

Our ref: CTS 08207/25



- 6 MAY 2025

Mr James Lister MP
Chair
Local Government, Small Business and Customer Service Committee
Parliament House
Cnr George and Alice Streets
BRISBANE QLD 4000

Department of
**Local Government,
Water and Volunteers**

Email: lgsbcsc@parliament.qld.gov.au

Dear Mr Lister

Thank you for your email dated 3 April 2025 requesting the Department of Local Government, Water and Volunteers (the department) to prepare comments on key themes raised in written submissions to the Parliamentary Inquiry into Volunteering in Queensland (the inquiry), to support the Local Government, Small Business and Customer Service Committee (committee) in its deliberations.

The department has read each of the 526 published written submissions available on the committee's inquiry webpage, noting an additional 42 submissions were identified as confidential and unavailable for review. The enclosed paper provides an Executive Summary and Summary Table which articulate themes, issues, potential solutions and priorities for further investigation that have emerged from the department's review.

I acknowledge the generosity of each individual and organisation that has shared their expertise and recognise the time and effort it has taken to prepare each of the submissions. The Department of Local Government, Water and Volunteers (the department) will continue to review these submissions, noting the value of learning from those operating within the sector, as we continue to assist the committee in its deliberations and prepare for a Queensland Government response to the committee's report later this year.

If you require any further information, please contact Ms Charlotte Young, Director, Volunteering Policy and Engagement, Strategic Policy and Partnership in the department on [REDACTED] or email [REDACTED] who will be pleased to assist.

Yours sincerely

[REDACTED]
Joshua Hannan
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Enc

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Local Government, Small Business and Customer Service Committee Inquiry into volunteering

Department of Local Government, Water and Volunteers
commentary on key themes raised in written submissions

6 May 2025

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.

This publication has been compiled by Volunteering Policy and Engagement, Department of Local Government, Water and Volunteers.

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Executive Summary

The Department of Local Government, Water and Volunteers (DLGWV) has reviewed each of the published written submissions to the Parliamentary Inquiry into volunteering in Queensland (the inquiry) in response to a request from the Local Government, Small Business and Customer Service Committee (the committee) received on 3 April 2025. Of the 568 written submissions, 42 were noted by the committee as confidential and were unavailable for DLGWV's review.

The purpose of this paper is to assist the committee in its deliberations. It does not reflect Queensland Government policy, provide a comprehensive analysis of each submission, nor provide an endorsement of proposed solutions suggested in submissions. DLGWV has provided a response to themes, issues and suggested solutions and notes the opportunity for more detailed briefings on topics that require greater analysis from DLGWV and other agencies with expertise on matters raised.

The Executive Summary presents DLGWV's overall analysis of written submissions and sets out an objective summary of themes and potential areas for further investigation. The Summary Table provides more detail relating to these themes, issues and solutions and DLGWV's preliminary views, where appropriate. Reference is made in the Summary Table to relevant submission numbers however issues and solutions may have also been raised in other submissions not identified in the table. DLGWV has not engaged with other Queensland Government agencies in this review.

This paper represents a preliminary analysis of written submissions. DLGWV has not validated the issues raised by submitters or undertaken an analysis of the solutions presented. DLGWV will continue to review, analyse and undertake further research and stakeholder engagement to inform development of the Queensland Government's response to the committee's final report and recommendations, to be delivered in September 2025.

Analysis of submissions

The written submissions provide invaluable insights into the current state of volunteering in Queensland, including the current barriers, motivations and challenges experienced by individuals and organisations. Notably, there is a strong drive from organisations representing people from diverse backgrounds, including people with disability and from culturally and linguistically diverse (CALD) communities, as well as more traditional volunteer involving organisations (VIOs), peak representative groups and long-standing volunteers, and a range of regional geographic representation.

Each of Queensland's four Volunteering Resource Centres (VRCs) as well as regionally based volunteer service providers has provided input, and Queensland's peak body for advancing and promoting volunteering, Volunteering Queensland. As seen in **Figure 1**, submissions were received from 279 individuals (not including confidential submissions), as well as five Members of Parliament, 12 Councils, 35 Peak and Advocacy Groups, academics and a range of Public and Private Sector entities, Not-for-Profit (NFP) organisations, and local community groups.

Figure 1: Number of submissions received

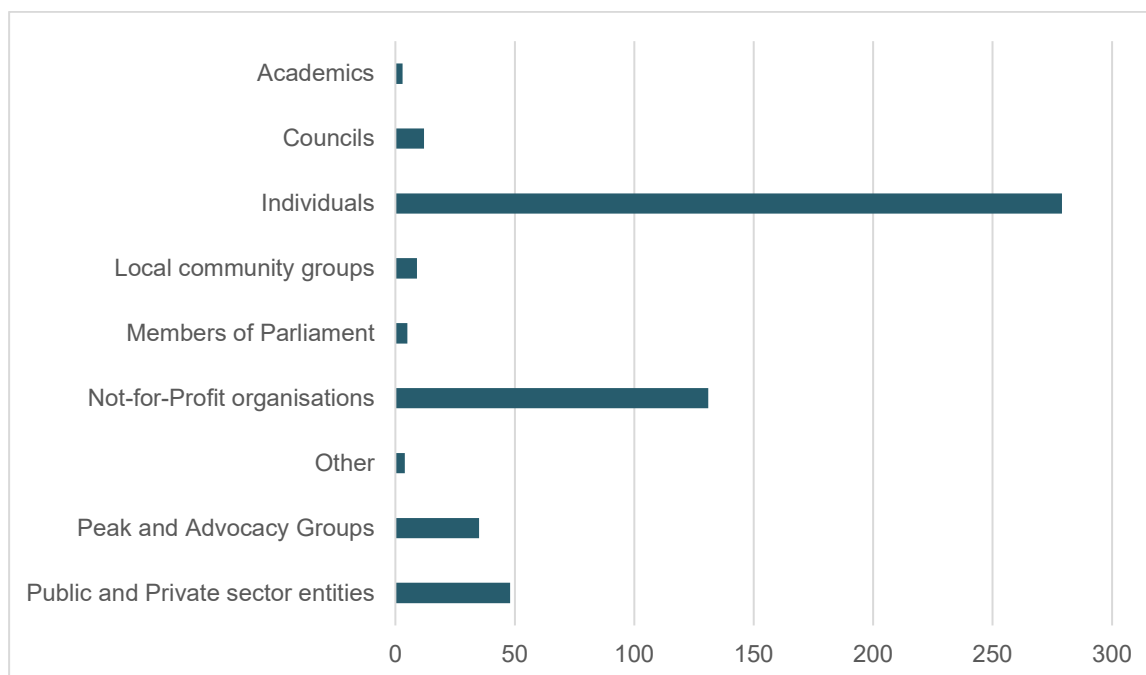
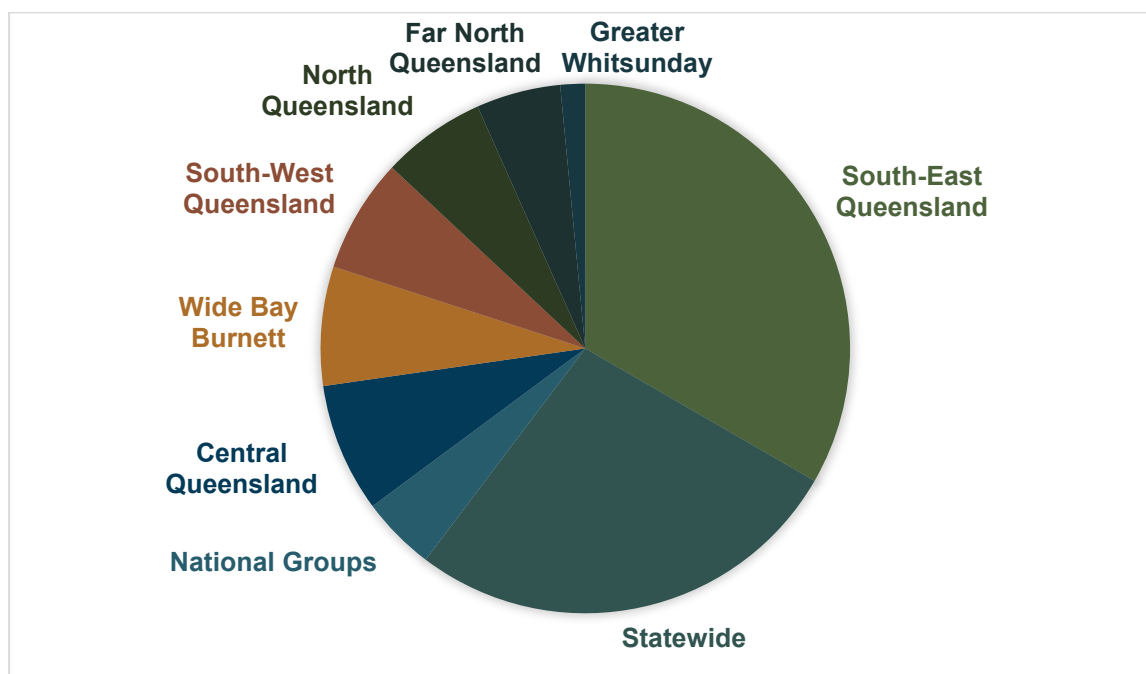


