



**volunteering**  
queensland

# ANNUAL REPORT 2025







A hand holding a Shure microphone, with a blurred crowd in the background. A large red speech bubble is overlaid on the image, containing two paragraphs of text.

*A heartfelt thank you to all our  
volunteers, volunteer managers,  
Volunteer Involving Organisations,  
Volunteer Resource Centres, and  
community and corporate volunteers.*

*Your generosity, dedication and  
hard work are the backbone of  
everything we do.*

**Volunteering Queensland acknowledges the Traditional Custodians of land, sea and community throughout Australia and pay respect to First Nations Elders past and present. We recognise that community giving has been taking place in First Nations communities for tens of thousands of years and celebrate the contributions of the first volunteers. We support the power of volunteering and community giving to foster reconciliation.**



# A stronger voice for volunteering

This year has been one of transformative change, progress, resilience, and impact for Volunteering Queensland (VQ). We have made significant internal changes to processes and staffing, shifted our focus to deepen our community development work and increase our impact, and implemented a new ICT roadmap to underpin our next 10 years. We have been more active in the community and strengthened the voice, visibility, and value of volunteering, ensuring that Queensland's volunteers and Volunteer Involving Organisations are recognised, supported, and empowered.

A defining milestone of the year was the appointment of the Honourable Ann Leahy MP as Queensland's first dedicated Minister for Volunteering. This historic step reflects the critical role volunteers play in our communities and provides an unprecedented platform for reform and growth. The Minister has long been a strong advocate for volunteering, and her appointment is a huge step forward for the sector. VQ contributed a comprehensive submission to the Parliamentary Inquiry into Volunteering and supported every public hearing - leading sector conversations on removing barriers and enabling more Queenslanders to participate in meaningful volunteer roles.

## Volunteers at the heart of disaster response

Our work in emergency volunteering again proved vital. VQ contributed at a State and local level through the various groups under the emergency management arrangements, and provided ongoing support and advice to communities and organisations across Queensland. Through EV CREW, we mobilised and connected volunteers to support communities affected by severe weather events, including Cyclone Alfred. These efforts reinforced the unique and irreplaceable role that spontaneous volunteers can play in disaster response, recovery, and resilience.

## Celebrating 10 years of recognition

This year marked the 10th anniversary of the Queensland Volunteering Awards. This continues to be such an impactful and moving event. More than 300 guests gathered at Brisbane City Hall to celebrate, with new categories introduced to capture the breadth of contributions across our state. Our biennial

Queensland Volunteering Conference was another highlight, bringing together leaders and changemakers under the theme Inspire. Empower. Ignite, to share ideas, innovation, and best practice. We recognise the enormous contribution our Volunteer Managers make and this was an opportunity to thank them for their valuable work.

## Building stronger organisations and future leaders

We launched the Volunteer Involving Organisation (VIO) Register, creating a state-wide platform to identify and connect VIOs to strengthen organisations, amplify their voice, and ensure their needs are at the centre of policy and practice. The VIO Register will provide valuable data on the sector and allow us to map volunteer vacancy rates and trends in real time. Our Youth Volunteering and Registered Training Organisation (RTO) programs continued to grow, engaging more than 1,000 students in accredited volunteering qualifications. This investment in young people builds the future of volunteering and ensures strong leadership and innovation for the years ahead.



## Driving change through advocacy and partnerships

VQ's advocacy extended across the sector through our partnerships and collaborations. We championed the findings of the State of Volunteering in Queensland 2024, which provides an evidence base to drive reform, and partnered with QCOSS and other peak bodies to lead a very successful pre-election campaign for a stronger community sector. As our new State Government settled in, we had great conversations with new Ministers and DGs to highlight volunteering contribution

across departments and communities. We collaborated across the sector – with stakeholders old and new – to support the Parliamentary Inquiry into Volunteering. We acknowledge and thank the Queensland Government Department of Local Government, Water and Volunteers for their genuine and inclusive collaboration – particularly the new Volunteer Policy and Engagement Unit. We also acknowledge our continuing collaboration with the federal Department of Social Services, and their strong engagement with, and advocacy for, VQ and the sector.

## The road ahead

As we look ahead, VQ remains committed to building a state where everyone can contribute, participate, and thrive through volunteering. With momentum for reform and strong sector collaboration, 2025-26 promises to be a year of opportunity and continued impact. For over 42 years our funding has depended on the kindness of governments, and the cyclical nature of project funding meant we have never had the resources to lay down strong systems and foundations. We know these are needed if volunteering is to survive and thrive.

We want to recognise the great work of our partner Volunteer Resource Centre organisations who have been developing new business models as they deliver Volunteer Management Activity (VMA) services with us. VQ has also looked to shift and strengthen our income streams. This year we received

approximately \$4m into the business – \$3m of this through federal and state government contracts, grants and service agreements. Around \$2m of this went directly back out to Queensland community organisations through direct grants and project funding. The rest supported the advocacy, education, training and community development projects that VQ undertakes. As the costs and compliance burden of business continue to rise, we have begun to build more productive financial partnerships to support the resources we need for the future.

It has indeed been a mammoth year and none of this would have been possible without the tireless support of our members, partners, volunteers, staff, and Board. Together, we will continue to elevate volunteering as a powerful force for inclusion, connection, and resilience in Queensland.



**Linda Lavarch**  
PRESIDENT



**Jane Hedger**  
CEO



# Advocacy & POLICY

In Financial Year 24/25, Volunteering Queensland strengthened the policy voice of volunteers and achieved major milestones in government recognition and reform.





- **Minister for Volunteering:** Secured Queensland's first dedicated Ministerial portfolio and government unit for volunteer policy and engagement.
- **Parliamentary Inquiry into Volunteering:** Supported and promoted the first state inquiry, generating **560+ SUBMISSIONS** and **15 HEARINGS** statewide; VQ lodged a detailed submission and mobilised sector input.
- **State election priorities:** Released 2024 priorities to influence election commitments and future policy
- **Thought leadership:** Published Five Forces Changing Volunteering in Queensland, highlighting emerging challenges and opportunities.
- **Policy submissions:** Contributed to multiple inquiries and reviews, including:
  - Parliamentary Inquiry into Elder Abuse
  - Queensland Government's Sports Strategy
  - Queensland Government's Tourism Strategy
  - Inspector-General of Emergency Management reviews into 2025 severe weather events
- **Advocacy campaigns:** Backed wider initiatives such as the QCOSS cost-of-living reforms, ensuring volunteer perspectives were included in broader policy debates.
- **Sector Support:** Over the year our CEO and Policy Advisor undertook over **140 ENGAGEMENTS** with stakeholders across the sector, as well as attending regular sector meetings and working groups.





