



volunteering australia

NATIONAL SURVEY OF VOLUNTEERING ISSUES

09

Volunteering Australia

National Survey of Volunteering Issues 2009

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Executive summary

Volunteering Australia's National Survey of Volunteering Issues (National Survey) has surveyed volunteers and volunteer-involving organisations on known and emerging issues in volunteering in Australia over four consecutive years. In 2009, the survey continued with previous themes of engagement, management and support of volunteers, and the impacts of related public policy on volunteering. From a consistent line of questioning, trends and changes are possible to track since the survey's inception in 2006. Some of these include:

- volunteers' continued commitment to making a difference to causes and communities through volunteering;
- increased implementation of the *National Standards for Involving Volunteers in Not-for-Profit Organisations* by volunteer-involving organisations;
- organisations' continued struggle to attract, support and retain volunteers;
- unchanged public policy areas affecting volunteers and volunteer-involving organisations, but with increasingly positive, as well as negative impacts; and
- volunteering as a way of increasing the health, wellbeing and social inclusion of Australians.

These emerging trends and changes come amidst significant national and global events that are impacting, and putting expectations on, volunteers and volunteering in ways that may not yet have been fully realised or captured.

Climate change, as witnessed through the tragic Victorian bushfires and the Queensland floods, has presented ongoing challenges for emergency and relief services to provide spontaneous and sustained response to crises, primarily through volunteer effort. An ageing population, as identified by the Productivity Commission¹, has greater support needs and the reliance on a volunteer workforce to deliver these will increase. The responses from various industry skills councils to the workforce development needs of volunteers, who in some circumstances outnumber the paid workforce by a ratio of 1:3², reflect the growing awareness of the contribution of volunteering to Australia's productivity. This has also been evidenced through the recent Inquiry into the Contribution of the Not-for-Profit Sector³.

Legislative change has also recognised volunteers and volunteering more significantly over the past year. The new proposed Model OHS Act includes volunteers in the definition of 'worker' which means there will be a consistent national mechanism affording volunteers the same workplace protection as paid workers. Reviews of equal opportunity legislation⁴ have also recommended extending protection from discrimination to volunteers.

The National Survey does not capture a response to all of these changes or offer solutions to all the pressing challenges. It presents recent experiences of volunteers and volunteer-involving organisations, putting some of their ongoing needs into perspective. This provides an opportunity to inform changes that are required to support the continued growth and sustainability of volunteering in Australia's future.

¹ Productivity Commission, 2008, *Trends in Aged Care Services: some implications*

² Government and Community Safety Industry Skills Council 2009, *Government Skills Australia Environmental Scan 2009*

³ Productivity Commission, 2009 *Inquiry into the Contribution of the Not-for-Profit Sector*

⁴ Review of the Victorian Equal Opportunity Act, Review of the Federal Sex Discrimination Act

Introduction

This year's National Survey built on existing questions (closed and open-ended) of volunteer motivation and management/organisational support to explore whether volunteers have a sense of engagement in their roles and organisations, beyond having awareness of management systems and processes.

The survey is conducted online incorporating subsidiary surveys for volunteers, volunteer-involving organisations (including government), and for the first time this year, for companies with or developing an employee / corporate volunteering program.

Respondents to the survey consisted of 2372 volunteers, 1411 organisations and 33 businesses. Additionally 300 people registered their interest in volunteering without identifying as being in any of the aforementioned categories. The total response rate was significantly higher (almost 50%) than any previous year of the survey and represents a broad cross-section of volunteers and organisations in all sectors, from all states and territories of Australia, in metropolitan, regional and remote areas. The overall completion rate (total number of respondents who answered all the questions in their respective sections) was 71%.