Figure 2 sets out the geographic location of those that provided a written submission to the inquiry. Of the 331 submissions that identified a geographic location, 110 were from South-East Queensland, 89 were from Statewide entities or groups in multiple locations, 15 from National groups, with the remainder spread relatively evenly across Queensland's regions (Central – 26, Wide Bay Burnett – 25, Darling Downs and South West Queensland – 23, North Queensland – 21, Far North Queensland – 17, Greater Whitsunday – 5).

Figure 2: Geographic Locations



A significant number of submissions point to opportunities and challenges for government support, with many articulating how the Queensland Government can leverage opportunities to grow volunteering including through preparations for hosting the Brisbane 2032 Olympic and Paralympic Games (the 2032 Games). Importantly, many VIOs, peak bodies, and individuals recognise the increasing demands on services provided by volunteers and the need to mitigate identified risks

relating to attraction, onboarding, retention, and volunteer management leading up to and beyond the 2032 Games. DLGWV is committed to enabling a coordinated, collaborative approach and recognises this intention is shared by colleagues across government and the volunteering sector.

Valuable insights are presented in submissions that focus on issues within the emergency response volunteering sector, with reference to several existing reports and research papers that have undertaken a thorough investigation into many of these issues. DLGWV recognises that government agencies have plans already in place to address many issues raised in these submissions. DLGWV points to this existing expertise that can be referred to directly by the committee in its deliberations about optimisation of emergency responses, including for natural disasters and community recovery.

Submissions indicate support for engaging directly with young people and Aboriginal peoples and Torres Strait Islander peoples. There are limited submissions received from individuals or organisations representing these groups, despite being identified in the inquiry terms of reference as a priority for the inquiry to include in its deliberations. DLGWV suggests further consideration of how to address gaps in submissions, including hearing directly from more young people and Aboriginal peoples and Torres Strait Islander peoples as well as people with disability and people from CALD communities, to understand what is needed to better include their participation and interest in a reimagined volunteering sector.

Key Themes

DLGWV's review identifies several core themes:

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| 1. Administrative Burden and Red Tape | 6. Liability and Insurance |
| 2. Organisational Challenges | 7. Emergency Response |
| 3. Volunteering Passport and Database | 8. 2032 Games |
| 4. A Volunteering Culture for Queensland | 9. Other (including Government policy development and interjurisdictional issues) |
| 5. Financial issues for volunteers and volunteer-involving organisations | |

DLGWV notes that declining volunteer rates and volunteer attraction and retention are key issues across most submissions. Volunteer attraction and retention is influenced by broader social and economic trends (such as rising cost of living pressures and demographic changes), sector-wide issues (such as gaps in protections for volunteers under law), and specific to VIOs (such as organisational capacity and capability). The core themes identified above all relate to the issue of volunteer attraction and retention.

Notes on the Summary Table

The Summary Table attempts to capture multiple perspectives relating to key themes raised in the 525 publicly available written submissions to the Parliamentary Inquiry into volunteering in Queensland. Every effort has been made to summarise the range of themes, issues, and solutions however, it is not possible to refer to every point included in each of the submissions, nor to reference every submission made.

While themes have been identified separately, it is important that issues are considered holistically when considering potential solutions. DLGWV recognises the substantial contribution each submission makes to the inquiry process. DLGWV is committed to continuing its review and further investigation into issues raised in the submissions to support the Queensland Government in strengthening the volunteering sector in Queensland.

Next steps

Written submissions include a range of suggested solutions to address issues raised within each of the core themes. It is clear, based on the complexity and variety of issues raised, that there is no quick fix. A program of initiatives aimed at addressing system-wide and more localised issues is required to strengthen Queensland's volunteering culture and remove barriers to volunteering.

Collectively, submissions indicate some issues could be relatively easily addressed through greater clarity, communication and connection to bring certainty and access to existing information, resources and support.

Submissions indicate opportunities for further investigation to determine what feasible options could address some of the more significant challenges consistently raised. Examples of issues requiring further investigation include proposals which may require:

- legal, regulatory and policy reform
- substantial upfront or ongoing investment, or
- a nation-wide/inter-jurisdictional response.

Importantly, submissions note that no entity outside or within government has a mandate or funding to tackle the challenges currently facing the volunteering sector. DLGWV recognises that establishing the inquiry is a significant step towards addressing this gap and looks forward to continuing to support the committee in its inquiry with a view to preparing a whole-of-government response once a final report and recommendations have been tabled.

Conclusion

DLGWV recognises the value of continued consideration of the themes, issues and proposed solutions raised in the written submissions to the inquiry. Queensland already has an incredible range of individuals, organisations and peak bodies committed to creating a thriving volunteering sector, who willingly give their time for the common good and without financial gain. However, as clearly articulated across all submissions, volunteering is not free. Improvements to the system will require consideration of how best to access and use resources to ensure effective commitment and coordination over a prolonged period.

Further consultative processes and engagements with relevant stakeholders, including other Queensland Government departments, will be crucial in addressing the intricate web of volunteer management, costs, support, and regulatory matters. The insights gathered here are strong foundations to build from as we work together to create a future where volunteering in Queensland is both celebrated and facilitated in a way that benefits individuals, communities, and the entire state.

