March 2023 we released twenty-four Kroombit Tinkerfrogs into the wild at Kroombit Tops National Park. This was in collaboration with Queensland Department of Environment and Science (Queensland Parks and Wildlife Service). Some of these frogs were released in areas where they once inhabited but were now locally extinct and some were released into existing populations. Weeks later, the frogs were heard calling from both sites which shows they survived the release, and they are now being monitored using acoustic recorders which have been deployed at multiple sites.

We have another batch of Kroombit Tinkerfrogs ready for wild release and this will happen once the environmental conditions at Kroombit Tops National Park are most suitable for a successful release with further plans for multiple releases in 2024.

The success of these two programs comes on the back of external funding that allowed us to expand our breeding capabilities through the construction of The Frog Lab at Currumbin Wildlife Sanctuary and the five Eastern Bristlebird aviaries at Garima Conservation Reserve.





Currumbin Wildlife Hospital

By Dr Michael Pyne OAM, Head of Veterinary Sciences and Research

Currumbin Wildlife Hospital experienced a year of lower admissions following a new strategy of educating local vets and nurses in the treatment of simple wildlife cases. Overall admissions reduced by 14%, koala numbers were also reduced, however, this is more a result of koalas in the northern area of the Gold Coast being treated by the veterinary contractor team working on the Coomera Connector.

Total Admissions	FY 21/22	FY 22/23	% change
All Species	15362	13207	-14.0%
Koalas	435	377	-13.3%

Education

Currumbin Wildlife Hospital collaborated with the Taronga Conservation Society to provide the practical workshop component of a veterinary wildlife training course. Our education efforts are focused on local veterinary clinics that traditionally refer high numbers of wildlife to Currumbin Wildlife Hospital.

Research

The koala chlamydial vaccine research in collaboration with the Queensland University of Technology is producing some very encouraging results. We have vaccinated over 300 koalas in total and are actively tracking 35 koalas in the Elanora (Gold Coast) area to monitor the effect of the vaccine in a very diseased koala population. The early results are strong enough for us to work towards an emergency registration for the vaccine.

Pottsville Koala Rehabilitation Facility

The Pottsville Koala Hub continues to provide key support to the research work and assisting with long-term rehabilitating of koalas. Pottsville now has a large 400 square meter rehabilitation enclosure with mature trees to allow recovering koalas the opportunity to climb prior to their release back to the wild.

New Koala Rehabilitation Centre

Earlier this year, thanks to the generosity of an anonymous international donor, construction commenced on building a new koala rehabilitation centre at Currumbin Wildlife Sanctuary. This much needed facility will allow the team to care for up to 11 koalas on site in a specially designed environment. This facility has now been completed and accepting admissions for the specialist care required prior to their ultimate release back into the wild.

The critical work that the hospital carries out 7 days a week is reliant on the dedication and commitment of the entire team of vets, nurse, volunteers, and supporters. We would like to thank and acknowledge all our generous supporters and donors as without their generosity the hospital would not be the world class facility that it is today – and continue the care for our unique Australian wildlife.





Heritage Services and Properties

By Noel Langdon, Head of Heritage and Environmental Services

In 2023 we rebuilt our Heritage Division to include greater support for our regional properties across asset care, marketing, volunteer management and community programs. This strategic change included a new operating structure, introducing paid Heritage Site Coordinators and Managers at our key properties to support our volunteers, and to grow volunteer numbers in the regions. Furthermore, we committed to improving our visitor experience and educational programs at all our sites and this will continue to be a strong focus into the future.

Cooktown Museum

We continued the extensive repairs and roofing project at Cooktown Museum. This project also included lining and improving access to the attic and reinterpreting some of the exhibits. There will be a continued focus on improving the visitor experience at the Museum in 2024.

We were pleased to win the 2022 Gallery and Museum Achievement Awards for the reimaging of Cooktown Museum, and the Bama Dreaming exhibit. This award was secured in partnership with Design Agency – Relative Creative. The Museum tells the story of the first recorded act of reconciliation between the Guugu Yimidhirr peoples (Bama), the Traditional Owners of the land, and Lt. James Cook. Told from both perspectives, the story relates the interactions between Cook and the Bama.

Townsville Heritage Centre and Currajong House

Supported by grant funding, we were able to start the timber repairs and repainting of Currajong House and the Workers Cottage in Townsville. This project has improved the condition and presentation of Townsville Heritage Centre, and it is now ready to welcome back visitors, events, and education groups.

Brennan and Geraghty's Store Museum

We continue to work on the Store Museum to ensure that the property is retained into the future. It houses a very fragile collection and greater maintenance is required to ensure that it is preserved.

Hou Wang Temple

We are working with the local council and key stakeholders to closer align to the tourism goals of the region and to better use the land that surrounds the Temple.

