



**MINUTES OF 2024 ANNUAL GENERAL MEETING
OF THE QUEENSLAND DIVISION
HELD ON THURSDAY 10TH OCTOBER 2024
COMMENCING AT 10AM AEST
AT MILTON STATE OFFICE, 49 PARK ROAD, MILTON
AND VIA MICROSOFT TEAMS**

PRESENT

Ms Helen Clarke	Divisional Advisory Board Chair (Chair)
Mr Rain Liivoja	Divisional Advisory Board Deputy Chair
Mr Gavin Scott	Divisional Advisory Board Member
Mr Shannon Bowe	Divisional Advisory Board Member (online)
Ms Inma Beaumont	Divisional Advisory Board Member
Mr Matthew Osbourne	Divisional Advisory Board Member
Mr Larry Maybee	Governance Member

APOLOGIES

Mr Rohitha Badya	Divisional Advisory Board Member
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IN ATTENDANCE

Mr Collin Sivalingum	Acting Director, QLD
Ms Cassandra Scholl	Executive Assistant, QLD

Governance Members from the Queensland Division, Volunteers, Staff and Guests.

Greg Vickery, Sally Vickery, Gail Farlow, Win Smith, Sue Jensen, Gregg Sonnenburg, Andrew Hockley, Alan Clayton, Pam Clayton, Meg Arthur, Sarah Bradley, David Newton, Sandra Newton, Helen Kastrissios, Kay Drabsch, Lyndall Attwood, Greg Goebel, Elaine Drennan, Lesley Amos, Robyn Higgs, Bill Taylor, Marilyn Taylor, Pamela Drabsch, Barbara Walker, Jan Read, Collin Farley, Kathy Turner, and Joan Morris. Cherie Ballard, Nancy Renderos Pineda, Santiago, Aven Faik, Barbara Armstrong, Carole Rooney, Charles Kane, Chris Brandt, Fauve Kurnadi, Isabella Sobarzo, Izzy Knight, Janine O'Toole, Jannette Hardy, Jessica Kennedy, Jessica Ward, Kalyani Godugu, Kruger Kaswaswa, Kylie Wood, Mel Franks, Melinda Godber, Michelle Murray, Mieka Bradford, Moyna DePrada, Natalie Tinggee, Rebecca Ridings, Samuel F. Savage, Santiago Mejia, Saorla O'Neill, Sharryn Fahy, Sheila

Gonzalez, Simone Edwards, Stuart Johnston, Tiara Curnock, Vanessa West, Vinesh Rhagnath, and Wendy Greenhalf.

ACKNOWLEDGEMENT OF COUNTRY

The Chair acknowledged the Traditional Owners of this land, their ancestors, and Elders past, present, and emerging. I acknowledge the Turrbal and Jagera people are the traditional owners for the land we meet on today and to those First Nations peoples joining our meeting today.

WELCOME

The Chair, Helen Clarke welcomed everyone today, both in person, and virtually, to the 110th Queensland Annual General Meeting. The members of the Qld Leadership team who are in person. Welcome to the Divisional Advisory Board members present today and thank you for the effort they have put in over the past year. To the Governance members, to the volunteers, staff, and guests.

APOLOGIES

The Chair noted that apologies had been received from Rohitha Badya, Laurel Connolly, Catherine Walker, Rhonda Poor, Ros Gillespie, Ann & Ted Gibbons, Helen Barker, Marie Broughton, Elaine Mapstone, Bronwyn Sanders, Benita Macabeo, Marveen Hodgson, Margaret Mourik, Kay McDuff, Jacqueline Moore, Jan Wyatt, and Helen Walsh.

RED CROSS PLEDGE AND PRINCIPLES

All members present read the Pledge.

The following branch members read out the 7 Red Cross Principles: Gail Farlow presented Humanity, Sue Jensen read Impartiality, Valerie Hannam shared Neutrality, Helen Kastrissios represented Independence, Pam Clayton from Scarborough spoke on Voluntary Service, Andrew Hockey, read Unity, and Robyn Higgs concluded with Universality.

THE ROSE OF NO MANS LAND

Mathew Osbourne read the poem, The Rose of No Mans Land.

ACCREDITATION OF DELEGATION

The Queensland Director, Collin Sivalingum confirmed that the process for the Annual General Meeting had been in accordance with the Rules and Regulations and that all members had been invited at the time scheduled and that there was a minimum quorum of Governance Members present, resulting in a valid AGM meeting.

