

## Inquiry into volunteering in Queensland

**Submission No:** 193  
**Submitted by:** Gympie Medical Transport Inc.  
**Publication:** Making the submission and your name public  
**Attachments:** No attachment

### Submitter Comments:

Gympie Medical Transport Inc. (GMT) will provide a voluntary, personalised, safe, dependable, and cost effective 'door to door' service with 'wait time' to meet individual client requirements and thereby providing an Equity of Access to medical services needed by Gympie Regional Council residents. GMT is 100% volunteered based, there are no paid positions. GMT commenced in 20021 with 2 leased cars and 15 volunteers, since then GMT has grown to owing 7 cars and has over 45 volunteer drivers. Our service attracts like-minded individual who want to help in assisting our community members get to non- emergent medical or surgical appointments. Many of our volunteer go above and beyond their requirements and it would be nice to thank them for their effort. The majority of our volunteers are in the 50- 80-year age bracket. Some through Service Australia are required to do 15 hours voluntary hours / week to meet their obligation with them. We have a number of drivers, fund raisers and office assistance who help the volunteer coordinators in their quest to assist the local Gympie Community who reside in the Gympie regional Council Region in Divisions 2-8. Fund raising is a keen factor for our service as we receive no government support and all our cars (seven) have been gained through successful grant application, bequests and lots of hard work in raising money. GMT is a not-for-profit organisation and the admin fees we charge have a minimal impact to the user for e.g. Gympie to Sunshine Coast is approx. 100km and GMT charges \$100 for a return trip. The Patient Transport Subsidy Schemes (PTSS) reimburses clients approx. \$68 meaning the client is out of pocket only \$32. As there is no public transport to the Sunshine Cost from Gympie and local taxi's charge \$500 return for this same trip. GMT makes this travel for clients, vital health, financial impact affordable. GMT is lucky to have two coordinators who have worked in various management positions prior to retirement and had life and service skills to manage and coordinate. They also attended many volunteer support Inservice sessions to ensure their knowledge, skills and work ethic would enhance not be detrimental to the intended insight, vision or building of this vital community service. Thanking volunteers for their efforts, contribution and support of their communities is vital to the volunteering ethos. Volunteers don't expect anything but a heartfelt thank you, however some travel considerable kilometres to conduct their volunteering time with GMT. 1. A yearly physical contribution to their fuel cost e.g. \$100 / volunteer at GMT would be most appreciative especially in this economic climate. . 2. Contribution to yearly training sessions that our drivers are required to attend would also be beneficial. 3. Contribution to a yearly function for our organisation would also be beneficial for our volunteers. Grants to "thank" volunteers are minimal and have limited capacity financially. Plus, the time factor of completing grants impacts on the organisation. 4. The volunteers in the future may in fact require some type of financial incentive to contribute to the communities ongoing needs, this may create another range of issues. 5. How can Not for Profit organisation with paid executive staff be classed as NFP. Where does the money for these paid positions come from??6. GMT 100% volunteered based (no paid positions) NFP organisation finds it difficult to even win grants to move our service forward, 7. GMT is extremely lucky to attract like-minded volunteers who are not expecting any kudos for their volunteer service. and during 2023-2024 financial year 11,823 volunteer hours were recorded by 50 volunteers. GMT has seven (7) cars that travel 1000km / car/ week.