Royal Bull's Head Inn

The Inn has a strong focus on community days with engaging entertainers, demonstrations, and themes to attract new and local visitors. There has been an uplift in new volunteers at the property to support these open days, including events aligned with the Carnival of Flowers. With support of the Board, NTAQ has committed to an extensive investing in a refurbishment program through 2023/24 including roofing, and internal restoration.

Zara Clarke Museum

In Charters Towers, a Heritage Site Coordinator was appointed to assist with the scoping of ceiling, electrical and other internal repairs, due for completion in 2023. We would also like to recognise Ann Gibbon who retired as volunteer coordinator in December 2022.

Wolston Farmhouse

A thorough plan of maintenance works has been carried out. The property team has been focused on new educational programs and reinvigorating the current primary school excursion activities. We also welcomed back group bookings and special event bookings. In 2023/24 the Farmhouse will host a series of High Teas and special open days to ensure the public have access to Brisbane's oldest farmhouse.



Australian Heritage Festival

NTAQ participated in the 2023 Australia Heritage Festival that included signature events such as Great Houses of Ipswich and events at Royal Bull's Head Inn. The month-long festival encourages communities to celebrate heritage across our state with the theme for 2023 being Shared Stories. We held sixty events over the month, bringing communities together. We are already planning for the 2024 Festival.



Heritage Services

We would like to make a special note of thanks to Dr Valerie Dennis, a longstanding member of the NTAQ Heritage Services team since 2004. In her last year before to retirement, Dr Dennis has led the file and photograph digitisation project to ensure that this significant record of Queensland history is retained and protected from deterioration. We wish Dr Dennis, all the best in her retirement and thank her for her hard work and dedication to NTAQ during her tenure.

The Heritage Services function, which also manages the NTAQ Significant Trees Program, will be managed by the Wolston Farmhouse Manager, Dr Anna Temby and Caroline Gasteen, who will take on the newly created role of Manager – Wolston Farmhouse and Heritage Services. Dr Temby is a research fellow and lecturer at the University of Queensland, a public historian and heritage consultant, specialising in intangible heritage and the social and cultural significance of heritage spaces and museum collections.



Environmental Services

In 2022/23 NTAQ engaged environmental specialist Albano Mucci to work with our internal team to scope the implementation of a dedicated Environmental Services team including bushland management and habitat restoration. In 2024, NTAQ will focus on growing this area of our organisation to ensure that wildlife have habitats where they can thrive.

Our Supporters

By Georgia Lane, Head of Fundraising

Thank you for your generosity and support – FY 2022/23.

The NTAQ Fundraising Team were encouraged by the strong support from the community via generous donations from individual donors, loyal support from our corporate partners and nonprofit partners as well as interest and engagement from social media and influential members of the public.

Special Thanks and Individual Donors

Adam Bradfield
Adrian and Karen Parsons
Alex Lachlan
Amelia Evans
Bob and Ev Marshall
Brian and Peggy Flannery
Brooke MacGregor
Craig and Julie Maurer
Craig Fuller
Dechra Veterinary Products Employees
Di Coulthard and Steve Franklin
Dr. Cordula and Dr. Markus Tassani-Prell
Dr. Reiner Hausding
Gina and Glen Palmer
Grenville Thynne
Hume Doors and Timber (QLD) Pty Ltd
Jack Faulkner
James R Steward
Jann and Richard Stuckey
Jeanette Quilty
Lady Elliot Island
Little Phil
Luana McGrath
Lynn Gilmartin
Kerry Shepherd
Koala Intelligence Agency
Malinee Baxter
Matthew Aldous
Maureen Stevenson
Megan Pechey
Molly's Wildlife Warriors
Rosella Bar
Shannon Doyle
Steve and Tisha Carter
Tim and Madonna Delaney
The Gash Family
The Neumann Family
The Pines Elanora Shopping Centre

Corporate Partners, Corporate Donors, Corporate In-kind

Action Corrosion
Attwood Marshall Lawyers
Back to Nature (FibreCycle Pty Ltd)
Big Yellow Safety
Bocchetta toys
Burling Brown Architects
Community Bank Tugun | Bendigo Bank
Energen
Fyna Foods
Genergy Australia
GCIT
Gold Coast Airport
GR8 Health
Gwinganna Lifestyle Retreat
Husk Distillers
JL and Partners
John Flynn Private Hospital
JW Marriott Gold Coast Resort and Spa
Koala Farmland Fund
Kwila's Great Lodge
Mediscrubs
Multotec
Nucrush Pty Ltd
Pacific Fair
Pest Doctor Network
Petway Petcare Pty Ltd
Pineapple Traders
Protectinsure
RACQ
RACV Royal Pines
ReAmped Energy
Riff Raff Baby
River Sands Pty Ltd
Ruggie Ridgeway Group (PBA)
SAN - Specialised Animal Nutrition Pty LTD
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Sky High Media
Somm Wine Store
Specialised Animal Nutrition

Summerland Credit Union
The Perfect World Foundation
The Fox's Pantry | BP Tugun
The Star Gold Coast
The Tile Collective
The Vege Chip Company
TruHealth Solutions
Tugun Market Co
Tugun Rugby League Football Club
Usher Group

Bequests

In 2022-23, we received \$1,568,752 from gifts in Wills. The team at NTAQ is always grateful and humbled when generous people leave a gift in their Will. While this is a sad time for family and friends, there is some joy in knowing that a legacy remains by saving wildlife, protecting, and conserving our environment and celebrating our culture and heritage.

