



Annual  
Report  
2018



volunteering  
queensland

## United Nations Sustainable Development Goals

Throughout this report we reference the United Nations 17 Sustainable Development Goals against our four strategic focus areas. We highlight how our work aligns with this global movement to end poverty, protect the planet and ensure prosperity for all as part of achieving a new universal sustainable development agenda by 2030. An agenda that strives to, 'leave no one behind'.

Volunteering has been explicitly identified by the United National Secretary-General as a, "powerful and cross-cutting means of implementation" of the Sustainable Development Goals, able to, "help localise the new agenda by providing new spaces of interaction between governments and people for concrete and scalable actions."  
– Secretary-General's Synthesis Report, United National General Assembly, 2014.



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**SUSTAINABLE**

effective and efficient  
organisational  
objectives

**Our**  
**BOARD**



**BRETT  
JOHNSON**  
Vice President



**JULIE-ANNE  
MEE**  
Treasurer and Secretary



**NATASHA  
DOHERTY**



**LINDA  
LAVARCH**



**JANE  
HEDGER**

## PRESIDENT AND CEO MESSAGE

Volunteering Queensland - solely dedicated to developing, promoting and advancing volunteering for Queensland's economic, social, cultural and environmental well-being - is more than the lead voice for volunteering in the state. It is a peak body through which the volunteering sector can come together to imagine, explore, share, develop, celebrate and promote the benefits and possibilities of volunteering and foster a vision of strong, connected communities through volunteering.

In 2017/ 2018, over 1,000,000 low to high touch, one-off to multiple time users comprising existing and potential volunteers and volunteer organisations experienced our services, programs and events in some form. Volunteering Queensland represents the interests of all 714,138 Queensland volunteers and supports the essential industry of volunteering to thrive and continue to contribute an annual economic value greater than \$11 billion.

This year, our work led us to many exciting places and unforgettable, impactful experiences that have helped unify and strengthen our sector. With a membership of 295 volunteer-involving organisations we work in partnership with community, educational, corporate and government organisations providing leadership, advancement and promotion of volunteering and its value in transforming and enriching our community and delivering the greatest possible impact for Queensland.



**BRETT WILLIAMSON OAM**  
**PRESIDENT**



**MARA BASANOVIC**  
**CEO**

## SUSTAINABLE

effective and efficient  
organisational  
objectives

# Our PEOPLE

Our organisation thrives because of its workforce, members and supporters and we continue to build, support and develop strong, unified, diverse teams and partnerships that forge pathways to further Volunteering Queensland's purpose.

This year our team has worked exceptionally hard to progress our 2017 – 2021 strategic plan, deliver core services, and develop and implement new ways of working. Together our team has striven to create a work culture that allows for flexibility in strategy to manoeuvre Volunteering Queensland to ensure continued strategic and operational excellence, and that the services we provide and the way we provide them are competitive and relevant to the sector, community, and state we serve.

**Thank you** to all our staff for their dedication, hard work and for enthusiastically embracing the hands-on, minds-on journey we have shared.

Very **special thanks** to our amazing volunteer workforce who contribute so much to Volunteering Queensland and the broader volunteering sector.

Throughout this year, **47** multi-skilled and talented volunteers were engaged as part of Volunteering Queensland's workforce, supporting the organisation to achieve its mission and deliver quality services. Our volunteers assisted across many areas of our business, including strategy, policy, legal, marketing, promotions, advocacy, events, volunteer support services, corporate services, projects, research, IT, and corporate volunteering placements.

They generously contributed **2,673 HOURS** – a contribution conservatively valued at **\$107,856**. Thank you to our extraordinary volunteers for your spirit of service and for being an irreplaceable part of our team.





## SUSTAINABLE

effective and efficient  
organisational  
objectives

# Our SUPPORTERS

**Thank you to all our supporters, sponsors, and partners.**

Through your ongoing support and commitment we are able to fulfil our mission and effectively respond to the diverse and growing needs of Queensland's volunteer workforce and volunteer-involving organisations. Your valued contributions help our volunteering sector thrive and enable it to continue delivering essential services for the betterment of our state and its people.



PHOTO: TALIA ROSE

## QUEENSLAND GOVERNMENT

- Department of Communities, Disability Services and Seniors
  - Department of Education
  - Department of Employment, Small Business and Training
  - Department of Environment and Science
  - Department of Housing and Public Works
  - Department of Innovation, Tourism Industry Development and the Commonwealth Games
  - Department of Local Government, Racing and Multicultural Affairs
  - Queensland Fire and Emergency Services
  - Queensland Health
  - Queensland Reconstruction Authority
- 

## AUSTRALIAN GOVERNMENT

- Department of Social Services
  - Natural Disaster Resilience Program
- 

## VOLUNTEERING NETWORKS

- Network of Queensland Volunteer Resource Centres and Hubs
  - National, State and Territory Volunteering Peak Bodies
  - International Association for Volunteer Effort
  - United Nations Volunteers
- 

## LOCAL GOVERNMENT

- Local Government Association of Queensland
- Brisbane City Council
- Gold Coast City Council
- Livingstone Shire Council
- Logan City Council
- Moreton Bay Regional Council
- Redland City Council
- Somerset Regional Council
- Tablelands Regional Council
- Toowoomba Regional Council

## CORPORATE

- Aon
  - BDO
  - Deloitte
  - Eduka
  - Ember Solutions
  - Hancock Creative
  - McCrindle
  - Salesforce
  - SEEK
  - Shell Australia
  - Wynnum Manly Leagues Club
- 

## COMMUNITY

- Our 295 volunteer-involving member organisations
  - Access Community Services
  - COTA Queensland
  - Dr Peter Devereux
  - QCOSS
  - Rob Jackson Consulting
  - Safe by the Bay
  - The Network of 13 Community Service Peaks
  - UnitingCare Queensland
- 

## EDUCATIONAL / ACADEMIC

- The 51 schools involved in our Students As Active Volunteers Initiative
- All schools involved in the Qld Ready Reading program
- 20 universities and 57 schools, education providers and volunteer-involving organisations involved in National Student Volunteer Week
- All universities and their researchers involved in research collaborations



## SUSTAINABLE

effective and efficient  
organisational  
objectives

# Financial SNAPSHOT

During this year Volunteering Queensland returned a net surplus of \$28,066 compared to \$30,796 the previous year. Total revenue increased by \$328,182 from last year, with a corresponding increase in expenditure.





# Revenue

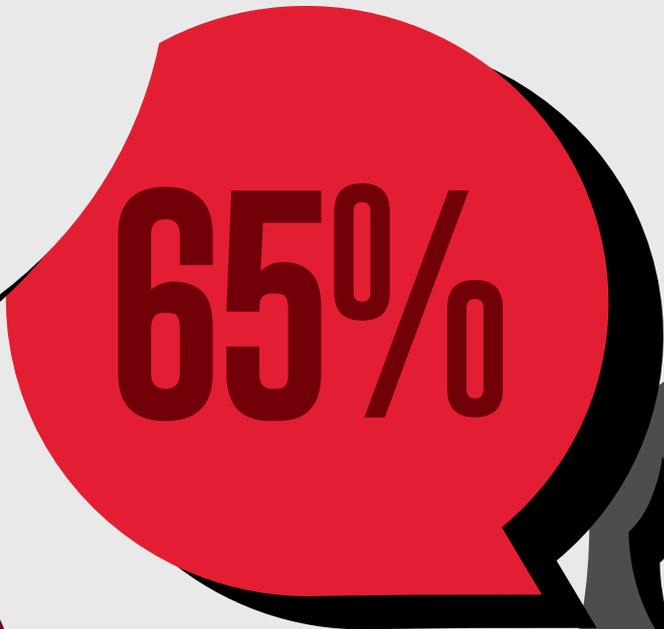
## 2017 // 2018

Just under two-thirds of our total revenue of \$1,641,035 was derived from government service agreements, slightly lower than the previous year. We continue to explore other sources of revenue, with an increase in fee for service offerings.

**PROJECTS  
AND  
EVENTS**

**16%**

# SERVICE AGREEMENTS



TRAINING AND DEVELOPMENT 14%



# Expenditure

## 2017//2018

The highest area of expenditure is Employee Expenses, reflecting the high touch, direct person to person nature of the services requested of and provided by our talented, experienced team. It is this expertise that assists the successful delivery of services, projects and events on time and within budget.