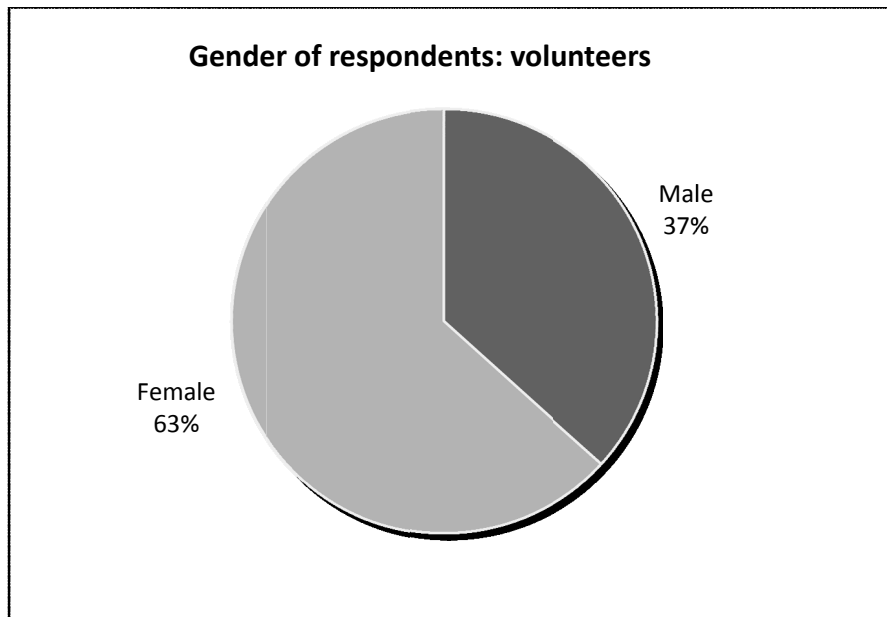
Open ended questions attracted approximately 11,000 qualitative comments from volunteers and organisations. These comments have provided invaluable data on experiences of volunteering in the current climate to develop the report findings. Further analysis, outside the scope of this report, provides the opportunity for a series of supplementary reports on specific areas covered in this survey to be produced in 2010.

Selected findings

- More than one third (36%) of volunteers reported they had not had any recognition for their good work in the last month of their volunteering.
- Substantial increase in the number of organisations reporting that they have implemented the *National Standards for Involving Volunteers in Not-for-Profit Organisations*.
- Highest response rate of all surveys conducted since 2006.
- 'Knowing that my contribution would make a difference' is most important to volunteers in their decision to volunteer (selected by 80% of volunteer respondents).
- 'Being accepted as a valuable team member', 'personal thank you' and 'feedback about my contribution' are the most significant methods of recognition that volunteer respondents reported made them feel valued as a volunteer.
- 30% of volunteers would like to have more opportunities to participate in the decisions of their organisations.
- Some evidence in the survey suggests that police checks are being used by organisations to assess suitability for people to volunteer regardless of the roles they may be fulfilling.
- 30% of organisations surveyed have not been able to access adequate information about the protection of volunteers under occupational health and safety legislation.
- Organisations with a paid manager of volunteers report a higher rate of adoption of management processes and systems to manager volunteers than organisations with no manager or a manager of volunteers who is a volunteer manager.

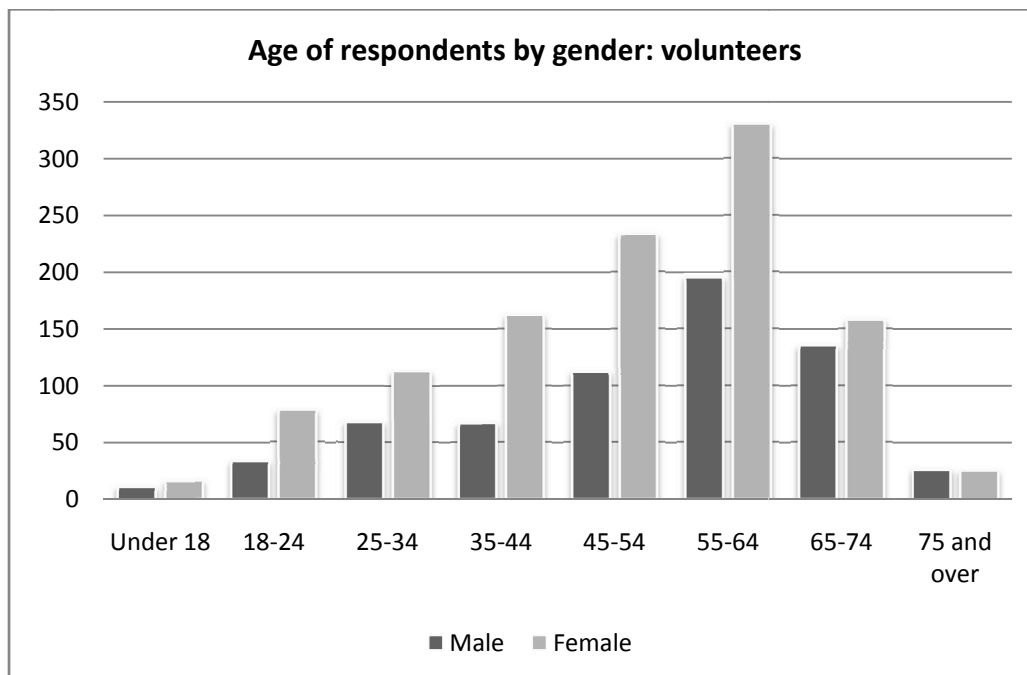
Volunteer respondent demographics

This year's survey attracted 2372 volunteer respondents (an increase of 25% on 2008). Significantly more females than males responded (similar to 2008: 61% female, 39% male) (Graph 1).