We would like to remember our wildlife lovers and thank them for helping save wildlife:

Hyacinth Smith
Judith Margaret Wood
Lynne Richards
Virginia Maree Sharp
Julie Douglas
Kathleen Blair

Currumbin Wildlife Hospital is the main recipient of gifts in Wills. It is an honour to be remembered by people who share the same values and recognise the important work of the hospital for the community and our native wildlife. Thank you.



Community and Nonprofit Partners

Bats QLD
Currumbin RSL
Friends of the Koala
Griffith University
Local Veterinary Clinics
Perpetual Limited
Queensland University of Technology (QUT)
SE QLD Wildlife Hospital Network (Australia Zoo, Currumbin Wildlife Hospital, Department of Environment and Science and RSPCA)
Team Koala
The Rotary Club of Currumbin
Coolangatta Tweed Inc
Tweed Valley Wildlife Carers
Tweed Valley Rescue
University of Queensland (UQ)
WildArk
Wildcare Australia
WildArk
WIRES
Women of Influence
Worldwide Fund for Nature (WWF) Australia

Foundations

Davie Family Foundation
Quinn Femelle Private Ancillary Fund
Suitters Foundation
The Acme Foundation
The Brazil Family Foundation
The John Longhurst Foundation
The Lin Huddleston Charitable Foundation
The Neumann Benevolent Foundation
The Reuben Pelerman Benevolent Foundation
The Ronald Geoffrey Arnott Foundation
The Sartain Family Foundation
The Southern Paradise Foundation

Event and Promotional Partners

Open Garden
The Gold Coast Fundraising Ball and Golf Day – Lynton Group
Usher Cup

Council, Government and Grants The Australia Government Queensland Government

Commonwealth of Australia as represented by the Department of Industry, Innovation and Science
Council of the City of Gold Coast
Councillor James Owen
David Crisafulli MP
Department of Environment and Science QLD
Department of Tourism, Innovation and Sport QLD
Geoff Provest MP
Karen Andrews MP
Laura Gerber MP
Leanne Enoch MP
Meaghan Scanlon MP
State of Queensland Department of Environment and Science
Tweed Shire Council

Gold Coast Mayor Tom Tate
Division 3 Cr Donna Gates
Division 5 Cr Peter Young
Division 8 Cr Bob La Castra
Division 11 Cr Herman Vorster
Division 12 Cr Pauline Young
Division 13 Cr Daphne McDonald
Division 14 Cr Gail O'Neill

NTAQ Ambassadors and Advocates

We would like to acknowledge the hard work and dedication of our Ambassadors and Advocates who leverage their connections and social media audiences to promote our work and fundraising initiative.

Ambassadors

Jann Stuckey
Allan "Daxon" Dixon
Lincoln Lewis
Molly Belle Wright

Advocates

Amanda Abate
Toby Mitchell
Erin Connor
Emily Feld
Karina Irby
Lynn Gilmartin
Tony Auden
Ava Shepherd
Emilia Danielle Pippa Ballie
Sarah Tangye
Brittany Dixon
Barrie Lester
Shannon Doyle
Britt Mathews
Mark Mathews
Dr Chloe Buiting
Dinesh Palipana
Jesse Baird
Brooke Marsden
Emily Dickson
Steve Nation
Rachel Thaiday
James O'Halloran
Bianca Dye
Jessica Green
Stephanie Mandich
Alisha Isaacs
Alison Teal
Ellie Sursara
Mick Spencer
Aaron Smyth
Erchana Murray-Bartlett
Lariza Cevallos Oganova
Casey Barnes
Dr Katrina Warren

Grant Funding

By Amber Thorley, NTAQ Grants Manager

During the 2022/23 fiscal year NTAQ received notification of the following grants totalling \$905,395.42 (exclusive of GST):