CONFIRMATION OF MINUTES FROM PREVIOUS ANNUAL GENERAL MEETING

The minutes of the previous Annual General Meeting of the Queensland Division held on Thursday 3 October 2023 were available on request to all members and volunteers, via the AGM invitation. The minutes were approved as a true and correct record by the Governance Members present, after being moved by Helen Clarke and seconded by Gail Farlow **Carried**.

CHAIR REPORT AND YEAR IN REVIEW – HELEN CLARKE

The Chair, Helen Clarke, presented her report for the Annual General Meeting.

Transformation and Staff Farewells

This has been a year marked by significant transformation. This process has impacted many staff members, and we've had to say goodbye to a considerable number, most notably our State Director, Garry Page. Garry was highly respected by both staff and the Board, and his leadership, wisdom, and friendship will be missed. I would also like to acknowledge Francesca Troxell from the Hub, whose dedication was invaluable to all branches.

DAB Members and New Appointments

We welcomed two new members to the Divisional Advisory Board (**DAB**) this year: Matthew Osborne, elected at our last AGM, and Inma Beaumont. Although we have been unable to recruit a Youth Advisory Member, this challenge is common across other states. The DAB currently includes seven members:

- **Helen Clarke** – Chair
- **Rain Liivoja** – Deputy Chair
- **Gavin Scott** – Member
- **Rohitha (Roy) Badya** – Member
- **Matthew Osbourne** – Member
- **Shannon Bowe** – Appointed Member
- **Inma Beaumont** – Appointed Member

Committees of the DAB

The DAB has three main committees:

1. **Awards Committee:** Led by Rain Liivoja.
2. **Nominations Committee:** This year, three nominations for Queensland DAB were received, with all nominees meeting the criteria. As nominations were fewer than the number of vacant positions, no ballot was required.
3. **International Humanitarian Law (IHL) Committee:** Led by Soleil Westendorf from the Community Speakers Network. This network educates community groups on IHL, or the laws of war, promoting an understanding of its importance in humanitarian contexts. We encourage branch members and volunteers interested in learning about IHL to reach out for more information.

Branch Activities

Our branches are truly the foundation of the Australian Red Cross. This year, we've celebrated numerous branch activities and achievements, including:

- **Milestones:** 16 branches reached 110 years, and Her Excellency, the Governor, visited Mossman to celebrate their anniversary and present awards. Our oldest branch in Herberton turned 130.
- **Events:** The Australian Red Cross celebrated its 110th Anniversary on August 13, with branches, volunteers, donors, and staff at events, including a morning tea hosted by the Lord Mayor and an evening reception at Government House, where City Hall and Government House were illuminated in red.
- **Fundraising:** Branches raised impressive funds through cake stalls, fashion parades, craft stalls, and Bunnings BBQs. Many branches now use EFTPOS machines, making transactions easier.
- **Trauma Teddies:** Our talented knitters have produced numerous Trauma Teddies, bringing comfort to recipients in difficult times. Sunnybank Branch members, for example, have crafted over 10,000 teddies.

Medical Hire Equipment

Queensland remains the only state with branches that offer medical hire equipment, run exclusively by volunteers. This service has raised 12% of branch funds nationwide. While grants and donations from local Rotary Clubs assist, the funds do not remain in Queensland. Branches involved in this service include Sunnybank, Southport, Nerang, Palm Beach, Beenleigh, Bundaberg, Redcliffe, Rockhampton, and Gympie.

Acknowledgements

It has been a privilege attending numerous Branch AGMs and presenting awards to dedicated members. Special thanks to Roy, Inma, and Tania from Night Café, as well as to Natalie for her invaluable support, especially in assisting branches in North Queensland.

Emergency Services and Closure

With the completion of the transformation in July, we are now adapting to a “new” matrix structure. This year has been both challenging and rewarding, and I would like to extend my gratitude to the DAB members for their continued support, as well as to Cass Scholl and Collin Sivalingum for their assistance.

In closing, I am honoured to have served as Chair this past year and thank you all for your support.

PRESENTATION OF AWARDS:

Presentation of Awards, presented by Rain Liivoja:

NATIONAL AWARDS

Life Membership:	Coral Raatz
Distinguished Service:	Ros Gillespie, Dianne Gubbels, Joan Morris
Outstanding Service:	Grant Fraser, Janice Hill, Julie Boyer, Shirley Annabel
Distinguished Staff Award:	Garry Page, Debra Lowe, Stuart Johnston, Jose Benoy

Distinguished Team ES Staff Award

COMMITTEES OF THE DAB

The Queensland DAB has had four (4) Committees.