# Sector Engagement & TRAINING

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## PROFESSIONAL DEVELOPMENT



### WORKSHOPS AND WEBINARS

232 participants across 20 sessions

93% rated helpful/very helpful

88% said it improved their practice



### INCLUSION E-LEARNING

130 registered for SBS Inclusion modules

221 for Your Mob Learning

100% found the training helpful.



### TAILORED SUPPORT

12 National Standards for  
Volunteer Involvement gap analysis  
sessions delivered



### CONTINUING PROFESSIONAL DEVELOPMENT PROGRAM

20 Leaders completed the  
2024 CPD PROGRAM



Volunteering Queensland is dedicated to building the skills and confidence of volunteer leaders across the state, from metro centres to regional, rural, and remote communities. Through training, professional development, and one-to-one support, we're strengthening volunteer management and helping leaders adapt to the changing needs of their communities.

## **TRAINING:**

"I am using what I learned from the online sessions to try and reshape our executive positions to make them more manageable and hopefully more attractive to members and volunteers."

## **ONLINE INCLUSION TRAINING (YOUR MOB LEARNING AND SBS INCLUSION):**

"The two free courses provided to me sparked our interest, and we have now enrolled all staff in all courses".

"Your Mob Learning provided key learnings on historical moments within Australia's history that are of great significance. SBS Inclusion provided insights that are applicable across organisations, workplaces and community groups."

## **NATIONAL STANDARDS FOR VOLUNTEER INVOLVEMENT (NSVI) GAP ANALYSIS:**

"I found the meeting very beneficial, and I am very happy that we have the support from Volunteering Queensland so that we can provide the best opportunity for our Volunteers. Thank you for all the resources".

"Thanks again for such a helpful and informative session! These documents are so incredibly useful. We're off to a great start."

## **CONTINUING PROFESSIONAL DEVELOPMENT (CPD):**

"I love the CPD program. I believe it helps to provide recognition to the profession, empower volunteer leaders and provide professional development for volunteer leaders".

"This year's CPD program has been a significant learning experience, providing me with the tools and knowledge to better support our volunteers and enhance our organisation's volunteer programs. The skills and insights gained will continue to guide my efforts in creating a positive and impactful volunteer experience. The journey has been both fun and professionally enriching, and I look forward to applying what I've learned to make an even greater difference in the future".



# MEMBERSHIP



**“We are members of  
Volunteering Queensland,  
and we value the guidance  
and support you provide  
to volunteer-driven  
organisations like ours”.**



Our members are at the heart of VQ and at the heart of vibrant, resilient communities across the state. They represent volunteer-involving organisations across community services, education, youth, seniors, disability support, family services, arts, culture, and the environment.

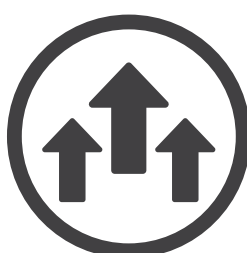
Strong volunteer programs don't happen by chance; they thrive with the right tools, training, and connections. That's why our membership program is designed to strengthen recruitment, management, and recognition.

Members benefit from expert-led training, tailored advice, essential resources, and access to a state-wide network. They can promote roles through Australia's leading volunteer recruitment platform and contribute to shaping policy at state and national levels, combining practical support with sector-wide influence.

## JULY 2024 - JUNE 2025



**360 MEMBERS**



**9% GROWTH**



**RENEWAL RATE**

**“Thank you to the whole team at Volunteering Queensland, who have been a wonderful collaborative partner and service to support the recruitment of volunteers for our programs over the almost 6 years I have been the Volunteer Coordinator”**



# Volunteer STORIES



At Volunteering Queensland, storytelling is a powerful way we recognise and celebrate the contributions of volunteers and Volunteer Involving Organisations across the state. By sharing real experiences and highlighting meaningful impact, we honour the individuals who give their time and talent to strengthen communities and in doing so, we help demonstrate our commitment to the National Standards for Volunteer Involvement (NSVI).

Listening to volunteers, members and community organisations allows us to capture not just what they do, but why it matters. These stories showcase the diversity of volunteer experiences, highlight the value and impact of their contributions, and inspire others to get involved. They also reinforce the National Standards' focus on recognition, inclusion, and meaningful engagement.

We know that stories hold power. When people choose to share their personal or professional experiences, they offer a piece of themselves, creating connection, building understanding and driving change. We honour that responsibility, approaching every story with care, consent and respect, ensuring volunteers feel seen, valued and celebrated.

**THROUGH STORYTELLING, WE ELEVATE VOLUNTEER VOICES, STRENGTHEN COMMUNITY UNDERSTANDING, AND HELP ENSURE VOLUNTEERING IN QUEENSLAND CONTINUES TO THRIVE.**



## Annette Logan GIRL GUIDES QUEENSLAND

Annette Logan first joined Girl Guides at age nine and says it quickly became “the place I always wanted to be.” After more than a decade as an assistant leader and a break from guiding, she returned in 2012 and now leads Guides aged 14–18. Through activities like fire-building, outdoor cooking, community service, and leadership planning, Annette helps young women build confidence in a space she describes as “a really fun, safe place for girls of all types,” offering both practical skills and emotional growth.



## Bronwyn Sheehan and Liz Calligeros THE PYJAMA FOUNDATION

Founded in 2004 by former nurse and mother of three Bronwyn Sheehan, The Pyjama Foundation began after she met a foster carer whose child was being left out at school. Today, volunteers known as “Pyjama Angels” visit children in care each week, offering learning support and stability. Liz Calligeros, who has volunteered and coordinated fundraising for six years, says, “When you hear stories from volunteers ... it’s almost impossible not to want to help.” Bronwyn adds, “For many of our volunteers, it’s the highlight of their week because they get so much from the experience.”

## Ric and Paul COMMUNIFY

Ric and Paul are volunteer drivers with Community, helping people travel around Brisbane. The pair met at a polling booth where Paul, known as the “dog park recruiter” for his knack of signing up volunteers, convinced Ric to join. Both say driving is rewarding for the connections it brings, with Ric noting, “You get to chat to and help a lot of different people,” and Paul adding, “Volunteering gives me routine, confidence, and something to show up for.” They agree the key to good volunteering is feeling valued and supported, something Community delivers in spades.





