



**Queensland
Government**

Department of Local Government,
Water and Volunteers



Volunteering in Queensland

Brief to the Local Government, Small Business and Customer
Service Committee Inquiry into Volunteering in Queensland

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Acknowledgement of Country

The Department of Local Government, Water and Volunteers respectfully acknowledges the Traditional Custodians of Country. We recognise the ongoing spiritual and cultural connection Aboriginal Peoples and Torres Strait Islander Peoples have with land, water, sea and sky. We pay our deep respects to their Elders past and present, support future leaders and acknowledge First Nations People's right to self-determination.

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1. Introduction

The Department of Local Government, Water and Volunteers (DLGWW) welcomes the opportunity to brief the Local Government, Small Business and Customer Service Committee in relation to the Inquiry into volunteering in Queensland.

This brief addresses aspects of the Inquiry's Terms of Reference that are relevant to DLGWW, and provides an overview of:

- the Queensland volunteering ecosystem, including the benefits of volunteering and volunteering trends;
- existing Queensland Government policy and recent state-led inquiries relevant to the volunteer sector;
- DLGWW roles and responsibilities relating to volunteering;
- Queensland Government roles and responsibilities relating to volunteering; and
- potential barriers to volunteering.

2. Overview

2.1 Background

Volunteering is defined by Volunteering Australia as time willingly given for the common good and without financial gain. Volunteering can be formal or informal. Formal volunteering occurs through a structured organisation and informal volunteering includes any support other than support for family and household members.¹ Examples of informal volunteering can include local groups who self-organise to keep parks or community facilities clean, or individuals who offer voluntary assistance through local notice boards or community social media pages. Volunteering can be undertaken by individuals, or entities which are donating their employees' time to a volunteer activity.

A range of stakeholders play a role in the broader volunteering ecosystem, including:

- **Volunteer Involving Organisations (VIOs)** – Any organisation, group, business, or government department that engages volunteers.
- **Peak bodies** – Volunteering Australia is the national peak body and Volunteering Queensland is the state peak body.
- **Volunteering Support Services** – Also known as Volunteer Resource Centres and Volunteer Support Organisations, are place-based organisations that promote, resource, and support volunteering in local communities.²

The Queensland Government has multiple interests in relation to volunteering. The government acts as a system steward through sector-wide policy and support measures. Government agencies are also VIOs when engaging directly with volunteers to deliver community services and initiatives. Finally, the government also has a role in commissioning and funding organisations that involve volunteers. The Queensland Government's role in the volunteering ecosystem is described in Section 5.0.

2.2 Volunteering rates and the decline of formal volunteering

While reported rates of volunteering vary depending on the scope and methodology of the study undertaken, findings in relation to volunteering trends over the past three decades are

¹ Volunteering Australia 2023, National Strategy for Volunteering 2023-2033, p28-9.

² Volunteering Australia 2023, National Strategy for Volunteering 2023-2033, p30.

relatively consistent.³ Most sources report a gradual decline in the formal volunteering from around 2010 to 2020, coinciding with the COVID-19 pandemic.⁴ This trend is reflected at both the state and national level.

The 2020 Australian Bureau of Statistics (ABS) General Social Survey (GSS) reported that:

- 25.4% of Queenslanders aged 15 years and over volunteered through an organisation in the 12 months prior to the survey;
- 32.6% volunteered informally in the four weeks prior to the survey; and
- 49.4% of Queenslanders provided unpaid work/support to non-household members in the four weeks prior to the survey.⁵

The formal volunteering rate in Queensland reported in the 2020 ABS GSS is 10% lower than the 2010 ABS GSS, which found that 35.4% of Queenslanders aged 18 years and over participated in formal volunteering. Nationwide, the formal volunteering rate fell around 11% over the same period, from 36.2% of Australians in 2010 to 24.8% in 2020.⁶

The 2024 State of Volunteering in Queensland report found that overall volunteer participation in Queensland (covering formal and informal volunteering activities) reduced even further in the years following the COVID-19 pandemic. Volunteering Queensland's analysis found that between 2020 and 2023, volunteer participation in Queensland fell around 10% from 75.7% to 64.3% of Queenslanders and the number of hours volunteered each month reduced from 24.9 to 21.6.⁷

Declining participation in formal volunteering creates significant challenges for charities and other VIOs which directly engage volunteers, and Queensland Government agencies which rely on volunteers to provide essential community support. Charities nation-wide rely heavily on volunteers to both manage and deliver their operations, with more than half of all charities in Australia operating without paid staff.⁸ Formal volunteers will be essential to supporting future Government priorities, such as the Brisbane 2032 Olympic and Paralympic Games. Similarly, Queensland Government agencies rely on volunteers to provide critical support, including natural disaster response.

The Report on Government Services (RoGs) data, published by the Productivity Commission, reports that between 2013-14 and 2022-23:⁹

- Volunteer firefighters and support staff numbers in Queensland fell from 35,027 to 26,525, equivalent to a reduction from 748 volunteers per 100,000 people to 493 volunteers per 100,000 people.¹⁰

³ Productivity Commission 2024, Future Foundations for Giving also notes, in relation to volunteering analysis, that findings from different sources sometimes conflict or are not directly comparable because they may cover different time periods and populations, and use different methodologies, definitions, or categories (refer p98, fn3).

⁴ For example, Biddle & Gray 2022, Volunteers and Volunteering During the COVID-era in Australia, p4; Biddle, Boyer, Gray & Jahromi 2022, Volunteering in Australia: The Volunteer Perspective, p28-30; Productivity Commission 2024, Future Foundations for Giving, Finding 3.2 and p98-9.

⁵ ABS 2020, General Social Survey.

⁶ ABS 2010, General Social Survey.

⁷ Volunteering Queensland 2024, State of Volunteering in Queensland 2024, p7, p25 and p38. The 2024 State of Volunteering in Queensland report contrast with the Productivity Commission findings that, nationwide, formal volunteering rates recovered slightly following the COVID-19 pandemic but had not rebounded to pre-COVID-19 rates at the time of the Productivity Commission inquiry: Productivity Commission 2024, Future Foundations for Giving, Finding 3.2 and p98-9.

⁸ Productivity Commission 2024, Future Foundations for Giving, p4.

⁹ Productivity Commission Report on Government Services data is available at: www.pc.gov.au/ongoing/report-on-government-services/2024/data-downloads

¹⁰ Volunteer firefighters and support staff numbers peaked (on a per 100,000 people basis) in 2013-14 over the 2013-14 to 2022-23 reporting period. Population rates are derived using the 31 December estimated resident population of the relevant financial year. The Productivity Commission note the following caveats: Firefighting workforce data from 2014-15 and support workforce data from 2021-22 is not comparable to previous years due to machinery of government changes. Volunteer data from 2018-19 is not comparable to previous years due to a revised counting methodology.