- \$200,000 from the Queensland Government Department of Tourism, Innovation and Sport, Tourism Experiences Development Fund to build Outback Springs as part of the Australiana Project at Currumbin Wildlife Sanctuary.
- \$180,000 from the NSW Government Department of Planning, Industry and Environment (DPIE) to expand the Eastern Bristlebird captive breeding facilities at Garima Conservation Reserve.
- \$100,000 from the Queensland Government Gambling Community Benefit Fund Round 114 to support car park repairs at Currumbin Wildlife Sanctuary.
- \$96,558.40 from the Queensland Government Gambling Community Benefit Fund Round 114 to undertake painting and rectification works at Townsville Heritage Centre.
- \$67,566.80 under the Building Resilient Tourism Infrastructure Fund jointly funded by the Australian and Queensland Governments for upgrades to Wolston Farmhouse car park.
- \$39,082 from the Queensland Government Department of Environment and Science Community Sustainability Actions Grant - Round 6 - Community Climate Action to install solar at Currumbin Wildlife Sanctuary.
- \$34,595.94 under the Building Resilient Tourism Infrastructure Fund jointly funded by the Australian and Queensland Governments for items to mitigate flood impacts at Currumbin Wildlife Sanctuary.
- \$33,701 from the Queensland Government Department of Environment and Science Community Sustainability Actions Grant - Round 7 - Community Climate Action to install solar at Honeyworld.
- \$20,000 from the City of Gold Coast 2022-23 Community Events Grants through Division 14 – Cr O’Neill supported the Sanctuary Sounds event season at Currumbin Wildlife Sanctuary.
- \$8,000 from the City of Gold Coast Nature Conservation Assistance Program (NCAP) 2022-23 for bush regeneration works at Garima Conservation Reserve.
- \$6,851 from the National Library Australia Community Heritage Grant to undertake a significance assessment at Cooktown Museum.
- \$4,124.30 from Brisbane City Council the Lord Mayor's Better Suburbs Grant - Community Support Category to commission design drawings for an enclosed café terrace at Wolston Farmhouse.
- \$3,840 from the Hamer Sprout Fund to install an external Kroombit Tinkerfrog Conservation TV at Currumbin Wildlife Sanctuary.
- \$3,480 from ATCO Communities Fund to install a water tank to recycle water at the Frog Lab Currumbin Wildlife Sanctuary.
- \$2,000 from the Australian Government – Austrade Reviving International Tourism Grant Program for Search Engine Optimisation for international visitors to Currumbin Wildlife Sanctuary.
- \$1,100 from the National Indigenous Australians Agency, Indigenous Advancement Strategy 2023 NAIDOC Local Grant program for NAIDOC Week activities at Currumbin Wildlife Sanctuary.

During the 2022/23 fiscal year NTAQ received grant funding for Currumbin Wildlife Hospital from:

- Australian Government through Department of Energy, Climate Change, the Environment and Water Saving Koalas Fund - Health Grants for Koala Preservation through Treatment, Rehabilitation and Applied Research.
- Queensland Government through the Department of Environment and Science for Wildlife Hospital Capacity Expansion.
- Perpetual’s IMPACT Philanthropy Application Program for a flexible endoscope
- WWF for the operational costs of the Pottsville Koala Holding Facility.
- WWF for the Koala chlamydia challenge – vaccine research to improve Koala survival.
- City of Gold Coast for the Koala Chlamydia Trial Vaccine Project.
- City of Gold Coast divisional funding from divisions 3, 5, 8, 11, 12, 13 and 14 for operational funding.
- Queensland Government through the Department of Environment and Science in partnership with Southeast QLD Wildlife Hospital Network for wildlife hospital network collaborative funding.
- Community Bank Tugun for fuel for our Ambulances.



NTAQ Significant Achievement Awards



Dr Michael Pyne OAM

For 2022, the Alex Griffiths Significant Achievement Award for outstanding contribution was awarded to Dr Michael Pyne. Dr Pyne commenced his role at Currumbin Wildlife Hospital in 2001, completing his Membership in the Australian and New Zealand College of Veterinary Surgeons in 2002.

Under his leadership, Currumbin Wildlife Hospital has grown into one of the busiest wildlife hospitals in the world, admitting close to 15,000 native wildlife cases annually. In 2019, Dr Pyne won the City of Gold Coast Australia Day Environmental Achievement Award for contributing to wildlife through Currumbin Wildlife Hospital. Dr Pyne is committed to research and prevention. In 2023 he was awarded the Order of Australia Medal for his extensive achievements in his career.



Carolyn Whetter

It is with pleasure that the National Trust of Australia (Queensland) recognise the many years of dedication of Carolyn Whetter (former Volunteer Ipswich Branch Vice President and Wolston Farmhouse caretaker) by awarding her the Outstanding Contribution Award for 2022. Carolyn and her husband were involved with the National Trust of Victoria before moving to Queensland in the 1980s. Soon after, they became involved in the Ipswich Branch of NTAQ and maintained their membership and involvement. In the early 1990s, Carolyn became much more involved, particularly with the Wolston Farmhouse property.