Graph 1

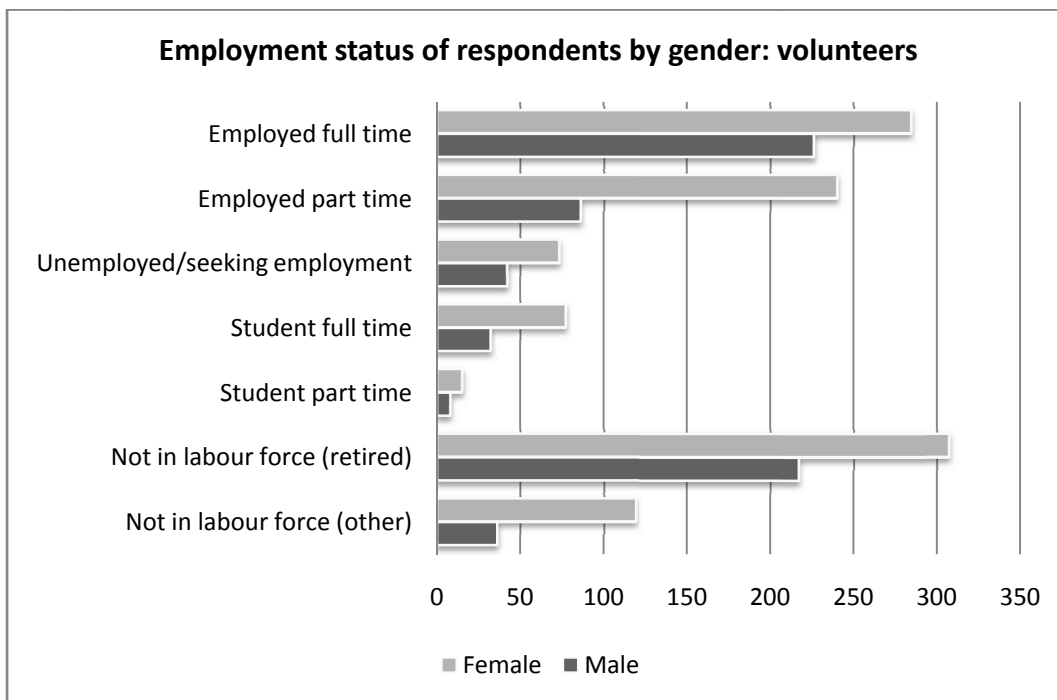
As in previous years, the highest proportion of volunteer respondents were aged 55-64 years (30%). Only 13% of respondents were aged 35-44 years (Table 10, Graph 2). This is in contrast to data from the Australian Bureau of Statistics' (ABS) Voluntary Work Surveys that have consistently found people in this age group (43%) are more likely to volunteer⁵.



Graph 2

⁵ Australian Bureau of Statistics 2007, *Voluntary Work, Australia, 2006*, cat. no. 4441.0

Consistent with ABS data, almost half of volunteer respondents were employed either full-time (29%) or part-time (19%), though part-time employees were at a much lower rate than ABS data (full-time 34% and part-time 44%)⁶; (Table 11, Graph 3).



