

Inquiry into volunteering in Queensland

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Submitted by:	P&Cs Qld
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Submitter Comments:	

VOLUNTEERING INQUIRY SUBMISSION



P&Cs Qld

As the peak body representing the interests of P&C Associations, P&C volunteers and parents in State Schools across Queensland, we want to see volunteering in the state continue to thrive and grow, particularly within the school and education sector.

In 2024 our P&C volunteer numbers bucked the trend with a reported 9 per cent year-on-year increase in the numbers joining state school P&Cs to support state schools to give every child every chance to succeed in education and in life.

P&Cs have consistently made contributions of about \$75 million dollars and collectively donated 1,009,989 valuable volunteering hours in our great state. Given the size and importance of our volunteer base, many who are parents and grandparents of state school students, we welcome the opportunity to participate in this Inquiry.

A bit of background

P&Cs Qld is the peak body supporting, representing and advocating for more than 900,000 Qld State school parents. Through our state-wide network of 1266 P&C Associations, School Councils and more than 58,000 volunteers, we have the localised presence and voice to lead and enact change to achieving our objective of giving every child every chance in education and life.

All Parents and Citizens Associations (P&Cs) in Queensland are established as statutory bodies under the Education General Provisions Act 2006 and Education General Provisions Regulation 2017. On the other hand, in other states P&Cs are typically incorporated. This means the structure of Queensland P&Cs is unique.

P&Cs in Queensland are legislated to play a vital role in supporting and enriching the educational experience of students. They provide a range of services and support within schools and the broader community. Full funding and proper resourcing of state schools continues to be a key priority for P&Cs Qld and our 58,000 members.

We welcome this opportunity to provide further comment as the inquiry progresses.

The current state of volunteering in Queensland and the value it contributes; including benefits to volunteers, organisations, communities, and the State.

Volunteers play a vital role within our communities, and this is especially evident within our P&C Associations. P&Cs are comprised of the volunteer executive team members, registered members and ad hoc volunteers. Parents, caregivers, and community members generously contribute their valuable time and skills to support the needs of local schools, students, and educational outcomes. From fundraising efforts to the organisation of school events and the running of commercial entities (Tuckshops, Uniform Shops and OSHC services) within state schools, our volunteers directly influence the success of programs that enrich the educational experience of students across Queensland.

Our constitution provides specific parameters and guidance to our members in relation to their activities. P&Cs are governed by the Queensland Department of Education, with oversight of the education minister. P&Cs must follow the Department of Education policy documents that detail information on the legislative requirements of state school P&Cs in Queensland, including the P&C Constitution, P&C Accounting Manual, P&C Guide, and essential departmental policies & procedures in areas such as purchasing, fundraising and so on.

P&Cs Qld provides affiliated P&C Associations with insurance policy protection. The insurance policy package is specifically designed to target the operational and business risks for P&Cs in the areas of assets, liabilities and volunteers.

In 2024, our member services team handled more than 18,000 interactions with members, providing immediate, informed advice and support via a telephone hotline and email service. We also provide members with online training resources, kits, webinars, comprehensive how-to-guides, statewide face-to-face training, an annual conference, events and workshops.

More than 60 per cent of P&Cs employ at least one staff member and 30 per cent report employing an operations manager. This represents a workforce of more than 6,500 paid employees. We have seen this increase over the past number of years. These paid roles, based in local communities where the volunteering activity occurs, provide support that benefits and enables volunteering opportunities for parents of students at the school.

To support our volunteer executive members who have responsibility for paid staff members, we offer a HR Support Service. In addition, we also offer a specialised bookkeeping service to P&Cs to reduce the administrative burden on P&C Treasurers. This support has proven invaluable to our members.

Despite the complexities and intricacies of operating within this unique volunteering environment, the framework of support provided to our members goes some way to explaining the consistent numbers and increase in volunteers within our schools compared with other organisations within the sector.

76 per cent of P&Cs reported being able to fill all volunteer executive positions in the first instance at their AGM, which must be held by March 31 every year. This is consistent with previous years and 96 per cent of our members reported being 'satisfied' or 'very satisfied' with the support they receive from P&Cs Qld.

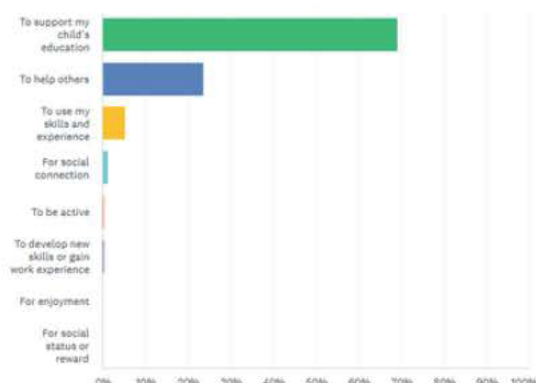
However, we have noticed a small reduction in total hours volunteered. Although the cumulative number of hours still sits above 1 million hours, we are concerned the nature of volunteering is changing, and the management of volunteers needs to be brought into the 21st century.

The current experiences, motivations and challenges for volunteers and volunteer-involving organisations, and their recommendations for addressing challenges and improving the volunteering experience.

P&Cs provide a unique volunteer profile. To support our submission, we surveyed the presidents of our P&Cs to ascertain their views and experiences from a volunteer perspective. The results demonstrate some similarities and differences with Volunteering Qld's State of Volunteering Report 2024. The notable results are outlined in the charts below:

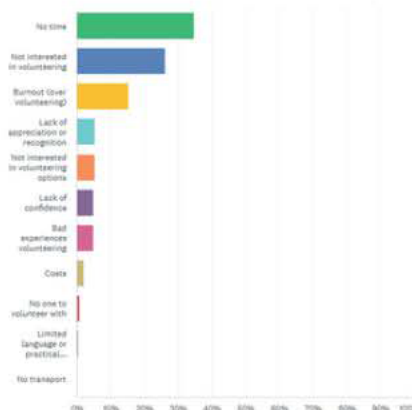
What is your motivation for volunteering for your P&C?

Answered: 229 Skipped: 1



As an experienced volunteer what do you see as the biggest barrier to stop others volunteering?

Answered: 228 Skipped: 2



These results demonstrate the motivation for joining the local P&C contrasts with other organisations and demographics of volunteers. We asked, "As an experienced volunteer, what do you see as the biggest single barrier to others volunteering?" Top responses were - no time and not interested.

We followed this up with the question "Which is harder, gaining or retaining volunteers?" 87 per cent reported gaining volunteers is harder with 13 per cent saying retaining.

"We need to be able to provide a culture that values volunteers from the time we ask them to put their hand up, to the end of their journey. For us, it's vital that the school and the P&C both acknowledge the value a volunteer provides." P&C President

We asked presidents what recommendations they would make to improve the volunteering experience. (Their full responses can be found in the appendix.)

Common themes included:

- Ensure that all volunteers are adequately recognised and appreciated.
- Provide some sort of financial incentive, whether it be a discount on P&C services, or vouchers. Volunteers put in a lot of unpaid hours, and it is easy to burn out.
- Incentives. Volunteer at a disco, your child gets free entry. Volunteer in tuckshop once a week, your child gets a \$5.00 tuckshop credit. Right now, such actions are unconstitutional, however in current times, people are less inclined to do something for nothing.
- More support from the governing body i.e. Department of Education.
- Show parents how volunteering at school promotes community. Sell the benefits e.g. your "work" as a volunteer will directly benefit your children.

