


Inquiry into volunteering in Queensland

Submission No:	346
Submitted by:	
Publication:	Making the submission public but withholding your name
Attachments:	See attachment
Submitter Comments:	

To whom it may concern

My name is [REDACTED] I've been volunteering in the Townsville community since 2021.

During that time I've been with 3 organisations

Volunteering North Queensland

Meals on wheels

[REDACTED]

My best times have been with Volunteering North Queensland and have been with them the longest for 4yrs.

During this time they have been so supportive and understanding of my needs, both with health and the lack of technical abilities (computers, programs and internet and social media) ,and have never been unhappy or upset at me when I've needed assistance in these areas.

I have just recently had time off to complete a cert111 for future employment and came back to a very warm welcome and even some of the committee members were there and also welcomed me back Reassuring me that I'm in the right place and have truly been missed

I am very saddened however that VNQ over the last 4yrs has had to fight so hard to stay open without being given funding to assist us with I feel is a very vital role for our community ,In 2022 we had no funding and myself and 2 other volunteers continued doing what we do because we believe it was a vital resource needed for those that were reaching out volunteer ,I have come back now to again a situation where we are about to close our doors due to no operational funding ,leaving me a little distressed about the future.

Whilst with Meals on wheels ,Covid hit and if you weren't vaccinated you could no longer volunteer there ,which was a shame as I really enjoyed delivering meals for the venerable living in our community.

I then started with [REDACTED] ,I went there to volunteer with their visitor scheme, however they asked me to assist by doing some cooking as they sell and supply people in need in our community, whilst not my first choice I was very well supported by their manager [REDACTED] at the time who has since moved on. They relocated to a new location and continued this service on a bigger scale, since [REDACTED] left behaviours have changed and I feel I was not very support in my role and not even treated nicely by the staff, I spent many days cooking in tears and every time I would raise things there was always an excuse,(they've had a bad day or they are stressed) so I had to highlight quite a few times that I'm a volunteer ,I'm not paid to be here ,but still the treatment didn't get any better .I pondered many times about leaving but my following of the people needing my resource and the constant thanks from them kept me going .In January this year I had a medical incident whilst there, they called an ambulance and I was taken away. That was just before 10am, I was let out of hospital early hours the next morning ,During that time I had not received a call or text to see if I was ok ,so then I had to contact another volunteer to get the bosses number so I could text her and let her know. I messaged her at 9am still received no response ,I then sent an Email to CEO [REDACTED] at 1pm.

Few minutes after that I got a response from manager. not once in that message did she ask if I was ok. I then received a response from [REDACTED] and again not even an are you ok. So I told them it's obvious by their actions and words I'm not valued there so I would come and get my things. Leaving me feel gutted as I was cooking between 120-300 meals a weeks for the community over the last 2.5yrs and now I'm left feeling like I have let my community down.

I am disappointed that there are organisations out there that don't treat their volunteers as a valuable resource.

Vnq offers training on how to treat volunteers and all organisations need to be made to attend. So closing this vital resource will be more detrimental to those people wanting to volunteer within our community and organisations that need training on how to treat it's volunteers.

If Vnq is to close it's doors I would know where to go to find another organisation to volunteer with.

Many thanks for your time

[REDACTED]

I am more than happy for you to contact me further should you require any further information.