

## Inquiry into volunteering in Queensland

**Submission No:** 94  
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### Submitter Comments:

The word "volunteer" needs to be more clarified. Volunteer means "free will". A lot of volunteer providers, I have noticed, choose to ignore the volunteer rights, especially on Centrelink volunteers who are open to being exploited. There seems to be a lot of exploration going on eg. Being made to work harder and faster, being made to use poisonous substances without proper protection, being chastised and not valued for work being done under volunteer requirements and being pushed as if being employed by the organisation and making it uncomfortable to work in their conditions and not being praised for their work. Volunteers thrive on praise. Volunteers are open to being abused causing PTSD, anxiety issues, vulnerability that causes emotional stress and sickness. This was the experience I felt very recently. Volunteer providers don't seem to understand the role of the volunteer and they get away with their abuses as there is no regularity authority to complain to to stop abusive behaviors. Centrelink will not do anything about this issue. It makes people resent the fact that they are forced to volunteer and face to risk of exploitation. A lot of volunteers have bitter experiences and govt departments seem to be choosing to ignore this issue. You wonder why people don't like volunteering because of this. Seniors, like myself, feel upset and vulnerable that there's no-one to turn to for help, this is in my case. Govt needs to step up and take responsibility, such as Centrelink, to keep us volunteers safe from abusive volunteer providers.