

un**cou**rageous

un**cer**tainty

**care**less

**hope**less

**compas**sionless

un**ins**piring

2020

ANNUAL  
REPORT

**joy**less

in**flex**ibility

dis**har**mony

un**hero**ic

un**safe**

im**pos**sibility

in**hu**manity



**volunteering**  
queensland

## Message from the Board of Directors and CEO

**W**e have never seen a year like this. We fell asleep in one world and woke up in another with devastating fires, floods, continuing drought and then COVID-19. It has been one of our toughest years but has not broken our spirits, and although it continues to be challenging, we will by working together get through this and once again grow and flourish as a sector.

Volunteers have played a vital role this year, working tirelessly to ensure critical services continue to be delivered to those in need, protecting our environment, and supporting emergency services and disaster affected communities. The COVID-19 pandemic then instantly transformed the volunteering sector. On one hand the majority of volunteer involving organisations found themselves needing to suspend their volunteer programs and adapt to new ways of working. On the other we saw over 28,500 Queenslanders step forward to register for the Care Army and assist those most vulnerable in our community during and post the pandemic lock-down. We also witnessed the phenomenon of informal, self-organising volunteers mobilising themselves in their local communities to look after neighbours, friends, and strangers who found themselves isolated, disadvantaged, and in need of a helping hand.

During this time Volunteering Queensland managed the Care Army recruiting, matching, and deploying Care Army volunteers across the state, and assisted bushfire response and recovery efforts managing spontaneous disaster volunteers and working with impacted communities and volunteer organisations active in disasters. We continued to provide assistance, resources and services to support our sector navigate the ever-changing, uncertain, challenging environment we are all facing. We have also continued to work closely with all levels of government, with community, business, education, and research organisations, and industry groups, believing in the power of partnerships and that partnerships begin with people.

This year has also brought opportunities for revolution including exploring new ways of doing business and embracing technology and a digital presence that has resulted in increased service access and equity, and stronger connections with regional, rural, and remote volunteer communities.

Volunteering is a social dynamic – it changes all the time. This year has seen rapid change and we have been rethinking volunteering, and reflecting on questions such as - What will the future of volunteering look like? What is our organisation and sector going to look like going forward? How has our and the sector's place and role changed? How do we take the best of the old and move forward so that our future strengths include doing what we do best – maintaining our core values and strategic focus, putting people first, promoting inclusion and diversity, building sector capacity and capability, advocating, and leading? As leaders we need to embrace and be dynamic and responsive to change.

Formal volunteering participation rates are falling, and volunteer retention will be a challenge in the future, particularly with many older volunteers who we relied on not returning after being stood down due to the pandemic. COVID-19 has also seen a rise in young people wanting to help. We will require a different mindset - a new way of thinking that looks at different ways to volunteer to retain and grow this younger cohort, re-engage older volunteers who bring wisdom and experience, and engage with informal volunteers. We recognise that volunteering strengthens and connects communities and works best and most effectively locally at a local level. By sharing and working together in solidarity, we can affect change and through good volunteer management build volunteering in Queensland street by street.

We look forward to continuing to work with our members and stakeholders to grow the volunteering sector in Queensland and to keep the volunteering ethos alive.

### Board of Directors

Brett Williamson OAM (President)

Brett Johnson (Vice President)

Julie-Anne Mee (Treasurer)

Jane Hedger (Secretary)

Natasha Doherty, Linda Lavarch, Deborah Nisbet,

Scott Black, Peter Tragardh

### Chief Executive Officer

Mara Basanovic



**37+**  
YEARS

State peak body with a long history of leading volunteering

**13+**  
YEARS

Recruiting, matching and deploying spontaneous disaster volunteers, with **120,000+** pre-registered volunteers