Graph 3

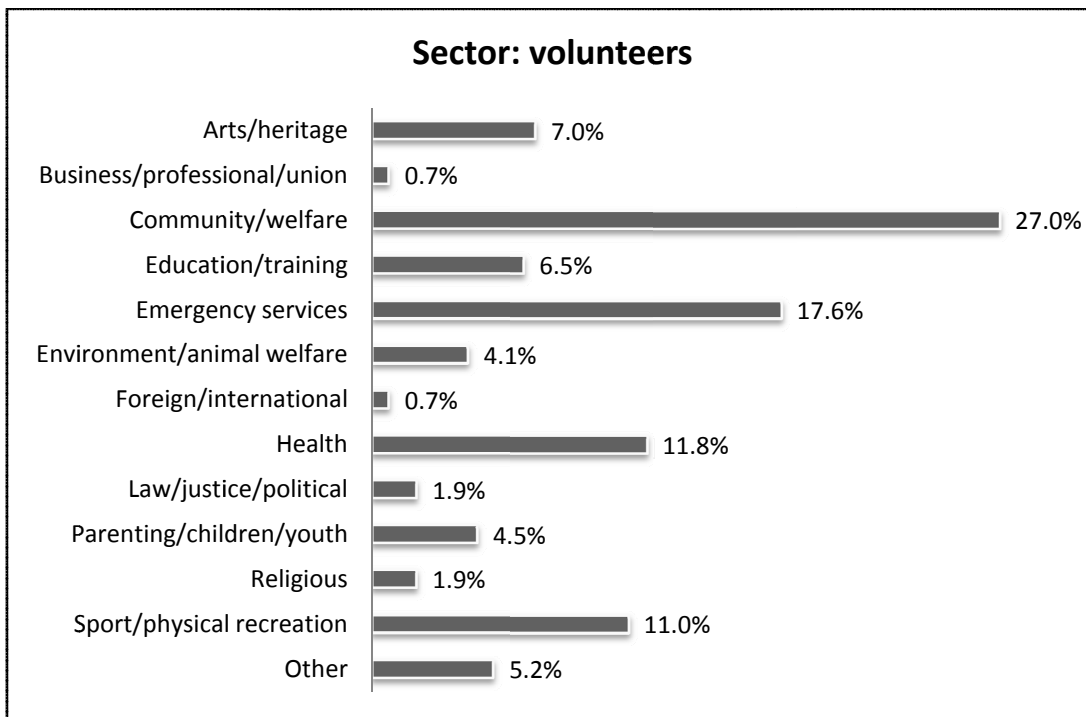
Approximately half of the volunteer respondents (49%) reported volunteering for one organisation; almost one third (30%) were volunteering for two organisations; and 21% volunteering for three or more organisations (Table 8). Twenty-five per cent of respondents have been volunteering for 2-5 years; 22% for 10 plus years (Table 9).

Eighty-one per cent of respondents were volunteering in not-for-profit organisations and 19% were volunteering in government organisations (federal, state or local) (Table 5). This is slightly higher than ABS data⁷. Government organisations identified were most commonly emergency services, public hospitals and educational institutions.

There was strong representation from volunteers in New South Wales, Queensland, Victoria and Western Australia (Table 2), with the majority of respondents volunteering in metropolitan areas (63%). Though there was still good representation from regional/rural areas (36%), and a small proportion from remote areas (33 or 1.5%) (Table 4).

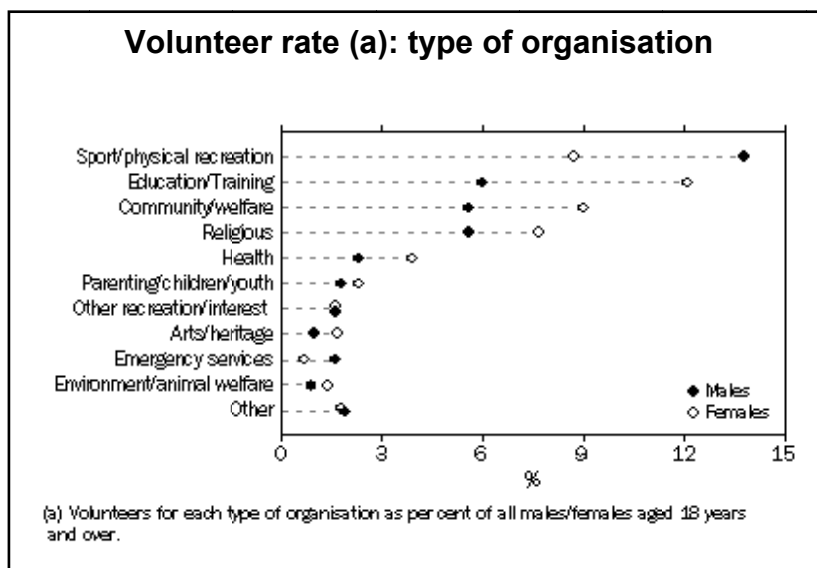
⁶ Australian Bureau of Statistics 2007, *Voluntary Work, Australia, 2006*, cat. no. 4441.0

⁷ Australian Bureau of Statistics 2007, *Voluntary Work, Australia, 2006*, cat. no. 4441.0



Graph 4

Volunteer respondents were predominantly volunteering in Community/Welfare (27%), Emergency Services (18%), Health (12%) and Sport/Physical Recreation (11%) (Table 1, Graph 4). With the exception of Sport/Physical Recreation, all of these sectors were much more highly represented in the survey data than the ABS has reported is the rate of volunteering in these sectors. Conversely, there was under representation from volunteers in Education/Training and Religious sector organisations compared to ABS data (Graph 5 taken from ABS 2007, derived from Table 18, p.40).