## ENABLE

volunteer-involving organisations to maximise volunteer contribution

# Volunteer Support SERVICES

“ Wesley Mission Queensland is a large, dynamic organisation with over 2,500 volunteers who play a vital role every year to help us improve the lives of the most vulnerable in our community. We have found using the VIKTOR volunteer recruitment platform to be one of the most effective ways we have to engage volunteers. It helps us to find volunteers that are the right fit and passionate people who can help out where and when we need them. The Volunteering Queensland Helpdesk team has worked closely with us, providing support through the development of VIKTOR, being responsive to our needs and making the system user-friendly. From one click opportunity duplications and re-posts through to custom greetings and instant statistics, VIKTOR has made it easier for us to get the word out. In return, we have been able to engage with so many wonderful people who want to volunteer their time to make such a positive difference to the lives of others. ”

*Nicole Mujdrica, Volunteer Relations Manager, Wesley Mission Queensland*



PHOTO: WESLEY MISSION QUEENSLAND

The popularity of our online volunteer recruitment and matching service continues to grow with

# 10,879



## INDIVIDUALS REGISTERING

their interest in volunteering

# 543

## ORGANISATIONS

Actively advertised volunteer opportunities



# 150,000

## USERS VISITED OUR WEBSITE

to find volunteering information

# 1,000,000

## PAGE VIEWS



# 7,694

## HELPDESK ENQUIRES

from volunteer-involving organisations

### TOPICS INCLUDE:

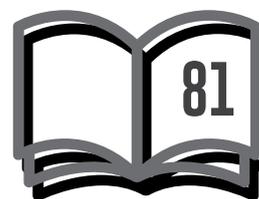
- Use of digital platforms
- Effective advertising of volunteer opportunities
- Advice on how to be more creative with volunteer roles
- Policy and risk management
- Effective, efficient volunteer management practices including implementation of the National Standards for Volunteer Involvement, grievance and dispute resolution, inclusion, and more

Members enjoy the benefit of extra promotion of their volunteering opportunities on our website and social media sites



# 374

## MEMBER REQUESTS FEATURED



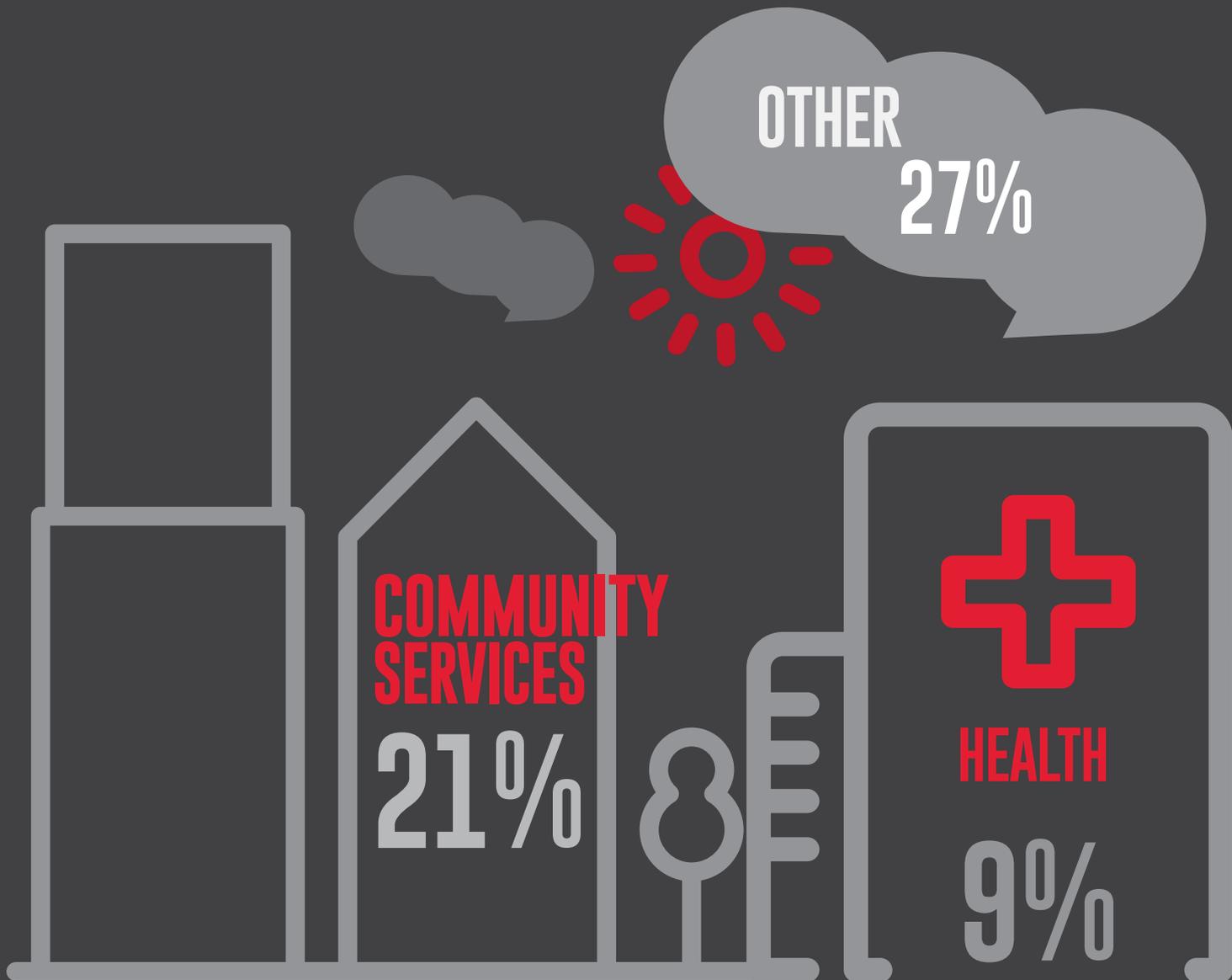
## 81 RESOURCES PRODUCED

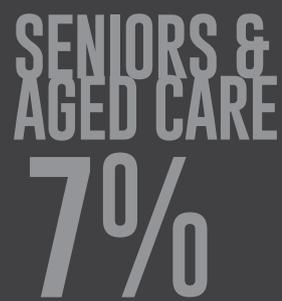
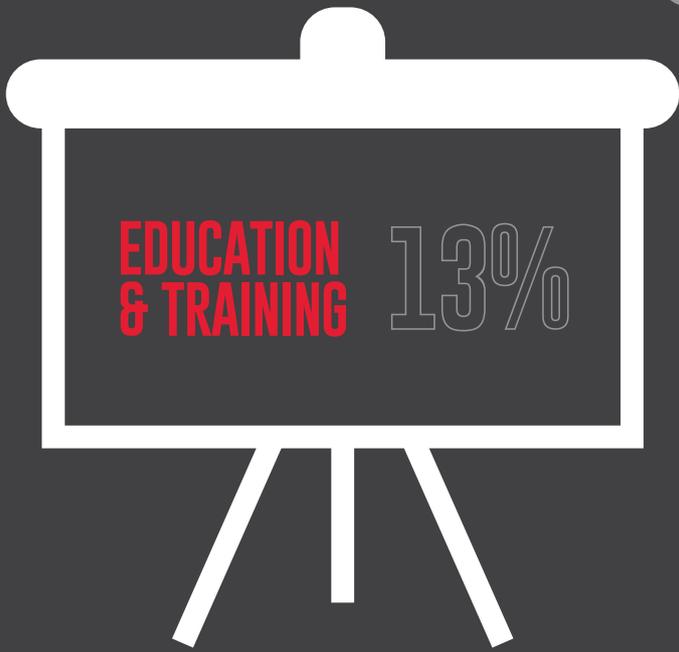
# 364

## ADVISORY AND RESEARCH

Number of consultation sessions provided to support volunteer-involving organisations

# Service FOCUS AREA





## ENABLE

volunteer-involving organisations to maximise volunteer contribution

# Membership

Thanks to the support and valuable input of our **295** members, Volunteering Queensland is able to lead, develop and advocate for volunteering and address issues, challenges and opportunities that impact our sector.

We work collaboratively supporting volunteer-involving organisations to build place-based volunteer services and capacity in their local communities and to achieve our mission to strengthen and connect Queensland communities through volunteering.