"I see two distinct groups of volunteers - those who volunteer for P&C activities, and those in executive roles. For those general volunteers, interest is typically in specific activities and being able to flex up and down time as needed (and we need to make clear any time is valued, you don't need hours and hours). For the executive roles, I really struggle to see how we can continue to ask unpaid volunteers to essentially run businesses - it's a huge legal and time commitment, and I honestly think true business services to the school (OSHC, Tuckshop, uniform shop) should be run by P&C-paid employees, leaving the P&C to fundraise and engage their local community via events, perhaps second hand uniform shops etc. I can't see how any volunteer who has their own job can also hold down an executive position, particularly president and treasurer, and it puts off many parents from even getting involved in the P&C as the perception is you'll need to be as involved as the executive team." P&C President

The extent, effectiveness and efficiency of current government support at all levels for the volunteering sector in Queensland and sustainable opportunities for improvement.

Despite the support our members receive, they reported in our survey that there is not enough support. We also sought specific feedback in relation to their response. When asked if there is currently enough government support for volunteer organisations like P&Cs? **89 per cent** of respondents said **No** with only **11 per cent** saying **Yes**.

Specific feedback from our presidents included:

"Link volunteering obligations in with parenting payments or welfare schemes to upskill parents who are home and not in paid employment. The skills learnt and used while volunteering are transferrable and can be listed on a resume when the parent returns to paid employment as their children grow older. Our active volunteers are all in full or part-time paid employment and we seem to be unable to encourage other demographics to get involved."

"Personally, I think a paid position needs to be considered and then volunteers built from that one consistency."

"Expecting volunteers to be able to navigate the Accounting Manual and stick to all of the rules is far beyond a volunteer role."

"Reduce or simplify bureaucracy, particularly in relation to volunteering in government run areas such as schools."

"Better support from governing organisations and more realistic expectations."

"Some (limited and stated in The Constitution) money fundraised used to reward/thank volunteers. Morning teas, evening drinks, catering for AGM and last meeting of the year."

There also was a theme within the responses from executive members of being paid for their time.

P&Cs Qld does not support volunteers being paid or reimbursed for their time.

When we reviewed further feedback from presidents, we found some common themes; reducing red tape and the administrative burden for P&C volunteers, cost of living and time pressures impacting families, a desire for a dedicated unit within the government (or additional support for P&Cs Qld) to help P&Cs build connections with their volunteers and community, reviewing the Accounting Manual (DoE document) to streamline and modernise processes, and being able to recognise and thank volunteers.

We suggest that government should allocate a grant payment or funding allocation for a volunteer coordinator within state schools and P&Cs. P&Cs provide an avenue to engage a typically hard-to-reach volunteering demographic - working parents. As P&Cs are pillars of the community, we often see our volunteers also giving their time to other community groups, thus the benefits of this investment would flow to other community groups. This funding would not be dissimilar to the food coordinators that were funded as part of the former government's School Food Program funding. We advocate for more stringent controls around the allocation of this funding and for clear descriptions and support systems to be put in place through P&Cs Qld and the Department to ensure the sustainable use of these funds.

Opportunities for the Queensland Government to leverage all portfolios to support growth in volunteering across Queensland, including through hosting the Brisbane 2032 Olympic and Paralympic Games.

With 58,000 volunteers, P&Cs Qld is well placed to support the government to leverage this large group of volunteers. Currently there is no central portal that captures the data of these individuals. This demonstrates a significant opportunity to effectively capture data, engage with volunteers, and provide general training relating to volunteering roles.

We asked presidents if a volunteer management system designed specifically for P&Cs would assist them in gaining and retaining volunteers. 74 per cent responded yes.

If data was captured in a centrally managed database, this could provide government with a base of volunteers who have been screened and trained in preparation for the 2032 Olympics. P&C volunteers of school-aged children are generally younger than the average age reported in the State of Volunteering report. We see P&Cs as an incubator to engage younger cohorts of skilled volunteers.

Opportunities to increase emergency response volunteering in Queensland, including how to optimise the engagement, support and integration of volunteers assisting with natural disasters and community recovery.

P&Cs Qld provides the government with a huge opportunity to effectively engage with volunteers in every town across the state. Schools and P&Cs are the heart of Queensland communities and are often used as evacuation centres.

A centralised volunteer management system could provide government opportunities to engage a database of screened and trained volunteers to assist during emergencies. Given the existing infrastructure such as Tuckshops with food, supplies, and refrigerated storage facilities, government could streamline processes by giving an automatic payment to the P&C if they are willing and able to provide essential services to communities during these times of need.

This could also be extended to the opening of OSHC (before and after school care) facilities for essential workers and those families impacted or wishing to volunteer during emergencies. To do this, schools and P&Cs need assurance that they will not be financially or legally impacted for providing these services to the community.

Recommendations

The recommendations outlined below are made based on the data and experiences of volunteers in state school P&Cs but have a broader utility to enhance the wider volunteering sector. Many volunteers within P&Cs also volunteer with other organisations supporting their communities, meaning resources invested in P&Cs can be beneficial across the volunteering sector and state.

By allocating funding for a dedicated volunteer coordinator, reducing red tape, implementing a digital volunteer management system, and offering emergency grant funding, we can significantly improve the effectiveness, efficiency, and sustainability of volunteer engagement within school communities. These initiatives will not only streamline volunteer processes but also make volunteering more accessible and appealing to a broader range of individuals.

The implementation of these recommendations will lead to a stronger, more resilient volunteering network that can better support students, families, and communities, ultimately fostering a positive and collaborative environment across Queensland. P&Cs Qld remains committed to working alongside the State Government and other stakeholders to bring these recommendations to fruition, ensuring a lasting, positive impact on the volunteering landscape of our state.

RECOMMENDATION 1

Funding to enable a volunteer coordinator within P&Cs and state schools, which also would benefit the broader community

RECOMMENDATION 2

Reducing red tape for P&Cs to make volunteering more appealing by reviewing various departmental processes

RECOMMENDATION 3

Digital volunteer management system inclusive of Blue Card compliance, training, scheduling and rostering templates

RECOMMENDATION 4

In times of disaster Schools to serve as emergency evacuation centres, and the provision of automatic grant funding for P&Cs and schools to provide services

Appendix

1. Letter of support QASSP
 2. Letter of support QSPA
 3. Volunteering survey - P&Cs Qld
 4. Volunteering survey verbatim feedback - P&Cs Qld
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Friday 28 February, 2025

Subject: Letter of Support for P&Cs Queensland 2025 Volunteering Enquiry Submission

On behalf of the Queensland Association of State School Principals (QASSP), I am pleased to provide this letter of support for the 2024 Volunteering Enquiry Submission by P&Cs Queensland. As the peak body representing over 1,300 state school principals and advocating for 337,500 students across Queensland, we recognise and value the indispensable role that P&C Associations and their volunteers play in supporting school communities.

P&Cs Queensland has demonstrated outstanding leadership in mobilising over 58,000 volunteers who contribute more than one million hours annually to enhance the educational experiences of students. Their efforts in fundraising, governance, and the provision of vital school services, such as tuckshops and uniform shops, are instrumental in creating enriched learning environments.