Summary Table

Administrative Burden and Red Tape	
Written Submission	Departmental Response
<p>Administrative requirements on Volunteer Involving Organisations (VIOs) and volunteers can be imposed by government under law, regulation or policy, or by the volunteer organisation itself in line with organisational practices or to meet insurance or contractual requirements. Many submissions identify excessive administration and red tape as a barrier to volunteering and a cause of frustration for both organisational and volunteers.</p> <p>Several submissions note that what is considered a burden is a subjective assessment. Commonly identified examples of administrative burden are set out below.</p> <p>Background checks</p> <p>Submissions vary from expressing support for background check (e.g. Criminal History Checks and Blue Cards) requirements as a means of ensuring safety for vulnerable Queenslanders, to frustration resulting from a perceived over-regulation of the volunteer sector and the amount of time and energy required to navigate government processes. Additional barriers include having to undertake background checks for every VIO a volunteer is involved with, and registered inter-state volunteers being required to obtain a Blue Card despite having a similar accreditation from another jurisdiction.</p> <p>Training</p> <p>A range of volunteers express the view that training is excessive, time-consuming, not tailored to specific roles and responsibilities or that it is duplicated, noting the requirement to complete similar training when volunteering for several different VIOs. Some volunteers experience a lack support on how to complete training, a lack of understanding about the purpose of training, and difficulties in obtaining Recognition of Prior Learning (RPL). Many executive-level volunteers point to a lack of specific training to support their additional duties.</p> <p>Compliance and Reporting</p> <p>Submissions raise frustrations with government regulation and grant reporting requirements for VIOs, noting the growing complexity of legislation, regulation and governance. Submissions note that</p>	<p>Background checks</p> <p>DLGWV recognises the need for legislative protections for volunteers, organisations and those that benefit from their services, without causing any undue barriers to the operation of volunteering in Queensland.</p> <p>Further investigation is required to understand why submitters consider background checks to be a barrier, and whether the issues relate to application/processes times, transferability of checks between organisations, or whether VIOs are making volunteers to undertake checks in instances where checks are not required under law.</p> <p>Blue Card Services, Department of Justice, administers Queensland's approval process and is qualified to comment on matters raised in relation to the Blue Card system. It is noted that the Blue Card Child Protection System is the subject of a separate active inquiry.</p> <p>Training, Compliance and Reporting</p> <p>DLGWV notes the benefits of a system that enables efficient onboarding, training and reporting, and acknowledges that training,</p>

<p>requirements applying to not-for-profits (NFPs) are comparable to requirements applied to for-profit entities, despite most VIOs having limited access to financial and human resources. Volunteers and VIOs point to a growing expectation of 'professionalisation' of the sector, with escalating demands in volunteer management, governance, reporting and premise maintenance resulting in stress for executive-level volunteers. Submissions note that requirements associated with applying for government grants can be onerous and that government grants and contracts come with significant reporting requirements. Many smaller VIOs do not have paid staff and government funding application and reporting requirements are a significant impost on volunteers' time.</p> <p>Proposed solutions</p> <p>Submissions suggest a range of solutions, including:</p> <ul style="list-style-type: none"> • a review of the Blue Card system to determine which volunteering activities require a Blue Card, whether Blue Card requirements need clearer communication, and review circumstances for rejecting an applicant (e.g. relevance of historic, non-violent offences) • an inter-connected digital volunteer management system that shares volunteer information, including Blue Card and Criminal History Check verification and a record of qualifications, training and experience (potentially via volunteer passport) • a review of regulatory and administrative arrangements for opportunities to streamline application and approval processes • a national accreditation system, supported by the development of standardised training courses, to ensure that volunteers only need to complete training once, and address inter-jurisdictional barriers for Australian residents • formal training to help volunteer executives understand and meet their legislative and regulatory requirements • dedicated support staff (e.g. legal, financial) which can be shared across VIOs, to support VIOs and volunteers meet their administrative obligations (sometimes referred to as a "hub" model). 	<p>compliance and reporting is commonly cited as a barrier for volunteers and VIOs</p> <p>Many of the proposed solutions are conceptual, with further investigation required to determine the extent to which some of the issues could be addressed by improved communication about requirements of VIOs and volunteers in relation to background checks, training, compliance and reporting, and linking or enhancing available resources and advice so they are more accessible.</p> <p>DLGWV acknowledges the need for further investigation to determine the feasibility of solutions to some of the more challenging issues raised, including the development of nationally accredited, standardised training, reform of government grant application and contractual reporting requirements, an inter-connected digital volunteer management system, support for training of volunteer executives, and proposed passport and volunteering hub solutions.</p>
<p>Submissions referencing these issues include: Background Checks: 43, 87, 92, 108, 145, 172, 175, 177, 194, 212, 224, 233, 237, 245, 246, 248, 263, 278, 279, 298, 309, 313, 321, 333, 364, 367, 416, 428, 439, 455, 462, 478, 510, 533, 534, 538, 544, 556, 558, 566. Training: 27, 43, 56, 109, 140, 172, 178, 180, 216, 229, 239, 245, 255, 264, 303, 305, 306, 307, 311, 333, 338, 342, 406, 416, 430, 441, 442, 458, 461, 462, 490, 506, 507, 544, 547, 556, 567. Compliance: 3, 6, 16, 63, 92, 98, 120, 122, 146, 160, 165, 172, 176, 179, 186, 187, 188, 211, 212, 215, 233, 242, 248, 295, 311, 357, 379, 384, 392, 397, 416, 427, 434, 436, 437, 438, 456, 470, 478, 499, 500, 506, 507, 521, 544, 551, 553, 556, 558, 565.</p>	

Organisational Challenges	
Written Submission	Departmental Response
<p>Submissions raise a range of issues relating to VIO organisational challenges and opportunities. While DLGWV recognises the connection of these matters with system-wide and external factors, this section focuses on organisational level barriers and opportunities.</p> <p>Attraction and retention</p> <p>Multiple submitters identify that attracting and retaining volunteers has become more difficult. Several factors are attributed to this issue at an organisational level, and where additional support for organisations is required. These issues include gaps in executive and managerial capabilities, VIO skills gaps in marketing and communication, digital literacy, cultural capability, inclusion of volunteers from diverse communities, volunteer disengagement and burn out.</p> <p>Gaps in volunteer protections</p> <p>Submissions note gaps in volunteer protections across the following areas:</p> <ul style="list-style-type: none"> bullying and harassment - There are complexities and inconsistencies in relation to which volunteers can access redress under fair work, human rights and anti-discrimination legislation dispute resolution/investigations – Volunteers and VIOs require a process for raising, investigating and responding to complaints and disputes, however there is currently no ombudsman or other entity with authority to investigate such matters work health and safety (WHS) - Volunteers are entitled to the same duty of care protections as paid workers under WHS legislation, but submissions note that WHS issues can be prevalent for volunteers, such as limited risk reporting, risk management and training and assessment to support the safety of volunteers gaps in civil liability protections - these are addressed below under the ‘Liability and Insurance’ theme. <p>Volunteer manager and organisational executive capability and support</p> <p>VIO executives and volunteer managers are often volunteers themselves and are required to lead and manage operations, human resource issues, marketing, volunteer recruitment, training administration and</p>	<p>Attraction and retention</p> <p>As previously noted, DLGWV recognises the connection between many solutions proposed here (and throughout the paper) with making the sector more attractive to potential volunteers, and the impact of improvements to volunteer management (and related issues) could have to improve retention. DLGWV is supportive of solutions that will intercept current trends, enabling organisations to increase attraction and retention of volunteers.</p> <p>Gaps in volunteer protections</p> <p>DLGWV notes that several submissions propose legislative and regulatory reform to enhance protections for volunteers. DLGWV is not aware of any recent review of existing legislation to identify gaps in protections for volunteers.</p> <p>A gap analysis could inform consideration of whether policy and legislative amendments, and initiatives such as the establishment of new regulatory entities such as a volunteer ombudsman, is required to achieve parity between the rights of volunteers and paid employees.</p> <p>Any legislative, regulatory and/or policy reforms should be considered in conjunction with initiatives to support volunteer organisations,</p>