Our members range from small to large volunteer-involving organisations from the community, educational, governments and corporate sectors.

**80.4%** of our members rated their contact with us as excellent.

Our annual member survey provides insights into the needs and priorities of our members. It helps inform our work in supporting them to strengthen organisational capacity and capability to successfully deliver services and outcomes relevant to their local communities.

### Key issues and challenges reported by our members

- Finding suitable volunteers to match their needs
- Volunteer recruitment, retention and recognition
- Engaging young volunteers
- Volunteer management training
- Volunteer program sustainability
- Lack of and ageing IT infrastructure.

### Key political, regulatory, funding and environmental changes impacting our members

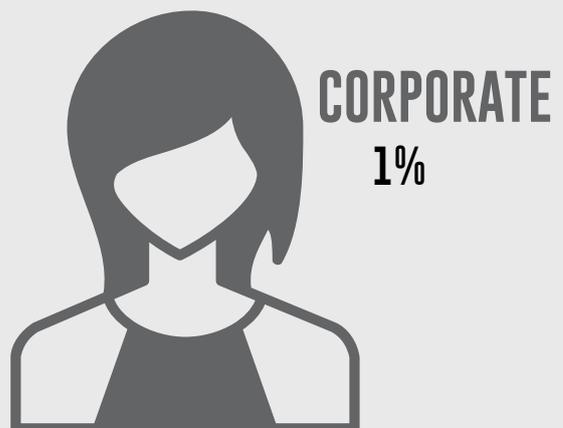
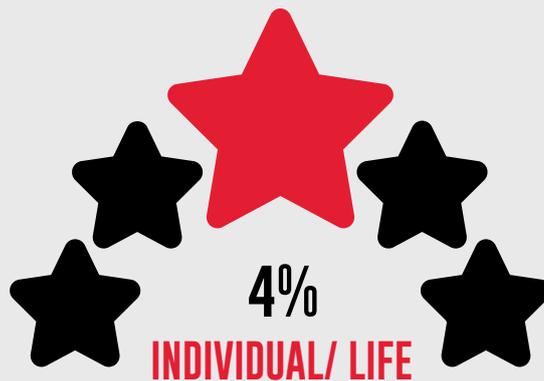
- NDIS and Centrelink/ employment requirements and changes
- Volunteer screening (Blue and Yellow Cards, Police Checks)
- Governance
- Workplace issues (insurance, health and safety, dispute resolution)
- Diminishing investment in and valuing of volunteering.

### Volunteering Queensland services most valued by our members

- Training and development
- Promotion of volunteering
- Resources
- Advocacy and policy
- Consultancy services.

Member

# CATEGORY DISTRIBUTION



## ENABLE

volunteer-involving organisations to maximise volunteer contribution

# Training & DEVELOPMENT

Our Sector and Volunteer Support teams are committed to delivering quality training and opportunities for continuous learning for volunteers and managers of volunteers. Teams listen to and work collaboratively with the sector to develop new and improve existing training, incorporating a variety of service delivery models and mediums to address needs and interests and suit unique local circumstances.



## THIS YEAR OUR SECTOR AND VOLUNTEER SUPPORT TEAMS DELIVERED



### CERTIFICATE IV COURSES

in 'Coordination of Volunteer Programs' to **12** volunteer managers from a diverse range of organisations

# 45

PROFESSIONAL DEVELOPMENT SESSIONS TO

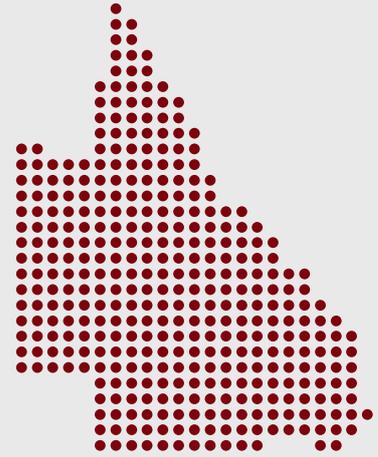
# 1,103 ATTENDEES

on a range of topics in locations across the state. Attendees included:

**757** volunteer managers

**201** volunteers

**145** members of management committees



# 5

## WEBINARS

on varied topics to rural and remote volunteer-involving organisations, enabling easy access to our training

# 3

in-house produced training videos to **423** volunteers



# 1

## INTERNATIONAL AND

# 2

## NATIONALLY RENOWNED PRESENTERS



who addressed and facilitated workshops for **157** participants

**Top training courses for 2017/ 2018 were:**

- Volunteer program administration
- Volunteer recruitment and retention
- National Standards for Volunteer Involvement
- Humility approach to welcoming volunteers
- Leadership



“ Since completing the training with Volunteering Queensland I've managed to successfully transform our volunteer program. The skills I learned in recruitment, increasing diversity, supporting change management and conflict resolution gave me the confidence to manage a rapid transformation and change process.

When I started this course I was confused, I had been provided with an enormous volunteer program with 25 years of history behind it and more passionate and experienced volunteers than I'd ever encountered.

I started with one paid staff member and an outdated 'draft' volunteer policy, no code of conduct and a team of unregistered volunteers who largely worked to their own goals without necessarily aligning with the organisation's objectives. I was overwhelmed, lacked direction and was very much stuck in the 'status quo'.

I'm proud to say that our volunteer program now has:

- A completed volunteer policy which has passed an audit against the National Standards for Volunteer involvement by Volunteering and Contact ACT.
- A Volunteer Code of Conduct.
- An online cloud based platform, which is being actively used for recruitment, tracking qualifications, promoting activities, recording volunteer contributions and incident reporting.
- We've dramatically changed our volunteer demographic now with over 60% of our volunteers under the age of 35.
- We've tapped into 'career' volunteers through 'gig' opportunities to join our rangers with their work.
- We've expanded our program from one stream ParkCare, to four diverse streams that now include WildlifeAssist, RangerAssist, VisitorAssist and traditional ParkCare.
- Our staff are now actively interested in inviting volunteers to join them in their work. One team member recently commented that the inclusion of volunteers in an activity had re-energised them as the excitement and passion of volunteers is rubbing off. They're making staff realise how lucky they are to be working in this space.
- ACT Parks has now re-named the Community Programs Coordinator position to Volunteer Programs Manager to better reflect the role, and our volunteer management team has grown to three full-time paid staff working together to support and build our volunteer program. This is exciting and really demonstrates how seriously ACT Parks is taking volunteer management into the future.

Perhaps one of the most exciting outcomes of the training with Volunteering Queensland, was that I was encouraged to tell my story at the 2018 National Volunteering Conference. The team at Volunteering Queensland helped me to understand that my work was valued, my experience was important and that people would be interested to hear my story.

Presenting at the National Conference was both terrifying and exhilarating. I found that my story resonated strongly with others, the audience laughed, cried and were genuinely engaged and interested. I felt like I was speaking for all volunteer managers as I shared my journey and watched them come along for the ride. In the minutes, hours and days following my presentation I was approached by so many incredible volunteer managers from throughout the country who thanked me for my honesty and for sharing the challenges we all face in this field.

Prior to completing the Certificate IV with Volunteering Queensland, I considered myself a novice in the field of volunteer management. I didn't have confidence in my work or any clear vision for the future. Now I'm proud to say that I'm managing a successful program and leading a team of three paid staff and over 550 volunteers who contribute over \$950,000 worth of added value to my organisation. I'm excited to see what we can achieve next year as we continue to move forward towards best practice.

If anyone in a volunteer management role is feeling lost or overwhelmed - signing up to complete the Certificate IV in 'Coordination of Volunteer Programs' is the best decision you'll ever make.”

*Alison McLeod, Volunteer Programs Manager, ACT Parks and Conservation Service  
2018 Graduate Certificate IV in Coordination of Volunteer Programs*





PHOTO: ALISON MCLEOD



PHOTO: QUEENSLAND BLUE LIGHT ASSOCIATION

“(Since completing the National Standards for Volunteer Involvement training) ...I have updated some of our policies to better reflect volunteer involvement, created a position description, updated a new volunteer handbook and our induction process, and created some further training for our volunteers... I very much would like to earn the tick of approval (National Standards Quality Mark) at some point.”

