

Strategic Plan

2026–2029

Ordinary people,
extraordinary impact.



OUR VISION

Volunteers are recognised as the heart of Queensland.



OUR PURPOSE

To represent and support volunteers and volunteering.



OUR MISSION

To encourage and enable more Queenslanders to connect and contribute.



OUR VALUES

We make a difference by being:

Accountable

We act with integrity and purpose to effectively advocate for volunteering.

Collaborative

We foster proactive partnerships that create lasting impact together.

Welcoming

We make it easy for everyone to safely connect, participate, and feel valued.

Courageous

We lead boldly, adapt positively, and innovate for greater impact.

OUR IMPACT



GROW

More Queenslanders volunteering in ways that fit their lives – strengthening connection, wellbeing, participation and community impact.



SUSTAIN

A confident, skilled, and future-ready volunteering sector that connects and supports resilient Queensland communities.



VALUE

Volunteering is recognised, invested in, and celebrated as a vital part of Queensland's social infrastructure.

OUR ACTIONS

- Grow participation by helping more Queenslanders to find volunteering opportunities that match their interests, skills, and life circumstances.
- Drive continuous improvement by listening, learning, and adapting to strengthen volunteering experiences and outcomes.
- Increase the visibility of volunteering and demonstrate its contribution to Queensland's communities, economy and wellbeing.
- Make volunteering more accessible and inclusive by removing barriers and supporting the design of flexible volunteering opportunities.
- Build sector capability by developing its workforce, strengthening systems and sharing knowledge and good practice.
- Build partnerships that increase recognition of, and investment in, volunteering and amplify its impact.
- Promote volunteering to inspire more Queenslanders to participate and understand the difference volunteering makes.
- Strengthen Volunteering Queensland's capability, resilience and sustainability as a trusted, agile and future-ready peak body.
- Equip and encourage partners, decision-makers and communities to recognise, celebrate and champion volunteering.