The Awards Committee

Rain Liivoja, Chair of the Committee provided an update:

During the year, the Awards Committee approved:

10 year	60
20 year	15
30 year	5
40 year	3
Volunteer	6
Merit	9
Service	7
Appreciation Certificates	19
ES Activation Volunteer Recognition	300

International Humanitarian Law Committee

Safi-Westendorf, Chair of the Committee read the report.

QLD DIRECTORS REPORT – MR COLLIN SIVALINGUM

It gives me great pleasure to present the Queensland Director's Report for this Annual General Meeting.

Transformation / Organisational Change

This last year seen us continuing our transformation journey to deliver on strategy, and progress through the challenges ahead in building a stronger Australian Red Cross. Although the impacts on our people have been challenging, Queensland has been at the forefront of humanitarian action, dedicating ourselves to supporting people and communities in need. This commitment remains unwavering, although, like other organisations and charities, we have faced increasing and complex demands. In July, the redesigning of our organisational structure was completed, which resulted in reduction in our workforce. We said farewell to many staff in Queensland and at the same time, many staff took on roles and opportunities in a new operating model. Our strategic priorities continue to revolve around growing our impact, people, organisational foundation, funding, and our brand, all the while focusing on our core areas of expertise where we can make the most significant impact: Emergency Services and Disasters, Migration, Community Activities and Programs, International Programs, and International Humanitarian Law. As we progressed through the phases of organisational design, we gained a clearer picture of the changes affecting our teams. We maintained ongoing consultations with staff impacted by these decisions throughout the process.

As part of Transformation the role of State Directors have changed. Queensland Director now has direct responsibility for all Disaster Recovery and Disaster Resilience activity Australia wide. The Queensland Director also has accountability for the Emergency Services strategy nationally. This is a huge recognition of the expertise, the knowledge and the strength we have in Queensland in Emergencies.

We are currently working hard to build solid foundations for future growth and improving our ability to deliver humanitarian activities more effectively. This will ensure we continue to support communities that need us most and to provide the best support to our Member and Volunteer network, through our newly formed local community mobilization team. Improving of our systems will enable us to better recruit and onboard new Members and Volunteers, leading to better engagement and support to our Volunteers, Members and community we operate in.

Reflecting on a year marked by organisational transformation and transitions in our programs, I want to express my profound gratitude to our dedicated volunteers, members and staff. Australian Red Cross people have stepped up despite the complexities and challenges, demonstrating professionalism and an unwavering commitment to putting our community's and client's needs first. Your collective efforts are the bedrock of our services and continue to make a meaningful impact.

110-year celebrations

This year we celebrated 110-years of Red Cross in Australia. The events hosted by the Governor of Queensland and the Mayor of Brisbane City turned out to be a huge success. Significant landmarks, including Government House was lit up in red on 14th August 2024, to celebrate 110 years in Australia. I conducted 8 media interviews to celebrate our 110 years in Australia. 13 Branches in Queensland turned 110 years.

Significant media coverage and correspondence is on our Australian Red Cross lounge page celebrating 110 years. The Queensland media highlight that had national significance, was the Channel 9 – Current Affair piece: When mother nature lands on the doorstep, she rarely knocks. But through all the chaos, there's been a constant. Australian Red Cross volunteers have been there on the frontline, not for the fire fight or the flood rescue, but for the people. Joy Van De Meene has volunteered with Australian Red Cross for almost 70 years, which gave us a great insight into our 110-year anniversary. Starting with a pledge to the Junior Red Cross at eight years old, she has given blood more than 120 times and now volunteers through the emergency services division. You can still watch this interview with Joy, on our lounge page and the Channel 9 Current Affair webpage.

Another highlight for Queensland was that the Herberton branch in Far North Queensland celebrating 130 years as part of the British Red Cross establishment, making this the oldest branch in Australia. Our CEO, Deputy CEO, Deputy President, Qld DAB Chair and Qld Director was there to celebrate this remarkable milestone. This significant anniversary offers a moment to reflect on the branch's enduring legacy and its contributions to the community. Here are some historical milestones that mark the journey of the Herberton Branch:

Founding and Early Years (1894–1945s):

The Australian Red Cross Herberton Branch is located in the historic town of Herberton, ninety minutes from Cairns on the traditional lands of the Jirrbal People. The region was first explored by Europeans in 1875 when James Venture Mulligan discovered tin instead of the gold he sought. This led to the establishment of Herberton by John Newell on 19 April 1880, with mining operations commencing soon after. The town rapidly grew, and by September 1880, it had a population of 327.