We strongly endorse the key recommendations outlined in the submission, particularly the need for:

1. **A dedicated volunteer coordinator** within P&Cs and schools to ensure structured and sustainable volunteer engagement.
2. **Reducing red tape** and streamlining administrative processes to enhance volunteer participation and retention.
3. **A digital volunteer management system** that integrates compliance, training, and scheduling to modernize volunteer coordination.
4. **Emergency grant funding** to support schools and P&Cs in responding effectively to community crises.

The invaluable contributions of P&C volunteers not only strengthen school operations but also foster deeper connections between families, schools, and communities. By implementing the recommendations outlined in this submission, we can ensure a more inclusive, efficient, and sustainable volunteering model that benefits all Queensland state school students.

QASSP remains committed to supporting P&Cs Queensland and advocating for initiatives that promote engagement, collaboration, and innovation in education. We urge the Queensland Government to recognise and act upon these recommendations to safeguard and enhance the future of volunteering in our schools.

Regards



Pat Murphy
President
Queensland Association of State School Principals

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Mr James Lister MP
Chair
Local Government, Small Business and Community Service Committee
Parliament House
George Street
BRISBANE QLD 4000

Re: Inquiry into Volunteering in Queensland

This letter is written in support of the submission provided to the Committee by P&Cs Qld.

The Queensland Secondary Principals' Association (QSPA) is the professional organisation representing Queensland Government secondary Principals, Deputy Principals and Heads of Department. QSPA members are represented in more than 98% of state secondary schools in all parts of Queensland; metropolitan, regional, rural and remote ranging in size from just over 100 to our largest schools of more than 3000 students.

Volunteers play a critical role in schools. It can be said that schools are at the heart of communities, volunteers are at the heart of schools. Whether it be serving healthy food to students in the tuck shop, assisting with learning in classrooms or giving of their time to help on sports days or arts events, volunteers are an integral part of the operations of schools across the state.

In providing a valuable service to schools and thereby the community, volunteers provide an example to young people they engage with. Volunteering is done without thought of reward; the reward is in helping others. This is an important lesson for our young people and integral to the social fabric of our communities.

QSPA supports the submission provided by P&Cs Qld and recognises the role they play in supporting volunteering in Queensland.

Sincerely,



Mark Breckenridge
President
Queensland Secondary Principals Association

Contact Us

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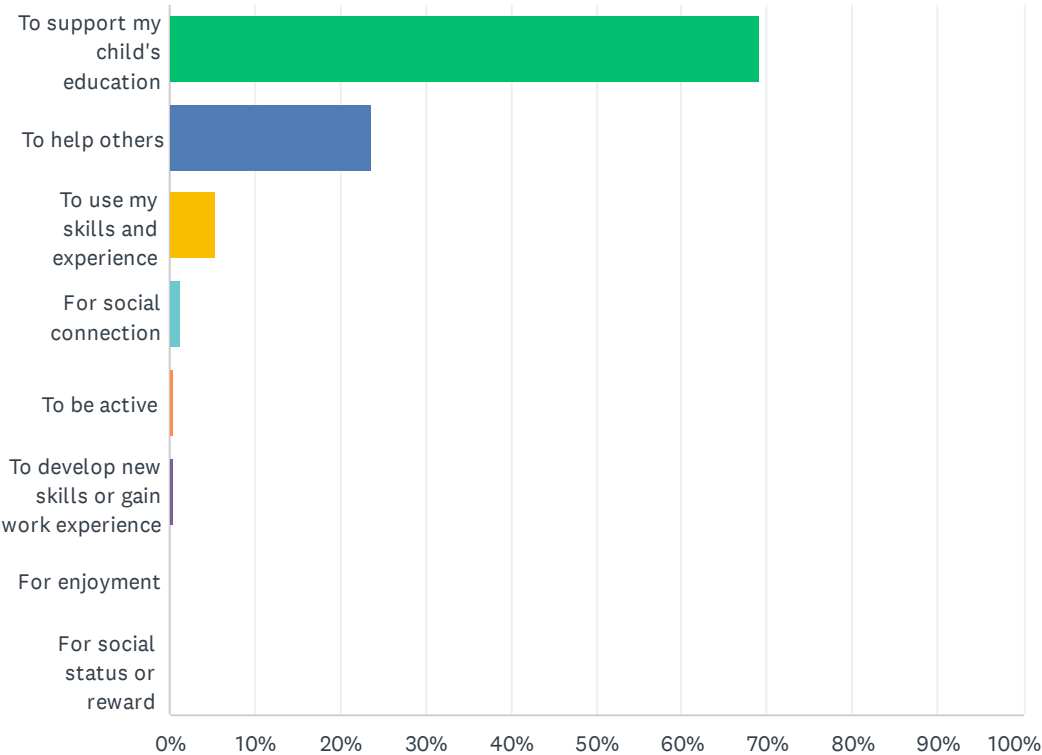
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Q1 What is your motivation for volunteering for your P&C?