*Jenny Monk, Administrator, Queensland Blue Light Association*



PHOTO: WOODFORDIA



PHOTO: WOODFORDIA

“(The webinars).....were so easy to take part in and it was great to hear from other volunteer managers across Queensland, to share our experiences and have a chance to learn from each other.”

*Karen McBride, Citizenship Manager, Woodfordia Inc.*

## Students As Active Volunteers Initiative

# SAAVI

In partnership with **51** Queensland secondary schools, special schools and alternate training programs spanning from Townsville to Palm Beach to St George, **3,701** students undertook Certificate I, II or III in 'Active Volunteering' training this year and **1,824** have completed their studies. They gained credit towards their Queensland Certificate of Education and developed valuable workplace knowledge and employability skills through a volunteer placement with one of our **281** approved volunteer-involving organisations.

Units include being an effective volunteer, working with diverse people, communicating effectively, basic administration skills, maintaining work, health and safety processes, and organising work priorities. Volunteering activities undertaken include a recycled bags project, assisting younger grade students with their learning, serving people experiencing homelessness, coordinating school canteen activities, helping with sporting competitions, and developing fundraising and awareness campaigns for good causes.



Students from Brisbane Bayside State College volunteered with Rosies to support vulnerable people experiencing loneliness, abandonment and marginalisation. Their teacher and trainer, Coral Symonds, reported that, “through the SAAVI program the students are learning to give to the less fortunate and lend a helping hand, which is building a new generation of young people who continue the great Australian way of helping others when times get tough.” These outstanding students were recognised at our 2018 National Volunteer Week Wynnum Thank You event, alongside 100 local volunteers.

“ We really couldn't achieve this without our amazing volunteers. This year that included many new volunteers enrolled in the SAAVI program. The SAAVI volunteers were an awesome addition to the Lifeline Bookfest team bringing with them enthusiasm and dedication. ”

*Amanda Humphries, Volunteer Management Support Officer, UnitingCare Queensland*



ROSIES  
Friends on the Street

Everyday someone has  
to go to work  
or school  
or to the office  
or to the store  
or to the bank  
or to the doctor  
or to the dentist  
or to the vet  
or to the post office  
or to the library  
or to the gym  
or to the church  
or to the synagogue  
or to the mosque  
or to the temple  
or to the courthouse  
or to the government building  
or to the school  
or to the university  
or to the hospital  
or to the nursing home  
or to the retirement home  
or to the assisted living facility  
or to the long-term care facility  
or to the hospice  
or to the funeral home  
or to the cemetery  
or to the crematorium  
or to the columbarium  
or to the mausoleum  
or to the crypt  
or to the tomb  
or to the grave  
or to the burial site  
or to the place of worship  
or to the place of business  
or to the place of education  
or to the place of recreation  
or to the place of entertainment  
or to the place of leisure  
or to the place of relaxation  
or to the place of rest  
or to the place of refuge  
or to the place of safety  
or to the place of shelter  
or to the place of support  
or to the place of sustenance  
or to the place of survival  
or to the place of sustenance  
or to the place of survival

## ENABLE

volunteer-involving organisations to maximise volunteer contribution

# Volunteer Managers NETWORK

Volunteer Manager Network meetings provide an opportunity for volunteer managers to come together to share knowledge, ideas and resources, and to discuss, workshop and collaborate on solutions to common issues. Four network meetings were held this year in Brisbane, Logan, Toowoomba and Wynnum, attended by **61** people from **61** organisations.

### Top topics were:

- Volunteer reward and recognition.
- Engaging volunteers from culturally and linguistically diverse backgrounds.
- Corporate volunteer engagement.

### What Volunteer Managers liked best about the network meetings:

- Interesting and relevant discussion topics.
- Networking and meeting like-minded people.
- Sharing strategies and troubleshooting.

**92.5%** of attendees rated Volunteer Manager Network meetings as excellent.



## ENABLE

volunteer-involving organisations to maximise volunteer contribution

# Connecting Through TECHNOLOGY

Volunteering Queensland continues to enhance its digital capability and develop and provide digital systems and spaces that give and respect that our stakeholders have greater access to and use technology and a variety of platforms to instantaneously gain and share information and opinions far and wide, stay connected, and maximise impact, effectiveness and efficiency.



# EV CREW

## Emergency Volunteering Community Response to Extreme Weather

With **63,779** active EV CREW volunteers willing to support communities, agencies and governments at times of disaster, Volunteering Queensland's EV CREW program plays a valued role in the Queensland Disaster Management Arrangements, as stated in the State Disaster Management Plan. As a member of the State Human Social Recovery Group, EV CREW is the recognised state-wide entry point for the registration, matching and referral of spontaneous volunteers. All volunteering offers are managed in a coordinated, safe and targeted way to meet the needs of disaster affected communities.

This year significant system and program improvements have been made including, streamlining user access and experience, incorporating text messages and data sharing functionality for future activations, and developing innovative, new spontaneous volunteer management models to build a resilient Queensland across all phases of emergencies and disasters.

In 2018 EV CREW celebrates **10 EXTRAORDINARY YEARS OF SERVING QUEENSLAND WELL** through myriad emergencies and disasters. Between 2008-2018, EV CREW was activated **110** times to deliver campaigns across Queensland. Its dedicated voluntary workforce has contributed incalculable millions in economic, social and environmental value and impact.



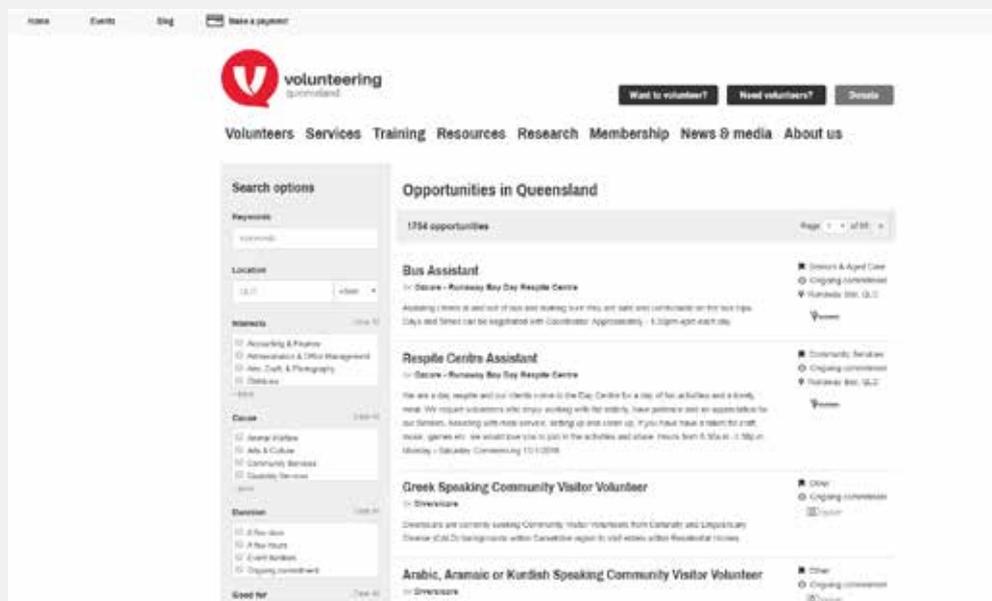
PHOTO: ABC RADIO

**THIS 10TH ANNIVERSARY YEAR** provides a pivotal opportunity for government, business and Volunteering Queensland to invest and work together to further develop and share this proven technology. This will enable EV CREW to continue to be a comprehensive, cohesive, innovative platform and program that puts more ready, willing and able volunteers on the ground quickly and helps ensure the safety of Queenslanders.

# VIKTOR/ VIRA

## & Volunteer Profile

During this year, Volunteering Queensland aligned itself with other State and Territory Volunteering Peak Bodies, and over 70 Volunteer Resource Centres and 6,000 volunteer-involving organisations by adopting VIKTOR, Australia's national and largest volunteering database and platform for recruiting and managing volunteers. The VIKTOR platform provides the backend to Volunteering Queensland's, as well as the GoVolunteer and SEEK Volunteer volunteer matching platforms. Over **95%** of existing and potential volunteers who access Volunteering Queensland services to seek volunteering opportunities come through our digital platforms.



