

## BRISBANE FLIGHT PATH COMMUNITY ALLIANCE

### Volunteer Handbook

#### Welcome!

Thank you for signing up to volunteer for BFPCA: people before planes! By joining us, you're not only taking meaningful action to combat excessive aircraft noise pollution across Greater Brisbane, but you're also becoming part of a community of like-minded people who truly understand the impact of this issue through your own lived experience. Supporting each other while advocating for change is a top priority for us, and together we can amplify our voices and grow the movement. As a volunteer, you'll have the chance to make new friends, share your experiences with peers, and work collectively to bring about positive change. There's strength in numbers, and every voice counts—let's make a difference together!



#### Values

As a BFPCA volunteer, you are expected to abide by the BFPCA Charter,<sup>1</sup> which reflects our commitment to advocating for all Brisbane residents impacted by unreasonable noise pollution from Brisbane's flight paths. Our community includes residents of inner-city suburbs both north and south of

the Brisbane River, such as Ascot, Balmoral, Bulimba, Hamilton, Hawthorne, Hendra, New Farm, Morningside, Newstead, Norman Park, Seven Hills, as well as areas extending out to Mount Coot-Tha, Upper Brookfield, Pullenvale, Samford Valley, Bribie Island, Redcliffe, and Redland Bay.

We treat everyone with respect and reject any behaviour that is deliberately inflammatory, violent, profane, or discriminatory. We do not engage in divisive "Oppression Olympics" such as "my suburb is louder than your suburb." **Our strength lies in unity.** Every voice is valued, and every experience matters. We are all in this together, supporting each other as we strive for positive change for all.

#### Nodes

BFPCA represents families and communities in over 220 suburbs across Greater Brisbane. To effectively advocate for these diverse areas, we organise our volunteers into geographic nodes that align with federal divisions. This structure allows us to coordinate efforts more efficiently and ensure that each community's unique concerns are addressed. We will begin with the following nodes: **Brisbane, Griffith, Ryan, Dickson, Moreton, Longman, Bonner, and Bowman.** As the need arises, additional nodes may be added to expand our reach and support across the region. This approach helps us build stronger local networks, advocate more effectively, and create a united voice for change.

#### Communications

Effective communication is essential for keeping our volunteers informed and connected. BFPCA has established a **dedicated Facebook group exclusively for volunteers** to discuss volunteer-related

<sup>1</sup> <https://bfpca.org.au/we-are-bfpca/>

matters and share information specific to your roles. This group is separate from the main BFPCA Facebook group. You can join it via this link:

[facebook.com/groups/bfpcavolunteers](https://facebook.com/groups/bfpcavolunteers)

Each volunteer node has its own dedicated WhatsApp group to facilitate quick and easy communication among members within the same geographic area. Scan the QR code to join your node:



Bonner



Bowman



Brisbane



Dickson



Griffith



Longman



Moreton



Ryan

In addition, BFPCA maintains a public Facebook page, a website, and a regular newsletter and SMS distribution service to keep everyone up-to-date with the latest news, events, and advocacy efforts. These platforms ensure that all volunteers have access to the information they need to effectively support our shared mission.



## Funds

Nodes can request funds from BFPCA to support your local activities, such as organising events, distributing materials, or other community engagement efforts. These funds are vital for effective advocacy and outreach, and we encourage nodes to use them strategically to amplify your impact. BFPCA relies on donations from the public to sustain our work. Therefore, we also expect each local node to contribute to BFPCA's overall fundraising efforts.<sup>2</sup>

## BFPCA Shop

Show your support and pride for BFPCA by ordering your favourite BFPCA t-shirt and hat from our web shop.<sup>3</sup> Volunteers can use our dedicated discount code to get 20% off your purchases: **BFPCAVols**

Wearing BFPCA attire while volunteering not only helps you form a sense of belonging with your peers, but it also promotes the organisation and raises awareness of our cause when you're out and

<sup>2</sup> <http://bfpca.org.au/donate>

<sup>3</sup> <https://bfpca.org.au/shop/>

about. Every time you wear BFPCA gear, you're helping to spread the word and support our mission to combat excessive aircraft noise pollution. Grab your gear today and represent BFPCA proudly!



## Strategic Volunteer Activities

### Phone Banking

Phone banking is an essential activity where volunteers reach out to BFPCA followers and supporters over the phone. The best way to do this is to meet up in a small group, perhaps over a cup of tea, and together go through a list of names and phone numbers that BFPCA provides. Here's what we aim to achieve with each call:

- **Update Contact Information:** Verify that we have the most current contact details for each person in our database.
- **Listen and Engage:** Take the time to hear their concerns about aircraft noise pollution and let them know about the latest opportunities to take action. Direct them to the "Take Action" page on our website, where they can find the most up-to-date ways to get involved.<sup>4</sup>
- **Encourage Support:** Ask if they would consider making a donation to our fundraiser or volunteering their time to help strengthen our efforts.