- State Emergency Service (SES) operational and support staff numbers in Queensland fell from 5,700 to 5,200, equivalent to a reduction from 122 volunteers per 100,000 people to 97 volunteers per 100,000 people.¹¹

SES operational and support staff numbers for 2023-24, yet to be reported in RoGs, have reduced even further to 5,000 volunteers, or 90 volunteers per 100,000 people.¹²

2.3 Characteristics of volunteers

The 2024 State of Volunteering in Queensland report found that gender, location, ethnic identity, and disability status made no significant difference to whether a person volunteered. However, the report made the following relevant findings as to likelihood of volunteering:

- as age increased, the likelihood of a person being a volunteer decreased;
- the more hours a person worked for pay, the more likely they were to be a volunteer; and
- carers at home were more likely to be volunteers.¹³

While many Queenslanders volunteer through social and wellbeing support and assistance with disaster response, the 2024 State of Volunteering in Queensland Report found that high numbers of people contribute as volunteers in areas like sport and recreation, and environment and animal protection.¹⁴

Findings in relation to the characteristics of volunteers vary between studies. As an example, the 2024 State of Volunteering in Queensland Report findings in relation to age and volunteering contrast with the findings of the Volunteering in Australia 2022 report, commissioned by Volunteering Australia, which found that the volunteering rate was higher amongst older Australians (55 years and older) than amongst those aged under 55 years.¹⁵ The 2020 ABS GSS found that people aged 40-54 were more likely to have participated in formal volunteering, closely followed by those aged 70 years and over.¹⁶

2.4 Benefits of volunteering

Volunteering produces personal benefits for the individual and social and economic benefits for society. The 2024 State of Volunteering in Queensland report found that the economic value of volunteering in Queensland was over \$117 billion in the 2022-23 financial year, delivering an estimated economic benefit of \$4.70 for every \$1 of cost.¹⁷ Volunteering also creates indirect economic benefits by building social capital within communities and diffusing knowledge and innovation.¹⁸

Beyond its measurable economic impact, volunteering can provide social, health, wellbeing and community benefits by enhancing community connections, reducing social isolation and loneliness, providing a sense of purpose and fulfilment, and supporting individuals to build skills that unlock new social and economic opportunities.

¹¹ Volunteer SES (operational and support staff) numbers peaked in 2015-16 at 6,200, equivalent to 129 volunteers per 100,000 people, over the 2013-14 to 2022-23 reporting period. Population rates are derived using the 31 December estimated resident population of the relevant financial year. The Productivity Commission note the following caveats: Caution should be used when comparing data over time because full-time equivalent data was not available prior to 2015-16 and volunteer data prior to 2019-20 only included active members (excluded probationary and reserve volunteers).

¹² Population rates are derived using the 31 December estimated resident population of the relevant financial year.

¹³ Volunteering Queensland 2024, State of Volunteering in Queensland 2024, p25. Further information on volunteering trends among younger and older Queenslanders is available in the Volunteering Queensland 2024, State of Volunteering in Queensland 2024 - Youth Report, and Volunteering Queensland 2024, State of Volunteering in Queensland 2024 - Older People 65+ Report.

¹⁴ Volunteering Queensland 2024, State of Volunteering in Queensland 2024, p26.

¹⁵ Biddle, Boyer, Gray & Jahromi 2022, Volunteering in Australia: The Volunteer Perspective, p21.

¹⁶ Volunteering Australia 2024, Key Volunteering Statistic, p13.

¹⁷ Volunteering Queensland 2024, State of Volunteering in Queensland 2024, p11.

¹⁸ Productivity Commission 2024, Future Foundations for Giving, p5.

A strong volunteering ecosystem also benefit government, as charities and other VIOs have specific skills, relationships and experience working with networks and communities. Governments often partners with VIOs because their skills and networks may allow them to achieve better outcomes at a lower cost compared with direct government provision or grant funding.¹⁹

3. Volunteering policy and state-led inquiries

3.1 Parliamentary Inquiry into social isolation and loneliness in Queensland and Communities 2032

In December 2021, the *Parliamentary Inquiry into social isolation and loneliness in Queensland* (the SIL Inquiry) delivered its report identifying volunteer participation as a powerful protective factor against many of the negative impacts of social isolation and loneliness, both for individual health and wellbeing, as well for Queensland's communities and service systems more broadly. Consistent with research findings covered in the report, a significant number of submissions to the SIL Inquiry highlighted the importance of volunteering in building social connectedness, inclusion and cohesion, whilst noting increasing challenges to volunteering felt in the sector particularly following the COVID-19 pandemic.

As a result of the SIL Inquiry's recommendations, in 2022 the former Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA) developed *Communities 2032*, a 10-year statewide strategy aimed at addressing social isolation and loneliness. Through the SIL Inquiry and representations to government, the volunteering sector had identified the need for a cohesive strategy uniting the sector and government's vision for the future of volunteering. As a result, the *Communities 2032* action plan included a commitment to develop a Queensland volunteering strategy (Action 48).

3.2 Queensland Volunteering Strategy 2024-2032

In September 2024, the former DTATSIPCA released the *Queensland Volunteering Strategy 2024-2032* (QVS). The QVS was developed in response to calls from the volunteering sector and delivered on the Government's *Communities 2032* action plan commitment. The QVS was the Queensland Government's first dedicated framework aimed at building a sustainable and diverse volunteering system.²⁰

The QVS was developed in close consultation with the sector, including Volunteering Queensland, Volunteering Support Services/Resource Centres and many VIOs. This included intensive workshops with stakeholders throughout the sector, including volunteers, and a mixed government/sector executive level oversight group.

The QVS identified three focus areas for action:

- supported and sustainable volunteering, reinforcing the foundations and strengthen the conditions for volunteering to thrive;
- building an inclusive volunteering ecosystem that reflects the vibrancy and diverse makeup of Queensland's communities; and
- ensuring that the true value of volunteering, and the efforts of our volunteers, is recognised and celebrated.

The QVS and its first action plan were delivered through existing agency funding within relevant Queensland Government agencies.

¹⁹ Productivity Commission 2024, *Future Foundations for Giving*, p5.

²⁰ Other Queensland Government policies may include initiatives to support the volunteering ecosystem, and individual agencies have released strategies to support volunteering in certain sectors. An example includes the Volunteerism Strategy released by the then Queensland Fire and Emergency Services in 2018, available at: www.fire.qld.gov.au/sites/default/files/2021-03/Volunteerism-Strategy.PDF

3.3 Queensland Parliamentary Inquiry into Volunteering

On 11 December 2024, the Queensland Parliament agreed that the Local Government, Small Business and Customer Service Committee commence the Inquiry into volunteering in Queensland. Establishing the Inquiry was an action in the elected Government's 100-day Plan for its first 100 days in office following the October 2024 State General Election.