During the compilation of the branch's history, several challenges were encountered, primarily due to the lack of knowledge transfer, brief records, and missing books. However, it is evident that the branch's history dates to 1893 and was initially affiliated with and supported by a division of the British Red Cross. In 1955, the Attorney General mandated that the branch receives a formal Certificate of Registration under 'The Charitable Collections Act of 1952,' with an inception date of 1896.

I encourage you to speak to Helen today and she will share further insights and information she received from the branch.

Emergency Services

During the last disaster season in Queensland alone we responded to 10 emergency activations constituting 137 consecutive days of deployment, 30,363 total hours worked, 87 locations covered across Queensland, 375 personnel deployed in the front-line with 14,318 individuals receiving psychosocial first aid (PFA). This exceptional effort underscores the core function and continues need to deliver crucial psychosocial support to vulnerable communities. We recognized our volunteers through multiple recognition events recognise and commemorate the significant service of our volunteers. I clearly remember the devastation Tropical Cyclone Jasper caused across Far North Queensland and the Xmas Day Storms in Southeast Queensland and the role our volunteers played across the state. At one stage we were at 37 different locations at the same time across the state.

Wellbeing Centres

Our distinctive Wellbeing Centres in Rockhampton, Mackay and of course our flagship Pat Gosper Place in Cairns, continued to provide a welcome home away from home for patients and their carers, who travel from some of the most remote parts of Queensland to receive medical treatment. An important health and wellbeing service for regional and rural communities.

Brisbane Night Café

The Night Cafe continues to empower young people who are experiencing deep social exclusion and is the only after-hours space for youth aged 12–25 in Brisbane that invites and facilitates a connection between young people and support service systems within the Brisbane city area and beyond. This year 199 young people accessed the Night Cafe 986 times, with 728 referrals made and 1 449 nutritious meals to young people.

First Nations Award

A huge congratulations to our Australian Red Cross First Nations Recovery Group (FNRG) who have been awarded the Queensland Resilient Australia Award this year, in recognition of their work. The group work as a collective to support members of the Australian Red Cross – National Recovery Team with planning and implementing culturally appropriate recovery for local Aboriginal and Torres Strait Islander communities. Since 2020, the FNRG has worked to deliver culturally appropriate resilience and recovery programs and services with a wide range of First Nations communities across Australia, this approach has allowed the group to walk alongside communities to strengthen people's ability to prepare for and recover from disasters. I am pleased to announce that we are also now the finalists for the National Award to be announced in Canberra later next month.

Sisters For Change – Townsville Women's Correctional Facility

The Community-Based Health and First Aid (CBHFA) program was originally designed by the International Federation of the Red Cross and Red Crescent Societies (IFRC) to support community development and create healthy and resilient communities worldwide. This service in a prison setting encourages prisoners in the program to train and become Special Status Red Cross volunteers within the correctional facility. The program brings prisoners, prison staff, management and Red Cross together as partners so that they can receive formal qualifications in Basic First Aid, Mental Health First Aid, Cultural Competency in Aboriginal and Torres Strait Islander health. The success of this program is well recognized by the Government and other stakeholders to prevent re-offending.

Townsville Homelessness Program

The pride and joy of our North Queensland community program is our Townsville Homelessness program. Every day our Townsville team are advocating and providing essential services for our homeless community in the region. Last week, I heard first – hand from our staff in Townsville about the challenges the homeless shelter needs and the amazing difference we are making in community.

Amazon – Disaster Relief Hubs

Last week Australian Red Cross, Amazon Australia and Foodbank Queensland came together to form a strategic partnership to support communities impacted by disasters, with basic needs and essential items. This is a significant milestone ahead of this disaster season that started with Australian Red Cross identifying needs over many years. Relief items example sleeping bags, bed sheets, pillows, power banks, non-perishable food, water, hygiene and toiletry packs are pre-positioned in Cairns, Townsville, Rockhampton, Dalby, George and Wangetti. These products are high quality products sourced by Australian companies and purchased by Amazon. Australian Red Cross played a convening role, leveraging of our corporate partnerships and our stakeholder relationships in the disaster sector. Based on the success of the Queensland and Australia pilot, we will be working with Amazon to set up similar arrangements with Philippines Red Cross, Japanese Red Cross and Indian Red Cross.