# Projects & PROGRAMS

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# VOLUNTEER INVOLVING ORGANISATION (VIO) REGISTER



In May 2025, VQ in partnership with My Community Directory, and funded under the Department of Social Services Volunteer Management Activity program, launched the Queensland **VIO Register**, a major step in building a connected and supported volunteering ecosystem across Queensland. The register provides real-time data on sector needs and enables more targeted communication, capacity-building, and advocacy.

Through the VIO Register we can:

- Strengthen communication and capacity across the volunteering sector.
- Access real-time insights into issues, opportunities, and barriers.
- Direct support and advocacy where it's needed most.

## VIO REGISTER SNAPSHOT (JUNE 2025)

**205 ORGANISATIONS**

207 Locations across Queensland

Of these:

- 61% (126) have no paid staff
- 68% (139) rely on an unpaid volunteer coordinator
- 72% (150) report they need more volunteers

These organisations:

- Represent 20,735 registered volunteers
- Represent 3,073 informal volunteers
- Need 6,050 additional volunteers



# ACCREDITED TRAINING

Volunteering Queensland operates a Registered Training Organisation (RTO #6020) that delivers nationally accredited qualifications and professional development programs tailored to meet the evolving needs of the volunteering sector.

As of July 1 2025 the new industry standards came into effect and the team have been working hard to implement the many changes required to ensure we are fully compliant with these. In exciting news for the upcoming year the RTO will have a name - The Australian College of Volunteering, to reflect the national breadth of our qualifications and students.



## CERTIFICATE I IN ACTIVE VOLUNTEERING

213 enrolments | 90 completions | 8 partial



## CERTIFICATE II IN ACTIVE VOLUNTEERING

562 enrolments | 172 completions | 39 partial



## CERTIFICATE III IN ACTIVE VOLUNTEERING

255 enrolments | 80 completions | 6 partial



## CERTIFICATE IV IN COORDINATION OF VOLUNTEER PROGRAMS

25 enrolments | 5 completions



## FLEXIBLE LEARNING

29 schools registered with VQ's  
Flexible Learning Centre.



# Care Army & EV CREW

In FY25, Volunteering Queensland responded to multiple natural disasters, including the North Queensland floods, Tropical Cyclone Alfred, and Western Queensland floods, tailoring support to each community's unique needs.



**75,000**  
volunteers  
registered

**32**  
Local Disaster  
Management Group  
(LDMG) Meetings

partnered with  
**21**  
COUNCILS

**3**  
DISASTER RESPONSE  
campaigns  
managed



**36**  
volunteer drivers/  
vehicles for Brisbane  
City Council's  
Ute Army

Supported  
**14 VIOS**  
with 65 Care Army  
volunteers

Matched  
**15**  
Local volunteers  
in Ingham

# Community Impact

## CORPORATE VOLUNTEERING

Volunteering Queensland's Community Impact Program (CIP) creates meaningful connections between volunteer-involving organisations and teams eager to make a difference. This financial year marked significant milestones, including the signing of three-year partnerships with both BHP BMA and Rio Tinto, a three-stage pilot with People First Bank and several one-off Community Impact Days in collaboration with local businesses and organisations.

The CIP team works closely with everyone involved to design team-based volunteering opportunities that deliver hands-on help exactly where it is needed, creating a real and lasting impact at the grassroots level of local communities.

In 2024-2025, the program engaged over **480 VOLUNTEERS**, delivering an estimated **\$110,286 IN VALUE TO THE QUEENSLAND COMMUNITY**.

*This is more than just volunteering, it is strategic community building through the creation of meaningful partnerships.*

**481**  
VOLUNTEERS



**46**  
COMPLETED OPPORTUNITIES



**2397**  
VOLUNTEER HOURS



**\$110,286**  
VOLUNTEER VALUE TO THE COMMUNITY  
(Based on volunteering calculator of  
\$46.01 per hour)





## Rio Tinto Community Impact Day RONALD MCDONALD HOUSE

Parents of seriously ill children often don't have the time or energy to cook after long days at the hospital.

On Community Impact Day, the Rio Tinto team tied on aprons and filled the kitchen with the smell of fresh baking, preparing hot meals and comforting treats for families. In just one day, they served **270 MEALS**, contributing **28 VOLUNTEER HOURS** and over **\$1,300** in community value.



## BHP/BMA Community Impact Day SAVE OUR WATERWAYS NOW (SOWN)

SOWN works to restore creek habitats across Brisbane's west, and on Impact Day the BHP/BMA team rolled up their sleeves at the Bob Wilson Habitat.

Despite tough weather, they pulled invasive weeds and planted more than **50** new natives to strengthen the bush care site. Together they contributed **60 VOLUNTEER HOURS**, planting **120 NATIVE PLANTS** and generating almost **\$2,900** in community value.

## People First Bank Community Impact Day GREEN CORNER PROJECT

At Communify's Green Corner community garden, people come together to grow food, share skills, and build friendships.

On Impact Day, the People First Bank team brought fresh energy to the space, working alongside volunteers to nurture the garden and strengthen its role as an inner-city gathering place. Their efforts added **35 VOLUNTEER HOURS**, valued at over **\$1,600**, plus a **DIRECT \$500 DONATION** to support Communify's work.