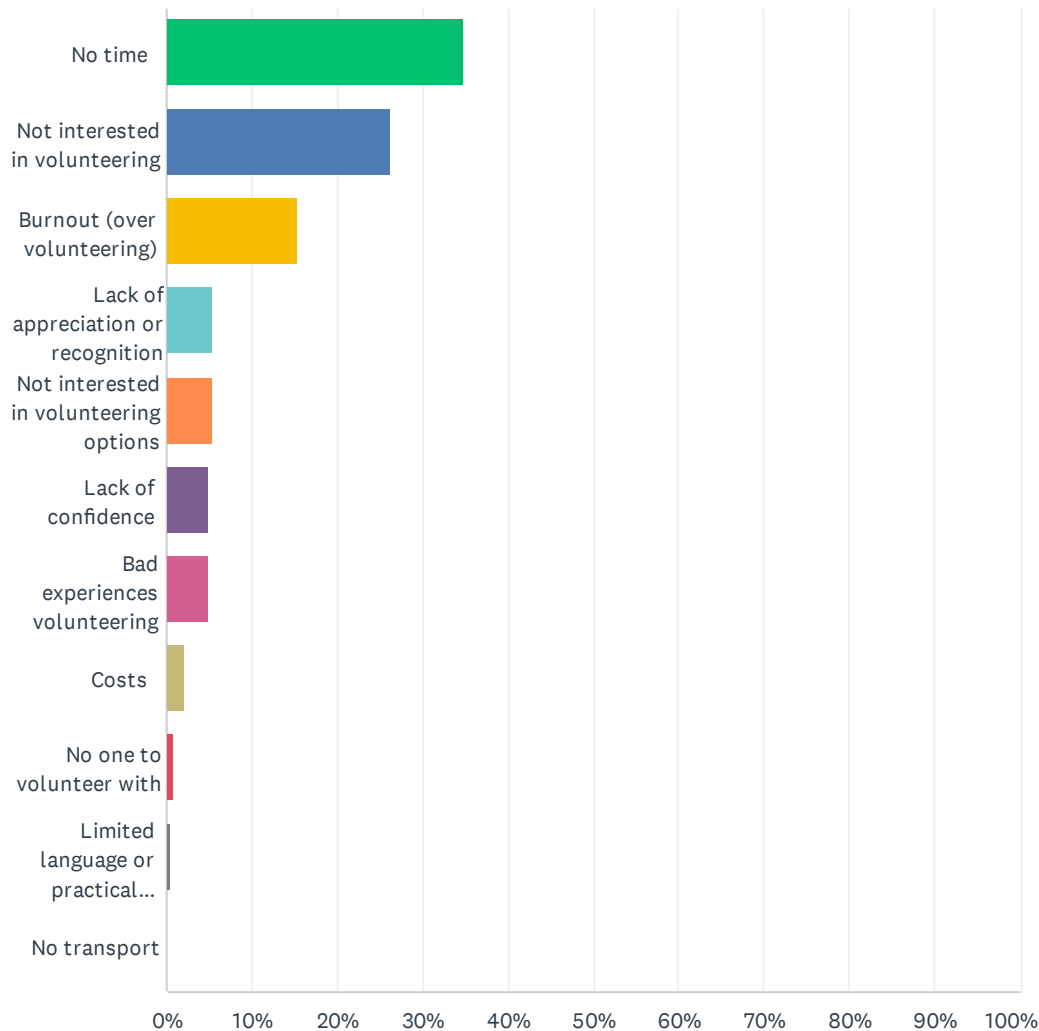
Answered: 229 Skipped: 1



ANSWER CHOICES	RESPONSES	
To support my child's education	69.00%	158
To help others	23.58%	54
To use my skills and experience	5.24%	12
For social connection	1.31%	3
To be active	0.44%	1
To develop new skills or gain work experience	0.44%	1
For enjoyment	0.00%	0
For social status or reward	0.00%	0
TOTAL		229

Q2 As an experienced volunteer what do you see as the biggest barrier to stop others volunteering?

Answered: 228 Skipped: 2



Survey into P&C Volunteering Trends

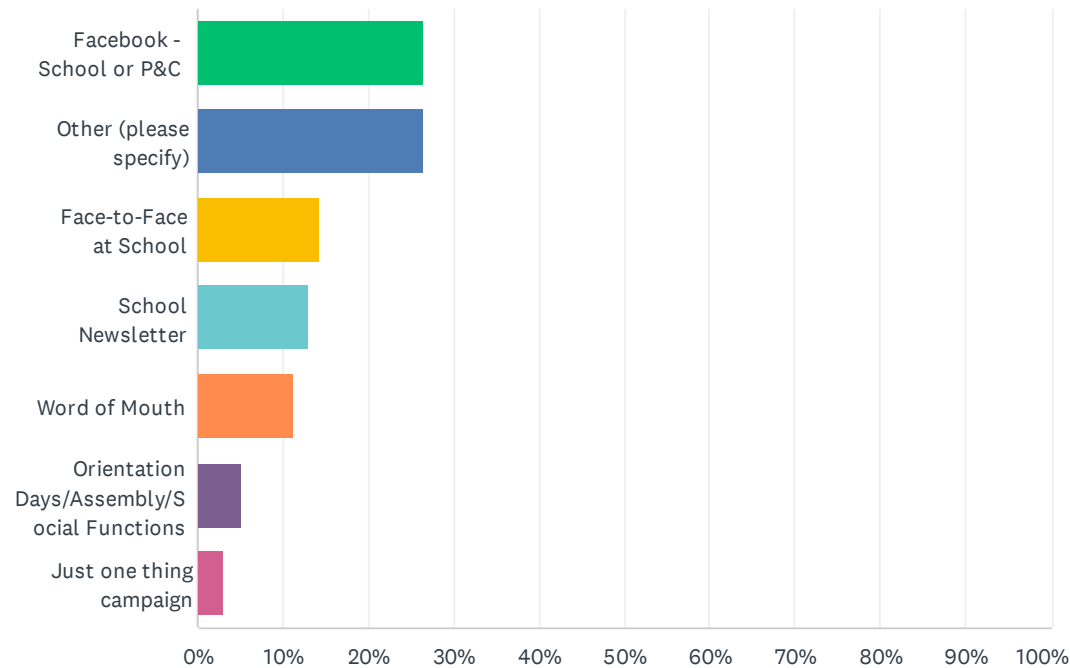
ANSWER CHOICES	RESPONSES	
No time	34.65%	79
Not interested in volunteering	26.32%	60
Burnout (over volunteering)	15.35%	35
Lack of appreciation or recognition	5.26%	12
Not interested in volunteering options	5.26%	12
Lack of confidence	4.82%	11
Bad experiences volunteering	4.82%	11
Costs	2.19%	5
No one to volunteer with	0.88%	2
Limited language or practical skills	0.44%	1
No transport	0.00%	0
TOTAL		228

Q3 What recommendations would you make to improve the volunteering experience?

Answered: 166 Skipped: 64

Q4 How do you currently recruit potential volunteers for your P&C?

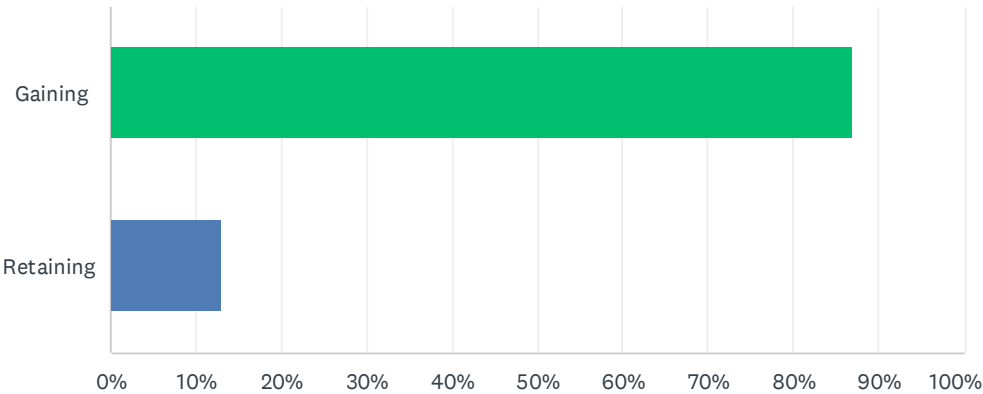
Answered: 230 Skipped: 0



ANSWER CHOICES	RESPONSES	
Facebook - School or P&C	26.52%	61
Other (please specify)	26.52%	61
Face-to-Face at School	14.35%	33
School Newsletter	13.04%	30
Word of Mouth	11.30%	26
Orientation Days/Assembly/Social Functions	5.22%	12
Just one thing campaign	3.04%	7
TOTAL		230

Q5 Which is harder gaining or retaining volunteers?

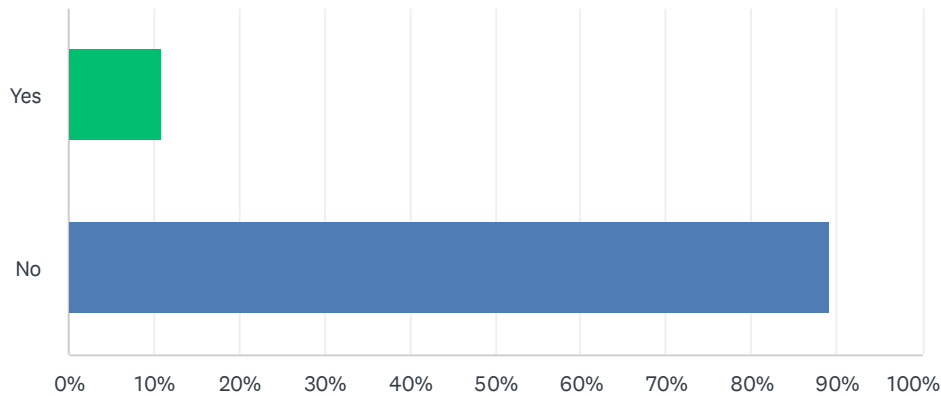
Answered: 230 Skipped: 0



ANSWER CHOICES	RESPONSES	
Gaining	86.96%	200
Retaining	13.04%	30
TOTAL		230

Q6 Is there currently enough government support for volunteer organisations like P&Cs?