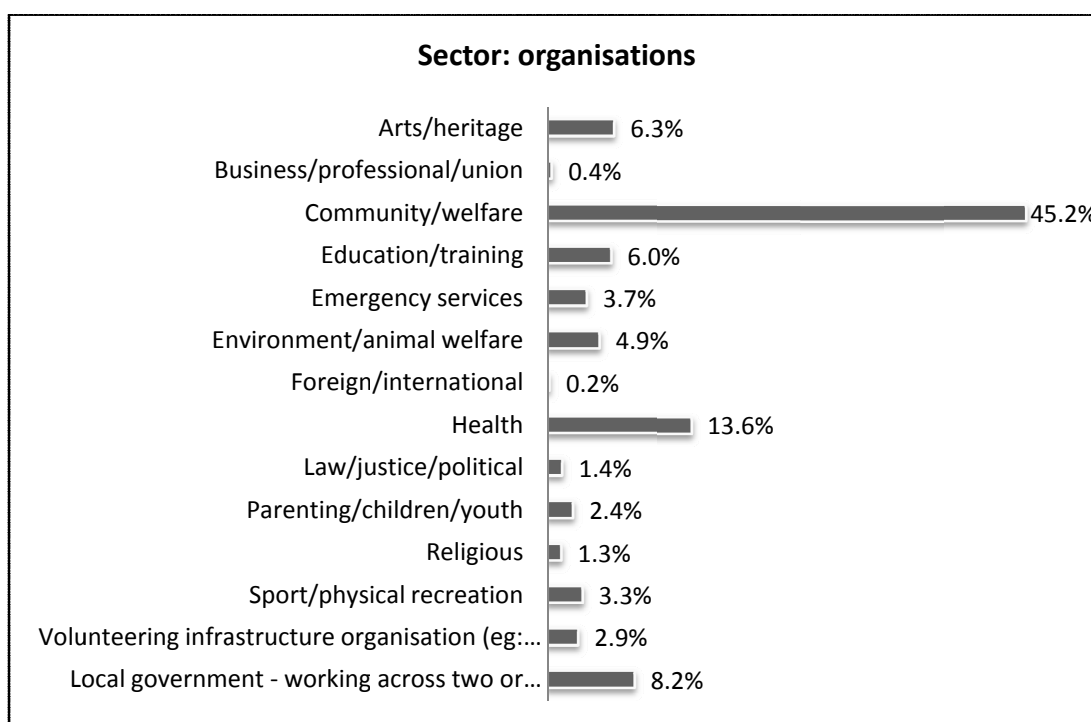


Graph 5

Organisational respondent demographics

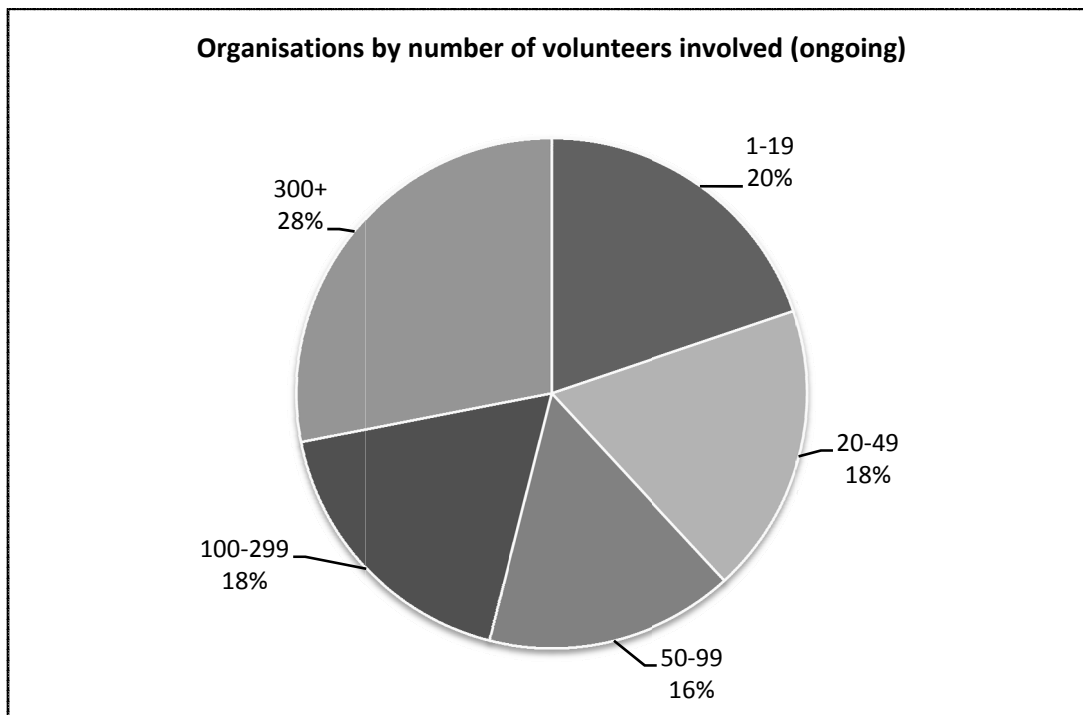
This year's survey attracted 1411 organisational respondents (an increase of 32% on 2008). Organisational respondents identified as having responsibility for managing volunteers in a not-for-profit organisation (76%) or a government organisation (22%) (Table 5). Government organisations were most commonly local councils, emergency services, public hospitals and some government departments or agencies.

There was strong representation from organisations in Victoria, New South Wales, Queensland and South Australia (Table 2). Sector representation was dominated by organisations in Community/Welfare (45%) and Health (14%) (Table 1, Graph 6). Similar to volunteer respondents, the majority of organisational respondents were in metropolitan areas (58%), a small proportion from remote areas (2%), the remainder from regional/rural areas (40%) (Table 4). Forty-three per cent of organisations were local, operating in either a metropolitan, regional or remote area; 23% were operating nationally (Table 3).



Graph 6

There was a fairly even spread of organisations by number of volunteers involved on an ongoing basis with 28% of respondents involving 300 plus volunteers and 20% involving 1-19 volunteers (Table 6, Graph 7).



Graph 7

Discussion of Key Findings

Participation

The most common method of finding volunteer work continued to be 'through the recommendation of a friend or relative' (27%). This finding is significantly lower than reported in 2008 (40%) most likely as a result of broadening response options to include 'through childhood involvement or membership' (8%), 'through university or school' (4%), 'through paid work or the workplace' (2%). 'Other' accounted for 19% of responses, many of which could have been categorised (Table 12).

Volunteers reported that the most important factors in *their decision* to volunteer were as follows (multiple responses were possible Table 13):

- Knowing that my contribution would make a difference (80%)
- Personal belief for a cause (67%)
- Location (65%)