<p>compliance with laws and regulations. Most are required to perform their duties with limited capacity, capability and support.</p> <p>Executives and managers can find it challenging to stay up to date on legal and regulatory requirements which are complex and often changing. Without proper support, those in executive and managerial roles can feel overwhelmed and concerned they are exposing the VIO and themselves to liability. This can result in burnout and/or 'over compliance' where they impose excessive requirements on volunteers to limit exposure to risk and liability.</p> <p>Difficulty recruiting for executive roles</p> <p>Submissions note that it is difficult to attract volunteers to executive roles. Volunteers can be put off by the responsibility and time requirements associated with these positions, or by a desire to volunteer in more 'hands on' roles that directly deliver VIO services.</p> <p>Data and technology</p> <p>Submissions identify barriers to adopting technology for VIOs, including limited digital literacy, resource constraints, poor connectivity in remote areas, and the complexities of compliance for managing data security and privacy. Technological advancements provide potential opportunities for volunteers and VIOs as well as system-wide benefits:</p> <ul style="list-style-type: none"> • improve communication, including increase reach, awareness and fundraising potential through digital campaigns and social media • offer virtual volunteering opportunities and promote short-term, flexible volunteering options • enhance collaboration, including to remove barriers for those who prefer online/remote volunteering • achieve efficiencies and enhance volunteer orientation and training. <p>Proposed solutions</p> <p>Submissions suggest a range of solutions, including:</p> <ul style="list-style-type: none"> • legal, regulatory and policy reform to address gaps in volunteer protections • develop formal complaint mechanisms for volunteers, for example the establishment of a new regulatory entity such as a volunteer ombudsman 	<p>executives and managers to comply with new and existing requirements.</p> <p>Volunteer manager and organisational executive capability and support</p> <p>DLGWV acknowledges that managerial and executive positions are challenging, and that the capacity and capability of those in these roles is vital to the success of the VIO and the experience of volunteers supporting these organisations.</p> <p>Resources to support leadership and governance of VIOs and volunteer management is available online, to support VIOs to comply with legal/regulatory requirements and implement good governance and management practices. However, it is unclear whether these resources are easily accessible (i.e. whether guidance material is co-located and easy to apply in a real-world environment). Further analysis of the suitability and accessibility of support for managers and executives is required to identify gaps.</p> <p>Difficulty recruiting for executive roles</p> <p>DLGWV acknowledges that executive roles are necessary for the leadership and operation of VIOs, and that these positions can be difficult to fill. Consideration could be given to whether greater support, incentives or guidance is required to support volunteer progression pathways and make managerial and executive roles more appealing.</p>
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<ul style="list-style-type: none"> initiatives to support VIO executive and managerial capability, including enhances training and support for compliance with legal and regulatory obligations, through initiatives such as an enhanced resource portal (peak bodies already administer a resource portal) and helplines initiatives that provide incentives for people to take up managerial and leadership roles support for managerial/executive progression pathways, e.g. Volunteer Career Plans/Pathways support VIOs to implement innovative leadership and management practices, like offering micro, flexible or remote volunteering opportunities to support volunteer attraction and retention rates support VIOs to improve leadership and managerial practices such as providing volunteers with clear role descriptions, volunteer training and leadership pathways, burnout prevention and retention strategies, rotation-based rostering, recognition and rewards, check-ins and feedback loops upskill volunteer managers in the National Standards for Volunteer Involvement, by implementing a professional development and Professional Volunteer Leader program across the state, and support for more affordable and accessible options for managers to access the Certificate IV in Volunteer Coordination connect the volunteering ecosystem through enhanced technology, such as a volunteer and VIO database which registers Queensland volunteers, allowing for volunteer matching and experience/behavioural insights. 	<p>Data and technology</p> <p>DLGWV notes that data and technology present significant opportunities for volunteer, VIOs and the volunteering ecosystem. Consideration could be given to further investigating barriers to using data and adopting emerging technology for VIOs. Some of these issues could be addressed by attracting and retaining volunteers with technical skills and strong digital literacy, increasing opportunities for online or remote volunteering, and links with initiatives proposed to support the attraction and retention of younger volunteers.</p> <p>DLGWV notes that investment in databases may also be required to support other proposed initiatives, such as a volunteer passport/portable background checks, and standardised/centralised training and induction.</p>
<p>Examples of submissions which reference these issues include: Attraction and retention 13, 46, 55, 90, 100, 106 , 111, 112, 113, 119, 121, 131, 132, 135, 139, 142, 147, 151, 154, 161, 162, 163, 169, 173, 179, 181, 183, 184, 198, 200, 206, 209, 255, 268, 295, 302, 308, 317, 333, 342, 349, 352, 353, 366, 367, 376, 380, 385, 405, 413, 417, 418, 434, 443, 460, 470, 483, 491, 546, 556, 559, 560, 565, 568 Gaps in volunteer protections 19, 21, 24, 297, 379, 391, 416, 472, 539, 540, 544, 549; Manager and Executive capability & support: 2, 4, 30, 53, 91, 114, 136, 138, 148, 158, 170, 172, 199, 204, 219, 225, 227, 230, 231, 232, 259, 267, 277, 278, 316, 336, 346, 359, 366, 373, 374, 398, 412, 416, 420, 427, 439, 446, 448, 451, 464, 481, 529, 541, 543, 544, 557, 562, 568; Data & technology: 86, 102, 136, 169, 248, 251, 260, 326, 445, 526, 544, 556, 557.</p>	

Volunteering Passport and Database	
Written Submission	Departmental Response
<p>The concept of a national volunteer passport and database system is proposed by a range of individuals and organisations as a way of sharing volunteer information to reduce administrative burden, improve efficiency in volunteer management and improve the volunteer experience, particularly those who volunteer for more than one organisation.</p> <p><i>The National Strategy for Volunteering 2023 – 2033</i> includes a commitment to develop a national volunteer passport and volunteer management platform, which is supported by several local councils and VIOs. Submissions note that Queensland needs to develop a passport as part of volunteer application assessments to ensure successful volunteer recruitment, onboarding and management in the lead up to the 2032 Games. Other submissions note the Australian Sports Commission's Sport Volunteer Coalition Action Plan Year 2 Report also includes a National Sport Volunteer Register/Passport as a key deliverable. Regular and ongoing systems maintenance would be required to ensure continued security and privacy safeguards for individuals for a volunteer management system, making it inefficient and impractical for VIOs to develop and maintain such a database.</p> <p>Proposed solutions</p> <p>Submissions feature a range of views about what is meant by a Volunteering Passport and Database. Suggested functionality and benefits include a solution which provides:</p> <ul style="list-style-type: none"> • a centralised online platform for volunteers to complete necessary training and background checks (e.g. Blue Card/Criminal History Checks) tied to government requirements • connection with a rewards and incentives program to recognise and encourage volunteer contributions • an ability for individuals to nominate their preferred types of work and skills to match with suitable volunteering opportunities • a national approach to support cross-border volunteer mobility through recognition of qualifications and registrations • the ability to issue targeted calls for volunteers in particular geographic areas with specific skills or capabilities to significantly enhance the State's emergency and natural disaster responses • an alert system providing real-time notifications of any changes in a volunteer's compliance status 	<p>DLGWV recognises the volunteering sector has expressed a strong desire for the centralisation and sharing of information, accessible through a user-friendly platform. A volunteer passport is proposed as a solution, however there is considerable variation in relation to its proposed purpose and scope.</p> <p>Australian Government agencies are at various stages of investigating the potential of a volunteer passport, with different audiences and purposes in mind. DLGWV notes the benefits of a national approach, and the value in Queensland working in partnership with other jurisdictions to support a shared solution. However, DLGWV also recognises the need to investigate options and implement an effective solution with sufficient time to prepare for the 2032 Games.</p> <p>Further investigation is required to understand the need, options, feasibility, scope, cost and delivery model for a solution that would service all, not just a discrete sector or group of volunteers. Matters for consideration include:</p> <ul style="list-style-type: none"> • What information needs to be accessed and shared? • Is a national approach required, or could a state-delivered model be an effective solution?