# SENIORS VOLUNTEERING

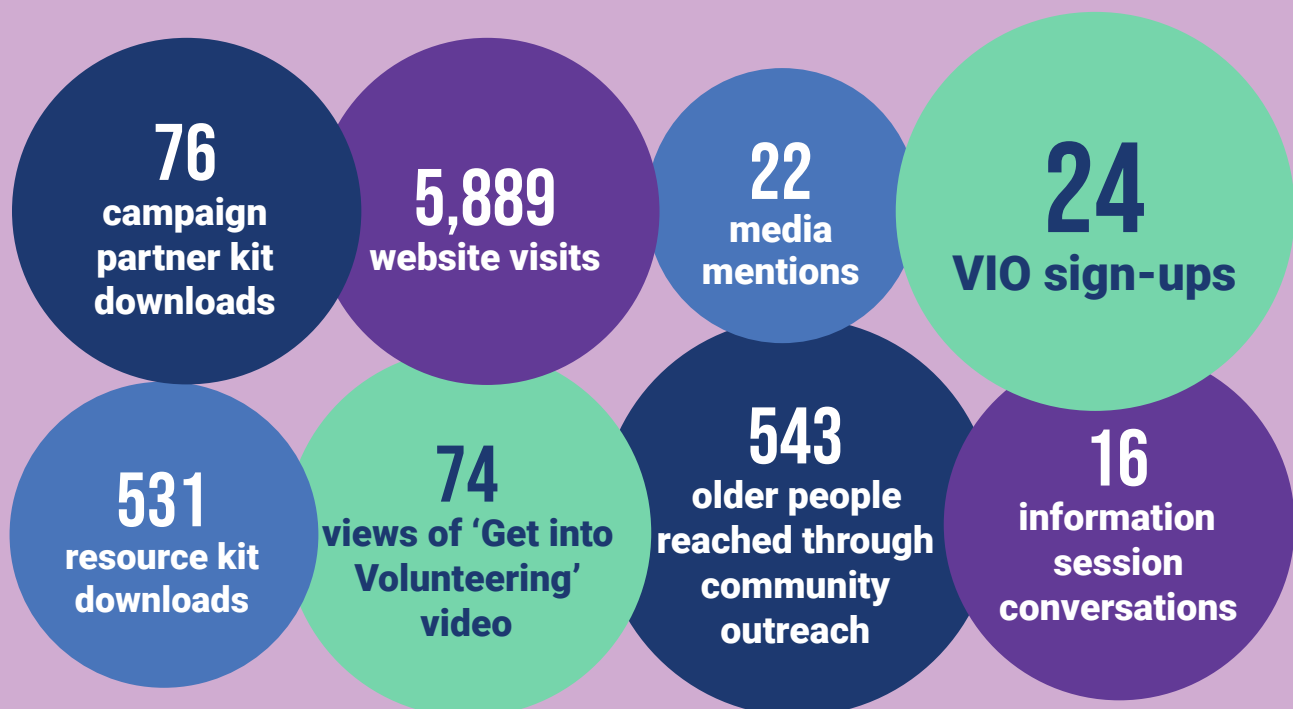


The Seniors Volunteering Project is a Queensland pilot aiming to increase volunteering among older Queenslanders (65+), funded by the Queensland Government. Launched in October 2024, it combines state-wide initiatives with local pilots in FRASER COAST and MARANOA, providing accessible volunteering opportunities, resources, and support through older Volunteer Ambassadors.

## KEY ACTIVITIES

- Developed resources encouraging older people to volunteer and supporting VIOs in engaging them.
- Implemented a communications strategy and state-wide Volunteer Ambassador program for online/phone support.
- Built local pathways and connections in pilot areas, mapping volunteering infrastructure and engaging older people as community leaders.

## IMPACT SNAPSHOT





## VIO Consultation MARYBOROUGH PROGRESS ASSOCIATION

A recent consultation highlighted the value of hands-on support from the Community Project Officer, who used Canva and AI tools to develop position descriptions, social media tiles, and promotional content, saving the group time and effort.

Practical tips for volunteer recruitment were also shared, helping strengthen capacity and impact. More sessions were planned on the Fraser Coast with services that support socially isolated community members and rely on volunteers



## Get into Volunteering QUEENSLAND SENIORS PROJECT

The 'Get into Volunteering' sessions empower older Queenslanders to explore volunteering with confidence, offering practical guidance, resources, and connection.

Seniors' report feeling "more confident and motivated" to get involved, while Volunteer Ambassadors, local seniors providing peer support, add extra encouragement.

By helping older adults take the first step, the program is strengthening networks, wellbeing, and community inclusion.

## Volunteer Ambassadors QUEENSLAND SENIORS PROJECT

As a Volunteer Ambassador in the Seniors Project, Sally has found renewed purpose and connection through engaging with other older Australians. She shares her experiences, offers support, and helps build community, while also benefiting herself.

"Volunteering keeps me active, socially connected, and mentally engaged," she says, proof of the program's value for both seniors receiving support and those giving it.



# Community DEVELOPMENT





# Strong and Resilient Communities Activity

## SMALL GRANTS PROGRAM

Funded by the Australian Government Department of Social Services, this program provided one-off grants of \$10,000–\$20,000 to grassroots organisations to strengthen volunteer management and support the participation of vulnerable and disadvantaged people. In FY25, 29 organisations were successfully funded from a total of 83 applications.

ORGANISATION	GRANT VALUE
5FOLD Limited	\$16,000
Australian Street Aid Project / Chances House	\$12,387
Bamboo Projects Education Ltd.	\$10,000
BeefBank Limited	\$17,880
BK Owls Basketball Club Incorporated	\$17,260
Bundaberg Street Law Ltd	\$20,000
Coffee Brigade Brisbane	\$20,000
Community Information Centre Townsville Inc	\$17,750
Croquet Association Queensland	\$18,030
Cycling Without Age - Gold Coast	\$18,000
Deaf Sports Recreation Queensland - Deaf Sports Australia	\$20,000
Fierce Females	\$10,022
FNQ Aviation Museum	\$18,510
Gold Coast Tool Library Inc.	\$19,220
Grab Life by the Balls	\$20,000
Lowood and District Swimming Club Inc	\$10,000
Mudjimba Surf Life Saving Club Inc	\$18,451
Prison Fellowship Australia – Qld	\$20,000
Queensland Country Women's Association Barcaldine Branch	\$12,000
Queensland Pioneer Steam Railway Co-operative Limited	\$15,800
Queensland Powerchair Football Association Inc	\$18,475
Southern Districts United Basketball Club Limited	\$16,515
The Caboolture Historical Society Inc.	\$16,500
Toowoomba International and Multicultural Society	\$20,000
Wide Bay Advocacy Inc	\$20,000
Wildlife Surrounds Conservation Fund Incorporated	\$20,000
Women's Power of Inspiration Inc.	\$17,000
Yarraman and District Historical Society Inc	\$10,250
You Belong Australia	\$19,450

# Volunteer Management Activity (VMA) PROGRAM

Volunteering Queensland delivers projects and funding across Queensland under the VMA program on behalf of the Australian Government's Department of Social Services, supporting initiatives that expand volunteering opportunities and strengthen community participation across the state.

As part of our work under this grant we oversee small funding grants to Volunteering Gold Coast, Volunteering North Queensland, Far North Queensland Volunteers, and Volunteering Sunshine Coast. We partner with them on the delivery of VMA activities to improve volunteering opportunities for the priority groups, and develop and implement online resources to support increased volunteering. As well as the VMA work we do within our team, and the projects we run in collaboration with partners, we deliver community grants to fund volunteer capability growth across the state.