Carolyn served as Vice-President of the Ipswich Regional Branch. Since 2011, she has been involved in planning and implementing the Great Houses of Ipswich program. In addition, she coordinated branch member communications, the Ipswich Trust Talks program and managed the social media to promote local activities. For over 40 years, in numerous volunteer capacities, she has demonstrated an ongoing commitment to the mission of the National Trust, particularly as it relates to our built and cultural heritage.



Executive Committee



Jayme Cuttriss
Chief Executive Officer joined 2016

Qualifications
Bachelor of Law (Commercial Law)
Bachelor of Arts (Sociology)

Experience

Jayme has a strong background in Sales and Marketing across Hospitality and Tourism, working most of her career for global hotel chains. Jayme is committed to building and attracting talented team members and delivering on the Trust's charitable purpose to promote and advance natural and cultural tourism through experiences at NTAQ properties, and through educational, conservation and research programs.

Jayme is committed to community partnerships and is currently the Vice President SWELL Sculpture Festival, Currumbin.



Ben Graziani
Chief Financial Officer / Company Secretary joined 2014

Qualifications
Bachelor of Business

Experience

Ben became CFO and Company Secretary for National Trust of Queensland (Australia) Limited on 1 July 2014 responsible for overseeing finance, budgets, accounting, insurance, tax, legal, IT, compliance and corporate governance and external/internal auditing. He has a strong background in finance, accounting, tax, corporate governance, and general commercial management. He has diverse commercial experience of more than 30 years across a range of businesses from large public listed entities, mining, property development, not-for-profit and for the past twenty years in Tourism. Ben has been a member of IPA for over 30 years.



Travis Couch
General Manager of Currumbin Wildlife Sanctuary and Hospital joined 2022

Qualifications
Bachelor of Business

Experience

With a career spanning over 20 years across the tourism, sport and entertainment sectors, Travis has held senior leadership positions at world renowned tourist attractions and events. Possessing extensive experience in customer experience, community engagement, stakeholder relations and strategy, Travis is committed to leading the talented Currumbin Wildlife Sanctuary team through this exciting development phase in its 75-year history.



Michael Kelly
General Manager – NTAQ Strategic Projects joined 2013

Qualifications
Diploma of Hospitality Management
Diploma of Events Management
Diploma of Leadership and Management
Certificate IV in Training and Assessment

Experience

During his 10-years with Currumbin Wildlife Sanctuary, Michael has overseen unprecedented growth in visitation and revenue with his strengths in connecting strategy, visitor experience and business outcomes. His leadership has been integral in developing Currumbin Wildlife Sanctuary into a multi-award winning, must do attraction for both local and international visitors. In June 2022, Michael moved from the role of General Manager of the Sanctuary and is now the General Manager of Strategic Projects for the National Trust of Queensland.

He is the Queensland Representative and Board Member of the Zoo and Aquarium Association of Australasia and is the President of the Southern Gold Coast Chamber of Commerce.



Jane Jamieson
Head of Community and Training Programs joined 2009

Qualifications
Bachelor of Business (Hospitality Management)
Graduate Diploma (Vocational Education)
CAHRI (Certified Member- Australian HR Institute)

Experience

Jane's role in 2023 as the Head of Community and Training Programs for National Trust Queensland is an evolution from her previous role of Head of People and Culture for NTAQ over the past 13 years. Jane has leveraged experience from her previous portfolio in strategic and operational management of Human Resources to now specialize in this new role involving curating Community Training Partnerships and providing deeper support and development of NTAQ Volunteer Programs. Her expertise is based on an extensive career as a HR Generalist with a deep history of understanding, management and operations within the Hospitality, Retail, Tourism and Vocational Training sectors.



Scott Kirk
Head of Sales and Marketing joined 2015

Qualifications
Certificate IV in Workplace training and assessment
Chair of the Currumbin Wildlife Sanctuary Animal Welfare Committee

Experience

Scott Kirk was previously in the role of General Manager Global Sales for Currumbin Wildlife Sanctuary before moving to his current role of Head of Sales and Marketing for National Trust Queensland. Scott is responsible for leading the Sales and Marketing department in maximising brand exposure, increasing visitation, and delivering successful partnerships to drive revenue with proceeds returning into the business to ensure a sustainable future for our native wildlife and fund our conservation projects nationally.



Briony Low
Head of People and Culture joined 2023

Qualifications
Bachelor of Media and Communications
Bachelor of Arts (Gender Studies)
Postgraduate Diploma Journalism
Certificate IV in HR
Master Business Administration (Current Study)

Experience

Briony is an experienced Executive People and Culture Leader, with a solid track record in Human Resource Management and Employee and Industrial Relations within Tourism and Hospitality, Retail and Local and State Government. Briony is committed to continuing to build capability and engagement across the organisation through robust people-centred strategies and programs to drive a well and inclusive culture. Briony is the Australian Human Resources Institute Brisbane Network Convenor.