Phone banking is a great way to connect with our supporters and ensure they feel involved and informed. It's also an opportunity to grow our community and make a real difference together.

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<sup>4</sup> <https://bfpca.org.au/take-action/>

**Please note:** BFPCA collects supporter contact information, which is personal and sensitive. BFPCA respects the privacy of its supporters, and contact information can only be shared to those volunteers who have agreed to BFPCA's Privacy Statement. The Privacy Statement will be provided for acknowledgement for each access to BFPCA's supporter contact information.

### Letterbox Drop

A letterbox drop involves delivering BFPCA flyers directly to people's mailboxes in your local area. This is a great way to raise awareness about aircraft noise issues and spread the word about our campaigns. BFPCA provides flyers on our website that you can easily download and print at home.<sup>5</sup> For larger quantities, such as the score cards we distribute during election times, BFPCA can arrange for print-runs.

To make this process more efficient, BFPCA can also assist in organising distribution maps tailored to your local node. This way, we ensure that our message reaches as many households as possible, spreading awareness and building support in our communities.

BFPCA can also assist with creating tailored flyers for your local node. As we are bound by legislative obligations (such as the authorisation line for election materials) we require review and approval whenever the BFPCA logo and brand are used. BFPCA has communications professionals as part of its committee who are happy to help your node develop communications materials that align and complement broader BFPCA messages.

### Flyer Handouts at Schools

This activity involves small groups of volunteers distributing BFPCA flyers to parents outside local schools during drop-off or pick-up times. This is an effective way to reach key members of our community including teachers and members of Parents and Citizens' (P&C) Associations and raise awareness

<sup>5</sup> <https://bfpca.org.au/flyers/>



about the detrimental effects of aircraft noise on school environments.<sup>6</sup> Many schools in Brisbane are directly under the flight paths, which negatively impacts students' learning abilities.

Volunteers can help highlight this issue by sharing information and engaging with parents about how they can support our advocacy efforts. This activity not only informs the community but also helps build momentum for change by rallying support from those most affected—our children and their families.

### Yard Signs and 'Wobbles'

BFPCA encourages community members to show your support by displaying a yard sign. Volunteers are needed to help distribute them to those who are interested in hosting one in their local area.

Another engaging activity is participating in a "wobble." This involves a group of volunteers holding up yard signs at busy intersections in your neighbourhood during peak rush hour times, wobbling them in the air to attract the attention of passers-by. Wobbles or yard signs on display in A-frames can also be highly effective at local markets, where volunteers can engage with the community, raise awareness about aircraft noise pollution, and recruit new supporters to our cause. It's a fun and interactive way to spread the word and make a visible impact in your community.



### Park Meet-ups

We encourage volunteer nodes to host regular social meet-ups in local parks, providing a relaxed environment for volunteers and community members to connect. Over a morning coffee or a lunch BBQ, these gatherings are a wonderful opportunity to meet peers and neighbours who are also affected by aircraft noise pollution, share experiences, and build supportive relationships.

BFPCA committee members will attend these local meet-ups to brief the community about our ongoing advocacy efforts and provide updates on current campaigns. These informal sessions help strengthen our community bonds and keep everyone informed and engaged in our shared mission. We encourage all volunteers to join these meet-ups, enjoy the company, and stay connected with our growing movement.

### Bunnings Community BBQ

The Bunnings sausage sizzle is a great way for community groups like BFPCA to raise funds and raise awareness. Bunnings provides the BBQ equipment and setup, while the organising group brings volunteers and supplies like sausages, bread, and condiments. All funds raised go directly to BFPCA.



To organise a Bunnings sausage sizzle, simply review this information and fill out this online form: [bunnings.com.au/about-us/in-our-community](https://bunnings.com.au/about-us/in-our-community)

<sup>6</sup> <https://bfpca.org.au/schools/>

## Social Media Ambassadors

Social Media Ambassadors play a crucial role in supporting BFPCA's online community. They assist Facebook group admins and moderators by ensuring discussions remain on topic and by providing answers to frequently asked questions. Ambassadors also post comments with links to relevant pages on the BFPCA website to guide members to further information.

In addition, they engage with featured posts by liking, sharing, and commenting to increase visibility and help these posts stay at the top of the group's feed. Ambassadors also report any content that violates group rules to the admins, helping to maintain a positive and informative community atmosphere. This role is essential for keeping our online community active, informed, and engaged.