The Terms of Reference for the Inquiry were developed in light of longer-term trends of declining formal volunteerism, barriers to volunteering which had been brought to the attention of the government through inquiry and consultation processes, and the need for a sustainable volunteering base to meet essential community needs (such as natural disaster response) and to deliver future priorities (such as the 2032 Brisbane Olympic and Paralympic Games).

4. DLGWW roles and responsibilities

DLGWW portfolios includes Supporting Volunteers, Community Recovery, Local Government, and Water Resource Management. A description of these portfolio functions relating to volunteering is provided below.

4.1 Supporting Volunteers

Responsibility for sector-wide strategy for volunteering transferred from the former DTATSIPCA (Community Services) to the newly established Supporting Volunteers unit of DLGWW following the October 2024 State General Election and subsequent machinery-of-government changes.

The Supporting Volunteers unit will develop the Queensland Government's response to this Inquiry process and oversee delivery of any recommended actions accepted by the Government. The unit administers the Queensland Government's funding agreement with Volunteering Queensland, and is also responsible for engaging with stakeholders from across the volunteering ecosystem including peak bodies, Volunteering Support Services and many VIOs.

The Queensland Government's funding agreement with Volunteering Queensland provides \$2.4 million over five years from 2022 to 2026 to raise awareness of and promote volunteering opportunities, build capacity in the volunteering sector, and operate the Emergency Volunteering Community Response to Extreme Weather (EV CREW) during natural disasters.

4.2 Community Recovery

DLGWW is the lead agency under the Queensland Disaster Management Arrangements for coordinating human and social recovery services following an eligible disaster in Queensland, through the Community Recovery branch. The 'Recovery' phase of disaster and emergency management response operations begins once a disaster area is deemed safe by emergency-responders, and the Queensland Government Ready Reserve workforce can be deployed to start recovery operations. Community Recovery engages the Ready Reserves to assist with recovery activities and provide social recovery services including emotional and psychosocial support, material aid and financial assistance.

As at 8 January 2025, over 1,300 Queensland Public Servants were registered as Ready Reserves. In the 2023-2024 severe weather season, Community Recovery responded to seven extreme weather events across the state and 475 Ready Reserves were deployed to assist with these responses, as well as over 550 additional temporary staff who assisted with processing grant applications.

The Ready Reserve workforce is comprised of public servants from across Queensland Government agencies who have been approved for deployment across the state. Participation in the Ready Reserve is voluntary (i.e. deployment as a Ready Reserve worker is not a condition of public sector employment), however Ready Reserves are not volunteers. Ready Reserves who are deployed to assist with community recovery activities are paid their regular wage, plus any applicable overtime and allowances provided for under the relevant industrial instrument such as the *Critical Incident Entitlements and Conditions* (Directive 06/16).

Community Recovery also engages Non-Government Organisations (NGOs), through contractual arrangements under Disaster Recovery Funding Arrangements, to provide human and social support services, and temporary agency contractors to support delivery of services. Many NGOs engaged by Community Recovery could be classified as VIOs as they rely on volunteers to help deliver services. Further information on the role of Ready Reserves, volunteers, VIOs/NGOs is included in **Appendix A**.

4.3 Local Government

The Local Government division has limited direct engagement with volunteers. The Queensland Government provides financial support to 130 Show Societies and affiliated Organisations across Queensland to conduct annual agricultural shows. The Show Societies Grants Program is a non-competitive, allocation-based program with funding of \$2 million in grants allocated annually.

The Local Government division is responsible for administering the distribution of funds through a funding agreement between the Queensland Government and Show Societies and affiliated Organisations. The Show Societies Grants Program provides financial support for the operating costs associated with the conduct of annual agricultural shows, and costs towards new infrastructure or upgrade and maintenance to showground facilities essential to the operation of the annual agricultural show.

4.4 Water Resource Management

The Water Resource Management division has limited direct engagement with volunteers. The division indirectly supports the volunteering sector by providing financial and regulatory relief to groups carrying out activities for the community's benefit, which could be classified as VIOs.

Entities such as community groups and sporting clubs may be eligible for free unallocated water releases to support community facilities, pursuant to eligibility guidelines detailed in the relevant Statutory Water Plan and *Water Regulations 2016*. The decision to make an unallocated water release is made by the water delegate.

Volunteer and not for profit organisations may take water for prescribe activities, authorised by the *Water Act 2000*. These activities including:

- washing down equipment, plant or vehicles; for example, to manage spread of weeds;
- washing down a place used to house domestic animals kept as pets, this includes enclosures at a shelter for animals operated by a charitable organisation;
- managing a public recreation area, including operating public amenities; and
- Rehabilitating riparian land.

Queensland's non-urban water measurement policy provides a general exemption from measurement (installing and using a water meter) for small volume water entitlement (less than five megalitres). The water usage for the majority of volunteer and not for profit organisations in Queensland would likely qualify for this exemption.

5. Queensland Government roles and responsibilities

There are many ways in which the Queensland Government operates within and impacts the volunteering ecosystem. While overall responsibility for volunteering policy and system stewardship sits with DLGWV's Supporting Volunteers unit, volunteers are involved across an array of sectors that fall within other agency portfolios.

Similarly, the Queensland Government has a multi-faceted role in the volunteering ecosystem. The Queensland Government administers laws which apply to organisations including VIOs, supports the system directly and indirectly through peak body funding and financial and regulatory relief for charities, and engages the sector to support policy and service delivery outcomes.

The Queensland Government interacts with the volunteering sector in the following ways:

- **System stewardship and support** – The Government administers policy (i.e. the QVS) aimed at strengthening the volunteering ecosystem and provides funding to Queensland's peak body, Volunteering Queensland, to build capability across the sector.²¹
- **Direct volunteer-involving programs** – Government entities (e.g. agencies that manage disaster responses, schools, hospitals, museums and courthouses) directly engage volunteers to support the delivery of initiatives and community services.
- **Commissioned and/or funded initiatives** – Government agencies provide funding to VIOs with a strong reliance on volunteers (e.g. Meals on Wheels) to deliver projects, programs, events and other initiatives.
- **Regulation** – Queensland Government agencies administer regulatory schemes which VIOs may be required to comply with (e.g. workplace health and safety laws, Blue Card services and criminal history checks).
- **Engagement** – Government agencies engage with charities, NGOs and community associations to identify needs and connect them with government resources (e.g. the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism has an engagement program aimed at multicultural community associations which heavily rely on volunteers).
- **Indirect financial and regulatory relief** – Charitable institutions may be eligible for exemption from State taxes and duties, and charities and community organisations are sometimes exempt from certain regulatory requirements (e.g. exemptions from certain requirements under the *Water Act 2000*, as described above). While tax/regulatory relief for charities is not necessarily aimed at supporting the volunteer ecosystem, these measures could be considered an indirect form of support as charities and community groups which rely heavily on volunteers.