Noel Langdon
Head of Heritage and Environmental Services joined 2023

Qualifications
Master of Business Administration (Executive MBA) RMIT University (Current Study)
Certificate IV- Occupation Health and Safety
Resort Management and Marketing Cornell University USA
Hotel Management ATI Technical Institute

Experience

Noel has a diverse background in hospitality, tourism, culture, the arts, and urban planning. He has decades of 'hands-on' experience in the Not-for-Profit sector being a Board and founding Board member of multiple industry boards and government committees Noel's career has included ownership of hotels, cafes, restaurants and has managed some of Australia's largest and most iconic tourism businesses. He has provided and continues to provide a wide range of consultancy advice to commercial enterprises and both State and Federal Government agencies.

NTAQ Specialists



Dr Michael Pyne OAM

Head of Veterinary Sciences and Research Programs joined 2001

Qualifications

Bachelor of Veterinary Science
Member Australia New Zealand College Veterinary Scientists

Experience

Michael has over 20 years' experience providing veterinary treatment to Australian native wildlife. He is dedicated not only the care of wildlife, but also to finding solutions to wildlife challenges through research. Earlier this year, Dr Pyne was awarded the Order of Australia Medal for his contributions to veterinary sciences.



Anthony Molyneux

Head of Life Sciences and Conservation

Joined from 1992 – 1998 and 2015 – present (14 years collectively)

Qualifications

Diploma of Leadership and Management
Diploma of Hospitality
Chair of the Zoos and Aquariums Association Wildlife Conservation Committee

Experience

Anthony boasts an impressive career spanning over three decades within the zoological industry, having embarked on his journey at Currumbin Bird Sanctuary in 1992. Throughout his extensive career, Anthony has cultivated a passion for environmental stewardship and a profound commitment to connecting people with our native wildlife. Anthony's invaluable contributions are driven by his unwavering enthusiasm for caring for the environment and habitats, as well as his mission to educate the public on the importance of protecting native wildlife from threats of extinction.



Georgia Lane

Head of Fundraising joined 2022

Qualifications

Graduate Certificate of Business (Philanthropy)

Experience

Georgia has a background in Marketing and Sales, she is the Founder and President of Women of Influence; after 18 years of running this Not-for-Profit she took on studies in Philanthropy at QUT Business School – The Australian Centre for Philanthropy and Nonprofit Studies.

Georgia's goal is to help others to use their influence for good, this means supporting NTAQ's charitable causes and connecting people who can help us achieve NTAQ's mission.



Director Profiles



Gina Palmer
President

Qualifications

Bachelor of Science (Land and Water)
Graduate Diploma in Education, Graduate Diploma in Humanities
Master Urban and Regional Planning
Graduate Certificate of Business
Master Business Administration
GAICD

Experience and Expertise

Elected to the Board in November 2016. Gina has more than 26 years' experience in corporate governance, education, senior management, small business consulting and community engagement across various sectors and has developed and implemented numerous business innovation initiatives, and natural and built environment projects, including the design and implementation of a wildlife corridor on the Darling Downs, Southeast Queensland. She is also the Co-Founder and Director of Minds Tomorrow Pty Ltd.

Gina's strengths are innovation, collaboration, strategy, leadership, and change management. She is a qualified company Director, was Chair of NTAQ Nominations and Governance Committee and previously an appointed, Chair of a Strategy Committee, and Deputy Chair and Chair of the Australian Business Deans' Council General Managers group involving more than 40 Australian Universities and has held the office of Company Secretary.

Special Responsibilities

Member of NTAQ Nominations and Governance Committee, Member of NTAQ Audit and Risk Committee.



Toby Price
Deputy President

Qualifications

Bachelor of English (Hons)
Master of Arts

Experience and Expertise

Elected to the Board in November 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 (with ASIC).

Special Responsibilities

Member Nominations and Governance Committee



Melissa Brown

Qualifications

Bachelor of Science (Zoology, Marine Biology), Bachelor of Science (Hons) (1A) in Zoology
Certificate IV in Adult Training and Assessment (TAE40110)
Certificate Env Practitioner, Master Business Administration (Leadership)
CQU (in progress), Australian Cert III in Dog Behaviour and Training- for Detection Dogs,
GAICD, Certified Environmental Professional (CEnvP)
Certified Ecology Specialist (CEcol), Enviro-development Practitioner

Experience and Expertise

Elected to the Board in 2021 Mellissa is a north Queenslander with a passion for our unique and diverse heritage areas. As founding Director of 4 Elements Consulting, she is an accomplished business development leader and project manager offering over 25+ years of experience driving revenue through building and maintaining client relationships.

Melissa's strengths are extensive experience in the environmental industry with proven expertise in consistently penetrating new markets through innovation and sustainable practice. Brings strategic and operational experience in project management and brokerage of large Australian Government and international donor-funded applied research programs and private enterprise to achieve quality outcomes.

Special Responsibilities

Member of NTAQ Nominations and Governance Committee.