Lebanese Crisis Repatriation

Following the recent severe escalation on the Israel-Lebanon Border, heightened tensions in the region have resulted in a worsening security situation in Lebanon. Last week the Australian Government advised Australian nationals living in Lebanon to leave

immediately given the current volatility in the region. This meant a massive repatriation of over 15 000 Australian nationals living in Lebanon with over 4 000 people already registered their desire to depart. The early hours of yesterday morning (02h30) the first flight landing in Brisbane International Airport consisted of 285 passengers. Australian Red Cross volunteers were there to meet the passengers, to help re-unite family and friends. This is after an 18-hour flight via Cyprus, finally landing in Australia, with just their hand luggage. As we prepare for more repatriation arrivals, today we are at the Novotel Hotel supporting passengers that came out of horrific conflict situations. We will continue working with the authorities, the airlines and Brisbane Airport Company to make the repatriation a seamless process. Trauma teddies, care packs, PFA and RFL are essential service offerings for Australian nationals returning home. Two jurisdictions (Qld and NSW) are now active with WA being on standby for further arrivals. Thanks to our Migration Support Program for the amazing work, they do every day and advising and supporting the best way forward for this massive repatriation effort.

Queensland Elections

In just over two weeks' time, Queenslanders will be voting in the next term of Government for the state. For the last couple months, we have extensively met with sitting members of parliament, the opposition and candidates. We have actively showcased Australian Red Cross in Queensland and the services we provide in community the need for funding, especially for volunteer support. It is exciting to see through great efforts the role of our auxiliary status getting traction, our fundamental principle of neutrality being understood and our non-political humanitarian action has been taken seriously.

Partnerships

Some of our partnership initiatives is having a huge positive impact on Queensland.

Qantas – volunteer recruitment, free flights for emergency work and trauma teddies.

NRMA – Emergency Redi workshops and Preparedness Apps

Amazon – spoken

Uber – Uber clothing drive next week.

General

- I would like to end by thanking the members of Queensland DAB for your support, contribution, and commitment throughout the year. As for Helen, QDAB Chair, my deepest gratitude extends to her for her unwavering support and leadership. As QDAB Chair and a pivotal national board member, Helen's roles have been demanding and influential. Helen, your vast wisdom and Australian Red Cross experience have been invaluable.
- I would also like to thank members of my senior leadership team in Queensland and other national support functions for your guidance and support over last year and acknowledge the previous Queensland Director, Garry Page for his dedication and leadership.
- Thanks to all our volunteers, members and staff, who everyday keep our community at the centre of Australian Red Cross work.

- Thanks to my EA Cassandra Scholl for her work in managing my hectic schedule.
Thank you,

GUEST SPEAKER – GREG VICKERY

Greg's speech highlights his 50-year journey with the Red Cross, emphasising major achievements, challenges, and reflections.

One notable accomplishment was securing a significant submarine order, overcoming opposition from Austria and Sweden, with unexpected support from China and Iran. He also successfully led Australia's bid to host the 2011 Red Cross General Assembly in Sydney, the first time the event was held in Australia and only the second in the Southern Hemisphere.

Greg recounted his election to the Standing Commission of Red Cross and Red Crescent, where he became Chairman. He played a key role in the adoption of the Red Crystal emblem in 2006, facilitating Israel and Palestine's inclusion in the international movement.

He emphasized the Red Cross's unique role as an auxiliary to governments, distinct from other NGOs. Highlighting the diversity of national societies, Greg noted their varied activities, from disaster response in Germany to running hospitals in Japan, reflecting local needs.

Greg also discussed the organization's role as a "red pillar" in the global humanitarian ecosystem, alongside governments, NGOs, and the UN. He expressed gratitude for his family's support and reflected on the privilege of contributing to the Red Cross's mission.

In summary, Greg's speech showcased his dedication, the organisation's global impact, and the lessons learned over his distinguished career.

DECLARATION OF ELECTION TO DIVISIONAL BOARD

As returning officer, Collin Sivalingum advised that three nominations were received for four positions on the Queensland Divisional Advisory Board. Because there were less nominees than positions, an election was not required.

The Returning Officer declared Rohitha Badya and Helen Clarke as re-elected to the Divisional Advisory Board, and Larry Maybee elected to the Divisional Advisory Board from the conclusion of this AGM. The Returning Officer welcomed Larry as the newest Queensland Divisional Advisory Board member.

GENERAL BUSINESS AND MEETING CLOSE

Helen Clarke, Chair thanked those who met in person today and virtually. Thanks were given for the commitment from all throughout the year.

There being no further business, the Chair once again thanked all members, volunteers, staff, and guests for attending and the meeting was called to a close at 11:43 am.

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Helen Clarke

Queensland Division Council Chair

DATE