<ul style="list-style-type: none"> implementation prior to the 2032 Games to distribute volunteer onboarding demands throughout the lead-up years. 	<ul style="list-style-type: none"> Which entity would be responsible for delivery and ongoing operation of the passport? Data security and privacy issues.
Submissions referencing these issues include: 43, 172, 194, 224, 233, 248, 278, 291, 313, 416, 428, 445, 482, 534, 536, 544 and 558.	
A Volunteering Culture for Queensland	
Written Submission	Departmental Response
<p>Recognition, celebration and promotion</p> <p>Submissions note that volunteers and their achievements do not receive much media coverage, and that volunteering could be encouraged through the celebration of volunteers and by showcasing volunteer role models. Volunteers can feel that their efforts are underappreciated. For some, greater public recognition of their contributions may be more valued than monetary rewards. Other submissions point to the need to recognise volunteers through tangible rewards such as discounts or vouchers. Submitters note the importance of creating a culture of volunteering that is reflective of Queensland's diverse community to enhance participation and improve VIO's inclusion and cultural capability.</p> <p>Youth attraction and engagement</p> <p>Several VIO submissions note their volunteer base is ageing and their organisation is struggling to recruit younger volunteers. This presents a threat to the continuity of the organisation and restricts the diversity of skillsets and experiences among an organisation's volunteer cohort. It is important to note that due to there being a very limited number of submissions from young people, it is difficult to identify why younger people may be less inclined to volunteer. Issues raised in submissions include time and financial constraints.</p> <p>Diversity and inclusion</p> <p>Submissions identify that there is a strong desire from diverse communities to volunteer, and to create opportunities that support greater inclusion and diversity of Queensland's volunteering base. For examples, submissions present university research which finds that almost unanimously refugees want to contribute to Australia and fulfil social and civic responsibilities. Similarly, there are a range of examples of good practice where people with disability have had positive volunteering experiences.</p> <p>People from some diverse groups face barriers to volunteering, including social isolation, accessibility, language, accessibility/environmental and attitudinal barriers, as well as limited outreach efforts and a lack of</p>	<p>Recognition, celebration and promotion</p> <p>DLGWV recognises that it is important that volunteers feel that their contributions are recognised and appreciated, and that a culture that values volunteering is promoted. DLGWV notes that there are opportunities to better celebrate volunteers and promote volunteering across Queensland through the creation of dedicated strategies and initiatives.</p> <p>Youth attraction and engagement / Diversity and inclusion</p> <p>DLGWV recognises the value of the perspective of those with a lived experience being included in the design and development of a volunteering culture for Queensland. Noting the range of views presented in written submissions which have included representation from some diverse cohorts, there is a clear interest and desire to investigate further – either through the inquiry, or through dedicated research - to better understand the diverse range of volunteering attitudes and motivations, including from young people, people with disability, people</p>

<p>appropriate promotional materials. Organisational culture in some VIOs is raised as a barrier, with new volunteers not feeling welcome or supported, leading to high attrition rates. For example, a submitter from a culturally and linguistically diverse (CALD) background acknowledges that despite the willingness of individuals, CALD communities are under-represented in inter-community volunteering, possibly due to a lack of enablers from both sides.</p> <p>Diversity and inclusion - VIOs</p> <p>Many submitters note that a diverse and inclusive volunteer base provides benefits for society and VIOs however this requires extensive planning, investment and capacity building. Queenslanders with Disability Network notes a range of co-designed resources that can enable VIOs to create an inclusive environment for people with disability. Submissions from VIOs also acknowledge that greater understanding about the unique challenges experienced by people from diverse backgrounds requires further investigation, through engaging with each of the diverse cohorts.</p> <p>Corporate volunteering</p> <p>Submissions identify opportunities to enhance corporate volunteering and foster a workforce engaged in community service. Corporations can administer their own volunteering initiatives, or partner with existing VIOs to support their employees to volunteer. Corporate volunteering produces a range of benefits, including supporting volunteer recruitment, encouraging skill-based volunteering, collaboration and mutual capability-building, and the potential for long-term funding through multi-year partnerships.</p> <p>Place-based volunteer support services</p> <p>Submissions note the benefit of supporting a state-wide network of place-based volunteer linking/support services or 'hubs.' Volunteers are often recruited through word of mouth, suggesting that place-based volunteer linking services could help uplift local volunteer numbers. Submissions which suggest 'hubs' refer to a physical location where volunteers could be directed or linked to local volunteering opportunities. Several bodies already play an effective role in enhancing volunteering in their region, including Volunteer Resource Centres (VRCs) which were previously funded under the Australian Government's Volunteer Management Activity program, as well as other bodies such as NFP House in Gladstone.</p> <p>Proposed solutions</p> <p>Submissions suggest a range of solutions to enable a proactive volunteering culture for Queensland, including:</p>	<p>from CALD communities, and Aboriginal peoples and Torres Strait Islander peoples.</p> <p>The inquiry commits to understanding the unique and diverse challenges experienced by Aboriginal peoples and Torres Strait Islander peoples involved in volunteering and the role of volunteering in Closing the Gap.</p> <p>It is acknowledged in several submissions that in general Indigenous cultures have a close connection and intrinsic responsibility to country, kin and culture, but there is very limited detail about particular issues that need addressing, from the perspective of lived experience. One submitter identifies as an Aboriginal and South Sea Islander person however there are no submissions from a VIO or Peak representing Aboriginal peoples and Torres Strait Islander peoples.</p> <p>Further investigation is required to understand the diverse perspectives of Aboriginal peoples and Torres Strait Islander peoples, including in urban, regional and remote and discrete communities.</p> <p>Corporate volunteering</p> <p>DLGWV notes that submissions present a range of options for enhancing corporate volunteering sponsorship and participation. There may be value in exploring whether a strategy and structured approach to encourage corporate volunteering is needed.</p> <p>Place-based volunteer support services</p>
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<ul style="list-style-type: none"> • a targeted media campaign to improve appreciation, awareness and interest, and greater understanding of the impact of volunteering (include young people, CALD, people with disability, First Nations peoples) • diverse representation in the design and execution of marketing and communications strategies • awards, honours, appreciation events, a public holiday in honour of volunteers' achievements and encouraging participation, recognition programs, vouchers, gifts and tokens of appreciation • Youth Volunteer Programs that credit volunteering hours to awards, employment opportunities and qualifications, and promotion of volunteering through the school system • build capacity within organisations to create inclusive, accessible volunteering opportunities • co-design resources, systems and processes by engaging with people with diverse lived experiences • corporate volunteer programs, such as a 'Corporate Volunteering Day', incentivisation for employers to support volunteering by offering paid volunteer leave/flexible working arrangements, promotion of skill-based volunteering, and matching employee contributions to VIOs • public service-led initiatives, whereby public servants have access to leave to participate in volunteering, which could encourage the private sector to adopt similar measures • encourage businesses to publicly pledge to donate a percentage of employee time to volunteering or provide financial and in-kind support for volunteers and/or VIOs, potentially backed by branding opportunities for corporate sponsors • tax incentives for businesses that actively support volunteering through donation of employee time, sponsorship, direct funding, or in-kind contributions • support for a state-wide network of volunteer support services (or 'hubs') to link communities with local volunteering opportunities, and provide support such as training, general guidance and assistance, access to professional mental health services, advocacy for volunteering in the region. Best practice suggests leveraging and supporting existing local bodies/infrastructure, rather than establishing new place-based volunteer hubs. • enhance volunteer service sustainability and accessibility in rural and remote regions by providing communal IT resources and strengthen collaboration and resource-sharing among VIOs. 	<p>DLGWV notes that several submissions express that communities would benefit from place-based services to promote local volunteering opportunities and provide support for VIOs within their community.</p> <p>Further analysis is required to understand the service need and gaps in existing support available to volunteers and VIOs across Queensland. NFP House in Gladstone was raised in several submissions as an effective example of place-based volunteer support and could be considered for use as a case study for potential delivery model options, as well as existing VRCs.</p> <p>DLGWV notes the opportunity to engage further with government organisations, peaks and VIOs representing diverse groups of people, to explore solutions raised here, including the feasibility of corporate volunteering options, a state-wide network of place-based volunteer support, designing an inclusive marketing campaign and building inclusive workplaces for volunteers.</p>
<p>Examples of submissions which reference this issue include: Recognition, celebration and promotion: 2, 7, 27, 28, 49, 55, 57, 82, 86, 104, 123, 170, 224, 272, 336, 361, 379, 414, 416, 544, 556, 568; Youth attraction and engagement: 14, 27, 65, 81, 88, 127, 136, 150, 155, 213, 203, 224, 254, 257, 266, 290,</p>	

