



**volunteering**  
queensland

# ANNUAL REPORT

## 2019

**IN THIS YEAR** of unprecedented disasters our hearts wept for the loss and pain, and were lifted by the courage and indestructible life-force of those impacted by the devastation and the heroic effort of 1,000s of volunteers who stepped forward to offer their help to fellow Queenslanders.

We thank all volunteers for your good work and appreciation that a coordinated response where volunteers first listen to

where, when, what and how assistance is needed best serves people and communities affected by disaster.

To all Queenslanders impacted by the disasters – you are not forgotten. Thank you for inviting us to walk alongside you on the road to clean-up, recovery and regrowth. Your generosity of spirit is amazing, and your communities are truly something special.

Established in 1982, **Volunteering Queensland** is the peak body and lead voice working to advance, promote and celebrate volunteering in all its forms to achieve maximum impact for Queensland and Queenslanders. We are able to do this because of our dedicated, irreplaceable board, workforce and supporters. Working together empowers us to improve performance and amplify the difference we make.

**Thank you all for what has been a year of incredible development and amazing stories.**

### VISION

Strong, connected communities through volunteering

### MISSION

To advance volunteering for Queensland's economic, social, cultural and environmental well-being

### VALUES

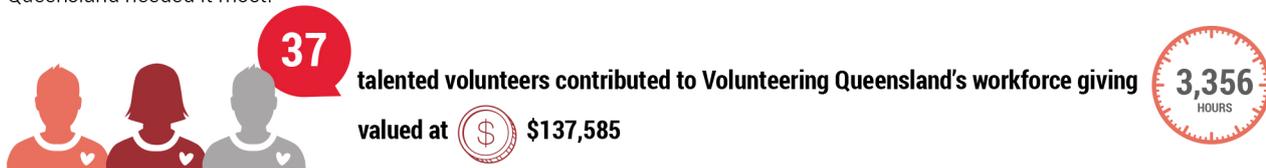
We operate with integrity and commit to being:

- Inclusive
- Collaborative
- Innovative
- Compassionate

### STRATEGIC FOCUS AREAS

- Sustainable, effective and efficient organisational objectives
- Enable volunteer-involving organisations to maximise volunteer contribution
- Inspire more Queenslanders to volunteer
- Increase the impact of the volunteering sector

During this year of unparalleled disasters and community need, volunteering has shown itself to be a powerful force for good when Queensland needed it most.



*"I might not change the whole world, but I can change the world for one person."*

Fanny Lam, Digital Mentor, Wynnum Volunteering Hub

*"Volunteering Queensland have to be applauded for their professional and friendly approach in dealing with volunteers and volunteer-involving organisations. Whether it be in times of accumulating disaster emergency support or connecting people to engage in such areas of our community services, Volunteering Queensland delivers."*

Pat Casey, Volunteer Coordinator, Centacare

### FINANCIAL SNAPSHOT

Volunteering Queensland returned a net surplus of **\$32,905** compared to **\$28,066** the previous year. Total revenue increased by **\$19,416** from last year.

### 2018/ 2019 REVENUE

Just over **60%** of total revenue was derived from government service agreements, a decrease from the previous year. Volunteering Queensland continues to explore diverse sources of income, with an increase in fee for service offerings.

### INCOME SOURCES



### MARKETING AND COMMUNICATIONS

A wide variety of strategies and campaigns are utilised to promote Queensland's volunteering sector and our programs and services, resulting in:

- ✓ 5,655 subscribers receiving regular communications on sector news, issues and trends
- ✓ 15,848 social media subscribers
- ✓ 70,142 reach on Facebook
- ✓ 174,767 impressions on Twitter
- ✓ 247 social media posts promoting our member volunteering opportunities and stories
- ✓ 1 MILLION+ website/ webpage visits

# ENABLE

## volunteer-involving organisations to maximise volunteer contribution

Our team assists volunteers of all ages, backgrounds and abilities to find meaningful, inclusive and transformative volunteer opportunities, and managers of volunteers and volunteer-involving organisations from a diverse range of causes to recruit, manage, recognise and retain the volunteers they need to advance their mission. Here's what we did this year:

### VOLUNTEER SUPPORT SERVICES



#### ASSISTED

**19,790** individuals to undertake volunteering

**17,159** volunteer-involving organisations

**14,398** managers of volunteers

#### DEVELOPED

**47** resources for people wanting to volunteer

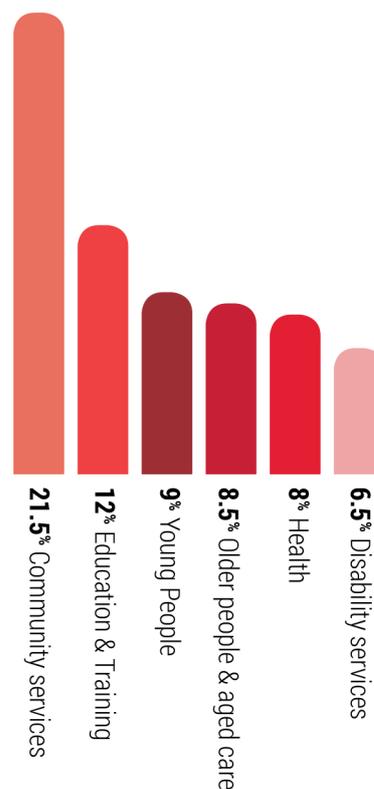
**50** resources for volunteer-involving organisations

**3** Volunteer Manager Network opportunities

**3** Volunteer Leadership Forums

#### SUPPORTED

**308** members to utilise a suite of valuable benefits.



*“Volunteers are the backbone of Conservation Volunteers Australia and help us achieve our organisation mission: to improve the health of communities and the environment for mutual benefit. Since joining Volunteering Queensland, our volunteer numbers and connections with new businesses and not-for-profits have skyrocketed which has resulted in a measurable increase in the promotion of our brand as well as the establishment of new partnerships. Volunteering Queensland is now a core part of our operations and we will continue to enjoy the benefits of a partnership with them well into the future.”*

Marina Richardson, Conservation Officer, Conservation Volunteers Australia

### TRAINING AND DEVELOPMENT

#### DELIVERED

##### 31 TRAINING SESSIONS FOR:

**504** managers of volunteers

**279** volunteer-involving organisations

**173** management committees

#### CERTIFICATE IV IN COORDINATION OF VOLUNTEER PROGRAMS:

**6** participants completed

**12** participants underway

**20** participants undertook this course specially contextualised for emergency management volunteers

#### ASSISTED

**20** volunteer-involving organisations to address specific needs through bespoke training and development consultancies

#### PARTNERED

**44** secondary schools, special schools and alternate training programs across the state to deliver the Students As Active Volunteers Initiative - Certificate I, II and III in Active Volunteering.

**1,326** students competed

**1,487** students underway

**522** approved volunteer-involving organisations accepted student placements

✓ Introduced the Active Volunteering Non-Accredited Course, allowing students who will not fulfil the requirements of the accredited course to still participate

*“Since completing my Certificate IV with Volunteering Queensland, I feel much more confident in my Volunteer Coordinator role. I developed skills and strategies that I didn't know I had in me. Without a doubt, each day I refer back to something I learnt in my course and use it in my everyday work practices.*

*Whether it be dealing with a team in the “storming” stage, reading through and trying to understand 100 pages of legislation or simply thinking outside the box because something is “not wrong, just different”. I was privileged to meet and work with other Volunteer Coordinators and Managers across the state, as well as share our experiences and learn from each other. Volunteering Queensland reignited my passion for my job and I would 10/10 recommend anyone in the sector...*

Brittany Gunst, Volunteer Coordinator/HR Admin Assistant, Guide Dogs Queensland

# INSPIRE more Queenslanders to volunteer

Sustainable Development Goals  
1,2,3,4,6,8,9,10,11,13,16,17

## PROGRAMS AND PROJECTS

**QLD READY READING** recruits, screens, trains and places volunteers who encourage and support children to improve literacy. Volunteers help children develop their confidence and competence in reading.

**1,860** volunteers registered

**107** training sessions held state-wide

Volunteers **EXPERIENCE** well-being by making a positive difference to the lives of children and **CONNECTIONS** with their local community

Children **GROW** their vocabulary, language skills and imagination, and **DEVELOP** life-long skills

**HOMELESS CONNECT BRISBANE** is a life-changing one-day, one-stop-shop of immediate service delivery and human connection for people experiencing homelessness.