**20+**  
YEARS

As an established Registered Training Organisation

We support, educate, connect, and advocate for

**9,500+**

volunteer involving organisations and

**714,138+**

Queenslanders who formally volunteer



**Strategic focus areas**

- **ENSURE** our organisation is sustainable, effective, and efficient
- **ENABLE** volunteer involving organisations to maximise volunteer contribution
- **INSPIRE** more Queenslanders to volunteer
- **INCREASE** the impact of the volunteering sector

**We work with:**

- Member organisations
- All Queensland volunteer involving organisations
- Volunteers
- National, State and Territory Volunteering Peak Bodies
- Queensland Volunteer Resource Centres and Hubs
- All levels of Government: Local, State and Commonwealth
- Community, industry, and business organisations
- Education and research providers



This year the coronavirus pandemic has brought into sharp focus the contribution of volunteers as we realise just how many of the activities and services we enjoyed were provided by volunteers."

# ENSURE our organisation is sustainable, effective, and efficient

## Inside Volunteering Queensland



Thank you to Queensland Government Ready Reservists for providing **2,700+** hours of additional support for the Care Army, valued at over **\$120,000\***.”

\* Value calculated using our Volunteer Replacement Cost Calculator, available at: [volunteeringqld.org.au/calculator](http://volunteeringqld.org.au/calculator)

### What our volunteers say

I have thoroughly enjoyed my volunteer role assisting in the recruitment process for Ready Reading. Interviewing hundreds of willing and excited applicants, I was encouraged by the commitment of all to support children in their reading journey. I hope my many conversations with potential volunteers left them with a sense of how important and rewarding their role in the program could be.”

~ Michelle, Queensland Ready Reading and Volunteering Queensland volunteer

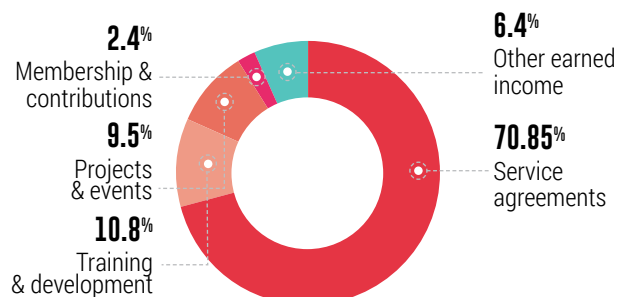
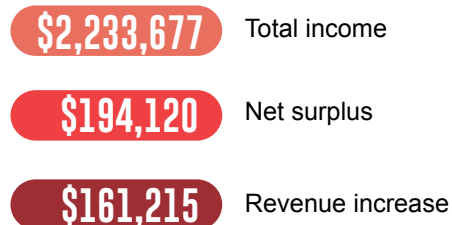
### Sharing our message



### Digital transformation

This year we committed to investing in innovative technology to improve the effectiveness of our services and enhance the digital experience for all volunteers and volunteer involving organisations.

### Financial snapshot



Our 2020 Annual Financial Statement is available at: [volunteeringqld.org.au/annualreport](http://volunteeringqld.org.au/annualreport)

# ENABLE volunteer involving organisations to maximise volunteer contribution

## Volunteering Support Services

For volunteers:


- 16,709 volunteers referred to 24,549 opportunities to make a difference
- 37 resources to help people volunteer
- 8 resources specific to volunteering during COVID-19

For volunteer involving organisations

- 6,507 volunteer involving organisations supported to connect with and manage the volunteers they need. This included converting positions into virtual opportunities during COVID-19
- 3,339 organisations actively advertised volunteer opportunities
- 65 resources to improve volunteer management practice
- 50+ resources to navigate the complexities of COVID-19
- 24 national resources distributed through Volunteering Australia with our input

## Certificate IV in Coordination of Volunteer Programs

- 20 participants completed
- 11 participants underway

 I personally thought the course structure, the facility and the trainers were absolutely outstanding. The content was very relevant and the course clusters while intense were presented well. The course has assisted me in my current Volunteer Coordinator role. One of the best programs I have attended."