We have also adopted VIRA in response to the sector needing a user-friendly volunteer management tool integrated with VIKTOR, thereby reducing duplication. VIRA enables volunteer-involving organisations to record and report volunteer details, training undertaken, contribution in hours, services provided, recognition, reimbursement, and more.

VIKTOR and VIRA have been designed and continue to be developed specifically by, for and with the volunteering sector by Volunteering WA in collaboration with long-time supporters SEEK and Eduka (development company). VIKTOR and VIRA provide volunteer-involving organisations free of charge or low cost access to many practical benefits. Supporting one uniquely Australian nationally consistent, integrated, fit for purpose system and tool has improved efficiencies and effectiveness.

Volunteering Queensland also promotes the benefits of a personal 'Volunteer Profile' capability to all volunteers. Creating an individual 'Volunteer Profile' allows users to receive recommended and short lists of opportunities based on personal preferences on their personal device or email.



## INSPIRE

more Queenslanders  
to volunteer

# Place Based VOLUNTEERING HUBS

In addition to its Brisbane office, Volunteering Queensland manages two Volunteering Hubs in Logan and Wynnum, providing place-based volunteer support services unique to the needs and interests of local individuals, communities and volunteer-involving organisations.

Our Hubs have a strong focus on collaboration, local impact, building capacity, promoting and developing volunteering opportunities, and utilising volunteering as a valuable tool and pathway to social cohesion, employment, participation and stronger, connected local communities.

- **9,316** enquires were received from local volunteers.
- **95%** satisfaction rating by local volunteer-involving organisations of services and quality of engagement provided.
- **90%** of Logan Volunteering Hub volunteers identify as being from culturally and linguistically diverse backgrounds.

“I really enjoyed volunteering for the Wynnum NAIDOC celebrations. It was a great to help people that I have never met before. I was met with gratitude and I would love to do it again. Volunteering Queensland was so helpful. They were able to find me a suitable role to help out the community, in such a short timeframe.”

*Lachlan (aged 15), commenting on his volunteering opportunity at the Winnam Kunjyel Family Fun Day*

“ There are so many social issues that could be better addressed with more people volunteering. It is great to be able to volunteer for Volunteering Queensland to encourage people to volunteer. ”

*David Hale, Community Engagement Volunteer, Volunteering Queensland*



PHOTO: DESIREE WRIGHT

“ What I enjoyed most is helping people find the right volunteering role and in some cases restoring their confidence in themselves and what they can offer the community. ”

*Desiree Wright, Community Engagement Volunteer, Volunteering Queensland*



# INSPIRE

more Queenslanders  
to volunteer

# Programs & PROJECTS



# Qld READY READING

The Qld Ready Reading program aims to improve literacy for children in Queensland by training and skilling volunteers to support and encourage children with their reading. With the help and guidance the volunteers, children are supported to develop confidence and proficiency in reading. This provides them with a powerful advantage and tool to help them grow their vocabulary, language skills and imagination and develop life-long skills that will support their future growth and learning.

Working in partnership with the Department of Education, Volunteering Queensland is responsible for volunteer recruitment, initial interviews and referee screening, Blue Card checks, training and regular communication. Our team supports volunteers to be volunteer-ready to share their knowledge and time to foster a love of reading in Queensland classrooms.

As well as positively impacting the lives of children and schools, volunteers keenly report on the many rewards they personally gain from training to be a school reading volunteer, from learning about literacy and the process of learning to read, to the opportunity to make a positive difference and connection with their local community by supporting children's reading.

The program is being rolled out in stages with Qld Ready Reading volunteers working in schools across the state from late 2018.

**216** volunteers have been recruited to date to share their love of reading.



“ During the election campaign, I announced that as part of improving literacy, my government would re-introduce the Ready Reading program. We will invest \$1.5 million over the next three years to create an army of 3,000 volunteers. We want people who are retired, parents who are working part-time, and grandparents to give up a few hours a week to come into our Queensland schools and help our children read. ”

*Queensland Premier and Minister for Trade, the Hon Anastacia Palaszczuk MP*

## GetOnlineQld

# DIGITAL MENTORS

The GetOnlineQld - Digital Mentors program is part of the Queensland Digital Inclusion Network managed by the Department of Housing and Public Works. The program engages and trains volunteers to guide, encourage and assist digitally disconnected Queenslanders to learn basic digital skills, work toward identified goals, and use technology to improve their lives and lifestyles. With the help of digital mentors pathways to education, employment, social inclusion, economic growth and innovation are enabled.



As a program partner, Volunteering Queensland works to recruit, screen and train volunteers from all walks of life who want to give back to their community by sharing their digital knowledge and experience. Employing characteristics of patience and empathy, volunteer mentors build others' confidence in using digital technologies such as smartphones, tablets, computers or laptops by providing face-to-face support, either one-on-one or in small groups.

Program participants have diverse backgrounds, experiences and personal circumstances, but all have one thing in common – they are not able to make full use of technology and feel they haven't been able to benefit from being online. Almost 600,000 Queenslanders don't access the internet regularly. Reasons include that they don't see the need, lack confidence or knowledge or are concerned about cost. GetOnlineQld volunteers help these fellow citizens connect with digital technologies to manage information, communicate, transact, problem solve, and create online.

**124** volunteers recruited to date to share their digital knowledge and experience.

“I want to share my knowledge of digital technology as it opens up a whole new whole for people.”

“Some of the people I work with have bad eye sight. It would be fantastic if they could get online and access audio books from the library.”

*GetOnlineQld Volunteers*

# Homeless CONNECT

This year we celebrated Brisbane's 20<sup>th</sup> milestone Homeless Connect in November 2017 and the 21<sup>st</sup> Homeless Connect in June 2018. This life-changing one day event is based on a 'one-stop-shop' model of immediate service delivery for people experiencing or at risk of homelessness. Since its inception over **9,000** volunteers have supported some **19,000** guests experience transformational days of direct service provision and connectedness.

Hosted by Brisbane City Council with Volunteering Queensland responsible for the recruitment, training, orientation and management of volunteers, Homeless Connect brings together volunteers, government agencies, community organisations, and businesses to provide an extensive range of free essential services and activities.

Homelessness cannot be solved in a single day, but the experience of having basic needs met and of forming positive connections with fellow Queenslanders who volunteer at the event strengthens pathways to inclusion, participation and improved well-being.

## A snapshot of impact

- **742** volunteers helped pre, on the day of, and post the events.
- **2,893** hot meals were enjoyed.
- **1,218** guests were assisted by volunteers.
- **771** guests attended the medical centre – GPs, immunisation, nursing, optometry, pharmacy, podiatry, dentistry, audiology.
- **315** haircuts were provided.
- **1,550** food and personal hygiene grocery bags were handed out.
- **152** guests participated in fun workshop activities.
- **6,978** volunteer hours donated valued at **\$281,562**.



“ Meeting and interacting with the guests, and having the opportunity to make their day special is such a wonderful and humbling experience. I truly value the opportunity given to me to participate. I greatly enjoyed talking to the guests, hearing their stories, and seeing their faces light up when they receive items that we generally take for granted.”

*Homeless Connect 2018 first time Volunteer*

## Gold Coast 2018 Commonwealth Games

# VOLUNTEER LEGACY PROGRAM

The friendly faces of **15,000** 'Game Shaper' volunteers sharing their spirit, enthusiasm and respect for all people showcased volunteering on the global stage during the Gold Coast 2018 Commonwealth Games and helped ensure the success of this major event.

The Gold Coast 2018 Commonwealth Games was the largest sporting event staged in Australia over the last decade. More than 6,600 athletes and team officials from 71 Commonwealth nations and territories were welcomed to the Gold Coast and event cities Brisbane, Cairns and Townsville, to share in a celebration of humanity through sport, entertainment and culture.



Volunteering Queensland undertook a range of activities to support the Gold Coast 2018 Commonwealth Games Volunteer program. This included membership of the Games Volunteer Advisory Committee providing advice and support on volunteer engagement, and advocacy for and promotion of the Games Volunteer program.