ORGANISATION	ABOUT THE PROJECT	GRANT VALUE
Central Qld Multicultural Association	<b>CQMA CALD Women's Advisory Group</b> empowers CALD women, supports their growth, and builds capacity through community-led projects and programs.	\$11,000
St George Tourism & Museum Association Inc	<b>Reopen the Doors to History</b> boosted volunteer engagement, inclusion, and First Nations participation in rural Queensland through tailored outreach and training.	\$13,500
Wildhorse FM Inc	<b>Strengthening volunteer management practices for maximum inclusion and participation</b> focused on transforming its volunteer management systems to better include, support, and retain older women volunteers, particularly those over 50 living in a low socio-economic, rural town.	\$13,120
The Genus Inc	<b>ART POST Volunteering</b> developed a culturally responsive volunteer framework through peer-led mentoring, tailored workshops, and strengthened governance, enhancing inclusion and collaboration across Far North Queensland.	\$14,550
Not for Profit House Limited	<b>Regional Reach – Volunteering Connect</b> aims to increase volunteer engagement in Gladstone, targeting underrepresented groups including migrants, youth, vulnerable women, First Nations people, and people with disabilities.	\$71,140
Volunteering North Queensland	<b>Hero's Amongst Us: Volunteer Appreciation Tour</b> strengthens volunteer capacity by boosting engagement, supporting existing groups, and fostering collaboration to ensure inclusive, accessible, and standards-aligned volunteering.	\$20,000
Farm Angels	<b>Angels of Opportunity</b> upskills unemployed youth, people with disabilities, and women in Chinchilla through training and volunteer opportunities, boosting employability, retention, and inclusivity while creating a sustainable model for rural community engagement.	\$20,000
Port Douglas Community Services Network Inc	<b>Breaking Down Barriers to Volunteering in the Douglas Shire</b> boosted volunteer engagement and community connections, recruiting 50 new volunteers, overcoming barriers, and fostering partnerships to create a sustainable foundation for local volunteering.	\$81,499



## Angels of Opportunity FARM ANGELS

Farm Angels' Angels of Opportunity initiative in Chinchilla strengthened volunteer participation and employment readiness for underrepresented groups through training, mentoring, and tailored support.

The program fostered an inclusive environment where volunteers built skills, confidence, and social connections. In this period, **18 VOLUNTEERS** contributed **747 HOURS**, with two gaining employment, demonstrating the program's impact on both individuals and the community.



## Re-Open the Doors of History ST GEORGE TOURISM MUSEUM

The St George Tourism Museum Association boosted rural volunteer engagement by embedding cultural safety and inclusivity.

A Regional Volunteer Expo drew **120 ATTENDEES**, new resources improved onboarding, and cultural competency training with local Elders welcomed **22 NEW VOLUNTEERS**, including three First Nations participants. Stronger partnerships and inclusive practices created a sustainable model for remote communities.

## Art Post Volunteering THE GENUS INC

The Genus Inc's Art Post initiative boosted inclusive volunteering through tailored workshops, a six-week peer mentoring program, and new handbooks that improved onboarding, clarified roles, and embedded cultural safety. Cultural awareness training strengthened respectful engagement with First Nations communities, while reinforced governance and leadership practices built volunteer confidence and collaboration. The project positions The Genus Inc as a leader in trauma-informed, culturally responsive volunteering, offering a scalable model for regional and remote Queensland.





# EVENTS

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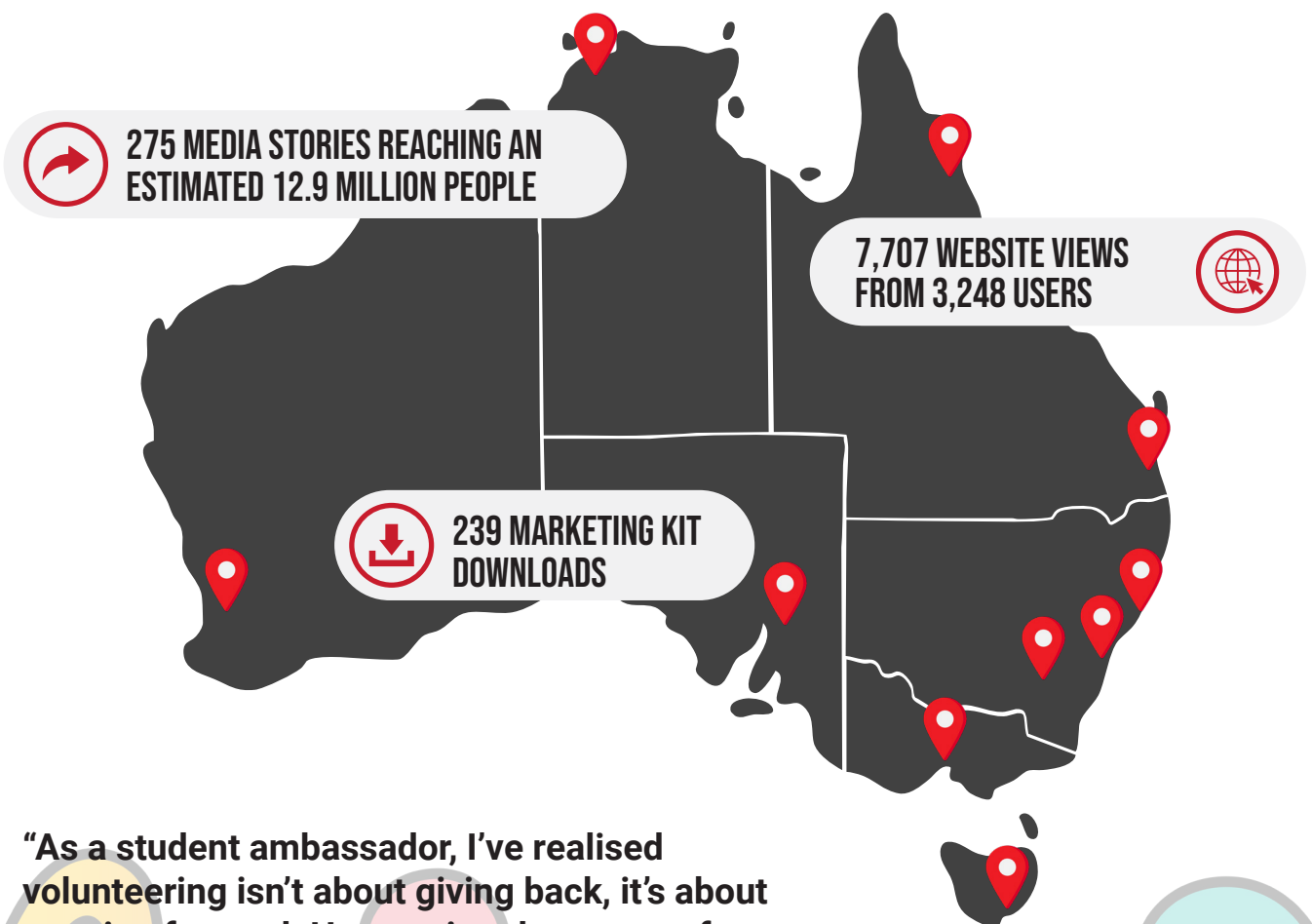
# National Student Volunteer Week 5 - 11 AUGUST 2024



National Student Volunteer Week celebrates the contribution of student volunteers and promotes volunteering to young people across Australia. With youth volunteering in decline, the campaign focused on flexible, micro, and online opportunities, while highlighting the personal and professional benefits of volunteering.