Appendix B provides a high-level overview of partnerships between agencies, volunteers and VIOs, including direct volunteer-involving programs, commissioned or funded initiatives, and regulatory functions.

6. Issues and opportunities associated with volunteering

6.1 Sector consultation results

In 2023 and 2024, the former DTATSIPCA consulted with representatives from across the volunteering ecosystem to inform the development of the QVS. The consultation process

²¹ The Australian Government also plays a key role in supporting the volunteering system through the Volunteer Management Activity (VMA) program. The VMA is administered by the Department of Social Services and provides \$33.5 million over five years from July 2021 to the state and territory volunteering peak bodies. Further information is available at www.dss.gov.au/volunteering-initiatives/resource/volunteer-management-activity-summary

allowed the sector to provide comments on their aspirations and challenges. A summary of the consultation outcomes is provided below:

- **Attracting and retaining volunteers is becoming more challenging now.** Overall, less people are volunteering, for less hours, but this trend is not felt equally across all types of volunteering nor across all VIOs.
- **Volunteers' habits and preferences are trending towards issue-based, informal and episodic volunteering, and with changing expectations around the volunteering experience.** Digital access, service and system design, leadership capabilities and different recruitment and retention strategies are more important than ever to cater for wide ranging preferences.
- **The value of volunteering to society and individuals is undeniable, but under-recognised.** There are significant opportunities to collaborate more on promotion, communication and ensuring that volunteering is recognised and celebrated by everyone in our communities.
- **Many volunteer involving organisations are experiencing the cumulative impacts of growing demand and increased costs, alongside a reduction in availability of volunteers.**
- **Operating environments are growing in complexity.** This includes regulatory, insurance and training requirements, increasing service demand, disconnected systems, navigating emerging risks, and responding to global trends. Alongside the growing complexity of regulatory, insurance and training requirements is the increasing costs of these factors – particularly insurance – and the costs of managing volunteers.
- **Administrative and regulatory requirements could be streamlined and made the 'right-size' for different settings,** making volunteering more accessible and inclusive, promoting efficiencies (particularly to mitigate high recruit drop-off rates), and improving safety and the volunteering experience.
- **Volunteers freely give their time, but volunteering is not free.** Good practice, and sustainable volunteering requires investment in the function of volunteer management and supporting infrastructure, resources, and systems.
- **Improving access and removing barriers would foster greater diversity in the volunteer network and strengthen the role that volunteering can play in challenging inequities and bringing people together.** Stakeholder suggestions ranged from practical ideas (covering transport costs, e.g. fuel cards) to systemic (supporting organisations to build cultural capability, or increasing participation rates of men to offset the economic burden on women).
- **Challenges and barriers are acutely felt by smaller, community-led and grass-roots organisations with less resources,** more capacity challenges and who operate in ambiguous governance environments. Many rural and remote organisations face distinct geographic challenges.²²

6.2 Community Recovery feedback

Some local councils and NGOs have shared feedback to Community Recovery staff regarding issues with insurance and liability as it pertains to the engagement of volunteers, particularly in disaster management. Maintaining insurance or mitigating liability risk can be onerous, due to requirements for volunteers to complete particular training prior to being deployed, and is also expensive. Some councils are considering engaging 'volunteering hubs' to coordinate volunteer engagement and to be accountable for insurance and liability, rather than engaging them directly. For NGOs, overheads associated with engaging volunteers, including insurance premiums, can be prohibitive, impacting their ability to deliver human and social recovery services.

²² DTATSIPCA 2024, Queensland Volunteering Strategy 2024 – 2032, p17.

6.3 Reasons for not volunteering

Common barriers to volunteering include a lack of time, work and family commitments, limited interest or knowledge of volunteering opportunities, and health factors. The 2024 State of Volunteering in Queensland report found that 41.8% of volunteers and 62.6% of non-volunteers identified having 'no time' as a barrier to volunteering, making it the most common barrier. The report identified that the second biggest barrier for volunteers was the 'cost of volunteering' (14.5%) and 'not sure how / never been asked' for non-volunteers (23.3%). 'Health reasons' was the third biggest barrier for volunteers (13.1%) and non-volunteers (17.9%).²³

The Volunteering in Australia 2022 report found that nation-wide the most common reason that non-volunteers do not volunteering was 'work / family commitments' (40.8%), 'not interested' (21.9%) and 'health reasons' (17.8%).²⁴

Reasons for not volunteering can be specific to certain volunteer areas or activities. For example, Boots on the Ground: Raising Resilience Report, released by the Senate Select Committee on Australia's Disaster Resilience in 2024, noted factors contributing to the declining rates of emergency response volunteers. These factors include increasing pressure on emergency response volunteers and a growing divide between organisational expectations on emergency response volunteers and their personal motivations for volunteering.²⁵

6.4 Structural factors

Volunteering Australia has identified a range of structural factors, some operating at a global level, which are potentially impacting the ability of Australians to volunteer, or conversely provide opportunities for the ecosystem. These factors include:

- **The ongoing impact of the COVID-19 pandemic** – Although organisational adaptability and resilience enabled many to volunteer during the COVID-19 pandemic, there was a marked drop in volunteering longer-term, with a shift in volunteer demographics and increased pressures on services.
- **Australia's ageing population** – As Australia's population ages, with a significant increase in those over 65 and 85, there is a consequential impact on both the supply and demand of volunteers — especially in the care economy where volunteers are crucial to aged care services.
- **Rising inequality and cost of living** - The cost of living and housing pressures in Australia are impacting both the ability of individuals to volunteer and the operations of community organisations that depend on volunteers and which are facing rising service demands.
- **Mental health challenges** – Volunteering plays a vital role in promoting mental well-being and is essential to the delivery of mental health services. However the mental health of Australians is under increasing strain, leading to reduced participation in volunteering and creating a cycle in which the mental health benefits for volunteers and the communities they support is diminished further.
- **Loneliness** – With loneliness affecting at least a quarter of Australians, volunteering emerges as a key avenue to mitigate social isolation, particularly for those demographics most vulnerable to loneliness.
- **Challenges facing regional, rural and remote Australia** – Australia's high level of urbanisation coupled with lower population density in non-urban areas presents unique challenges for volunteering. High delivery costs for volunteer-involving programs and services in regional, rural and remote areas result in under-resourcing in these areas and a concentration of services in urban centres. However, volunteering remains a

²³ Volunteering Queensland 2024, State of Volunteering in Queensland 2024, p33.

²⁴ Biddle, Boyer, Gray & Jahromi 2022, Volunteering in Australia: The Volunteer Perspective, p36.

²⁵ Senate Select Committee on Australia's Disaster Resilience 2024, Boots on the Ground: Raising Resilience, p39.

critical aspect of community life and service delivery in regional, rural, and remote locations.