**360** volunteers recruited, trained and managed

**710** homeless guests attended

**1,090** meals served

**2,503** visits to service providers, including **240** health checks

**14** pallets of food and toiletries, **29** pallets of clothes, and **4** pallets of shoes distributed

Homelessness is a complex issue that cannot be solved in a single day, but the experience of having basic needs met and forming connections with volunteers who care improves **WELL-BEING** and strengthens pathways to **INCLUSION AND PARTICIPATION**.

*"The volunteers held their head high, were so involved, enthusiastic, inspired, motivated and believed in the good merits of their contributions to society and humanity as a whole."*

Grant Recipient

**GETONLINEQLD Digital Mentors** recruits, trains and places volunteers who encourage and educate digitally disconnected Queenslanders to develop skills to use technology to manage communication and improve their lives.

**600+** volunteers recruited

**200+** volunteers trained

Volunteer mentors from diverse backgrounds gain **SKILLS** that help their personal and professional **DEVELOPMENT**

Mentees built **CONFIDENCE** and became more digitally savvy, which opens **PATHWAYS** to education, employment, and social inclusion

**REDUCTION** in the 600,000 Queenslanders who are digitally excluded

## RECOGNITION EVENTS

**NATIONAL VOLUNTEER WEEK** (20 – 26 May 2019), celebrated its 30th anniversary with the theme Making a world of difference. This year saw increased participation in our event, **24** instances of media coverage of the week, and the launch of new initiatives including a suite of resources and Small Grant Initiative.

**QUEENSLAND VOLUNTEERING AWARDS** (24 May 2019), received **240** nominations for **6** awards presented to recognise inspiring and exemplary endeavours of volunteers, managers of volunteers, volunteer-involving organisations and businesses that invest in employee volunteering programs, to bring about positive change in our community.

**NATIONAL VOLUNTEER WEEK SMALL GRANT INITIATIVE** provided support for volunteer-involving organisations to present local events to celebrate their volunteers and attract new volunteers. **191** applications were received. Funding enabled support of **37** events across the state that acknowledged outstanding efforts of **2,079** volunteers and recruited **83** new volunteers.

**INTERNATIONAL VOLUNTEER DAY** (5 December 2018) highlights the extraordinary efforts of the world's **ONE BILLION** volunteers and how the action of volunteering creates positive change and builds caring, sustainable communities. We supported the theme Volunteers build resilient communities, with a state-wide direct email and social media thank you campaign and events, and shared resources to recognise inspiring contributions of Queensland's **714,000+** volunteers.

**INTERNATIONAL VOLUNTEER MANAGERS' DAY** (5 November 2018) acknowledges the powerful role of managers of volunteers in enabling meaningful, safe, productive volunteering programs that ensure positive experiences for volunteers. We supported the theme Time for Change by developing and sharing a range of social media imagery.

**NATIONAL STUDENT VOLUNTEER WEEK** (13 – 19 August 2018), promotes the vibrancy of student volunteering with participation by **28** universities, plus schools and youth volunteering groups across Australia. **100+** events were held with many **1,000s** of students involved in 'hands-on' volunteering experiences. Thank you to the team of enthusiastic student volunteers who lead this exciting initiative providing leadership, planning, relationship building, advice and resource development.

*"Technology is an integral part of our lives. It makes our lives so much easier and improves our living standards. I want to help other people to learn the basic skills of using technology. I want to give back to the community and learn new skills while I'm on the role."*

Peter Le, Digital Mentor  
Volunteer

## VOLUNTEER RESOURCE CENTRE NETWORK

Consists of **8** centres located across Queensland. We convene network meetings and online interaction providing opportunities for advocacy, open communication, collaboration, dialogue around leadership and strategic issues, knowledge and resource sharing, and insights. The Network works together to drive the state's volunteering agenda and an inclusive volunteering culture.