## 38 STUDENT ADVOCATES

across 18 universities, 9 schools and 1 college



**"As a student ambassador, I've realised volunteering isn't about giving back, it's about growing forward. Harnessing the power of leadership and creating a positive change."**

**"As a National Student Volunteer Week Ambassador, I had the privilege of inspiring and supporting fellow students in giving back to the community. This experience helped me grow as a leader while fostering a deeper sense of social responsibility."**



## Queensland Volunteering Conference 20 & 21 MARCH 2025



The 2025 Queensland Volunteering Conference brought together volunteers, sector leaders, and community changemakers from across Australia under the theme Volunteering for Change – *Inspire. Empower. Ignite.* Over two days, delegates shared stories, insights, and strategies to strengthen volunteering into the future.

**228 DELEGATES**  
from 148 organisations  
representing 105 postcodes



**100% OF SURVEY RESPONDENTS**  
said the conference will  
help improve the volunteer  
experience in their programs



**93% REPORTED**  
greater confidence to  
deliver best practice  
volunteer programs





**“I have attended many conferences throughout my career (I am now 70) and this would have to be the best I have ever attended! From the MC through to the speakers, volunteers assisting, time to meet new colleagues and catch up with others we know, the catering and the venue it was so well organised”.**

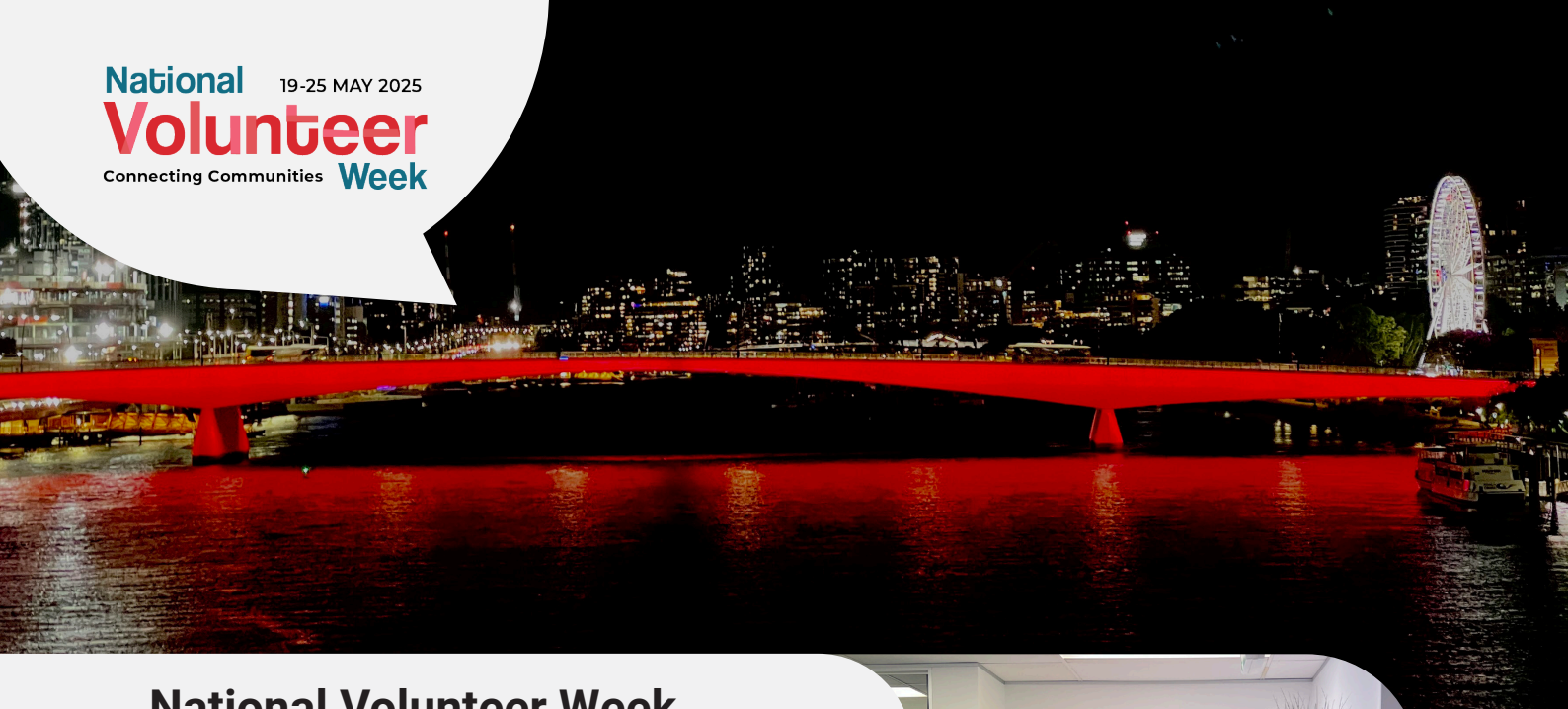


**“The most beneficial aspect of the conference was the opportunity to engage in networking and collaborative discussions with other volunteers and leaders. Hearing different perspectives, sharing experiences, and learning best practices from others in the field was incredibly valuable.”**

**Overall,  
the conference  
was a great mix of  
knowledge-sharing,  
practical takeaways,  
and meaningful  
connections!**