~ Certificate IV student

## Training and Development

Training to build capacity and capability, advance volunteer programs, and promote good governance and volunteer management

- 37 training workshops for:
  - 691 managers of volunteers
  - 267 volunteer involving organisations
  - 172 management committees

4 National Standards for Volunteer Involvement workshops

8 networking opportunities:

- 4 Volunteer Manager Network Meetings
- 4 InThisTogether COVID-19 forums to support changes in volunteer management

10 bespoke training and development consultancies

## Certificate I, II and III in Active Volunteering

- 50 secondary schools, special schools and alternate training programs across the state delivering Certificate I, II and III in Active Volunteering

### STUDENTS

become tomorrow's leaders and lifelong volunteers

- 844 students completed
- 1,450 students underway
- 362 volunteer organisations approved to accept student placements
- 9 students completed the Active Volunteering Non-Accredited Course

95% training satisfaction rating



Volunteering at a homeless shelter, I was exposed to members of the community who broke typical stereotypes and forced me to educate myself further. Cooking, cleaning, and engaging in conversation taught me a sense of responsibility, pushed me out of my comfort zone, and provided me with transferable skills which I now utilise every day." ~ Majenta, Active Volunteering student

### State Volunteering Conference (10 ~ 11 October 2019)

Designed to inspire, unite, invigorate, and challenge Queensland volunteering practitioners

**2** days of thought-provoking keynotes and expert workshops

**32** informative, inspirational speakers

**140** delegates

### Continuing Professional Development Program

Formal recognition for professional leaders of volunteers

Pathway to expand knowledge and maintain a high standard of practice

**16** participants enrolled



"Informative. Very relevant. Concise. Professionally run." ~ Conference delegate survey 2019

### OUR MEMBERS

Total membership as at 30 June 2020		308
Total membership by category	Level 1 – turnover up to \$250k	126
	Level 2 – turnover \$250k - \$1m	40
	Level 3 – turnover \$1m - \$5m	33
	Associate membership	47
	Corporate/ Government membership	5
	Individual	13
	Life	3

Member sectors	Number	%
Community Services	75	24.35
Education & Training	36	11.69
Health	19	6.17
Young People	22	7.14
Seniors & Aged Care	25	8.12
Disability Services	16	5.19
Family Services	18	5.84
Museum & Heritage	16	5.19
Others	81	26.30

Our full members list is available at: [volunteeringqld.org.au/members](http://volunteeringqld.org.au/members)



# INSPIRE more Queenslanders to volunteer

## Programs and projects

### Queensland Ready Reading

Volunteers find meaning in helping children develop competence in reading

**692** volunteers registered

**497** volunteer interviews, **692** reference checks and **282** Blue Card validations

**114** training sessions delivered across the state

**Being able to read opens the world up to a child and develops their imagination. I found sitting reading with a child week by week improved their confidence and that made it rewarding for me."**

*~ Helen, Queensland Ready Reading and Volunteering Queensland volunteer*

### Homeless Connect (28 November 2019)

A unique one-day, one-stop-shop event that connects people experiencing homelessness with vital services

**333** volunteers recruited, trained and managed

**630+** guests

**1,150+** meals served

**1,910+** visits to **60** service providers

**210+** health checks

**180+** haircuts

**One lady who just got a new pair of blue and white striped shoes made my day with how happy she looked showing them off. I feel privileged to have been able to volunteer."**

*~ Homeless Connect volunteer survey*

## Recognition events

### National Volunteer Week (18 ~ 24 May 2020)

Held virtually for the first time due to the COVID-19 pandemic.