## RESEARCH

We believe in the importance of building knowledge and capacity to implement sound volunteering principles and practice. This year we:

- ✓ Engaged in **12** diverse research partnerships
- ✓ Promoted **EVIDENCE-BASED** research that benefits our sector, transforms policy, strategy and practice and promotes innovation, creativity, growth and sustainability
- ✓ Ensured research findings are **TRANSFERABLE** into practice

## ADVOCACY

We advocate for and on behalf of volunteers, volunteer-involving organisations and the broader volunteering sector ensuring the voice of volunteering is heard and the value and place of volunteering is recognised. We work to influence policy, good practice, investment in volunteering, and the changing environment in which the volunteering sector operates. This year:

- ✓ **11** national and state advocacy campaigns supported
- ✓ **77** contributions made to national and state committees and advisory groups
- ✓ **141** general resources were added to our new **RESOURCE CENTRAL** webpage

## CONNECTING THROUGH TECHNOLOGY

We continue to embrace and enhance technological capability and develop bespoke digital systems that support our stakeholders, helping volunteers and volunteer-involving organisations to share information, stay connected, and maximise impact, effectiveness and efficiency.

## CORPORATE VOLUNTEERING

Our 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 with a diverse range of volunteer-involving organisations in need of help.

Experiences are coordinated to ensure successful, impactful matching that benefits each party. Comprehensive end-to-end services are offered from scoping to evaluation.

- ✓ **25** corporate volunteering events delivered
- ✓ **323** employee volunteers engaged
- ✓ **52%** increase from last year.
- ✓ Employee volunteers **BENEFITED** by developing their leadership skills, team building, pride, employer and employee appreciation, and increased community awareness and connection
- ✓ Socially responsible businesses **BENEFITED** by reinforced values and culture, and strengthened teamwork, pride, loyalty, company profile and brand.

## DISASTER RESILIENCE - Improving Council Capability to Manage Spontaneous Disaster Volunteers

In recognition of difficulties faced by many local agencies in managing spontaneous volunteers, we have developed the Improving Council Capability to Manage Spontaneous Disaster Volunteers project. We have undertaken extensive engagement with local governments and their local stakeholders across the state to identify the best model to support them in the management of spontaneous volunteers. Together we have:

- ✓ **DEVELOPED** standard operating procedures, memorandums of understandings, and spontaneous disaster volunteer sub-plans
- ✓ **FACILITATED** face-to-face and desktop exercises
- ✓ **TRAINED** team leaders and coordinators of spontaneous disaster volunteers
- ✓ **INCREASED** council and community capacity and capability to manage spontaneous volunteers

## EMERGENCY VOLUNTEERING COMMUNITY RESPONSE TO EXTREME WEATHER (EV CREW)

EV CREW plays a valued role in Queensland Disaster Management Arrangements as stated in the State Disaster Management Plan and is the recognised state-wide entry point for the registration, matching and referral of spontaneous volunteers. Volunteering offers are managed in a coordinated, safe, targeted way to meet the needs of disaster-affected communities.

Significant system and program upgrades were developed including ability for volunteers to manage their own shifts, text messaging, and data sharing functionality. We provide advice on best practice, key messaging and innovative models that build a resilient Queensland across all phases of emergencies and disasters.

- ✓ **63,576** volunteers willing to help communities, agencies and governments at times of disaster
- ✓ **892** new volunteers registered this year
- ✓ **2** activations this year:

### January 2019, Tasmanian Fires

- o **348** volunteer registrations received
- o **1** request to manage on the ground volunteers at an evacuation centre
- o Response managed by Volunteering Tasmania with our support

### February – March 2019, Townsville Monsoonal Floods

- o **390** volunteer registrations received
- o **3** organisations sought assistance
- o **1** local Volunteer Centre supported
- o **226** emergency volunteers matched and referred

## VIKTOR/ VIRA

We utilise VIKTOR, Australia's largest volunteer recruitment database and platform and VIRA, a user-friendly volunteer management tool. This year:

- ✓ **14,811** individuals registered their interest in volunteering
- ✓ **2,150** volunteer-involving organisations advertised **5,904** volunteer positions, including **810** skill-based opportunities
- ✓ **202,128** unique visitors searched online

Many individuals created a personal Volunteer Profile to receive alerts for volunteer opportunities based on their personal preferences.



Volunteering Queensland references the UN Sustainable Development Goals against our four strategic focus areas. The goals provide a guide on how our work and impact align with this global movement to end poverty, protect the planet and ensure prosperity for all people.



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**Volunteering Queensland**

Level 12 127 Creek Street Brisbane Qld 4000  
 GPO Box 623 Brisbane Qld 4001 | (07) 3002 7600  
 reception@volunteeringqld.org.au | [volunteeringqld.org.au](http://volunteeringqld.org.au)