Director Profiles



Stephanie Keays

Qualifications

Bachelor of Architecture
Certificate 4 in Assessment and Workplace Training
Full International Member ICOMOS

Experience and Expertise

Stephanie is an architect with over 30 years of experience in both environmental and heritage conservation and currently works for Noosa Council as a Heritage Project Officer and as Director and Tour Guide for Toowoomba Trails. She has been an active volunteer and committee member of the Trust in Queensland for over 15 years and brings to the Board her lived understanding of regional issues and first-hand experience of the operation of a National Trust Property, the Royal Bull's Head Inn. This experience is invaluable in developing strategy for the complex and diverse requirements of the NTAQ's mission namely to promote and advance the conservation, protection and understanding of Australia's natural and cultural heritage, including the heritage of Australia's first peoples, for public benefit and education.

Stephanie advocates for NTAQ's interests in the built environment through her professional network and associations with organisations such as Australia ICOMOS, the Australian Institute of Architects, and the Local Government Heritage Officers network. She represents NTAQ on the Board of Brisbane Open House and is a member of the Sunshine Coast Open House organising committee.

Special Responsibilities

Member of Brisbane Open House Board



Stuart Lummis

Qualifications

Bachelor of Economics
Graduate Diploma Project and Construction Management
Post Graduate Diploma Accounting
Finsia
FAICD

Experience and Expertise

Stuart has many years of experience as a Senior Executive and Company Director, with a strong background in the property sector. Stuart has extensive board experience in both large publicly listed groups and not-for-profit organisations. He is also a Director of Bolton Clarke Group, Brisbane Markets Limited, Deaf Connect Limited, Nazareth Care Australasia, Councillor and Deputy Chair of the Queensland Heritage Council, Chair of the Property Advisory Panel for the Sisters of St Joseph and member of their Stewardship Council.

He is a member of the Queensland Catholic Education Commission Capital Assistance Assessment Committee and member of the Property Council of Queensland Social Infrastructure Committee. Stuart is a Fellow of the Australian Institute of Company Directors.

Special Responsibilities

Member of Audit and Risk Committee



Garry Vistarini

Qualifications

Bachelor of Commerce
Certified Practising Accountant

Experience and Expertise

Garry has over 40 years' experience as a senior executive in corporate planning and corporate finance in large multi-national corporations and as CFO and general manager in medium sized manufacturers. Garry has a long association with the National Trust with his last 5 years as CFO for National Trust of Australia (Victoria) before joining National Trust of Australia (Queensland) Limited as a Director in 2021.

Garry has a keen interest in Australian history and preserving our built, environmental, and cultural heritage.

Special Responsibilities

Chair of Audit and Risk Committee, Chair of Trustees of the Currumbin Wildlife Hospital Foundation Trust.



Glenys Schuntner

Qualifications
Master of Arts
Bachelor of Arts
GAICD

Experience and Expertise

Glenys is an experienced Board Director and senior executive based in Townsville, with strong family roots in Brisbane where she was born and completed schooling and her undergraduate university degree.

Bringing extensive experience and skills in leadership, management, trade and investment, government relations and advocacy, tourism development and marketing to her role, Glenys’ interest in heritage and conservation protection and promotion for the benefit of local communities and visitors motivated her to become a member of the NTAQ and later nominate for a position on the Board.

Glenys’ career experience has included: 17 years as the Chief Executive Officer of two not-for-profit organisations in Townsville focussing on economic development and tourism marketing in the north; 11 years in senior international trade and investment roles in Japan, Malaysia and Australia; and 5 years in travel industry and airline roles in Australia and Japan.

Glenys’ other current roles include: Chair, Tropical North Queensland Drought Hub; and Chair, Northern Australia Development Program Committee.

Special Responsibilities

Chair of NTAQ Nominations and Governance Committee



Carolyn Parker

Qualifications
Master Business Administration
Graduate Diploma in Strategic Leadership
GAICD, CMC, Certificate IV WH&S, Restaurant and Caterers Licensee.

Experience and Expertise

Carolyn Parker (Appointed 28 November 2020) Qualifications Carolyn has over 30 years of commercial experience, with leadership and board roles in numerous industries including community services, social housing and asset management, retail, tourism, and hospitality. As a former Senior Executive at David Jones for 20 years, Carolyn had Profit and Loss accountability for over \$100 million pa revenue and managed human resources for over 500 employees. She has since had 14 years corporate governance experience in numerous board roles, including Chair of Santos Organics, and President of North Byron Business Chamber.

She is currently Vice Chair of Northern Rivers Housing and Non-Executive Director of BSR Group [Betta stores Franchisor] and Regional Development Australia [Northern Rivers]. Her expertise spans risk management, WH&S, financial control, facility management, property development and strategic planning. She is passionate about animal welfare and is a conservation enthusiast.