354, 390, 416, 419, 433, 441, 454, 470, 491, 495, 548, 556, 567, 568; **Diversity and inclusion:** 2, 13, 21, 40, 41, 68, 102, 129, 190, 224, 247, 251, 330, 336, 362, 393, 415, 422, 427, 430, 463, 494, 505, 508, 520, 532, 544, 546, 550, 556, 562, 564, 567; **Corporate volunteering:** 4, 27, 28, 102, 152, 182, 291, 300, 374, 396, 416, 419, 479; **Place-based volunteer support services:** 30, 64, 161, 174, 224, 291, 326, 348, 369, 374, 416, 430, 436, 441, 449, 531, 534, 538, 542, 544, 554.

Financial issues for volunteers and volunteer-involving organisations

Written Submission	Departmental Response
<p>Cost of volunteering for volunteers</p> <p>Many volunteers note that they incur out of pocket expenses as a direct result of volunteering. Frequently raised volunteering costs include travel, accreditation fees, fees to undertake required training, uniforms and personal protective equipment. Volunteer and VIO submitters both recognise these costs are a deterrent to volunteering. Submitters note that due to increasing cost-of-living pressures some existing volunteers can no longer afford to absorb these costs, forcing them to reduce their volunteering involvement. Cost-of-living increases are also deterring new volunteers who cannot afford to take on any new expenses.</p> <p>Financial issues for volunteer-involving organisations</p> <p>A frequently expressed sentiment is that VIOs have limited funds and this is negatively impacting client, volunteer and community wellbeing. To ensure financial viability VIOs are sometimes required to choose between reducing services they provide to the community or reducing the support they provide to volunteers. These decisions create stress on volunteer managers and diminish the experience for volunteers.</p> <p>VIOs note sharp increases in operating costs as a major concern with increasing fixed overhead costs forcing them to cut expenditure on variable costs such as training, equipment and staffing and/or delays to infrastructure expenditure. VIOs also suggest that government regulation leads to considerable unavoidable costs associated with onboarding, training, and managing volunteers. The unfunded, emerging need for psychological first aid support for volunteers is also noted, particularly for organisations supporting disaster response efforts or dealing with people in crisis. Issues regarding the cost of insurance is covered in the section on liability and insurance.</p> <p>Government funding</p> <p>Submissions note a range of structural issues with the way in which VIOs are funded, identifying that government funding is often short-term and only available to cover delivery of projects, rather than to cover an organisation's fixed operational costs. Many government-funded VIOs note that government's calculation</p>	<p>DLGWV acknowledges that there are costs involved in enabling effective volunteer management, and long-term organisational planning and development. Volunteers can also incur personal costs for which they may not be reimbursed.</p> <p>A range of subsidies and tax relief is already available for charitable organisations and VIOs. Further analysis is required to identify if opportunities exist to offset certain operational costs for VIOs and/or personal costs incurred by volunteers.</p> <p>DLGWV acknowledges that project-based and grant/short term funding arrangements can create challenges for VIOs which are heavily reliant on government support. DLGWV notes that the manner in which the government funds services extend beyond the volunteering sector and is informed by a range of factors including the need for transparency and accountability for the spending of public funds.</p>

<p>for funding allocation excludes significant unavoidable costs (such as overheads) and important activities (such as volunteer matching). One submission suggests exploring other sources of funding to remove dependence on government funding.</p> <p>VIOs point out that they incur many of the same costs as for-profit entities. Submitters note that while VIOs do not pay volunteers, there are substantial costs associated with volunteer management. Many submitters note that when a VIO's activities align with government objectives, funding VIOs is a cost-effective way for government to achieve outcomes.</p> <p>Proposed solutions</p> <p>Submissions suggest a range of solutions to address financial issues, including:</p> <ul style="list-style-type: none"> • tax and allowance incentives for volunteers, such as income tax deductibility for expenses directly related to volunteering, and increasing a volunteer's pension to cover average costs associated with volunteering • relief from rates, registration fees and levies • government-funded subsidies or reimbursements to provide volunteers with financial support for essential costs (paid either directly to the volunteer or indirectly through the VIO) • employers to offer paid volunteer leave, motivated through corporate citizenship or government incentives • a centralised support service available to VIOs to address increasing demands on VIO costs • government to develop a grants and funding framework for VIOs, to support longer-term, reliable funding arrangements to ensure the on-going viability of VIOs. 	
<p>Submissions referencing these issues include: Cost of volunteering for volunteers: 20, 27, 39, 47, 66, 115, 126, 141, 150, 169, 170, 180, 181, 191, 193, 195, 196, 202, 205, 207, 210, 215, 224, 238, 250, 283, 296, 301, 336, 344, 368, 388, 400, 411, 416, 419, 422, 429, 430, 435, 440, 441, 453, 454, 483, 488, 534, 544, 546, 554, 555, 568; Financial issues for VIOs: 18, 40, 59, 69, 72, 74, 182, 291, 224, 244, 252, 271, 291, 304, 331, 337, 341, 343, 345, 370, 384, 389, 394, 401, 416, 419, 437, 441, 467, 479, 528, 534, 544, 556, 567; Government Funding: 18, 63, 78, 185, 193, 197, 224, 252, 271, 315, 326, 336, 337, 341, 343, 356, 363, 365, 416, 433, 436, 441, 444, 463, 465, 484, 489, 534, 545, 546.</p>	