## National Volunteer Week 20 - 25 MAY 2025

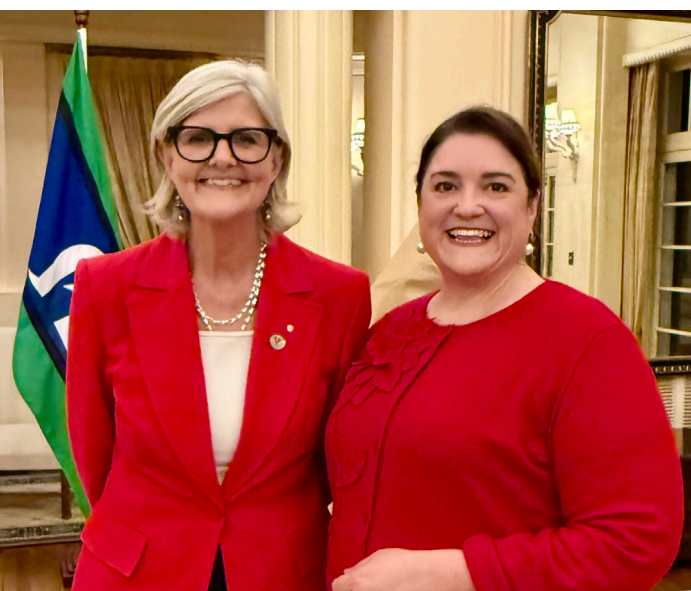
**National Volunteer Week 2025** was celebrated from 19-25 May with the theme “Connecting Communities.” Our campaign aimed to recognise, celebrate and thank all the incredible volunteers in Queensland for their contributions, while also encouraging new community members to explore volunteering opportunities.

Through a combination of in-person events, social media, media activity and internal engagement activities, we highlighted the impact volunteers have across the state. The campaign was aligned with national messaging from **Volunteering Australia** and tailored to reflect our local community spirit.



THANK YOU MORNING TEA FOR OUR VOLUNTEERS DURING NVW

The Governor General of Australia hosted a reception with Volunteering Australia at Government House in Canberra during the week to highlight the critical role of volunteers across the country. Her Excellency is a vocal advocate for the sector and spoke highly of the work of all volunteers.







882  
GUESTS

## Homeless CONNECT

Held in June 2025, Homeless Connect was a resounding success, thanks to **430 VOLUNTEERS** from the community, Brisbane City Council, local businesses, and partner organisations.



46 PALLETS  
OF DONATIONS  
DISTRIBUTED



VOLUNTEERS:  
108 BUMP-IN DAY  
322 EVENT DAY



### Housing & Homelessness Support

- Women's Homelessness
- Youth Homelessness
- Tenancy Support Programs
- Health and Wellbeing Initiatives

Learn more: [anglicaresq.org.au/homelessness](https://anglicaresq.org.au/homelessness)

61 SERVICE PROVIDERS  
4,574 POINTS OF  
ENGAGEMENT



213 HAIRCUTS  
59 PAMPER  
APPOINTMENTS



591 MEDICAL  
APPOINTMENTS

2,112 MEALS  
600+ COFFEES







# Queensland Volunteering AWARDS

More than 300 GUESTS gathered at Brisbane City Hall on Friday 16 May to celebrate the 10TH ANNUAL Queensland Volunteering Awards. The event honoured 177 NOMINEES, with finalists and recipients recognised across six award categories. Proudly sponsored by the Queensland Government, the ceremony showcased the extraordinary contributions of Queensland's volunteers and volunteer-involving organisations. Congratulations to all our recipients and finalists for their outstanding dedication and impact.

## Queensland Volunteer of the Year Award

**KIMBERLY DOYLE** has driven inclusion and growth in Special Olympics Mackay, Fire, and Queensland since 2014, expanding sports programs, securing over \$10,000 in sponsorships, and advocating for athletes' access. Her initiatives, from virtual Kung Fu sessions to international performances, have strengthened participation, awareness, and community engagement.





## Queensland Lifetime Contribution to Volunteering Award



**NOEL SHERRINGTON** has dedicated 40+ years and 14,000+ volunteer hours to St John Ambulance Qld, serving in leadership, training, and operational roles. He played a pivotal role during the 2011 Queensland floods and was instrumental in reforming Health and Medical Services in 2022. Noel's commitment has strengthened volunteer capacity and embodied St John's values of humanity, compassion, and excellence.

**PETER MORLEY** has dedicated over 30 years to service through ShelterBox Australia, Rotary, Meals on Wheels, and Bendigo Bank. He has raised more than \$250,000 for global disaster relief, led award-winning community projects, and championed vital local services, leaving a lasting impact in Queensland and beyond.



## Queensland Youth Volunteer of the Year Award

**RHEANCA LINCOLN** is co-founder and co-president of We Are Not Alone (WRNA), a youth-led initiative championing social connection and leadership for young people with disabilities in regional Australia. Since 2023, she has led inclusive events, workshops, and panels, partnering with multiple organisations and securing key grants, to empower and amplify youth voices.





## Queensland Excellence in Volunteer Management Award

Cindel Richardson began with SES at 12 as a Cadet and joined Yeppoon SES at 16. Over two decades, she's led responses to Cyclones Larry, Yasi, Marcia, and the 2022 Brisbane floods. Beyond frontline work, she mentors volunteers, raised \$60,000 for Yeppoon SES, and revitalised training in the Cleveland Group.

As Acting Inspector with Queensland Police and mother of three, she still dedicates hundreds of hours annually to SES operations, coordinating search and rescue, innovating training, and strengthening recruitment—building capability, culture, and community connection with integrity and empathy.



## Queensland New Volunteer Award

**MEHVISH MUKADDAM** arrived in Brisbane from India in 2024 and quickly made an impact through diverse volunteering. At Volunteering Queensland and the Queensland Conservation Council, she supported teams, events, and campaigns with initiative, resilience, and curiosity; connecting communities, promoting volunteering, and serving as an inspiring role model for newly arrived migrants.

**A HUGE THANK YOU TO THE QUEENSLAND GOVERNMENT FOR SPONSORING THE 2025 QUEENSLAND VOLUNTEERING AWARDS**

Proudly sponsored by



**Queensland  
Government**



## CEO Award for Outstanding Contribution to the Volunteering Sector

Annette Sheppard, recipient of Volunteering Queensland's CEO's Award for Outstanding Contribution, has dedicated over 30 years to strengthening volunteering in Cairns. Since joining the FNQ Volunteers Board in 1999 and becoming President in 2010, she has driven strategic change, raised awareness, and revitalised services.

When funding cuts threatened Volunteer Resource Centres, Annette stepped in as full-time Volunteer Manager, securing grants and rebuilding the organisation into a respected



community service. She also established the Aged Care Volunteering Visitor program, personally filling shifts when needed.

Her persistence, leadership, and generosity have ensured FNQ Volunteers' survival and inspired countless others.



## Queensland Volunteering Impact Awards

### COMMUNITY RECIPIENT

The National Association of Women in Construction

### GOVERNMENT RECIPIENT

City of Gold Coast

### CORPORATE RECIPIENT

Community Flights





# POWERED BY PEOPLE

Volunteering Queensland is the collective magic of our people – both our governance Board, our amazing staff and our fabulous volunteers. This year has seen significant movement in our team as funded programs ceased, and we shifted our priorities to better meet the changing needs of the sector and brought new skills and ideas to energise and support our work.

