



Collection Notice: Volunteering

What do we do?

The Department of Communities (Communities) partners with the community services sector to develop volunteer opportunities and encourage and assist people to become involved in volunteering. Our initiatives include the WA Volunteer Service Awards, annual sector funding and grant programs that assist volunteering organisations to provide services to their community. Additionally, we work to achieve the outcomes of the WA Volunteer Strategy and National Strategy for Volunteering 2023-2033.

Those wishing to **become a volunteer** may be required to undergo a screening check, depending on the type of volunteer work they plan to undertake.

For example, volunteer roles involving child-related work require a [Working with Children Check](#). Details of the personal information collected for this check and how it is used is covered by the [Working with Children Screening Unit Privacy Policy](#).

Other, Volunteer Screening may include Volunteer National Police Certificate Program and National Disability Insurance Scheme (NDIS) Worker Screening. Refer to [Volunteer National Police Certificate Program](#) or [NDIS Worker Screening](#).

This Collection Notice covers the personal information collected in connection with our **volunteering grants program**, how this information is used, and who we may share it with.

What personal information do we collect and hold?

Personal information is generally collected directly from you through applications, forms, and participation details.

For administering grant programs, we may collect:

- Applicant name and contact details (for example, telephone number, email address, and residential address).
- Bank account details (for grant payments) and other financial information as may be necessary.
- Reports on the volunteering programs, which may include names and other personal information of individual volunteers.
- Photographs of grant recipients project progress and/or result.

When can you remain anonymous?

Individuals may choose to remain anonymous when making a general enquiry. However, grant applicants are required to fully identify themselves in their application.

How do we use your personal information?

Personal information may be used to:

- assess eligibility for grants applications
- administer volunteer programs and initiatives
- engage with stakeholders and partner organisations
- support the delivery of volunteering services
- develop and improve volunteering policies and programs.

We may also use this information to:

- conduct analyses to monitor and improve service delivery
- prepare ministerial reports, briefings, or advice to Minister for relevant portfolio as per our statutory functions and ministerial accountability obligations of the *Public Sector Management Act 1994 (WA)* and the *Financial Management Act 2006 (WA)*
- support internal audit activities and external audit functions under the *Auditor General Act 2006 (WA)*
- notify Ombudsman WA of investigations, complaints, or reviews of administrative action under the *Parliamentary Commissioner Act 1971 (WA)*.

Who do we share information with?

We may share information with:

- the public - successful grant applicants may be announced publicly. No personal information is shared or released
- promotional channels - where consent has been received, project photographs supplied may be used in websites, articles and social media platforms
- Australian Tax Office (grant payments).

We may also share information:

- within Communities for the provision of related services
- to other Western Australian Government agencies, and oversight bodies or regulators where authorised or required by law
- with organisations engaged to deliver programs or services on our behalf
- to other organisations, where permitted by law, or where you have given us your consent.

To access your personal information held by Communities and to seek correction of any inaccuracies, you can apply under the *Freedom of Information Act 1992 (WA)*. Details on how to submit a request can be found on our [Freedom of Information](#) page.

Where can you find further information?

For further information about how we manage personal information, please refer to the Communities [Privacy Policy](#) or contact our Privacy Officer at privacy@communities.wa.gov.au.