- **The future of work** – The evolving landscape of paid work in Australia, marked by technological advancements, an ageing workforce, and a shift towards more flexible and non-traditional work arrangements, could reshape volunteering opportunities and alter volunteers' expectations and experiences of their roles.
- **Employee volunteering** – There is potential for workplaces to leverage their employees as a significant volunteer workforce through structured programs (such as pro bono programs), which can enhance community value and improve employee job satisfaction, provided it is managed in a way that benefits both the organisations and the volunteers.
- **Technology** – Technology's growing importance in volunteering offers enhanced recruitment, management, and engagement opportunities while also necessitating careful implementation to ensure it remains accessible and inclusive.
- **Young people** – Though the volunteering rates for young Australians have not rebounded post-COVID-19, the majority of younger generations express a willingness to volunteer in the future. Younger generations cite challenges like the cost of living and seek opportunities that align with their values, indicating the need to lower barriers and promote inclusivity and flexibility to strengthen Australia's robust volunteering culture.²⁶

²⁶ Volunteering Australia 2023, National Strategy for Volunteering 2023-2033, p21-4.

Appendix A – Community Recovery

Queensland Government Ready Reserves

Queensland Government Ready Reserves (RRs) deployed to a disaster affected community may help with:

- providing people with practical information;
- referring people to support services; and
- helping eligible individuals and families with grant applications for financial assistance.

Some RRs are deployed to Community Recovery's statewide incident management team, located in Brisbane, to assist with a range of activities such as planning and intelligence, marketing, administration and finance.

RRs who indicate availability to be deployed are contacted by Community Recovery to assist with recovery efforts and they must obtain line manager approval to be released for deployment. In some circumstances, if the employee's absence from their usual workplace cannot be supported due to unavoidable and/or unforeseen business reasons, their deployment may not be approved. To mitigate the likelihood of RRs not being released for deployment, Community Recovery regularly engages with agencies across the Queensland Government to support the Ready Reserve program, assisting agency key contacts in attracting staff to join the program, encouraging RRs to complete mandatory training, and preparing RRs and their line managers to support deployments, including through succession and business continuity planning.

Volunteers, Volunteer Involving Organisations and Non-Government Organisations

Volunteers play an important part in supporting communities both at the time of a disaster and during the clean-up and recovery for communities impacted by a disaster. Community Recovery does not directly engage volunteers to assist with the delivery of human and social recovery services, however organisations such as Volunteering Queensland (VQ) and Disaster Relief Australia (DRA) regularly coordinate volunteer support to assist impacted communities in the response and recovery phases of a disaster.

VQ's Emergency Volunteering Community Response to Extreme Weather (EV CREW) works alongside councils, agencies and VIOs to provide coordinated disaster recovery volunteer teams whenever and wherever disaster strikes. Community Recovery funded VQ's EV CREW following the 2022 South Queensland Flooding. During that event, spontaneous volunteering also occurred in the form of the 'Mud Army' re-established in the Greater Brisbane area to support households with post-disaster clean-up activities, in partnership with the Australian Defence Force.²⁷

DRA, supported by the Australian Government, is another organisation that unites the skills and experience of military veterans and other volunteers to help communities prepare for and recover from disasters. They undertake a range of activities, including labour and repairs, as well as clean-up and logistics support.

Other examples of volunteering in disaster management are seen through NGOs, such as the Australian Red Cross and the Salvation Army, who engage volunteers to support them in delivering support at evacuation centres and places of refuge, as well as psychological first aid, referrals and information to affected community members.

²⁷ The 'Mud Army' initially formed in Brisbane in response to the 2011 significant flood event, as residents spontaneously volunteered to assist in the recovery effort. Given the increasing regularity of these events, the Brisbane City Council formalised the 'Mud Army' by creating a register for volunteers: www.brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/mud-army

Community Recovery also engage a network of support partners, including NGOs and partner agencies from across all levels of government to support delivery of human and social recovery activities. The department leverages a Standard Offering Arrangement (SOA) which comprises a range of NGOs with the capacity and capability to support communities affected by disasters, hazards and significant emergencies. SOA NGO suppliers such as the Australian Red Cross, the Salvation Army, UnitingCare Lifeline and St Vincent de Paul Society Queensland are often engaged under the SOA to assist Community Recovery.

NGOs who are not suppliers on the SOA are also engaged to deliver services, depending on the unique needs of the affected community. Statewide organisations such as GIVIT and Centacare are often engaged by Community Recovery, as well as local organisations such as neighbourhood centres, cultural support services, domestic and family violence specialist organisations and financial support services.

Appendix B – Partnerships between the Queensland Government and the volunteering sector

This table provides a high-level overview of partnerships between Queensland Government agencies and volunteers/VIOs as of January 2025. The contents of the table are indicative only. The table does not provide an exhaustive list of partnerships between the government and volunteers/VIOs.

Agency	Direct volunteer-involving programs (agency directly engages volunteers)	Commissioned and funded programs (agency funded organisations/programs with heavy reliance on volunteers)	Policy-maker / system steward (policy/system role with impacts on volunteers)
Department of Premier and Cabinet (DPC)	Nil	<ul style="list-style-type: none"> Supports Brisbane Anzac Day commemoration events, delivered by RSL Queensland and the Anzac Day Commemoration Committee. Provides one-off donations to not-for-profit organisations and community groups for disaster response or community initiatives. Funds a range of organisations that rely on volunteers through the Queensland Remembers Grants Program (providing one-off funding to various organisations). 	<ul style="list-style-type: none"> Provides strategic oversight and advice to agencies who may set volunteering-related policy or regulation, but does not lead policy development or regulation in itself.
Public Sector Commission (PSC)	Nil	Nil	<ul style="list-style-type: none"> The Code of Conduct for the Queensland Public Service applies to volunteers of public service agencies.
Department of State Development, Infrastructure and Planning (DSDIP)	Nil	Nil	<p>The Office of Industrial Relations regulates and administers the:</p> <ul style="list-style-type: none"> <i>Work Health and Safety Act 2011</i>, which contains rights and responsibilities for workers (including for volunteers, as well as (in certain circumstances) for organisations that engage volunteers. <i>Workers' Compensation and Rehabilitation Act 2003</i>. It is noted the workers' compensation scheme provides for accident insurance coverage for certain volunteers and others working in benevolent and non-profit organisations. Coverage is provided by WorkCover Queensland (i.e. the State's public provider of workers' compensation insurance).