**20** resources developed to help volunteer involving organisations to celebrate volunteers online

**249** nominations received for 6 awards for the 2020 Queensland Volunteering Awards. Due to COVID-19 restrictions the Awards will be presented at a virtual ceremony in late 2020

**450** applications received for the National Volunteer Week Small Grants initiative and **62** volunteer involving organisations received a grant to hold welcome back events for volunteers as COVID-19 restrictions ease

**10** Brisbane landmarks lit up red in support of volunteers

**AUSTRALIA** waved their appreciation for volunteers at #waveforvolunteers



**THEME** "Changing Communities. Changing Lives"

**How great are volunteers?! They're the heart and soul of this state. Every year during National Volunteer Week, we thank more than 714,000 Queenslanders who give their time so selflessly to help others. This year, I'd like to give a great big shout out to our wonderful Care Army volunteers who have been checking in on Queensland's seniors and most vulnerable to make sure they're okay during the pandemic. This week we say – THANK YOU!"**

*~ Premier of Queensland,  
Hon Anastacia Palaszczuk MP*

### National Student Volunteer Week (12 ~ 18 August 2019)

An extraordinary, inspiring week of service where many 1,000s of talented, caring students from across Australia come together to design and volunteer to do good deeds that benefit their communities. They connected with their communities, developed and accessed resources on safe and effective volunteering practices, networked with not-for-profits and each other, tried diverse volunteering activities, and received well-deserved recognition for their leadership, innovation, and acts of giving.

- 29** universities together with many more education providers and volunteer involving organisations
- 7,800** students
- 82** events

**THEME**  
 "Challenge Yourself, Be the Change, Celebrate Each Other"

### International Volunteer Day (5 December 2019)

Globally, **1 BILLION** volunteers are recognised on this United Nations designated international day of observance

Locally, **100+** Queensland volunteers enjoyed a prestigious reception and networking event hosted at Government House

**THEME**  
 "Volunteer for an Inclusive Future"

**I will always be humbled by the grace and generosity of our volunteering community. Never doubt the value and importance of your work. Empowering those in need with the support they require, and your commitment to inclusion, contributes significantly to the contentment and prosperity of our State.**

*~ The Governor of Queensland, His Excellency, Paul de Jersey AC International Volunteer Day Address*





# INCREASE the impact of the volunteering sector

## Policy, advocacy, and research

- 12** state, national, and international research collaborations
- 29** contributions to forums advocating on behalf of the sector

Comprehensive **RESEARCH** undertaken into how COVID-19 impacted the sector

State of Volunteering in Queensland **REPORT** commissioned for late 2020 in partnership with Queensland Water and Land Carers

## Recognition events

### International Volunteer Managers Day (4 November 2019)

- ✓ Global acknowledgement of the importance of the volunteer management profession in building strategic, positive volunteer experiences that help organisations achieve their missions.

### THEME "Change the Tune!"

- ✓ Email campaign, website, and social media imagery encouraged the sector to change the dialogue and think differently about how volunteer leadership is positioned.

## Programs

### Corporate Volunteering

We offer team and skills-based volunteering opportunities for businesses, providing comprehensive end-to-end services from scoping to evaluation

- 23** events for **249** corporate volunteers

## Emergency Volunteering CREW (EV CREW) and Care Army

Queensland Government engaged our EV CREW service to provide a central point of registration for Care Army volunteers and matching and referral to suitable organisations. Care Army is made up of individuals who registered with Volunteering Queensland to volunteer their time and effort to assist vulnerable people during COVID-19. Care Army's first priority was to support older Queenslanders needing to isolate at home during the pandemic who may not have had family, friends or neighbours to support them.

- 28,500+** registrations from people ready, willing, and able to help
- 100+** volunteer organisations utilised Care Army volunteers with the majority from South East Queensland
- 1,500+** Care Army volunteers placed

We extended our EV CREW model to partner with **2** regional place-based volunteer involving organisations, supporting them to assist us to manage and place local Care Army volunteers in their respective local communities. These **2** volunteer involving organisations have supported **12** volunteer organisations in their communities to access local Care Army volunteers.