Volunteering Queensland is also a leader of the Games Volunteer Legacy program working to leverage the interest and willingness to continue to volunteer of all Queenslanders who applied successfully and unsuccessfully to become 'Games Shapers'. The project aims to help increase volunteering participation rates across the state, by:

- Upskilling and building the capability of individual Games volunteer applicants to volunteer by supporting them to create and manage their own unique 'Volunteer Profile' on Volunteering Queensland's website.
- Innovating by building an events volunteering site to attract and retain the interest of Games volunteer applicants wishing to participate in further events and episodic volunteering experiences. The site will strengthen the capacity of volunteer-involving organisations and local governments to engage more volunteers, and enhance the representation of diversity among their volunteers.
- Connecting Games volunteer applicants to local place-based volunteering opportunities through their local governments and grassroots sporting and community organisations.

**27,522** successful and unsuccessful Queensland Games volunteer applicants have indicated their willingness to consider further volunteering opportunities.

**26** stories and social media articles on the inspiring Games volunteers were promoted.

# Safe BY THE BAY

Safe by the Bay was a place-based collaboration between a local collective of government agencies, non-government and community organisations, businesses and individuals concerned about homelessness and inequality in the Bayside region, and Volunteering Queensland.

Developed as a pilot project funded by the Department of Housing and Public Works through the Dignity First Grant program, Safe by the Bay delivered powerful impact. It provided a welcoming point of entry for people experiencing homelessness, disconnection and disadvantage to access a 'one-stop-shop' that facilitated them with often hard to access services, resources and goods. The project was based at Volunteering Queensland's Wynnum Volunteering Hub and focussed on providing a consistent, empathic and non-judgemental relationship where people experiencing disadvantage and vulnerability felt safe, valued and understood without stigma, and when ready supported to tackle any complex problems.

The project addressed an identified community need to help a growing number of disadvantaged, disconnected individuals and families in the Wynnum/ Manly area, closing the gap between service and need. Although the pilot has now been completed, several critical service providers including, Bayside Housing Service, Mangrove Housing and Centrelink continue to provide weekly support from our Hub.

**853** vulnerable people were assisted with connections they needed to improve their circumstances.



“It's very uplifting – it's not just the services, but the sincerity and humanity. It's the connection with a community-based agency that makes you feel like you are a part of something, not just on your own... I feel visible when I come here.”

*Safe by the Bay service user experiencing homelessness*

# INSPIRE

more Queenslanders  
to volunteer

# Volunteer RECOGNITION EVENTS



PHOTO: DOWN SYNDROME QUEENSLAND

# National VOLUNTEER WEEK

National Volunteer Week, 21 - 27 May 2018, was a time to raise awareness of the significant contribution, and vital place and value of volunteering in our community. Annually, this highlight week acknowledges the generous, caring individuals and groups who through their volunteering play a crucial role in improving Queensland's and Australia's economic, social, cultural and environmental well-being.

In Queensland, the week recognises the generosity of our **714,138** volunteers and the work of the many thousands of volunteer-involving organisations in which they serve. It also encourages more Queenslanders to commit to the power of volunteering as a way to transform their lives, their communities and our state for the better.

The 2018 national theme was *'Give a little. Change a lot.'* which was promoted through all media channels, and at events, awards and activities across the state. This year saw increased media interest and attendance numbers at our events. Volunteering Queensland created and promoted a suite of resources to help volunteer-involving organisations celebrate the theme and participate in this premier week.

National Volunteer Week is proudly supported by the Queensland Government.



PHOTO: COMMUNIFY



PHOTO: EMILY IRELAND

PHOTO: BRAD WEARNE



# Queensland Volunteering AWARDS

The 2018 Queensland Volunteering Awards were held in recognition of the inspiring endeavours of volunteers, volunteer managers, volunteer-involving organisations and businesses that invest in employee volunteering programs, to bring about positive change in our community. These prestigious Awards pay tribute to the selfless individuals who and organisations that do not seek recognition for themselves, and highlight their extraordinary spirit of service that contributes so much to the community.



The Awards raise the profile of volunteering, build awareness of the need for increased participation and investment in volunteering, and demonstrate the critical value of volunteers to the continued prosperity of the community and state. The Awards continue to grow in popularity with **229** nominations this year.

We are honoured to receive the continued support of our Patron, His Excellency the Hon Paul de Jersey AC, Governor of Queensland. The Awards were presented at a morning tea held on 25 May, 2018, during National Volunteer Week and attended by **200** guests.





## CONGRATULATIONS to the 2018 Award Recipients

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**The Pyjama Foundation** – Volunteering Impact Award

**Clayton Utz Queensland** – Corporate Volunteering Award

**Lorraine Buhk** – Lifetime Contribution to Volunteering Award

**Emily Ireland** – Youth Volunteering Award

**Anastasia Magriplis** – Excellence in Volunteer Management Award

**Brad Wearne** – Volunteer of the Year Award

“Don't ever think that your work goes unnoticed or unappreciated. Today, we recognise and celebrate the very worthy recipients and finalists of the 2018 Queensland Volunteering Awards. But we also recognise and celebrate every one of the generous hearted Queenslanders who have seen a job that needs doing and have got on with doing it. Without you our world would be a much more limited place.”

*Extract from the speech from our Patron  
His Excellency the Hon Paul de Jersey AC, Governor of Queensland*



## International VOLUNTEER DAY

In 1985, the United Nations General Assembly mandated 5 December each year as International Volunteer Day to highlight the extraordinary efforts of the world's volunteers and acknowledge that their 'can do - and will do' attitude and actions transform and bring richness and purpose to the lives of others and help build strong, caring, vibrant, sustainable communities.



PHOTO: BEAU FOORT

It is a day for us to collectively thank our volunteers and showcase the vital difference they make to the planet. This year we supported the theme '*Volunteers Act First. Here. Everywhere.*' This theme recognised the positive solidarity of volunteers around the world who answer the call to action at times of crisis, helping save lives today and supporting those affected to continue living their lives with dignity tomorrow.

To commemorate 2017 International Volunteer Day, Volunteering Queensland promoted a state-wide social media campaign celebrating the inspiring contribution of Queensland's diverse volunteers.



PHOTO: MUIR DOCH VOLUNTEER HUBS

## National STUDENT VOLUNTEER WEEK

Led by passionate and committed students from tertiary education providers and secondary schools across Australia, National Student Volunteer Week, 14 - 20 August 2017, was a week that saw many motivating events, activities and campaigns promoting the health and vibrancy of student volunteering. The week encouraged meaningful, creative and innovative engagement, action and discourse demonstrating to students and the broader community alike how much their volunteering work is valued and the significant difference they can and do make.

Activities included interactive expos, collaborative workshops, forums, community outreach activities, and networking that connected students with volunteer-involving organisations, offered students 'hands-on' volunteering opportunities, and recognised outstanding student volunteering.

PHOTO: MONASH UNIVERSITY



PHOTO: FED UNI

A dedicated team of enthusiastic tertiary student volunteers based out of Volunteering Queensland drove this initiative. They maintained strong relationships and communication channels with universities and produced a suite of free educative and promotional resources. Together with this lead team, Volunteering Queensland manages National Student Volunteer Week in collaboration with Volunteering Australia, State and Territory Volunteering Peak Bodies, Volunteer Resource Centres and Hubs.

**20** universities and **57** schools, education providers and volunteer-involving organisations held **157** diverse and inclusive events attended by over **7,000** students.

## INSPIRE

more Queenslanders  
to volunteer

# Marketing & COMMUNICATIONS

A wide variety of marketing and communications strategies and campaigns are employed to support and promote Queensland's strong and vibrant volunteering sector and our work, resulting in:

- **5,191** subscribers receiving monthly newsletters on current sector news, issues and trends.
- **13,175** social media followers.
- **44,000** reach on Facebook.
- **219,000** impressions on Twitter.
- **8,000** views on YouTube.
- **240** social media posts sharing sector information and promoting good news volunteering stories.
- Increased traditional media relationships grown resulting in **3** television interviews, **19** radio interviews and **37** print media and online news stories.
- Significant coverage for our Disaster Preparedness for Older People Forums, the Queensland Volunteering Awards, the Qld Ready Reading program and the Gold Coast 2018 Commonwealth Games Volunteer Legacy program.
- Increased speaking engagements, conference presentations, forum and key committee participation, and promotional stalls at major expos and events.



## INCREASE

the impact of the  
volunteering sector

# Volunteer Resource CENTRE NETWORK

The Volunteer Resource Centre Network consists of **8** centres located across Queensland. Network meetings are convened by Volunteering Queensland and provide opportunities for advocacy, collaboration on programs and services, dialogue around leadership and strategic issues around volunteer management, as well as the sharing of knowledge, resources, ideas and insights into issues of importance.

