



volunteering  
queensland

# COMMUNITY ARMY

Spontaneous community volunteers are people who have offered to volunteer in their local community, if and when needed, to help out in times of need.

There are specific time-limited volunteering opportunities which arise urgently and need people on a larger scale than regular volunteering.

Volunteering Queensland's Community Army is made up of our EV CREW and Care Army services.

Communities and organisations rely on support from volunteers to provide clean-up, essential goods delivery, care, comfort and personal support to communities during and after a disaster and to vulnerable and isolated people when community needs exceed the ordinary capacity of their systems.

Since 2011, we've:



Stood up

163

volunteer  
activations



and rostered nearly

11,000

emergency volunteers to  
assist their community

## EV CREW

In collaboration with Local Government Agencies, Volunteering Queensland engages EV CREW volunteers to connect community, government, disaster, and emergency management organisations with people who want to help with disaster recovery efforts.

Volunteering Queensland recruits volunteers, collects volunteer registrations for organised recovery activities, matches volunteers with volunteer opportunities, and rosters volunteers into shifts according to the specific needs of the disaster and the community.

Volunteering Queensland also provides information and advice to organisations and members of the public about emergency volunteering and disasters.

Once volunteers are deployed, the day-to-day supervision and management of volunteers on the ground is the responsibility of the organisation tasked by the Local Government Agency to lead the volunteer activity.

### Examples of EV CREW Activations:

- Cyclone Jasper
- Gold Coast storm recovery January 2024
- Brisbane 2011 Floods



## Care Army

The Care Army is made up of everyday Queenslanders who want to help older and vulnerable community members aiming to boost social connection and support access to essential services.

Volunteering Queensland works with Queensland Government agencies to administer the Care Army program, facilitating the recruitment and placement of volunteers into organised community activities.

Once the volunteers are deployed, the day-to-day supervision and management of volunteers in the community is the responsibility of the government department or the organisation leading the volunteering activity.

### Examples of Care Army Activations:

- Volunteers to tutor First Nations students during COVID-19
- Community visitors for residents at Aged Care Facilities
- Volunteers to visit hospitalised veterans and their families to help them in their recovery process, reducing anxiety and stress.