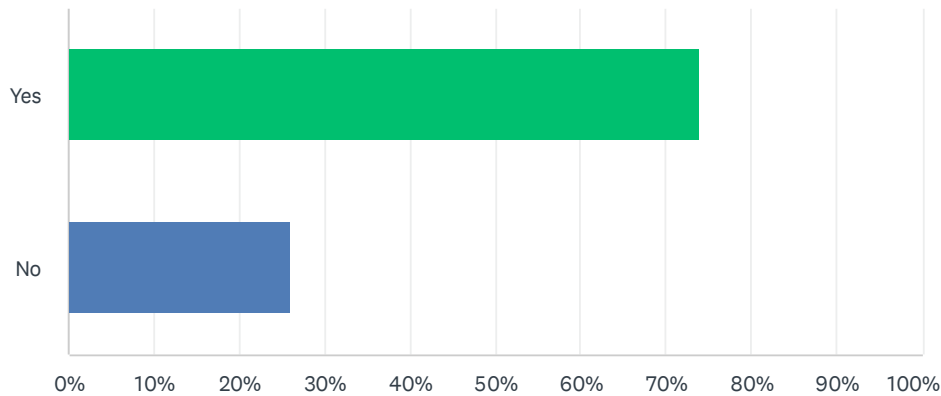
Answered: 228 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	10.96%	25
No	89.04%	203
TOTAL		228

Q7 Would a free volunteer management system designed specifically for P&Cs assist your P&C in gaining and retaining volunteers?

Answered: 230 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.91%	170
No	26.09%	60
TOTAL		230

Q3 What recommendations would you make to improve the volunteering experience?

Answered: 166 Skipped: 64

#	RESPONSES	DATE
1	Add incentives if you reach X amount of time a fortnight you should get something pay wise it's a huge time factor and not everyone can afford living these days	3/1/2025 5:51 PM
2	Many volunteers ask if they could be monetarily reimbursed with school fees being paid to help with the cost of living.	2/14/2025 10:42 AM
3	Spread the load	2/13/2025 10:39 AM
4	To have stronger governance systems in place in P&C's. I am currently creating all policies and procedures as there were none in place for paid staff before my arrival. Burn out for execs.	2/11/2025 9:57 PM
5	Ensure that all volunteers are adequately recognised and appreciated.	2/10/2025 2:20 PM
6	Provide some sort of financial incentive, whether it be a discount on P&C services, or vouchers for a massage/facial/yoga retreat or other relaxation experience. Volunteers put in a lot of unpaid hours, and it is easy to burn out.	2/8/2025 11:18 AM
7	Definitive volunteering policy that doesn't sit on school admin shelves that protects both the students, staff and most of all the volunteers. I've volunteered since 2021 totalling over 2000hrs until July 2025 when I was falsely accused of taking advantage of my reputation at the school and grooming year 6 girls. The false accusations weren't substantiated, the principal didn't follow due process, no evidence or interview of the supposedly girls victims or their parents. It was outright lies and falsified accusations made by an immature, jealous and graduate "woke" female teacher. The principal took advantage of my volunteering position at school and summoned to a closed door meeting in his office with 15mins notice. Didn't provide me with prior info or time to bring a support person into the meeting. I was interrogated by him. I had to seek the girls' parents support to write me written testimonies so that I can self report to QLD Police. The QPS did nothing and didn't take it seriously. Then I reported it to QLD Education Misconduct Department which handed it over to the regional office. Where their investigation method was to interview the principal only. The experience has made me discontinued all my volunteering at the school and will be stepping down as Vice President of P&C in the upcoming AGM. Also note that, as a volunteer official for Eastern Taipans District School Sports, I actually completed my EQ MAST compliance training etc. Happy to talk further to anyone who will finally want to listen and being impartial, because the QLD State departments are just looking out for one another.	2/6/2025 4:07 PM
8	Better communication and coordination for roles	2/5/2025 9:55 PM
9	Clearer expectations of what volunteers are required of.	2/5/2025 8:36 PM
10	Incentives - volunteer at a disco - your child gets free entry. Volunteer in tuckshop once a week - your child gets \$5.00 tuckshop credit. At the moment these arent allowed but people don't want to do something for nothing anymore	2/3/2025 8:22 PM
11	I don't have one. Lots of families have both parents working, so they are not able to give their time to volunteering.	2/3/2025 1:36 PM
12	Ensuring that there are solid handover procedures so that people know what they are stepping into and can be confident that they are completing the required tasks. P&C Executive positions can often be very large jobs and aren't suited to professionals - however these positions often need to be taken on by people who are well versed in running and operating businesses.	2/2/2025 7:09 PM
13	Having organised a lot of events that are volunteer dependent, parents are often too time poor or reluctant to help due to a fear of being liable for something if something were to go wrong (men in particular are more reluctant to volunteer with kids especially). Smaller simpler tasks reduce volunteer burnout, but this then requires more volunteers to complete the overall task.	2/2/2025 2:05 PM

Survey into P&C Volunteering Trends

It is usually the same few who always volunteer. Stringent rules around using P&C funds to reward and recognise volunteers prohibits meaningful acknowledgement. We use signup.com to help manage the volunteer sign up process and act as a register at the same time. Perhaps a volunteer management system could track and measure the volunteer commitment of volunteers eg: volunteer positions are weighted, eg grant writing that takes several hours would weight more heavily than helping at a sausage sizzle for 1 hour, but each activity still helps the volunteer to gain points and volunteer credibility/status (gamifying the process) - Volunteers set up their profile listing their preferences/skillset (eg: RSA / social media etc), this would also help volunteer coordinators tap into appropriate skill sets or levels / experience. When a volunteer helps, perhaps they can earn badges for a skill completed - eg: they have no experience, but help out at a sausage sizzle and manage the POS, they get a POS badge for their profile, this would help create a positive feedback loop and offer some level of acknowledgement amongst the volunteer community.