## FAREWELL AND THANK YOU

This year as we undertook our business transformation activities, we farewelled a number of long term VQ staff. We thank them for their significant achievements and their dedication to VQ and wish them well in their exciting new opportunities.; Amanda Nixon, Colleen Silvester, Igor Serikbayev, Amanda Salmon, Simone Hasker, Samuel Delamoir, Andrew Parkinson and Tracey Fox.

## VOLUNTEERS

Like all community organisations we are lifted up by the generosity of those who willingly give their time to help us deliver our vision and mission. A huge THANK YOU to those volunteers who have spent time with us this year....





# THE TEAM



**Jane Hedger**  
**CEO**



**Phillipa Byrne**  
**GENERAL MANAGER**



**Christina Sharpe**  
**COMMUNITY PARTNERSHIPS  
MANAGER**



**Andrew Bartlett**  
**POLICY & ADVOCACY ADVISOR**



**Jovana Juloska**  
**SENIOR FINANCE MANAGER**



**Rhee Duthie**  
**SECTOR ENGAGEMENT &  
DEVELOPMENT MANAGER**



**Rumer Grace Archer**  
**ORGANISATIONAL  
ENGAGEMENT MANAGER**



**Jackie Choquenot**  
**RTO & PARTNERSHIPS  
MANAGER**



**Susie Musgrove**  
**MEMBERSHIP ENGAGEMENT  
COORDINATOR**



**Imogen Barnes**  
**ENGAGEMENT & EVENTS  
COORDINATOR**



**Chris Webb**  
**RTO & COMPLIANCE  
COORDINATOR**



**Damita Oldmeadow**  
**COMMUNITY DEVELOPMENT  
OFFICER**



**Nury Galvis**  
**COMMUNITY PROGRAM  
OFFICER**



**Kristie McKean**  
**CONTRACTOR COMMUNITY  
OFFICER**



**Rikki Anderson**  
**CONTRACTOR PROJECT  
OFFICER**



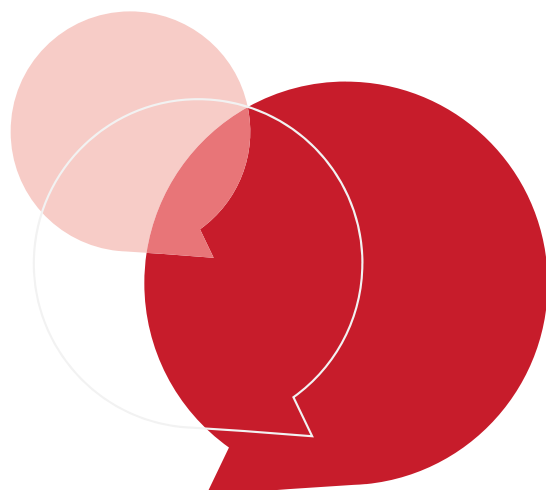
# THE BOARD



**Linda Lavarch**  
PRESIDENT



**John Livesey**  
TREASURER



**Ainsley Barahona-Santos**  
BOARD DIRECTOR



**Nunzia Confessore**  
BOARD DIRECTOR



**Simon Irwin**  
BOARD DIRECTOR



**Chris McCarthy**  
BOARD DIRECTOR



**Brett Stenson**  
BOARD DIRECTOR



**Craig Wildermuth**  
BOARD DIRECTOR



# OUR SUPPORTERS

It takes a village .....

Volunteering Queensland depends on the partnership and collaboration of individuals and organisations across the government, private, and community sectors to continue to do the critical work that we do.

Thank you so much to our incredible supporters and partners in volunteering this year... if we've missed anyone, know that we absolutely appreciate you!

**Commonwealth Department of Social Services**  
**Queensland Government**  
**Queensland Department of Local Government, Water and Volunteers**  
**Queensland Department of Families, Seniors, Disability Services and Child Safety**  
**The Minister for Volunteering - both Federal and State Members of Parliament**  
**All members of Parliament**

**Griffith University**  
**BDO**  
  
**Rosterfy**  
**Queensland Water and Land Carers**  
**Volaby**  
**Analog Digital**  
**Blue Card Queensland**  
**RAD Films**  
**Storm Birds - Leonie Vandeven**

**Conservation Volunteers Australia**  
**Green Thumb Farm**  
**Mackay Neighbourhood Hub**  
**Childhood Cancer Support**  
**Ronald McDonald House**  
**Gladstone Festival & Events**  
**Sheltered By Grace**  
**The Nest Community**  
**Majestic Isis Group**  
**Signal Flare**  
**Communify Qld**

**Our 360+ member organisations**  
**Volunteering Australia**  
**National network of State/Territory Volunteering Peak Bodies**  
**International Association for Volunteer Effort**

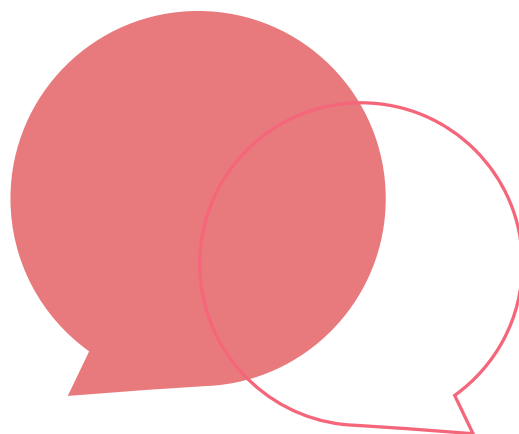
**Gladstone Not For Profit House**  
**Inala Elders**  
**Hervey Bay Neighbourhood Centre**  
**Port Douglas Neighbourhood Centre**

**Rio Tinto**  
**BHP BMA**  
**People First Bank**  
**Containers for Exchange**  
**Toyota**  
**John Deere**

**Far North Queensland Volunteers**  
**Volunteering North Queensland**  
**Volunteering Gold Coast**  
**Volunteering Sunshine Coast**

**Infin8 Care**  
**Anglicare**  
**Mini Farm Project**  
**MICAH Projects**  
**Pullen Pullen Catchment Group**  
**Queensland Council LGBTI+ Health**  
**Multicap**  
**Save Our Waterways Now**  
**Habitat Brisbane**  
**Share the Dignity**

**Queensland Gives Community Foundation**  
**My Community Directory**  
**Freddy Match**  
**Aon Insurance**





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