



Queensland Fire Department

# Volunteerism Strategy 2026-2030 Snapshot

The Strategy aims to reflect a contemporary approach that meets the needs and expectations of modern Queensland communities by supporting volunteer members across QFD services to deliver exceptional outcomes.

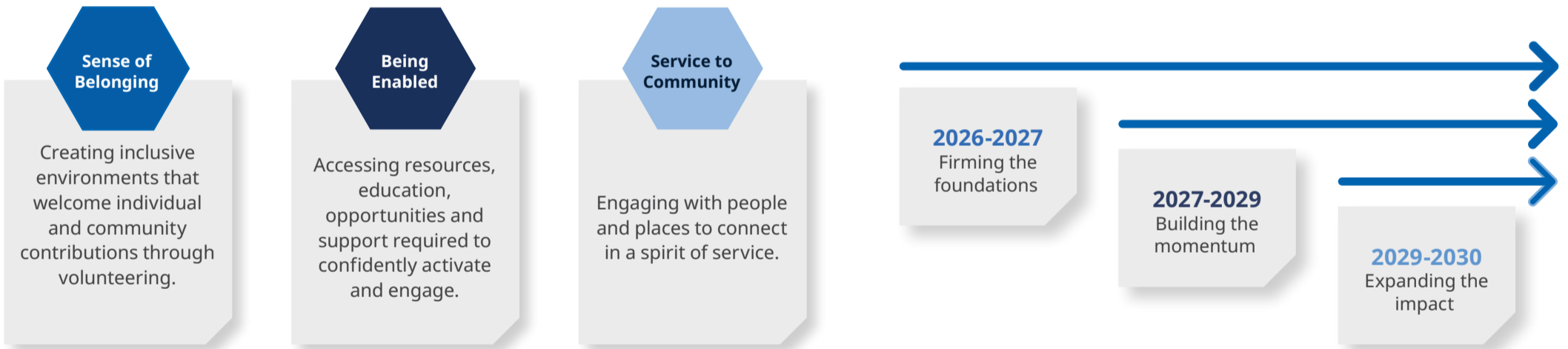
The QFD Volunteerism Strategy is supplementary to the QFD Strategic Plan, complementary to the Our People Strategy and supports the Queensland Government Response to the Inquiry into Volunteering in Queensland.

## Purpose

- Strengthening volunteerism across QFD services
- Ensuring a contemporary approach
- Enriching the volunteer experience
- Supporting service autonomy



## Guiding Principles



## Key Focus Areas

|   |   |   |  |   |   |  |
|---|---|---|--|---|---|--|
| <b>1.</b>   | <b>2.</b>   | <b>3.</b>   | <b>4.</b>  | <b>5.</b>   | <b>6.</b>   | <b>7.</b>  |
| Provide effective communication and engagement  | Embed a 'Safety First' culture to ensure volunteers' safety and wellbeing is prioritised  | Ensure efficient access to essential equipment and resources based on a comprehensive resource to risk methodology  | Improve the volunteer experience to deliver sustainable volunteerism   | Foster an environment of continuous learning and development  | Recognise and celebrate volunteer contributions and achievements  | Promote and foster stakeholder relationships   |
| <ul style="list-style-type: none"> <li>• Work to communication preferences</li> <li>• Deliver communications and engagement strategies</li> <li>• Capture shared learnings</li> </ul> | <ul style="list-style-type: none"> <li>• Safety training and equipment</li> <li>• Volunteer welfare and encouragement</li> <li>• Risk management</li> </ul> | <ul style="list-style-type: none"> <li>• Identify capability requirements</li> <li>• Allocation of equipment, uniforms and PPE</li> <li>• Explore new technology</li> </ul> | <ul style="list-style-type: none"> <li>• Contemporary recruitment</li> <li>• Effective onboarding</li> <li>• Inclusive volunteer environments</li> </ul> | <ul style="list-style-type: none"> <li>• Training and development</li> <li>• Competency maintenance</li> <li>• Retention and succession planning</li> <li>• Volunteer lifecycle data</li> </ul> | <ul style="list-style-type: none"> <li>• Streamlined recognition</li> <li>• Community-led recognition events</li> </ul> | <ul style="list-style-type: none"> <li>• Building stakeholder Relationships</li> <li>• Community engagement</li> <li>• Place-based education and preparedness</li> </ul> |

Volunteering is embedded in the fabric of the Queensland Fire Department (QFD), bringing social, cultural, and capability benefits. The spirit of volunteering underpins our values; to act with **courage**, uphold **integrity** and **respect**, show **loyalty** and build **trust** in pursuit of community safety and resilience.

**DELIVERING FOR QUEENSLAND**



**Queensland Government**