Department of Natural Resources and Mines, Manufacturing and Regional and Rural Development (DNRMMRRD)	<ul style="list-style-type: none"> • Museum of Lands, Mapping and Surveying – research (2 volunteers). 	Nil	Nil
Department of Justice (DoJ)	<ul style="list-style-type: none"> • Justices of the Peace program – 3677 JPs and CDecs. • Court Network - Specialist DFV Courts (court reception). • Magistrates Court volunteers in courthouses. • Supreme and District Court volunteers from agencies including LawRight, Queensland Homicide Victims Support and PACT. • Queensland State Archives Volunteer programs. 	<ul style="list-style-type: none"> • DoJ funds Community Justice Groups (CJG) who engage locally recognised Aboriginal and Torres Strait Islander Elders and Respected Persons as volunteers as part of their service provision. • DoJ funds Court Network to deliver DFV court reception services in some courthouse locations. 	<ul style="list-style-type: none"> • <i>Blue Card Services</i> – DoJ is the regulator and system administrator under the <i>Working with Children (Risk Management and Screening) Act 2000</i> that processes volunteer applications for free. • <i>Disability Worker Screening Unit</i> – DoJ is the regulator and system administrator under the <i>Disability Services Act 2006</i> that processes volunteer applications for free. • <i>Office of Fair Trading</i> – Administers legislation governing charities and incorporated associations.
Department of Education (DoE)	<ul style="list-style-type: none"> • Religious instruction. • The Duke of Edinburgh's International Award. • Parents and Citizens' Associations. • School council. • Queensland Museum. • Queensland Art Gallery and Gallery of Modern Art. • State Library of Queensland. • Queensland Performing Arts Centre. • Queensland Representative School Sport program. 	<ul style="list-style-type: none"> • Queensland Association of Special Education Leaders Inc. • Queensland Secondary Principals' Association. • Queensland Association of Combined Sector Leaders. • Queensland Association of State School Principals. • Queensland Association of Outdoor & Environmental Education Centre Leaders. • School Business Managers Association Queensland. • Arts Queensland funds a range of arts and cultural organisations and festivals that rely on volunteers. • Chaplaincy and student wellbeing officer service providers. • Queensland Schools Animal Ethics Committee. 	<ul style="list-style-type: none"> • Parent and Community Engagement framework. • Parents and Citizens' Associations • School council. • Integrated responses and educational precincts. • Community Kindergarten and other ECEC services – Parent Management Committees • P&C auspiced Outside School Hours Care services. • Working with children authority procedure – DoE's approach to ensure compliance under the <i>Working with Children (Risk Management and Screening Act 2000 (Qld)</i> (DoJ is the regulator and system administrator of the Act).

			<ul style="list-style-type: none"> Arts Statutory Bodies', Arts Owned companies' and funded organisations' boards.
Queensland Police Service (QPS)	<ul style="list-style-type: none"> Volunteers in Policing (ViPs). State Emergency Service (SES). Marine Rescue Queensland (MRQ). Neighbourhood Watch Queensland (NWQ). 	Partnership arrangements with: <ul style="list-style-type: none"> Local Governments Surf Life Saving Queensland Royal Life Saving Society Queensland Police Citizens Youth Club Emergency Services Cadets Crime Stoppers Queensland Jack Beasley Foundation Balin Stewart Foundation Stop the Coward Punch Campaign Queensland Homicide Victims Support Group Bullyproof Australia Girl Guides Queensland (partnership with SES) SES Support Grant and subsidies to local governments Energising Queensland SES Equipment program Suncorp principal partnership with SES Other grants to not-for-profit community groups e.g. Gambling Community Benefit Fund SES Volunteer executive allowances. 	Legislation Relevant to Volunteers <ul style="list-style-type: none"> <i>State Emergency Service Act 2024</i> <i>Marine Rescue Queensland Act 2024</i> <i>Disaster Management Act 2003</i> <i>Work Health and Safety Act 2011</i> <i>Information Privacy Act 2009</i> <i>Human Rights Act 2019</i> <i>Public Sector Act 2022.</i> Policy and System Requirements <ul style="list-style-type: none"> Policy and guidelines for Blue Card (required for all SES and MRQ Volunteers) QPS Criminal History Check (required for all SES Volunteers) Policy and guidelines for NWQ Policy and guidelines for ViPs.
Department of Youth Justice and Victim Support (DYJVS)	<ul style="list-style-type: none"> Volunteers who participate in early intervention, transition and other youth justice (YJ) programs as mentors, support persons etc. Volunteers may also include elders and other community representatives involved in the restorative justice process. 	<ul style="list-style-type: none"> Volunteers from religious organisations, cultural support organisations and youth-focused organisations volunteer in Youth Detention Centres. Small number of funded organisations which support YJ service delivery engage volunteers. Volunteers from organisations funded under the Victim Services Funding Program to support victims of crime, including Queensland Homicide Victim Support Group (QHYSQ) and Protect All Children Today (PACT). 	Nil

Queensland Corrective Services (QCS)	<ul style="list-style-type: none"> QCS collaborates with volunteers at charity services regarding Community Service Projects. QCS engages volunteer Justices of the Peace at Community Corrections locations to complete documents requiring a JP which supports timely service delivery response. 	<ul style="list-style-type: none"> QCS funds Aboriginal and Torres Strait Islander Elder groups and chaplaincy services across the State for Elders and religious visitors to visit correctional centres. QCS provides grant funding to a non-government organisation for the provision of Blue Bags in correctional centres, which are packed by volunteers. 	Nil
Transport and Main Roads (TMR)	<ul style="list-style-type: none"> Wildlife Carers – volunteers engaged to assist injured wildlife on the road. Community groups made up of volunteers undertake maintenance and rail trail development works on various rail trails in Queensland. 	<ul style="list-style-type: none"> Structures branch (Structures) supports Engineers Australia in their STEM program to encourage students to pursue engineering as a profession. Structures support the annual Spaghetti Bridge Competition and has representatives on both UQ and QUT Industry Reference Groups. TMR provides funding for not-for-profit community organisations to deliver road safety education initiatives through the Community Road Safety Grants scheme. Safer Rail team pays the annual Tourist and Heritage rail operators accreditation fees to the Office of the National Rail Safety Regulator under a Community Service Obligation. TMR provides funding for community organisations to deliver activities through Bike Riding Encouragement Grants. TMR has funding agreements with Queensland Walks and Bicycle Queensland that include initiatives which involve volunteers such as the Queensland Walking Alliance and rail trail adventure events. 	<ul style="list-style-type: none"> Event Traffic Marshal scheme enables volunteers to be engaged at local community and sporting events to undertake traffic control. Volunteers from the community are members of the Brisbane Valley Rail Trail (BVRT) steering committee.
Queensland Fire Department (QFD)	<ul style="list-style-type: none"> QFD has approximately 27,500 dedicated volunteers in Rural Fire Service Queensland, Research and Scientific Branch Volunteer Scientific Officer network, AUS-1 Disaster Assistance Response 	<ul style="list-style-type: none"> Partnership arrangements with Emergency Services Cadets. 	<ul style="list-style-type: none"> Standards and frameworks for QFD volunteers, with some extension to other emergency volunteers particularly for matters such as road crash rescue and land based swift water rescue.