## Other Volunteer Activities

There are many other possible volunteer activities – too many to list individually. BFPCA greatly appreciates any support with organising **local fundraising events**, such as trivia nights, bake sales, or community picnics. These events can help raise funds and also increase awareness about BFPCA's mission and activities.

Volunteers can assist in **writing letters or emails** to local councillors, MPs,<sup>7</sup> and other key stakeholders.<sup>8</sup> This could be in response to personal noise experiences or as part of coordinated campaigns such as BFPCA's regulatory failure campaign.<sup>9</sup> We can provide templates and guidance for these communications.

We often get asked by news journalists to recommend volunteers willing to **share your personal stories** about how aircraft noise has affected your lives. These stories can also be powerful advocacy tools when shared on social media or submitted as Letters to the Editor to local papers.

BFPCA is also always keen to hear from volunteers with **specialist skills or expertise**, such as:

- Accounting, finance, investment, ESG principles, shareholder activism.
- Legal, regulatory, policy, requesting, reading and scrutinising FOI documents.
- Technical aviation expertise, e.g. pilots and ATCs, current or former.
- Noise, acoustics, data visualisation & analysis.
- If you know influencers, let us know, too. For example: journalists, pollies, senior advisors, investors, directors, decision-makers, power brokers within the two major parties.

## Training

BFPCA is committed to supporting our local nodes in all volunteer activities. If you have any questions or need assistance, feel free to reach out via WhatsApp or email: [volunteers@bfpca.org.au](mailto:volunteers@bfpca.org.au)

We also offer training for any of the activities mentioned in this handbook, whether it's phone banking, letterbox drops, or social media engagement. Our goal is to ensure you feel confident and equipped to contribute effectively to our shared mission. Don't hesitate to contact us for guidance or to arrange a training session.



<sup>7</sup> <https://bfpca.org.au/mps/>

<sup>8</sup> <https://bfpca.org.au/complain>

<sup>9</sup> <https://bfpca.org.au/oversight>

## Code of Conduct

As representatives of BFPCA, volunteers are expected to uphold the following standards when engaging with the public and in your volunteer activities:

- **Abide by the Law:** Volunteers must follow all applicable laws and regulations while participating in BFPCA activities.
- **Professional and Respectful Communication:** When speaking with community members, stakeholders, or the media, volunteers should be courteous, friendly, and professional at all times. Avoid engaging in arguments or confrontational behaviour, and always strive to represent BFPCA in a positive light.
- **Stay Informed and Knowledgeable:** Volunteers are encouraged to regularly visit the BFPCA website and subscribe to the BFPCA newsletter to stay updated on the latest developments and information regarding aircraft noise. This ensures that volunteers can accurately represent the organisation and provide up-to-date information to the community.
- **Be an Advocate, Not an Adversary:** Our goal is to build community support and understanding. When discussing the impacts of aircraft noise, focus on sharing information and personal experiences rather than debating or dismissing others' concerns.
- **Maintain Confidentiality and Integrity:** Respect the privacy and confidentiality of all individuals and information shared within BFPCA. Always act with honesty and integrity in all volunteer activities.

## Insurance

BFPCA is a community association incorporated in Queensland and a registered charity with the Australian Charities and Not-for-Profits Commission (ACNC). We maintain insurance for our volunteers through AIG Australia Limited, covering all voluntary workers engaged in authorised BFPCA activities. This policy provides coverage for incidents that occur while volunteering, including travel between

your residence or workplace and the volunteer site. The policy includes benefits for personal injury, domestic help, and medical expenses, subject to age limitations and specific coverage limits. For more detailed information or to lodge a claim, please email [volunteers@bfpca.org.au](mailto:volunteers@bfpca.org.au)

## How to Get Started

Want to get started? Great! Here's how:

1. **Sign up for the BFPCA Newsletter:** When you sign up, tick the YES box indicating that you're willing to volunteer. If you're already subscribed, click on the link at the bottom of any newsletter to update your details. Don't forget to tick the YES box and add your mobile phone number so we can reach you easily.
2. **Join the BFPCA Volunteer Facebook Group:** This is where we discuss volunteer activities and share updates. It's a great way to stay connected and informed:  
[facebook.com/groups/bfpcavolunteers](https://facebook.com/groups/bfpcavolunteers)
3. **Join Your Local Volunteer Node's WhatsApp Group:** Connect with the volunteers in your area by joining the WhatsApp group for your local node.
4. **Get Involved:** Introduce yourself to your peers and join the next activity. Or, if you're feeling inspired, why not host the next activity yourself?

We're excited to have you on board and look forward to working together to make a difference!

## Questions?

Email: [volunteers@bfpca.org.au](mailto:volunteers@bfpca.org.au)

