

Inquiry into volunteering in Queensland

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Motorsport Australia is recognised as the peak governing body (NSO) for motorsport in Australia. In order to preserve Motorsport Australia's reputation and safeguard our officials program, Motorsport Australia commissioned the Officials Working Group. Through extensive stakeholder engagement, including It surveyed many officials currently active around the country (as well as those who had recently seen their licences lapse) the Working Group developed 37 recommendations to address these challenges, support our officials and ensure our program remains the best in the world. Motorsport Australia wishes to address the items 1-5 of the Terms of Reference based on those respective recommendations:

1. The current state of volunteering in Queensland and the value it contributes, including benefits to volunteers, organisations, communities and the State; In the motorsport sector, volunteering is crucial, as officials and support staff ensure the safe and efficient conduct of events. In November 2021, Motorsport Australia released a report [The economic contribution of the Australian motorsport industry in 2019] which reported over 2,500 volunteers in Motorsport events across Queensland. The benefits of volunteering extend beyond the organisations and communities it serves—volunteers themselves gain personal satisfaction, skill development, and social connections. Despite their dedication, volunteers often face accessibility issues, outdated training materials, and regulatory burden. Addressing these challenges will enhance their experience and ensure a sustainable volunteer workforce.
2. The views of volunteers, prospective volunteers and the volunteering sector on the current barriers to volunteering, including excessive legislative and regulatory burdens and other restrictions adversely limiting active volunteers; Volunteers, prospective volunteers, and organisations report several barriers that limit participation, including:
 - Excessive legislative and regulatory burdens: Volunteers often struggle with complex compliance requirements, including licensing and accreditation processes that can be cumbersome. Motorsport volunteers in particular face regulation adherence with:
 - o extensive safety and risk management protocols,
 - o insurance requirements,
 - o Working With Children Checks (Blue Card), and
 - o traffic management controls & Road Authority requirements (e.g. CTP extension and conditional road registration schemes).
 - Limited accessibility: Where there is a limited opportunity to deliver face-to-face training for volunteers, there may be a reliance on digital accreditation and training resources, which are subject to technological challenges. For example, Motorsport Australia has limited integration between its websites and training infrastructure, which hinders engagement and participation.
3. The current experiences, motivations and challenges for volunteers and volunteer-involving organisations and their recommendations for addressing challenges and improving the volunteering experience; Volunteers are motivated by passion, community involvement, and personal development. However, key challenges that QLD motorsport officials they face include:
 - Inefficient training and development programs: Current volunteer management and learning management systems are outdated and fail to provide interactive and engaging training.
 - Lack of recognition and incentives: Motorsport officials, for instance, appreciate the introduction of branded uniforms, but call for expanded incentives such as exclusive experiences, professional development opportunities and expense reimbursement (e.g. travel).
 - Poor digital infrastructure: Volunteers face difficulties accessing necessary documentation and policies due to inefficient websites and search functions.

Opportunities for Improvement:

- Implement a centralised digital hub for volunteers, integrating training, licensing, and policy updates.
- Enhance career progression pathways through structured mentorship and coaching programs.
- Expand recognition and incentive programs to increase retention and

motivation.4. The unique challenges experienced by people from diverse backgrounds, genders, age groups, abilities and locations, and opportunities to improve volunteering participation, accessibility and experience for these groups;Volunteers from diverse backgrounds, genders, age groups, abilities, and locations face unique challenges, including:•Geographic barriers: Rural and regional volunteers often lack access to adequate training & resources, as well as opportunities to attend events.•Accessibility concerns: Individuals with disabilities require better support structures, including digital accessibility enhancements.•Cultural and gender inclusivity: Motorsport, for example, remains male-dominated, necessitating targeted recruitment and retention strategies for women and underrepresented groups.Opportunities for Improvement:•Implement mentorship programs to support diverse volunteers in career progression.•Improve accessibility at venues to ensure inclusivity for individuals with disabilities.•Develop targeted outreach programs to engage diverse communities.5. The extent, effectiveness and efficiency of current government support at all levels for the volunteering sector in Queensland and sustainable opportunities for improvement;While some initiatives exist, key areas for improvement include:•Streamlining regulatory requirements: Reducing bureaucratic hurdles will enhance volunteer engagement.•Investing in technological upgrades: Improved digital platforms and integrated systems will support efficient volunteer management.•Strengthening partnerships with organisations: Collaboration with motorsport clubs and other volunteer-driven entities will enhance recruitment and retention efforts.ConclusionVolunteering is the backbone of Queensland's community and sporting sectors. Addressing the challenges outlined above through strategic investment, regulatory reform, and technological improvements will ensure a thriving and sustainable volunteer sector. Motorsport Australia, along with other volunteer-involving organisations, must prioritise accessibility, engagement, and professional development to support and grow its volunteer workforce effectively.