	Team, Auxiliary Support Officers, and Peer Support Officers.		
Department of Housing and Public Works (DHPW)	<ul style="list-style-type: none"> The Safer Schoolies Initiative recruits and trains up to 200 volunteers. 	<ul style="list-style-type: none"> The Safer Schoolies Initiative contracts Red Frogs Australia to provide up to 850 volunteers to deliver accommodation outreach services during the schoolies holiday period on the Gold Coast and Airlie Beach. The Safer Schoolies Initiative also contracts Gold Coast Youth Service, Rosies and Drug Arm to deliver services (recharge zones) staffed by their own volunteers. Queensland Youth Parliament relies heavily on a team of volunteer executives to assist with facilitation of the Queensland Government-funded program each year. DHPW funds a range of NGOs to deliver housing and homelessness services, these services may engage volunteers during the course of their activities. 	Nil
Department of Primary Industries (DPI)	<ul style="list-style-type: none"> Queensland Wader Study Group (QWSG) – has the necessary approvals and expertise to capture shorebirds and facilitate sampling of individual live birds to support Biosecurity Queensland as part of the National Avian Influenza Wild Bird Surveillance Migratory Shorebird and Seabird (Moreton Bay) Project. Assistance was provided during the QWSG annual bird banding event in November 2024. Volunteer Animal Ethics Animal Committee members assess proposals where animals are being used for research and teaching purposes Retired DPI staff provide scientific advice and mentoring across 	<ul style="list-style-type: none"> Funding to support Monto Magic Tourism Action Group Inc 100 Years Festival. Funding not ongoing. Coordinator volunteers plan and conduct the festival. Funding to support Queensland Country Women's Association – hall restoration and renovation. Funding not ongoing. During times of drought, natural disasters or other large events that impact agriculture, DPI will work and may provide financial assistance to registered charities, that have a focus on rural communities and agriculture, to provide assistance to primary producers and relevant rural communities. 	Nil

	agricultural research, development and extension projects		
Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (DWATSIPM)	<ul style="list-style-type: none"> Funding for NAIDOC events. 	<ul style="list-style-type: none"> Funds a range of NGOs with reliance on volunteers. Asylum Seeker and Refugee Assistance program. Funding for multicultural events. Provision of grants to organisations that include volunteer contributions (Investing in Queensland Women). 	Nil
Department of Environment, Tourism, Science and Innovation (DETSI)	<p><i>Tourism</i></p> <ul style="list-style-type: none"> Young Tourism Leaders (YTL) Program (NB – while no remuneration is provided, selected YTL volunteers are reimbursed for all costs incurred e.g. travel). <p><i>Science</i></p> <ul style="list-style-type: none"> Queensland Herbarium and Biodiversity Science – approx. 57 volunteers. <p><i>Queensland Parks and Wildlife Service and Partnerships</i></p> <ul style="list-style-type: none"> 37 direct engagement programs. e.g. Friends of Fleays, campground host programs, northern trail care alliance. Mon Repos Turtle Conservation Partnership arrangements with local groups to support National Park conservation and management. 	<ul style="list-style-type: none"> DETSI provides funding for not-for-profit organisations to deliver environmental initiatives such as Environmental Recovery Programs under the Disaster Recovery Funding Arrangements. <p><i>Tourism</i></p> <ul style="list-style-type: none"> DETSI (Tourism Division) and Tourism and Events Queensland (TEQ)-supported events: connecting event proponents or event Organising Committees with <i>Volunteering Queensland</i> to access volunteer databases when rolling out event volunteer programs; engaging with councils in relation to mobilisation of Local Government volunteer programs. TEQ contracts the <i>Tourism Group</i> to manage the accreditation process to support Visitor Information Centres. <p><i>Queensland Parks and Wildlife Service and Partnerships</i></p> <ul style="list-style-type: none"> Friends of Parks Queensland Agreement Queensland Marine Turtle Conservation Program. Northern Hairy-nosed wombat recovery. 	<p><i>Tourism</i></p> <ul style="list-style-type: none"> Tourism policy links to other sectors e.g. conservation voluntourism, citizen science.
Department of Families, Seniors, Disability	<p><i>Child Safety</i></p> <ul style="list-style-type: none"> DFSDSCS is responsible for approving all foster and kinship 	<p><i>Families and Communities</i></p> <ul style="list-style-type: none"> Neighbourhood Centres. Pride organisations/events. 	<p><i>Child Safety</i></p> <ul style="list-style-type: none"> Foster care recruitment and retention policies. Foster care training.

Services and Child Safety (DFSDSCS)	<p>carers in Queensland. As at 30 June 2024, there were:</p> <ul style="list-style-type: none"> - 6,029 approved foster carers; - 3,571 approved kinship carers; and - 365 provisionally approved carers (i.e. people approved to care for a particular child for a defined period of time). 	<ul style="list-style-type: none"> • Partnering with Volunteering Queensland to develop and implement a plan to increase awareness and opportunities for seniors to volunteer in their local communities. <p><i>Seniors and Disability Services</i></p> <ul style="list-style-type: none"> • Meals on Wheels. • Social isolation and loneliness programs (e.g. Seniors Social Isolation Services, Communities Innovation Fund, SIL programs). • Peak body funding (e.g. Queenslanders with Disability Network) with reliance on volunteers. <p><i>Child Safety</i></p> <ul style="list-style-type: none"> • Foster care and kinship care services are funded to recruit and support foster and kinship carers. • Provides funding to Pyjama Foundation who engage volunteers to engage with children in departmental care through educational support. 	<ul style="list-style-type: none"> • Foster care matching: a partnership approach.
Department of Sport, Racing and Olympic and Paralympic Games (DSROPG)	<p>Nil</p>	<ul style="list-style-type: none"> • Service delivery staff across the state support volunteers within sport and active recreation clubs. • DSROPG grant programs support eligible sport and active recreation organisations, including not for profit clubs, who rely on volunteers to operate and manage the clubs. More broadly, funding through such programs indirectly support volunteers in delivering services for clubs and community. • Key relevant programs providing support for clubs and organisations who rely on volunteers include: <ul style="list-style-type: none"> ○ Active Clubs, and ClubIQ provide support for sporting clubs in the management and/or education and training of volunteers in the form of grant funding and educational resources respectively. 	<ul style="list-style-type: none"> • Sport and Recreation policy as outlined in <i>Activate! 2019–2029, Accelerate 2022-2025, and Games on!</i> <ul style="list-style-type: none"> ○ An objective in Activate! is to remove operational burdens from organisations with volunteers. ○ The Sport and recreation industry is largely a volunteer workforce. • Active Queensland Industry Alliance was funded by the Department to develop a Workforce Plan 2024 – 2034. • DSROPG is also represented on the Australian Sport's Commissions Sport Volunteer Coalition. • The Olympic and Paralympic Games Office will engage with the Brisbane 2032 Organising Committee during the development of their volunteering strategy for the Brisbane 2032 Olympic and Paralympic Games.