14	Try to take an interest in your child's education	2/2/2025 8:47 AM
15	breaking down jobs into small roles	1/28/2025 8:31 PM
16	This is too big of a question to answer. Honestly as President, it's insane the responsibility you have as a volunteer. No wonder people don't want it. Some weeks I do more for P&C than my actual work.	1/28/2025 11:07 AM
17	We've found creating lots of different ways for people to volunteer and personal invitation from a friend makes. huge difference.	1/28/2025 10:53 AM
18	Keep it enjoyable.	1/27/2025 12:42 PM
19	A better understanding to those who don't volunteer that we can only do what we can do and that our paid job has to come first.	1/26/2025 2:40 PM
20	Maybe have only 1 big fundraiser for the year instead of so many.	1/25/2025 10:25 AM
21	Encourage others to meet the current members and offer small achievable opportunities to help.	1/24/2025 9:55 PM
22	More support from governing body i.e. Department of Education	1/24/2025 9:41 PM
23	Show parents how volunteering at school promotes community.	1/24/2025 8:37 PM
24	ways that we could thank our volunteers without having to pay out of our own pocket	1/24/2025 5:35 PM
25	nicer people, more appreciation	1/24/2025 2:24 PM
26	Reduce red tape	1/23/2025 9:53 PM
27	The expectations and responsibility for p&c exec is huge for a volunteer role, especially if running an OSHC service. More support required. An induction would also be helpful	1/23/2025 9:35 PM
28	Add a recruitment and P&C promotions position/role to the executive committee.	1/23/2025 6:17 PM
29	Recognition of achievement and commitment.	1/23/2025 5:01 PM
30	Clear ask, personal invite, clear timeframe, offering an incentive of some kind.	1/23/2025 3:03 PM
31	Be more inclusive and open	1/23/2025 1:44 PM
32	Not too time consuming and making it casual	1/23/2025 1:09 PM
33	Families can no longer afford to have a single income. in 7 years, I have seen the participation in the P&C team decrease significantly, and all about time	1/23/2025 12:30 PM
34	We have changed our request to be short term episodic volunteering - where they volunteer for one event / one thing to support the school	1/23/2025 11:54 AM
35	Some kind of non-monetary incentive. Dedicated Education Dept resource (unit?) to help schools to better engage with community and volunteers.	1/23/2025 11:34 AM
36	Giving a degree of incentive. Time is precious and for people to give up their family time, there has to be good reason.	1/23/2025 11:13 AM
37	There needs to be recognition that volunteers can only do so much. Volunteers need proper HR management similar to a full time employee. Also, volunteers need some sort of legal	1/23/2025 10:39 AM

Survey into P&C Volunteering Trends

protections in case something goes wrong and appropriate, professional advice and training so that they are aware of any legislative or other requirements that they are obliged to follow.

38	Not sure	1/23/2025 9:31 AM
39	Role of P&Cs needs to be overhauled. Parents don't have the time for duties of President & Treasurer. There is a lack of support & most exec are left burnt out.	1/23/2025 9:31 AM
40	Make us feel supported, be excited about our ideas and plans, recognise we are volunteers and be thankful for what we are doing.	1/23/2025 7:43 AM
41	We use 'sign up' for volunteers to register on and we have had a great response from our bank of volunteers. People have no time to help unless it's weekends or evenings. We try to schedule events around these times.	1/23/2025 6:56 AM
42	P&C QLD to support Swim Clubs better and have EQ hold volunteers to a higher accountability in terms of conduct	1/22/2025 7:45 PM
43	Bust the myths around volunteering (too much time, too much work etc).	1/22/2025 5:47 PM
44	Hard to say - most people these days prefer to 'focus on themselves' rather than build a community. Maybe ways to show people how personally beneficial being part of a larger initiative is?	1/22/2025 3:45 PM
45	think it's more about the perception of the P and Cs and their old school reputations	1/22/2025 12:19 PM
46	need more people involved to spread the workload	1/22/2025 12:14 PM
47	Incentives from the government. Public school to have more funding so that the p nc money doesn't only go to school stuff but can be used for excursions and fun days	1/22/2025 11:41 AM
48	Help people realise that to volunteer doesn't take a lot of time and any help will do.	1/22/2025 11:19 AM
49	More volunteers to share load	1/22/2025 9:48 AM
50	Link volunteering obligations in with parenting payments or welfare schemes to upskill parents who are home and not in paid employment. The skills volunteering are transferrable and can be listed on resume when the parent returns to or is supported to engage in paid employment as their children grow older. Our active volunteers are all in full or part time paid employment and we seem to be unable to encourage other demographics to get involved. Maybe this is due to a lack of confidence, different values or not having seen their own parents volunteer as children.	1/22/2025 9:37 AM
51	Running an event isn't just a turn up on the day, the pre-preparation takes a lot of time before the event, set up and pack down is all outside of the actual participation. If you work all of this is squeezed in around every day life and when you attempt the balance, something has to go. Personally I think a paid position needs to be considered and then volunteers built from that one consistency.	1/22/2025 9:00 AM
52	We have tried numerous things but most families don't have time and those that do have time, don't seem to care.	1/22/2025 8:49 AM
53	More school funded projects so that it reduces the burden on the P&C	1/22/2025 8:42 AM
54	Reduce or simplify bureaucracy particularly in relation to volunteering in government run areas such as schools.	1/22/2025 8:10 AM
55	Make volunteering more acknowledged and not met with conflict from school administrators	1/22/2025 7:47 AM
56	Have support from school leadership. Recognition of volunteering efforts.	1/22/2025 7:26 AM
57	Appreciation/recognition. People are time poor.	1/22/2025 7:11 AM
58	The current constitution is outdated and needs a full review. Society has changed and parents want something in return for there time. This might even be a free lunch for their kids. Update the constitution to allow P&C to provide incentives and rewards to volunteers. Also Exec need to be paid or their time. The people that do these positions give up a lot of time.	1/22/2025 6:30 AM
59	smaller commitments to help	1/22/2025 6:23 AM
60	We need to be able to provide a culture that values volunteers from the time we ask them to put their hand up, to the end of their journey. For us, it's vital that the school and the p&c both acknowledge the value a volunteer provides	1/22/2025 6:20 AM

Survey into P&C Volunteering Trends

61	Asking people Face to face	1/22/2025 5:39 AM
62	Most of the activities and functions happen during school hours, which doesn't allow for working parents to assist. Weekend activities are not held which also makes it difficult for working parents to attend. This results in only a small amount of volunteers who burn themselves out trying to do the work of many. A mandatory hour attendance at one activity once a year for all parents would solve this problem and possibly even increase respect & appreciation for the work the P&C provide.	1/21/2025 11:14 PM
63	This is very difficult to summarise because each school would be so different but in our small school we just cannot get parents interested in anything. It's always the same two parents and two teachers doing all the volunteer work.	1/21/2025 11:13 PM
64	President terms. Some get stuck in there ways ours has been president for 10 years and refuses to Try new things and is complacent in a lot of stuff	1/21/2025 11:11 PM
65	Sell the benefits eg your "work" as a volunteer will directly benefit your children.	1/21/2025 11:05 PM
66	Advice / coaching on ways to secure new volunteers and recognise and reward them. The hardest challenge is getting new volunteers - those that are active are stretched.	1/21/2025 10:16 PM
67	Organisations such as P&C Qld to stop promoting there are ample volunteers to sustain volunteer businesses would be a good start!	1/21/2025 10:02 PM
68	Encourage principals to be more honest and collaborative.	1/21/2025 9:24 PM
69	I don't believe you can. We are a society of keyboard warriors. People are always quick to criticise others. You put a target on your back when you step up. I think it's human nature and by only growing a thick skin and building a strong bond with other P&C members will you forget the naysayers and get the job done.	1/21/2025 9:22 PM
70	To have a great bunch of people that work together as a team and praise other volunteers for doing such a great job and not to have ones that just winge all the time and put your group of volunteers down.	1/21/2025 9:17 PM
71	Incentives. People don't do things for nothing anymore.	1/21/2025 9:15 PM
72	The expectations placed on a exec volunteer for a p&c is massive with many barriers such as skills, time, burnout	1/21/2025 8:59 PM
73	Build a culture of recognition and pride, and a sense of history in state schools	1/21/2025 8:43 PM
74	Some form of incentive to encourage people to help.	1/21/2025 8:41 PM
75	Unsure - we put out a survey of our own at one stage, parents reported back to do more drives and raffles that they could do at home instead of having time off work or away from the family. So we did...it didn't work...they didn't sell tickets or do the drive.	1/21/2025 8:38 PM
76	Feedback that I've had is that people are after incentives or benefits for their time.	1/21/2025 8:34 PM
77	more support and help maybe from people on the pension maybe some sort of incentive from the government. as a lot of people don't have the time to volunteer with there busy lives maybe look at people on the pension or ones looking for work.	1/21/2025 8:30 PM
78	Having a welcoming and not overbearing P&C committee.	1/21/2025 8:19 PM
79	None no one wants to volunteer anymore as everyone except to be paid for what they do	1/21/2025 8:00 PM
80	Offer shorter times Offer free coffee vouchers for volunteers as a thank you	1/21/2025 7:53 PM
81	Never forget to say thank you and that you appreciate anything people can offer. It just takes one thing from everyone in the community.	1/21/2025 7:25 PM
82	Simply, to have more volunteers	1/21/2025 7:09 PM
83	to be real I am an over sixty person, it is the norm these days to let someone else do the work for you as you are to busy, this has come about due to the cost of living and the new expectation that both parents work.	1/21/2025 7:06 PM
84	Better understanding from the school that the P&C executives are volunteers and not their paid employees. Better support from governing organisations and more realistic expectations.	1/21/2025 7:04 PM

