

Inquiry into volunteering in Queensland

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Submitter Comments:

I am a member of the Rotary Club of Wynnum and Manly. Our club has around 50 members. Annually we estimate that we provide between 2 and 3 000 volunteer hours to our local community. Our fundraising efforts also support individuals, causes and organisations locally and internationally. While I enjoy volunteering immensely and draw personal satisfaction from giving my time and money to support others, I also have some concerns. I am concerned that although there are a range of services to support people in need such as the elderly who can live independently with support or the homeless, there is a reliance on volunteers to make the services viable. One example is Meals on Wheels. Here in Wynnum-Manly meals are delivered by volunteers. The service only has government funding for a certain number of people and cannot provide more even though there is a demand. On occasion, there are insufficient volunteers to cover the meal runs. This is a problem. I have completed the required training to deliver meals. It was extensive taking around 20 hours to complete the modules. I understand that compliance requires some training but 20 hours is a lot of time and when someone has been volunteering for many years without incident, surely there could be an RPL process that recognises the volunteers expertise without having to complete all the online modules. Some volunteers are safe drivers and good with people but don't have the technological or literacy skills to complete the modules, so they can't volunteer anymore. This is an issue that could be addressed through a more inclusive approach to training.