**During tough times, Queenslanders do what they do best, by rolling up their sleeves and lending a helping hand for their community. Their contribution during this pandemic has been immense and it's helped us be so successful in our fight against the virus."**

~ Minister for Communities, Disability Services and Seniors, Hon Coralee O'Rourke MP



## Disaster resilience projects

### Improving Local Capability to Manage Spontaneous Disaster Volunteers Project

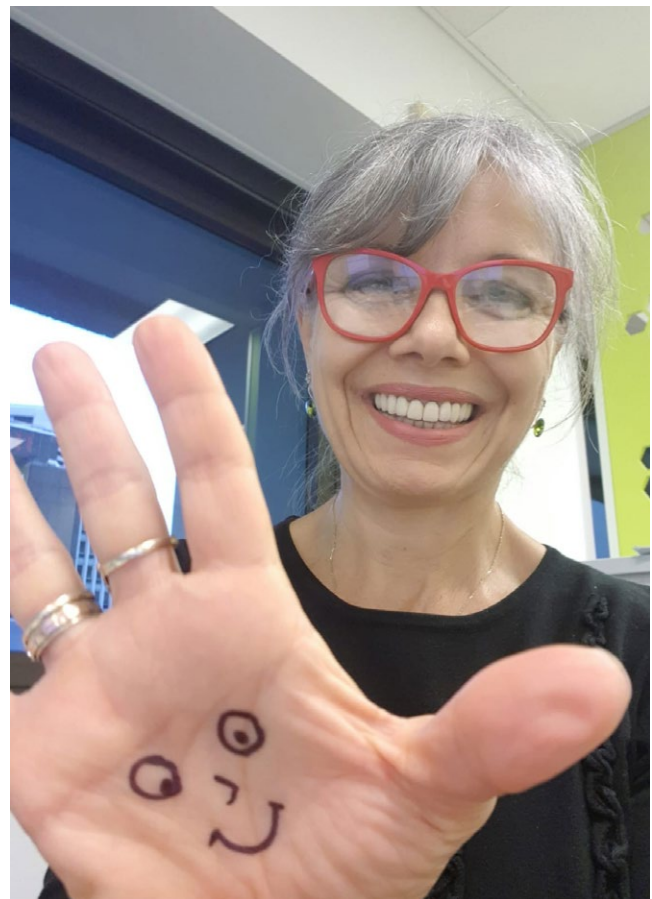
We are working with **4** local government authorities to establish suitable plans and arrangements for the management of spontaneous volunteers. This work has included:

- ✓ Identifying organisations that have the capacity and capability to undertake the role of managers of spontaneous disaster volunteers
- ✓ Providing training to the managing organisation in team leader for spontaneous volunteer training and coordinator for spontaneous volunteer training
- ✓ Developing and delivering training for the coordination of spontaneous volunteers
- ✓ Creating spontaneous volunteer sub plans
- ✓ Producing of a suite of tools for both the local government and the managing organisation.



### Rockhampton Region Volunteer Organisations Active in Disasters (VOAD) Consortium and Community Mapping Project

In the first half of 2020 we established a dedicated presence in Rockhampton to undertake this project. With our Project Coordinator embedded in the Rockhampton Regional Council Disaster Management Team. The project brings together local volunteer involving organisations that have an interest in volunteering during disasters. The VOAD Consortium provides a formal link between Rockhampton Regional Council and local volunteer involving organisations for activation during disasters. VOAD identifies, brings together, trains, and utilises local social capital and resources that will support local communities with disaster resilience and preparedness, at times of disaster, and with immediate and longer term community led recovery. We have established relationships with local volunteer involving organisations, emergency services, and disaster management professionals. Our physical presence in Rockhampton was welcomed by both the Council and the community.



in**gratitude**

un**loving**

vision**less**

in**capacity**

un**neighbourliness**

un**kind**

non**adaptive**

# 2020 ANNUAL REPORT



**volunteering**  
queensland

**[volunteeringqld.org.au](http://volunteeringqld.org.au)**

[reception@volunteeringqld.org.au](mailto:reception@volunteeringqld.org.au) | 07 3002 7600

Level 12, 127 Creek Street  
Brisbane Queensland 4000


ABN 46 621 632 398

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