Survey into P&C Volunteering Trends

85	review restrictions or expectations put on volunteers	1/21/2025 6:30 PM
86	I wanted to choose several options in Q2 but it only allowed a singular response. The roles and structure for P&Cs has not changed for decades despite a massive change in social structure and legal implications. It is no longer feasible to run a business through volunteers. The risk to self, the mental trauma of dealing with principals, staff and parents with 'demands' and the time and labour pressures are immense given all our other life commitments. The P&C executive legal responsibility should be assumed by the government through the Department of Education and P&C Qld. Operations should be fully templated by P&C Qld. Principals should respect the effort to raise any funds, the fact that the time, reputation and often items are donated by volunteers, not paid staff, and that the contributions should be 100% directed as decided by the volunteers, not pressured by the school. Society is now very self-drive, therefore people very rarely volunteer now without seeing a direct benefit to their own family/friends. We need to tap into that.	1/21/2025 6:18 PM
87	Lots of options. Structured volunteering roles. A lot of parents won't volunteer because they don't know what to expect.	1/21/2025 6:03 PM
88	Lack of funding putting pressure on volunteers to use personal funds and equipment to carry out duties.	1/21/2025 5:58 PM
89	Good relationship with school staff. Making sure the same volunteers aren't always asked to volunteer. Ensuring you hold events and fundraising with the amount of volunteers available. Less red tape and QLD department of education rules and regulations.	1/21/2025 5:57 PM
90	Looking for opportunities for volunteers to help in ways that suit their family dynamic	1/21/2025 5:49 PM
91	Some (limited and stated in constitution) money fundraised used to reward/thank volunteers. Morning teas, evening drinks, catering for AGM and last meeting of the year.	1/21/2025 5:47 PM
92	as the p and c can't give cash or incentives to volunteers- like free tuck shop lunch for parents of kids who volunteer what can be done to make the opportunity to help and assist- especially for those from low socio economic schools- enticing?	1/21/2025 5:20 PM
93	I have none. People in general are too busy focussing on their own survival in the cost of living crisis to worry about helping others for free.	1/21/2025 5:16 PM
94	We need more volunteers!	1/21/2025 5:10 PM
95	Communicate opportunities with advanced notice. Develop a sense of community within the wider parent population.	1/21/2025 5:08 PM
96	More volunteers and having people work in shifts.	1/21/2025 5:05 PM
97	Sense of purpose	1/21/2025 5:03 PM
98	None	1/21/2025 5:03 PM
99	Better promotion	1/21/2025 4:55 PM
100	More understanding on how important the p and c is to ones school. Our p and c doesn't run tuckshop, Uniforms or ohsc so we are deemed as a fundraising committee. What people don't understand is that without a p and c the school cannot fundraise at all. So if we didn't have one we couldn't get grants for things like playgrounds and extra items our school needs. People also don't understand we pay insurances for things like colour run. So without volunteers to fundraise to pay our insurances we can't have future events. We get lots of requests for a fete, but hardly any hands go up to help. And we struggle to get across that p and c isn't the teachers and school staffs job but it's the volunteers that make these things happen.	1/21/2025 4:54 PM
101	A person has to want to give their time freely. It is one way in which a parent can connect with the Principal directly and make a difference in the school.	1/21/2025 4:54 PM
102	Clear guidelines that are easy to understand	1/21/2025 4:51 PM
103	Offer incentives	1/21/2025 4:46 PM
104	expectations placed on volunteers today to participate in the unpaid full time/ part time work that they do is not sustainable - I am speaking directly of our sector of P & C. Times have changed and majority of volunteer P & C executives are working full time as well as juggling their families and then essentially running businesses for free as volunteers at their children P	1/21/2025 4:45 PM

Survey into P&C Volunteering Trends

& C, not to mention accepting the full legal responsibility if anything goes awry. Its a lot to ask, but we commit and sacrifice for the greater good of our school community, for our teachers, our students our own children. The ability for the grater community to volunteer for smaller roles has also changed and there is a substantial gap in time to support the community endeavors like schools.

105	Change of culture around Volunteering. Talk more about it within the community.	1/21/2025 4:42 PM
106	Help to recruit volunteers	1/21/2025 4:41 PM
107	Teacher/staff involvement at events.	1/21/2025 4:36 PM
108	More inclusive and showing genuine appreciation	1/21/2025 4:33 PM
109	Free lunch	1/21/2025 4:27 PM
110	Opportunity to acknowledge via morning tea towards end of the year, schools to have parents on stage. The celebration from p&c is too early in the year.	1/21/2025 4:22 PM
111	The p and c structure as a whole needs to be looked at. Expecting volunteers to be able to navigate the accounting manual and stick to all of the rules is far beyond a volunteer role. I don't know what the answer is but a lot of parents I know won't commit to the P&C or an executive role as it is just too much work.	1/21/2025 4:21 PM
112	I think it's well recognized but poorly promoted. As students get older there's less likelihood of parents volunteering and more demand on their non-work time	1/21/2025 4:11 PM
113	I am not sure but I think the reality of life for families now means its almost impossible to find time to do all the things you need to do, let alone volunteer.	1/21/2025 4:10 PM
114	Being able to offer some sort of incentive - like a discount in fees.	1/21/2025 4:06 PM
115	I honestly don't know. It seems to be a society wide issue.	1/21/2025 4:00 PM
116	Advising P&Cs on structuring events where roles and requirements are clearly defined to ensure volunteers are supported in their work.	1/21/2025 4:00 PM
117	Children don't understand what volunteering is about as their parents don't contribute as volunteers. Making it a family experience where everyone is part of the contribution will improve the experience.	1/21/2025 4:00 PM
118	I see two distinct groups of volunteers - those who volunteer for P&C activities, and those in Exec roles. For those general volunteers, interest is typically in specific activities and being able to flex up and down time as needed (and we need to make clear any time is valued, you don't need hours and hours) For the exec roles, I really struggle to see how we can continue to ask unpaid volunteers to essentially run businesses - it's a huge legal and time commitment, and I honestly think true business services to the school (OHSC, tuck shop, uniform shop) should be run by paid employees,'leaving the P&C to fundraise via events, perhaps second hand uniform shops etc. I can't see how any volunteer who has their own job can also hold down an exec position, particularly president and treasurer, and it puts off many parents from even getting involved in the P&C as the perception is you'll need to be as involved as the exec team. This survey doesn't let me select multiple options, but I also think cost of living means much less spare time for parents, and less cash to donate to schools.	1/21/2025 3:42 PM
119	The negative Nelly's that's don't volunteer but always have an opinion on what we do wrong or should be doing but never want to help out. They put a bad taste in so many people's mouths.	1/21/2025 3:32 PM
120	Recognising and awarding everyone for their volunteering.	1/21/2025 3:25 PM
121	Incentives from education department towards school equipment	1/21/2025 3:24 PM
122	More volunteers	1/21/2025 3:19 PM
123	More appreciation from parents, and school staff particularly classroom teachers who expect a lot from the P&C	1/21/2025 3:15 PM
124	Offering a small pay	1/21/2025 3:10 PM
125	Resources available to 'reward' and 'acknowledge' our volunteers. At the moment, volunteers spend money out of their own pockets to recognise other volunteers - seems silly! Also resources to recognise teachers / school staff.	1/21/2025 3:06 PM