Liability and insurance	
Written Submission	Departmental Response
<p>Civil liability and workplace health and safety</p> <p>Submissions note liability and insurance-related issues as impacting the operations of VIOs, creating unnecessary risks and potentially deterring individuals from volunteering. These issues include:</p> <ul style="list-style-type: none"> gaps and uncertainties in Queensland legislation in relation to the civil liability of volunteers and VIOs a lack of coverage for volunteers under WorkCover, exposing VIOs to liability for workplace injuries to volunteers and necessitating personal accident insurance for volunteers. <p>Insurance affordability</p> <p>Rising insurance costs are identified across submissions as a significant concern for VIOs. Submitters note community-based NFP organisations must hold appropriate insurance including public liability and personal accident and WorkCover to deliver their services. Several submitters advise that the insurance policies VIO's can afford may restrict their activity. For example, volunteers have had to cease volunteering due to insurance policy age restrictions, and certain activities have had to be ceased because the insurance policy the VIO could afford did not cover those activities.</p> <p>Proposed solutions</p> <p>Submissions suggest a range of solutions, including:</p> <ul style="list-style-type: none"> legislative amendments to protect volunteers from civil liability legislative amendments to clarify civil liability arrangements relating to VIOs consider WorkCover coverage for volunteers investigate the feasibility of a Statewide insurance coverage for volunteers investigate the New Zealand model, where payments for personal injury claims are capped which reduces the cost of public liability insurance. 	<p>Civil liability and workplace health and safety</p> <p>DLGWV notes that liability and insurance is a key issue identified across multiple submissions. Further investigation of liability arrangements applying to volunteers and VIOs may be warranted to understand the impact of existing laws, regulations and frameworks on volunteers and VIOs. DLGWV notes that submissions make specific recommendations for legal and regulatory amendments to protect volunteers from civil liability, clarify VIO civil liability arrangements, and extend WorkCover protections to volunteers. These recommendations require further analysis to determine the risks, benefits and feasibility of proposed amendments.</p> <p>Insurance affordability</p> <p>DLGWV notes that rising insurance costs are identified as a key financial constraint for VIOs. Further analysis is required to determine what options are available to assist with the insurance costs, including the viability and cost implications associated with the state or other entity assuming liabilities which are currently held by volunteers and/or VIOs.</p>
<p>Submissions referencing these issues include: 3, 14, 58, 59, 74, 83, 84, 94, 104, 124, 168, 243, 291, 297, 332, 377, 384, 385, 389, 419, 423, 426, 441, 457, 528, 533, 534, 536 544, 549.</p>	

Emergency Response	
Written Submission	Departmental Response
<p>Many submissions address opportunities and issues relating to State Emergency Service (SES) and Rural Fire Service Queensland (RFSQ) volunteering.</p> <p>Recruitment and onboarding</p> <p>Submissions note that the application, induction and training requirements for the SES and RFSQ are lengthy and onerous. Submissions indicate that the period between applying to become an emergency response volunteer and deployment is substantial, resulting in some applicants losing interest and deciding not to continue as a volunteer. Some submissions note an absence of recruitment policies and strategies.</p> <p>Background checks</p> <p>Submissions state that background checks for RFSQ and SES are too stringent and provide examples of where skilled volunteers have been rejected due to old or minor offences. Submissions express a range of views in relation to Blue Cards. Some submitters question why Blue Card should be required for RFSQ volunteers, due to a perceived lack of interaction with children. Other submitters suggest that the rationale for why emergency response volunteers should be required to hold a Blue Card may simply not have been adequately explained.</p> <p>Culture and respect</p> <p>Submissions suggest that at times there is tension and a lack of mutual respect between paid staff and SES and RFSQ volunteers. Submissions suggest that fundamental differences between the motivations and needs of volunteers, compared to paid staff, is not appreciated by the organisation and leadership. Submissions from RFSQ, SES and Volunteer Marine Rescue volunteers indicate they feel that paid staff controlling disaster responses dismiss volunteers' local knowledge and practical experience, resulting in poor decisions. The effectiveness and appropriateness of emergency service management styles is questioned when dealing with volunteers, with submissions suggesting that a more consultative style which accommodates volunteer constraints (such as availability) may be required.</p> <p>Training, skills and volunteer career pathways</p> <p>Many emergency response volunteers identify themselves as a 'career volunteer' and advocate for more opportunities to develop skills and progress within their volunteer organisations. Several submissions note limited and infrequent training opportunities for volunteers, whereas others consider training to be too</p>	<p>DLGWV recognises that several submissions raise matters relating specifically to the SES and RFSQ.</p> <p>The Queensland Police Service and Queensland Fire Department have administrative responsibility for the SES and RFSQ respectively and have provided written submissions to the inquiry. Several opportunities and challenges are detailed in these submissions that demonstrate many of the issues raised in other submissions are already being responded to by these departments.</p> <p>DLGWV notes that Queensland Government emergency response services have been the subject of independent reviews and reform in recent years.</p> <p>It is important to consider all submissions that relate to SES and RFSQ in the context of this historic and current work.</p> <p>DLGWV is supportive of a coordinated, collaborative approach that contributes to an effective and supportive operating environment for volunteers involved in emergency responses.</p>

lengthy/onerous and delivered at inconvenient times. Some express a preference for certain training models, such as seeking volunteer input into the development of RFSQ training and employing volunteers on a casual basis to deliver regional level training for RFSQ volunteers.

Structure, management and administration

Submissions suggest a rise in centralised bureaucracy has caused communication lags, lengthy delays in decision-making and responsiveness and additional workload on RFSQ volunteers. There is a desire for greater autonomy, for example over brigade-raised funds, and possible exemptions from whole-of-government policies, such as procurement, to support greater flexibility for local RFSQ units. Submissions suggest that paid senior managers may be disconnected from the needs of volunteers and regional communities.

Representation and protections

Current industrial relations legislation only requires an organisation to consult with the relevant union on workplace issues. Submissions suggest that the current industrial framework does not provide adequate representation for volunteers. Submissions also note instances where volunteers are being taken advantage of. For example, the suggestion that rental property managers/agencies refer tenants to the SES to fix problems with rental property, for which the manager/agency is responsible.

Cost of volunteering

Submissions note the cost of SES and RFSQ volunteers, and their employers, are a barrier. Submissions also suggested that the private sector should be encouraged to provide paid leave to support volunteer emergency response deployments, similar to those offered to Defence reservists.

Proposed solutions

Submissions suggest a range of solutions, including:

- a review of background checks and Blue Card requirements for emergency service volunteers
- amendments to the training model and content to ensure training is manageable, relevant, and supports volunteers who aspire to progress to leadership positions. Several RFSQ submitters expressed a preference for a local training model, rather than the current centralised model
- structural organisational changes to achieve a better alignment between organisational leaders and managers and regional volunteers (such as the relocation of headquarter to regional centres), and/or

