

Inquiry into volunteering in Queensland

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I am into my 2nd year as President of a NFP Club. This Club has aging members. During my first year we had difficulty replacing the Secretary so for quite sometime I filled the role of both President and Secretary.... A lot of work ! When a new secretary nominated for the position, it was on the understanding that I would share the workload. I am now the registered contact with all required government departments - ASIC, ATO, Office of Fair Trading and am also the contact for maintenance issues with our Council. Both our Clubhouse and shed are owned by Council. We received a letter from ATO advising that from 1st July 2025, BAS will only now be accepted online as opposed to paperwork being mailed out, completed and returned in the provided return envelope. Our treasurer is very comfortable with the "paper" method and not comfortable with the new online method. After jumping through hoops, I became the registered contact for the ATO. To register for online BAS I needed to link the Club's ABN to my personal MyGov ID. What a process ! I needed to be listed as a director with ABR before the ABN could be linked to my MyGov ID. A phone call to ABR enabled me to be registered as a director of our Club. I was then able to go online and link the ABN to my MyGov ID. This now enables me to use my MyGov ID to access RAM and then Business online Services to present BAS from 1st July. Prior to the government changing the rules, I would have been able to request a Financial business to just add our Club to their business, thus enabling them to act on our behalf with the ATO. Now the process is : I access Business Online Services through my personal MyGov ID and invite the Financial Business to act on our behalf and if they accept, they email their acceptance to my personal email address. Too much red tape. I have spoken to our local Financial Business and will jump through all the necessary hoops to invite them to act on our behalf. At the end of the day, I am a wife, mother and grandmother in a volunteer position ! Who would want to take on an Executive position of President, Vice President, Secretary or Treasurer with so much Government red tape ? The ATO can only be contacted by phone, they do not have a call back option. To make an enquiry on behalf of the Club with ATO, took me 5 days to finally get through after phoning several times a day to hear their recorded message of " long wait time, please call back". The information received was incorrect. The information the second phone call was also incorrect. Finally third time lucky, the issue was resolved. Once again, I am a volunteer, with a government department wasting my time. As for my dealings with Council at times..... I'm sure it would be easier herding cats ! Too many departments and no or very little communication between departments. I have now learnt to copy in the various departments on Club emails. I am very lucky to have extremely efficient and honest members of the Executive Committee and the sub Committee. Honesty is the most important attribute, being a volunteer in a position of trust. I can only hope that volunteers will nominate for these positions at our next AGM in June. Our Club is well respected in the community.