The strength of the Network lies in its ability to work together to help drive the state's volunteering agenda. By supporting one another and fostering open communication and a culture of volunteering that is diverse, meaningful and inclusive, centres can better serve their communities, and their position as place-based leaders of volunteering is strengthened. The Network continues to grow from strength-to-strength.

Thank you to Network members from:

- Far North Queensland Volunteers
- Gympie Regional Volunteer Centre
- Volunteering Gold Coast
- Volunteering North Queensland
- Volunteering Queensland  
(including Logan and Wynnum Volunteering Hubs)
- Volunteering Redlands
- Volunteering Services Australia West Morton
- Volunteering Sunshine Coast
- Wide Bay Volunteers

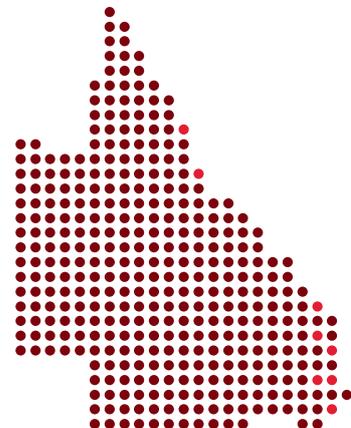


PHOTO: VOLUNTEERING NORTH QUEENSLAND



PHOTO: VOLUNTEERING SUNSHINE COAST



PHOTO: GYMPIE REGIONAL VOLUNTEER CENTRE

## INCREASE

the impact of the  
volunteering sector

# RESEARCH

Evidence-based research that informs and transforms policy, strategy and practice, remains a strategic focus area for Volunteering Queensland. We regularly engage in research partnerships that benefit our sector by building current knowledge and capacity to implement sound practice principles in day-to-day volunteer management and development, address diverse sector issues and promote innovation, creativity, growth and sustainability.

It is well-recognised that opportunities to engage in research collaborations have the potential to strengthen the performance of our industry and provides Volunteering Queensland the chance to assess and ensure that research findings are accessible to practitioners and transferrable to grassroots volunteer development.

Current research partnerships with researchers from universities across Australia and other volunteer-involving organisations include topics on valuing volunteer managers, costs and benefits of episodic volunteering, managing spontaneous volunteers, why volunteers stop volunteering, dignity and respect in volunteering settings, Gold Coast 2018 Commonwealth Games volunteer legacy, and building resilient communities.



PHOTO: TERRANCE CHAPMAN



## INCREASE

the impact of the  
volunteering sector

# ADVOCACY

As the peak body for volunteering in our state, Volunteering Queensland advocates for and on behalf of volunteers, volunteer-involving organisations and the broader volunteering industry. We strive to ensure that the voice of volunteering is heard and considered, the value of volunteering is recognised, and we seek to influence policy, good practice in volunteer management, investment in volunteering, and the ever-changing environment in which the volunteering sector operates.

This year, Volunteering Queensland has represented volunteering on **124** committees, forums and networks to ensure the best environment and opportunities for volunteers and volunteer-involving organisations so that the contribution of volunteers is maximised and the sector is sustained and developed.



# Value of VOLUNTEERING SUPPORT SERVICES

The Value of Volunteering Support Services campaign was a collaborative advocacy effort led by Volunteering Australia. The campaign resulted in continuation of vital funding to **52** Volunteering Support Service organisations across Australia. Volunteering Support Services provide the critical infrastructure required for safe, effective, sustainable volunteering. They are responsible for the recruitment, training, promotion, resourcing and support of volunteers, volunteer managers and volunteering in their local communities. They also assist many thousands of small to large volunteer-involving organisations to recruit, manage, retain and maximise the contribution of their volunteers.

As part of the campaign an independent report was commissioned and published by Volunteering Australia in collaboration with State and Territory Volunteering Peak Bodies and several Volunteering Support Service organisations providing a socio-economic analysis and evaluation of the value of Volunteering Support Services. This included establishing a baseline range of operational indicators for the value Volunteering Support Services delivered to the community, government, and other stakeholders.



## A snapshot of the impact of Volunteering Support Services

- **\$477.5 million** and **12.3 million** volunteer hours – contributed by Volunteering Support Services.
- **Up to \$10,000** – the amount Volunteering Support Services can save volunteer organisations each year.
- **1,620 training days** valued at **\$12.5 million** – annually provided by Volunteering Support Services.
- **75%** – volunteer contacts resulting in successful placements.
- **91%** – of Australians value Volunteering Support Services.

# State Community Services PEAKS FORUM

Volunteering Queensland is a member of the **13** strong State Community Services Peaks Forum. The Forum is an independent group of non-government Human Services Sector Peak Bodies that regularly come together to advocate to government for the best interests of the community services sector, service area users, and the broader Queensland community.

Members work to identify common policy priorities, develop key position statements, undertake strategic planning, share information with members of their individual organisations to keep them informed, and implement joint initiatives. Forum members are committed to collaborative action on key issues impacting the community service sector.

The 13 Forum members unanimously agreed to develop and support advocacy campaigns across four priority areas this year:

- Introduction of a Queensland Human Rights Act.
- Advancement of the Aboriginal and Torres Strait Islander Family Matters strategy.
- Commitment to affordable and accessible housing.
- NDIS access, equity, roll-out and implementation.



PHOTO: HELEN ZAHOS



PHOTO: ALBATROSS NIPPERS



PHOTO: SOUTH BRISBANE POLICE  
VOLUNTEERS IN POLICING

## State Election Platform

# 2017

The 2017 State election afforded Volunteering Queensland the opportunity to highlight priority initiatives necessary to ensure that volunteering grows and is adequately resourced and supported to continue to be a strong, much relied on contributor to the economic, social, cultural and environmental well-being of Queensland.

As Australia's second largest and third most populated state, Queensland's recurring position as the second lowest state in terms of volunteer participation rates needs to be redressed. The potential of our state's largest, albeit unpaid, workforce and asset – its volunteers, can then be maximised.

The priority areas identified are critical to redressing this situation and meeting the challenges, needs, growth and sustainability of the Queensland volunteering sector in the immediate future. It is time for government and the volunteering sector to come together to re-evaluate and change the way volunteering is supported and developed so that this enormous asset can flourish and be future-proofed.

We asked each political party to work together with us to take action and commit to five key initiatives that will help us grow volunteering and achieve the strong, accessible and responsive volunteering sector that Queensland needs and relies on for future growth and prosperity:

1. Establish a Volunteering Community Reference Group to advise the Minister responsible for volunteering on matters relating to volunteering.
2. Invest in Volunteering Queensland's Emergency Volunteering CREW (EV CREW) digital platform development, maintenance and enhancements to support government, communities and volunteers at times of disaster, and build a resilient Queensland across all phases of emergencies and disasters.
3. Provide five year service agreements to Queensland's eight Volunteer Resource Centres and two Hubs and address chronic service delivery gaps in central, western and top end Queensland.
4. Make it easier for people to volunteer by reducing barriers to participation.
5. Support good practice and effective volunteer management through state-wide training in the National Standards for Volunteer Involvement.

Only two political parties, the Liberal National Party and the Greens Party responded indicating their support of volunteering, but gave no commitment to the five key actions. No other parties responded. Volunteering Queensland continues to advocate to government, business and the broader community on the five action areas and more broadly for greater investment in and valuing of volunteering.

## INCREASE

the impact of the  
volunteering sector

# Sector EVENTS



PHOTO: VOLUNTEERING AUSTRALIA

# International Volunteer MANAGERS DAY

Volunteering Queensland strongly advocates for volunteer managers and the central role they play in maximising the experience of volunteers, as well as the contribution they make in enabling volunteer-involving organisations to achieve their mission. We believe that good volunteer managers make good volunteers.

International Volunteer Managers Day, held annually on 5 November, recognises and promotes the skilled professionals responsible for taking people's passion for a cause and their desire to make a difference and turning it into effective action.

In 2017 we supported the International Volunteer Managers Day Committee by developing and sharing a range of promotional materials, including social media imagery and posters on the theme 'Be the Voice'. This theme recognised the need for volunteer managers to be change agents and advocates for volunteers and volunteering.