<p>achieve more independence for regional units (ranging from greater autonomy over funds, to the establishment of an independent Rural Fire Service with its own Commissioner)</p> <ul style="list-style-type: none"> • law reform, supported by the establishment of a new Committee, to ensure volunteers receive industrial representation, formalise consultation requirements and achieve greater transparency • initiatives to offset costs for emergency service volunteers, including mandatory paid leave arrangements, supported by measures to alleviate associated costs for businesses/employers (such as payroll tax exemptions for emergency volunteer employees). 	
<p>Submissions referencing these issues include: Recruitment: 1, 5, 8, 31, 38, 44, 51, 60, 72, 79, 101, 133, 220, 228, 409, 519, 534; Background checks: 44, 50, 72, 97, 220, 237, 469, 477; Culture and respect: 9, 21, 22, 25, 33, 54, 60, 62, 67, 77, 78, 79, 80, 93, 101, 134, 143, 148, 153, 192, 220, 228, 294, 314, 372, 409, 475, 477; Training, skills and volunteer career pathways: 5, 12, 23, 33, 35, 38, 45, 60, 70, 73, 85, 97, 159, 220, 226, 228, 237, 270, 326, 409, 504, 519; Structure, management and administration: 34, 36, 44, 60, 79, 85, 159, 220, 237, 282, 326, 329, 355, 371, 409, 477, 519; Representation and protections: 79, 178, 228; Cost of volunteering: 12, 23, 26, 32, 35, 48, 89, 220, 320.</p>	
2032 Games	
Written Submission	Departmental Response
<p>Submissions note opportunities and challenges presented by Brisbane hosting the 2032 Olympic and Paralympic Games, in the lead up, during and after the event.</p> <p>Opportunity to build Queensland's volunteer management capability</p> <p>Submissions identify that the 2032 Games could build the Queensland's volunteering sector capability, if contracts for volunteer management are awarded to local bodies with sufficient lead time rather than entities operating outside Queensland. Submissions suggest that investment to develop expertise in volunteer management within Queensland-based organisations would ensure volunteer management services for the 2032 Games can be performed by local volunteer organisations.</p> <p>Leveraging the Games to incentivise volunteering leading up to the event</p> <p>The 2032 Games could be used to incentivise volunteering, if individuals who volunteer within their communities are prioritised for 2032 Games opportunities. Early identification of specific VIOs as official suppliers for the 2032 Games (i.e. Queensland-based VIOs) could be used to attract volunteers to those organisations and background check and train them well in advance of the event.</p>	<p>DLGWV recognises that the 2032 Games is a once in a generation opportunity to build Queensland's volunteer base and uplift capability across the sector.</p> <p>The Brisbane 2032 Olympic and Paralympic Games Organising Committee is responsible for volunteer engagement and recruitment for the 2032 Games.</p> <p>DLGWV notes the opportunity to work with the Organising Committee to develop a comprehensive strategy to build capability in the lead up to the event and achieve post-event legacy benefits.</p> <p>DLGWV values efficiency and coordination in designing and delivering solutions to issues</p>

<p>Impact on VIOs during the 2032 Games</p> <p>VIOs raise concerns about the potentially negative impact of volunteer recruitment in the lead up to the 2032 Games. There is a risk that increasing demands currently being placed on VIO services at the same time as a declining supply of volunteers will place acute pressure on the volunteering sector that cannot be sustained without due consideration as part of long-term planning for the 2032 Games.</p> <p>Inclusiveness benefits</p> <p>Submissions identify the 2032 Games could be used to increase opportunities for inclusiveness and diversity in volunteering, and showcase Queensland as a welcoming, culturally capable, fun and diverse destination.</p> <p>Realising legacy benefits</p> <p>Despite good intentions, previous major sporting events have missed out on the opportunity to build a strong legacy, with volunteer interest concentrated on elite sporting events rather than grassroots engagement.</p> <p>Proposed solutions</p> <p>Submissions suggest a range of solutions including:</p> <ul style="list-style-type: none"> • develop a strategy and supporting initiatives to build Queensland-based volunteer capability in the lead up to the 2032 Games to mitigate the impact on existing VIOs and achieve legacy benefits • build a sector capability by contracting local volunteering support services and VIOs for 2032 Games volunteer management, supported by investment in these services/organisations • develop initiatives to leverage 2032 Games volunteering opportunities as an incentive for individuals to volunteer at local, existing VIOs in advance of the 2032 Games • launch a volunteer passport in advance of the 2032 Games as an enabler of legacy benefits • engage Queensland's peak VIOs to lead or contribute to the planning and delivery of the 2032 Games volunteer program and legacy program • embed diversity in the planning, design, implementation of the 2032 Games volunteer program and setting equity and diversity quotas or targets. 	<p>raised here that relate to broader issues experienced across the volunteering sector. There may be an opportunity to use the 2032 Games as a catalyst for other initiatives and reforms, such as further investigation of a volunteer passport.</p>
<p>Submissions referencing these issues include: 228, 262, 317, 319, 358, 430, 428, 438, 441, 449, 482, 487, 496, 520, 536, 544, 550, 554.</p>	

Others	
Written Submission	Departmental Response
Government policy development	
<p>Submissions make recommendations for how impacts on volunteers and the volunteering sector can be better considered in government decision making and embedded in policy design.</p> <p>Submissions also identify specific laws and policies considered to directly or indirectly impact their ability to volunteer, or to attract volunteers to their organisation.</p> <p>Submissions suggest a range of solutions including:</p> <ul style="list-style-type: none"> • establish a Ministerial Advisory Panel • establish mechanisms for the government to leverage all portfolios and engage volunteer sector stakeholders early in policy development • develop a new Queensland Volunteering Strategy and Action Plan, underpinned by the National Strategy but tailored to include strategies specific to Queensland's regional context and unique sector challenges • monitor the status of volunteering and use volunteering data to inform policy • review laws and policies which directly or indirectly impact volunteers and VIOs. 	<p>DLGWV acknowledges there are opportunities to elevate volunteer sector representation in policy development and government decision making.</p> <p>Opportunities to embed volunteer representation in government processes could be considered through the development of a new Queensland Volunteering Strategy and Action Plan and other formal consultation and reporting mechanisms.</p> <p>DLGWV recognises there may be value in reviewing existing laws and policies to understand and mitigate their impact on the volunteer sector.</p>
Interjurisdictional issues	
<p>Submissions identify challenges and opportunities associated with the laws and policies of the Australian Government and matters which require a national response.</p> <p>National volunteer passport/ National responses to working with children checks</p> <p>Submissions include recommendations for the development of a national volunteer passport, which links to recommendations for a national response to working with children checks. These initiatives are proposed to support volunteering across borders and improve portability of volunteer credentials between organisations and jurisdictions. A national approach to these issues is noted as being critical to natural disaster responses and major events such as the 2032 Games, noting the opportunity for Queensland's volunteers to develop skills and knowledge by having flexibility to volunteer for episodic events in other jurisdictions.</p>	<p>DLGWV notes that some issues impacting volunteers, and the volunteering sector fall within the Australian Government or another jurisdiction's remit.</p> <p>DLGWV is not aware of a Ministerial or formally established interjurisdictional forum for national/interjurisdictional issues impacting the volunteering sector.</p>

<p>Other Australian Government matters</p> <p>Submission address matters relevant to Australian Government initiatives including:</p> <ul style="list-style-type: none"> • income tax incentives such as volunteer tax deductions as hours claimed against income tax, and tax benefits or stipends • reforms to charity status application processes • incentivising volunteering through HECS/HELP debt reductions • changes to Centrelink mutual obligations requirements to better recognise the contribution of volunteering, and mitigate against risks and issues for volunteers • opportunities through National Disability Insurance Scheme (NDIS) reforms to activate participants with volunteering and employment opportunities. 	<p>DLGWV notes there would be benefits to some of the suggested solutions, including a nationally consistent approach to a volunteer passport, however further investigation is required in partnership with other jurisdictions and Queensland Government agencies.</p>
<p>Submissions referencing these issues include: Government policy development: 278, 290, 430, 466, 476, 479, 507 544, 556; Interjurisdictional issues: National responses to working with children - 145, 194, 224, 291, 315, 331, 416, 428, 441, 455, 544, 555, Income tax Incentives -15, 35, 83, 86, 135, 150, 169, 205, 336, 408, 416, 428, 434, 533, 544. Charity status - 260, 426, other - 30, 37, 39, 49, 94, 144, 169, 31, 336, 419, 550, 555.</p>	

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