

## **Inquiry into volunteering in Queensland**

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February 28, 2025

To whom it may concern,

RE: Queensland State Government Parliamentary Inquiry into Volunteering

On behalf of COUCH, we would like to take this opportunity to confirm just how valued and valuable our volunteers are to our organization and community. Their dedication and hard work contribute immeasurably to the success and growth of COUCH and the broader local community.

Our volunteers play an essential role in strengthening COUCH, helping us to provide services and programs that directly benefit those in need. From administrative support to frontline assistance, they tackle a wide range of tasks with unwavering commitment. Beyond the practical work, our volunteers contribute something truly invaluable: their compassion, empathy, and sense of community. These intangible qualities cannot be quantified in monetary terms but are felt by everyone involved in our work, creating a ripple effect that extends far beyond the organization itself.

Economically, the value of our volunteers cannot be overstated. Their contributions come at no financial cost, which significantly enhances COUCH's ability to operate efficiently and effectively. The time and effort they generously provide allow us to continue delivering our mission to support and uplift our community.

To illustrate the continued dedication of our volunteers, please see below a report outlining the volunteer hours worked in recent times, whilst not capturing all roles and hours this is an indicative sample. This report highlights the diverse and essential tasks they undertake, demonstrating the breadth and depth of their involvement with COUCH.

Activity Category	Hours	Volunteers	Average
Administration	980	23	43
Centre Support	9934	80	124
Client Support	481	24	20
Containers for Change	2	1	2
Events	1342	96	14
Fundraising	117	18	6
Training	3	1	3
Uncategorised Activities	12	2	6
<b>Total Hours</b>	<b>12871</b>		

We are incredibly grateful for the efforts of every volunteer who dedicates their time and energy to our cause. Their contributions help drive the success of COUCH and support the wellbeing of our community.

Your faithfully,



Tanya McIntyre  
Volunteer Coordinator  
COUCH