PHOTO: SABRINA NORRIDO

As well as a state-wide promotional and awareness campaign, our focus on International Volunteer Managers Day is to unite and support volunteer managers by providing professional and leadership development opportunities that help build capacity and strengthen the strategic development of the volunteering sector.



## National Volunteering CONFERENCE

The National Volunteering Conference, held 20 - 22 June 2018 in Sydney, provided a premier setting for the volunteering sector to come together to advance volunteering in Australia. Over three days, volunteer-involving organisation leaders and practitioners, volunteers, researchers, developers, and policy makers shared knowledge, latest research findings and successes. They also explored issues facing the volunteering sector and held discourse on solutions to tackle challenges and opportunities.



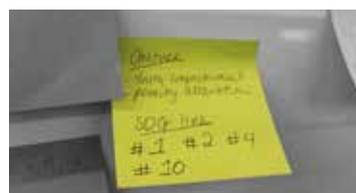
The conference theme was '*Ignite, Invigorate, Inspire.*' Six Volunteering Queensland staff and Board members attended. They participated on key conference committees, presented as part of a panel on 'Volunteering and the Sustainable Development Goals', facilitated a workshop on the 'Future of Volunteer Support Services', and participated in a workshop and discussion featuring the CEOs of Australia's National and State and Territory Volunteering Peak Bodies. The biennial conference was attended by over **650** delegates.



## United Nations Sustainable Development Goals WORKSHOP

As part of National Volunteer Week 2018, Volunteering Queensland in partnership with Deloitte, hosted Dr Peter Devereux from Curtin University in Western Australia, who presented a breakfast address followed by a workshop on the United Nations Sustainable Development Goals. Attended by **50** diverse volunteer-involving organisations, we learnt about and explored the global goals and how they can be incorporated in and contribute to our work and be used to highlight the impact of volunteering in contributing meaningful solutions to global issues.

Together we dived deep into insights on how the goals are leading and influencing global change in 17 areas including ending poverty, protecting the environment and ensuring prosperity for all. The workshop evoked lively discussion and thoughtful questions on the values that need to be embedded to enable and sustain real change that ensures practical, maintainable local and global solutions.



Outcomes from the workshop will inform the development and publication of a 'Volunteering and the Sustainable Development Goals Guide' being developed by Dr Devereux in collaboration with the National, State and Territory Volunteering Peak Bodies.

Thank you to Dr Devereux and special thanks to Deloitte for hosting this event and their continued support of volunteering in Queensland.

## INCREASE

the impact of the  
volunteering sector

# Corporate VOLUNTEERING

Volunteering Queensland's Corporate Engagement program offers team and skills-based volunteering opportunities for businesses with an existing or an interest in developing an employee volunteering program. We connect businesses and their employees with a diverse range of volunteer-involving organisations in need of helping hands to complete general and specialist tasks.

Experiences are carefully planned and coordinated to ensure successful, satisfying, impactful matching that benefits each party. End-to-end services and experiences are offered that include planning, matching, site visits, communication, liaison, job hazard analyses, inductions, safety briefings, organising equipment and materials, on the day management, and pre and post placement evaluations.

Activities have included helping with maintenance, clean-up and painting of respite centres, neighbourhood centres, and youth housing projects; planting, weeding and watering for habitat programs; supporting street missions; and providing services and a friendly hand to people experiencing homelessness and disadvantage.

Volunteer-involving organisations open their doors to a motivated, volunteer-ready workforce interested in learning about their organisation and helping them achieve their mission. The corporate volunteers provide them with an additional workforce to assist with completion of tasks in one day that would ordinarily take weeks or are deferred due to service priorities coming first. In addition to the positive impact on the community, there are myriad benefits for businesses and their employees who volunteer.

Businesses volunteer the time and resources of their employees and organisations. This helps them meet their corporate social responsibility and is an effective way for them to engage with the communities in which they operate and make a real, tangible difference.

Employee volunteers generously give their time, energy and skill and dedicate themselves to working together to achieve meaningful outcomes for the volunteer organisations they engage with and the people and causes these groups support.

Benefits and impact are multi-layered and immense:

- Increased employee engagement.
- Pride in the company and themselves.
- Strengthened teamwork.
- Leadership development.
- Skills development.
- Reinforced values and culture.
- Community awareness and connection.
- Stronger internal and external relationships.
- Employee retention.
- Satisfaction in making a difference.
- Strengthened company profile.

This year, our Corporate Engagement Team delivered **11** corporate volunteering events and engaged **155** employee volunteers.



“It brought us together more closely as a team.....to give back to the community.”

“Learnt a lot about other volunteering organisations.”

“Good way of making a difference....it was high energy, fun and the finished product was rewarding.”

*Feedback from Shell employee volunteers*

“The Shell volunteers were a wonderful group of people who worked hard to repaint the fence and gates as well as the driveway entry area. The result was amazing and the job was well done. Youth Housing Project would like to thank the amazing volunteers who worked so hard on quite a difficult project on a very hot day. The young parents will benefit greatly through this as the property doesn't stand out so much as being one for young people who are disadvantaged... the young man who came out remarked how great it is and how he feels better in himself as he feels that his home looks more modern and people will treat him better.”

*Alison Cole, Manager, Youth Housing Project*

## INCREASE

the impact of the  
volunteering sector

# Disaster Resilience PROJECTS

**2** key projects were undertaken this year. The projects were a joint initiative of Volunteering Queensland, the Australian Government, and the Queensland Government with funding through the National Disaster Resilience Program.



## Building Local Capability to Manage Spontaneous

# DISASTER VOLUNTEERS

When disasters occur, people offer their assistance to help affected communities. Coordinating these offers of assistance including spontaneous volunteering can be challenging. In the past while the activities of spontaneous disaster volunteers have produced positive results for the community, they have also at times unfortunately caused additional stress, as well as significant challenges for the effective coordination of the response and recovery processes. In recognition of the difficulties faced, Volunteering Queensland developed the Building Local Capability to Manage Spontaneous Disaster Volunteers project.

The project worked closely with local governments and local disaster management groups in Redlands, Moreton Bay, Logan, Livingstone, Somerset and Tablelands to assist them identify which agencies and groups in their community are best placed to take on future roles in managing spontaneous volunteers. Volunteering Queensland assisted with the development of agreements, training and tools to support local arrangements. **104** individuals participated in our training.

Volunteering Queensland produced the 'Making It Happen' report and resources kit to share the learnings of this project.



“Redlands City Council got involved with Volunteering Queensland because we saw there was a need on the Southern Moreton Bay Islands for Community Champions, or people in the community that could help lead recovery efforts and the evacuation management process. Through a community driven process Volunteering Queensland provided some really great training around volunteer leadership and the coordination of spontaneous volunteers. That way should we have an event affect the islands, and we have had a number over the years through fire and severe weather, we actually have a group of trained people in place that can start to coordinate the volunteerism that automatically comes around, because there is a very strong community spirit within the islands. It’s great to know there is a coordinated process for recovery.”

*Michael Tait, Disaster Planning and Operations, Redland City Council*

## Disaster Preparedness

# FOR OLDER PEOPLE

The Disaster Preparedness for Older People project supported Queensland's older people vulnerable to the impacts of disasters, and the agencies, individuals and groups that care for them, to strengthen their involvement in resilience building, preparedness and planning for disasters. Strategic partnerships were developed with the Council on the Ageing Queensland, local governments and emergency management agencies.

Six forums were conducted for **295** people in Cleveland, Atherton, Esk, Logan, Caboolture and Yeppoon bringing stakeholders together to discuss the issues and needs of older people in preparing for disasters. After each forum a detailed place-based action plan was developed.



Volunteering Queensland produced two tools to help older people ensure their safety and well-being – 'Assist older people to start basic disaster planning' and 'Assisting facilities and community agencies that provide services to older people to understand business continuity and disaster preparedness planning'. A comprehensive Disaster Preparedness for Older People report was produced to share learnings from this project.

**95.4%** of forum attendees believe the tools and information provided will be useful in disaster preparedness planning within their organisation and the clients they support.



A hand is shown in silhouette, reaching upwards from the bottom left corner. The background is a soft-focus photograph of a crowd of people. Overlaid on the image are several stylized paper leaves falling from the top. A large, prominent red 'V' logo is at the top center, with several smaller, semi-transparent grey and white leaves scattered around it.

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