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126	Not sure as it is across all sporting clubs, P&Cs etc	1/21/2025 3:05 PM
127	Genuine fundraising projects that people want to support with giving of their time. Provide credit based accruing system for volunteering hours that could go toward a range of offsets. Tax offsets, low income offsets for claiming, banked for school fees credits.	1/21/2025 3:00 PM
128	Unsure how this can be solved due to the societal changes impacting families. Both parents often work fulltime which will limit the ability to volunteer.	1/21/2025 2:55 PM
129	I believe for most people they don't have enough time because when they do volunteer they get overused.	1/21/2025 2:50 PM
130	I don't think this is an easy fix. It has to do with our society and the fact that people believe that someone else will do it, that they won't see the benefits of it for their child or make up excuses about cliques and small minded members. A large portion of society is uninterested in working for nothing. If it doesn't benefit them directly, there's little interest.	1/21/2025 2:50 PM
131	To have a list of options where volunteers are required, with dates and times. Maybe have more details on expectations. Provide a free meal or drink for their time.	1/21/2025 2:49 PM
132	Make the time expectation clear and manageable	1/21/2025 2:49 PM
133	Resources available to assist volunteers with their roles. Especially regarding the business management side of running a P&C.	1/21/2025 2:48 PM
134	Engage volunteers in programs and events and organise these to provide opportunities for volunteer engagement. Consider time and convenience for those involved.	1/21/2025 2:46 PM
135	Unknown	1/21/2025 2:45 PM
136	We are finding people just don't want to volunteer to help. Our regular volunteers are getting burnt out and or are leaving the school community. But as soon as something isn't on or not available or the P&C doesn't have the funds to subsidise expenses it's an out cry that the P&C don't do anything for the school.	1/21/2025 2:44 PM
137	Volunteer for more than just music or sports programs. An event that will benefit every student	1/21/2025 2:42 PM
138	Create an environment where people want to build a little community and get involved in the kids education	1/21/2025 2:34 PM
139	Reduce the rules and restrictions we have to follow. Everything is too formal and people without business experience would find this a huge barrier. P&Cs are hugely undervalued and tasked with too much	1/21/2025 2:34 PM
140	Allow better fund raising options so volunteers are excited to participate	1/21/2025 2:32 PM
141	Sadly cost is a factor these days, people don't have spare time to volunteer when they can be paid to work.	1/21/2025 2:29 PM
142	offer smaller opportunities to volunteer, to see the impact and meet other parents.	1/21/2025 2:27 PM
143	At our school, the cost of living crisis has seen our volunteer numbers drop dramatically. I don't know how we can improve this.	1/21/2025 2:27 PM
144	More incentives for in school benefits. Tuckshop vouchers or uniform discount	1/21/2025 2:26 PM
145	Resources to allow volunteers to feel more confident	1/21/2025 2:23 PM
146	Facebook posts, use of social media is a must. Gone are the days of long written documents, people want quick, straight to the point posts that's gives the information. Some ex p and c members have mentioned there is a clique nature and haven't returned.	1/21/2025 2:23 PM
147	Make it easier Get the state government to pay for p and c insurance so that small schools can have a p and c with limited need to fundraise to cover the costs	1/21/2025 2:22 PM
148	Have more incentives - discounted tuckshop or school fees etc. allow P&Cs to use funds towards their volunteers for appreciation gifts and incentives. Cheaper daycare for volunteers. Centrelink bonuses for volunteer hours.	1/21/2025 2:22 PM
149	More volunteers.	1/21/2025 2:21 PM
150	We struggle to get volunteers. Unless I ask people to do specific things, they don't put their	1/21/2025 2:20 PM

Survey into P&C Volunteering Trends

	hand up.	
151	Companies to introduce a specific type of volunteer leave that includes helping at your child's school	1/21/2025 2:19 PM
152	Reduce the auditing process and procedures - which makes volunteering too onerous and difficult.	1/21/2025 2:19 PM
153	Honestly I have no idea - it may be different in larger schools but ours is quite small and in a low socio-economic area. It's incredibly hard to recruit new parents usually because they believe the p&c is going to take more time and commitment then they're willing to part with and I am quite certain they don't understand just how necessary the p&c is - if they went elsewhere to another school with a p&c who didn't provide what we do, then they may appreciate it but I feel as if the p&c is underappreciated by the parents of the school. The school itself and the principal appreciate our work as we appreciate theirs.	1/21/2025 2:19 PM
154	Life isn't what it used to be. People aren't interested in connecting and helping. Add in the high levels of compliance, people aren't capable of doing these roles. As president I came in with two degrees and a job in business management and bookkeeping. People without that knowledge would struggle and would fail compliance	1/21/2025 2:19 PM
155	More recognition.	1/21/2025 2:19 PM
156	Have people approachable, and prepared that some if not most parents are coming out of parenting experiences that they don't realise all parents go through to some extent...	1/21/2025 2:18 PM
157	Messaging of why it is important as an example to our children	1/21/2025 2:18 PM
158	We are always trying different ways this yr we will have a form around the school showing what we do & what time the can volunteer so we can make contact & start multi up	1/21/2025 2:18 PM
159	Government incentives?	1/21/2025 2:18 PM
160	Maybe an incentive that of you volunteer X amount of hours y p years child would be able to get a free lunch or discount at uniform shop	1/21/2025 2:18 PM
161	Tax incentives for office holders and organisers	1/21/2025 2:17 PM
162	More focus on human connection rather then paperwork and red tape	1/21/2025 2:17 PM
163	more transparent on roles for volunteers, what tasks are including, how long it will take...	1/21/2025 2:17 PM
164	Some form of rewards or recognition program - discounted services, health and wellbeing program access, ability to redeem rewards from points... Something to motivate volunteers to participate.	1/21/2025 2:17 PM
165	Make the schools treat volunteers better.	1/21/2025 2:16 PM
166	recognition, reward	1/21/2025 2:16 PM