Special Responsibilities

Member of Audit and Risk Committee, Trustee of Currumbin Wildlife Hospital Foundation Trust



Mark Townend AM

Qualifications
GAICD

Experience and Expertise

Mark has decades of experience working in local government, commercial and not-for-profit industries, including 19 years as Chief Executive Officer of RSPCA Queensland before joining Spinal Life Australia in October 2019 as Chief Executive Officer. Mark is skilled in organisational development, process improvements, innovation, strategic planning, and implementation of motivated workplace cultures and has been recognised with a Member of the Order of Australia (AM) and is a recipient of the Prime Minister’s Federation Medal for significant services to the community.

Special Responsibilities

Trustee of Currumbin Wildlife Hospital Foundation Trust

Financial Reports

FINANCIAL PERFORMANCE (OPERATIONAL)

Year Ended 30 June (\$'000)	2023	2022	2021	2020	2019
INCOME					
Admissions	12,147	5,711	4,563	9,053	12,371
Merchandise & Photography sales	5,432	2,382	1,815	4,676	6,018
Food & Beverage Sales	4,348	2,673	2,246	3,498	4,388
Memberships	1,413	970	853	613	731
Sponsorships	209	131	70	135	140
Grants	4,915	7,806	4,387	133	116
Donations/bequests	838	964	417	181	124
Distributions from CWHF	1,427	556	750	1,079	917
Rent income	397	449	449	349	408
Car parking fees	387	259	295	437	533
ATO Jobkeeper	-	-	4,402	2,101	-
Other operating income	1,523	749	954	825	849
TOTAL INCOME	33,036	22,650	21,202	23,081	26,595
EXPENDITURE					
Cost of Sales	3,213	1,715	1,283	2,436	3,194
Employee expenses	15,652	12,543	11,521	13,094	12,872
Advertising & marketing expenses	537	468	841	556	682
Repairs & Maintenance	2,708	2,115	1,737	1,190	1,420
Council rates and water charges	477	428	373	509	430
Insurance premiums	357	312	269	237	201
Board & CWS Committee remuneration	145	156	165	152	135
Other expenses	3,564	2,822	2,960	3,072	3,517
TOTAL EXPENDITURE	26,654	20,560	19,150	21,247	22,452
Net Operating Profit before depreciation & non operating items	6,382	2,090	2,052	1,834	4,143
Non Operating/Non Cash Items					
Depreciation expense & loss on disposal of assets	(2,341)	1,967	1,510	1,421	1,238
Value of Gifted Property	-	-	2,200	-	150
Finance borrowing costs	(81)	(9)	(8)	(4)	(12)
Gain on revaluation of investment properties	221	192	1,509	271	102
TOTAL NON OPERATING / NON CASH ITEMS	(2,201)	(1,784)	2,192	(1,154)	(998)
Net profit for the year (per audited accounts)	4,181	306	4,244	679	3,144



FINANCIAL SUSTAINABILITY

As at 30 June (\$'000)	2023	2022	2021	2020	2019
CURRENT ASSETS					
Cash and cash equivalents	5,855	6,328	7,118	2,365	3,110
Trade and other receivables	1,343	1,016	1,214	288	681
Financial assets - term deposits	2,020	2,000	2,000	3,238	3,505
Inventories	688	513	510	517	574
Other assets	540	500	479	1,093	552
Other financial assets - external appeals	913	1,186	1,059	845	767
TOTAL CURRENT ASSETS	11,359	11,545	12,379	8,347	9,189
NON-CURRENT ASSETS					
Financial assets - Managed Investment Fund	4,116	-	-	-	-
Property, plant and equipment	91,899	79,923	71,122	64,667	61,173
Investment property	4,644	6,402	9,070	7,560	7,297
TOTAL NON-CURRENT ASSETS	100,660	86,325	80,192	72,227	68,470
TOTAL ASSETS	112,018	97,869	92,572	80,575	77,659
CURRENT LIABILITIES					
Trade and other payables	5,077	3,186	4,346	1,931	2,417
Borrowings	460	346	58	56	59
Employee Benefits	1,630	1,247	980	1,117	1,121
Other - external appeals	913	1,186	1,059	845	767
TOTAL CURRENT LIABILITIES	8,079	5,965	6,444	3,950	4,364
NON-CURRENT LIABILITIES					
Borrowings	1,392	113	102	152	41
Employee Benefits	358	302	294	227	271
TOTAL NON-CURRENT LIABILITIES	1,750	415	396	379	312
TOTAL LIABILITIES	9,830	6,380	6,840	4,330	4,677
NET ASSETS	102,189	91,489	85,732	76,245	72,982
EQUITY					
Reserves	65,205	58,687	53,235	47,992	45,409
Accumulated surplus	36,984	32,803	32,497	28,253	27,573
TOTAL EQUITY	102,189	91,489	85,732	76,245	72,982





Cooktown Museum



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