		<ul style="list-style-type: none"> • In 2023/24, round 2 of the Active Industry Project Fund supported upskilling of the sport and recreation workforce, including volunteers. • Active Industry Base Fund 2023- 2025 – provides funding to State level active industry organisations and Industry Peak Bodies to build and strengthen the capability of their activity or sector. 	<ul style="list-style-type: none"> • Through the Brisbane 2032 Olympic and Paralympic Games Legacy Strategy: Elevate 2042, the Games Delivery Partners have committed to focus on building a vibrant and diverse volunteer network.
Department of Customer Services, Open Data and Small and Family Business (DCSODSFB)	<ul style="list-style-type: none"> • Business mentors who volunteer their time to help Queensland small and family businesses navigate the opportunities/challenges to growth. 	<ul style="list-style-type: none"> • <i>Mentoring for Growth</i> program – this program offers free access to volunteer business experts who provide insights and suggestions relating to business challenges and opportunities – such as exporting, capital raising, intellectual property. Mentors are drawn from a Queensland-wide pool of more than 390 registered mentors, and all have experience in coaching and/or developing businesses. 	<ul style="list-style-type: none"> • Policy/program initiated within department (Small and Family Business Division).
Queensland Health (QH)	<ul style="list-style-type: none"> • Local Ambulance Committee. • First responders, Emergency Drivers and Honorary Ambulance Officers. • Hospital volunteering programs. 	<ul style="list-style-type: none"> • Funds a range of NGOs with reliance on volunteers. • Queensland Country Women's Association Country Kitchens (Health and Wellbeing Queensland). • Queensland Association of School Tuckshop 'Healthier Tuckshops' (Health and Wellbeing Queensland). 	Nil
Queensland Health Hospital and Health Service (HHS)	<p><i>Sunshine Coast (SCHHS)</i></p> <ul style="list-style-type: none"> • Hospital Volunteer Program (Include meet and greet/visiting patients, escorting to locations, providing music and walks, etc). • Hospital Justice of the Peace Service. • Hospital Volunteer Chaplaincy program (Include providing religious services, and oncall services to end of life/ urgent requests). 	<p><i>Gold Coast (GCHHS)</i></p> <ul style="list-style-type: none"> • Each external organisation is supported with its own service contract stipulating their legal requirements, our external organisations supply their own Public Liability Insurance, support their staff to meet credentialling requirements such as mandatory vaccinations, Blue Card along with GCHHS on-line and face to face mandatory training. • External organisations include: Delta Therapy Dogs, Passion with Paws, Leukaemia Foundation, Miracle Babie, Radio Lollipop, 	<p><i>GCHHS</i></p> <ul style="list-style-type: none"> • National Standards for Volunteer Involvement. • QLD Health Policy for Volunteers (QH-POL-259). • GC Health Volunteer Procedure (PRO1727) • External Volunteers and Their Organisations (PRO1124). • Management of Volunteer Injuries (PRO2094). • Therapeutic Animal Programs (PRO2167). • Volunteer Parking (WI1919).

	<p><i>Metro South (MSHHS)</i></p> <ul style="list-style-type: none"> Hospital volunteering programs includes meet and great, music therapy, transit care support, endoscopy unit support, ED support, ICU waiting room facilitators, tea and coffee trolley for out-patients, library trolley for in-patients, office/admin support, clothing for kindness program, recreation support, concierge/admin support, Eat Walk Engage, Justice of the Peace Program, Flower Refreshment Program, Red Cross Mobility Hire, Ward Nannies. <p><i>South West (SWHHS)</i></p> <ul style="list-style-type: none"> Volunteer drivers support hospital-based ambulances (engaged by Queensland Ambulance Service). Ad hoc volunteers support aged care residents. <p><i>Gold Coast (GCHHS)</i></p> <ul style="list-style-type: none"> Approx. 300 internal volunteers contribute over 30,000 hours of service and have an economic value to the organisation of \$1,440,000 annually. Services range from welcoming and directing patients arriving, assisting patients to order meals, offering refreshments, replenishing supplies such as blankets, gowns, tea coffee, information packs, engaging with donors and maintaining records of donations. 	<p>Ronald McDonald House, Starlight Foundation, Life's Little Treasures, Clown Doctors, Women's Legal Service, ACT for Kids.</p> <ul style="list-style-type: none"> Spiritual Care Services – 14 faith groups manage GCHHS day to day religious support requests, which can range from, End of life, baptisms, weddings etc, during core business hours and after hours, the Spiritual Care Service also support staff with meditation and wellness sessions. <p><i>Metro South (MSHHS)</i></p> <ul style="list-style-type: none"> Radio Lollipop. Chaplaincy Service. Empower Assistance Dogs. Justice of the Peace. 	<p><i>SCHHS</i></p> <p>Volunteers must adhere to HR B12 policy and comply with all mandatory requirements such as.</p> <ul style="list-style-type: none"> Vaccinations Blue Card Mandatory training Confidentiality & Privacy. <p>National Standards for Volunteer Involvement is the framework for SCHHS Volunteer Program. The National Standards for Volunteer Involvement are a best practice framework to support safe, effective and inclusive volunteering.</p>
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	<ul style="list-style-type: none"> Volunteer services include: Breast Screen Service, Cancer Day Unit, Children's Inpatient unit, Endoscopy Unit, Foundation Retail, Justice of the Peace, Menu Monitor, Music Therapy, Outpatient clinics, Palliative Care, Trauma Survivors Peer support, Varsity Lakes Day Hospital, Wayfinding Ambassadors. 		
Health and Wellbeing Queensland (HWQ)	Nil	<ul style="list-style-type: none"> HWQ funds a range of NGOs with reliance on volunteers including (contracted until 30 June 2025): <ul style="list-style-type: none"> Queensland Country Women's Association Country Kitchens program Queensland Association of School Tuckshop Healthier Tuckshops program. 	-
Queensland Mental Health Commission (QMHC)	Nil	<ul style="list-style-type: none"> Funds a range of NGO research, evaluation, innovation and engagement projects, including volunteer-led and/or volunteer-involving programs and models. Examples include Men's sheds, sponsorship of engagement activities such as the Queensland Lived Experience Workforce Network (QLEWN) Lived Experience Workforce Summit and the National Lived Experience of Suicide Summit to be hosted by Roses in the Ocean (RITO). 	<ul style="list-style-type: none"> <i>Shifting minds: The Queensland Mental Health, Alcohol and Other Drugs, and Suicide Prevention Strategic Plan 2023–2028, and sub-plans (Achieving balance: The Queensland Alcohol and Other Drugs Plan 2022-2027, Every life: The Queensland suicide Prevention Plan 2019-2029 Phase Two, The Queensland Trauma Strategy 2023-2028) Thriving Lives, Connected Communities.</i>

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