- Organisational values and principles (62%)
- What I would get out of the role (54%)

There was only a slight change to the ranking when respondents were asked to choose *one* that is *most important* to their volunteering *now*.

- Knowing that my contribution would make a difference (38%)
- Personal belief for a cause (19%)
- What I would get out of the role (13%)
- Organisational values and principles (12%)
- Location (6%)

Opportunities for volunteer participation in organisational decision making varied. More volunteers reported having the opportunity to be involved in day-to-day decision making that affects their work than having input to the strategic direction of the organisation where they volunteer. Organisations reported a higher rate of volunteer participation in organisational review processes than reported by volunteers.

- 56% of volunteer respondents reported that they have enough opportunity to participate in the decisions that affect them and their work.
- 17% reported that they did not have any opportunities to participate in the decisions that affect them and their work.
- 42% have the opportunity to influence the strategic directions and actions of their organisation.
- 23% have no opportunity to influence the strategic directions and actions of their organisation.

With the question about whether I am encouraged to participate in areas that affect us as volunteers, what happens is we can ask the manager or coordinator about a situation and they will tell us how it is. Or the coordinator will say "perhaps you aren't getting what you want by volunteering here... have you thought of working somewhere else?" (Community/welfare, NSW)

- 30% of volunteers would like to have more opportunities to participate in the decisions of their organisations (Tables 15 & 16).
- 69% of organisations reported that volunteers participate in reviewing processes and issues that affect them and their work.

Asked if they feel that their work makes a difference to the organisation where they volunteer and what it is trying to achieve, 60% of volunteer respondents reported 'yes, always' and 37% reported 'yes, sometimes'.

Recognition

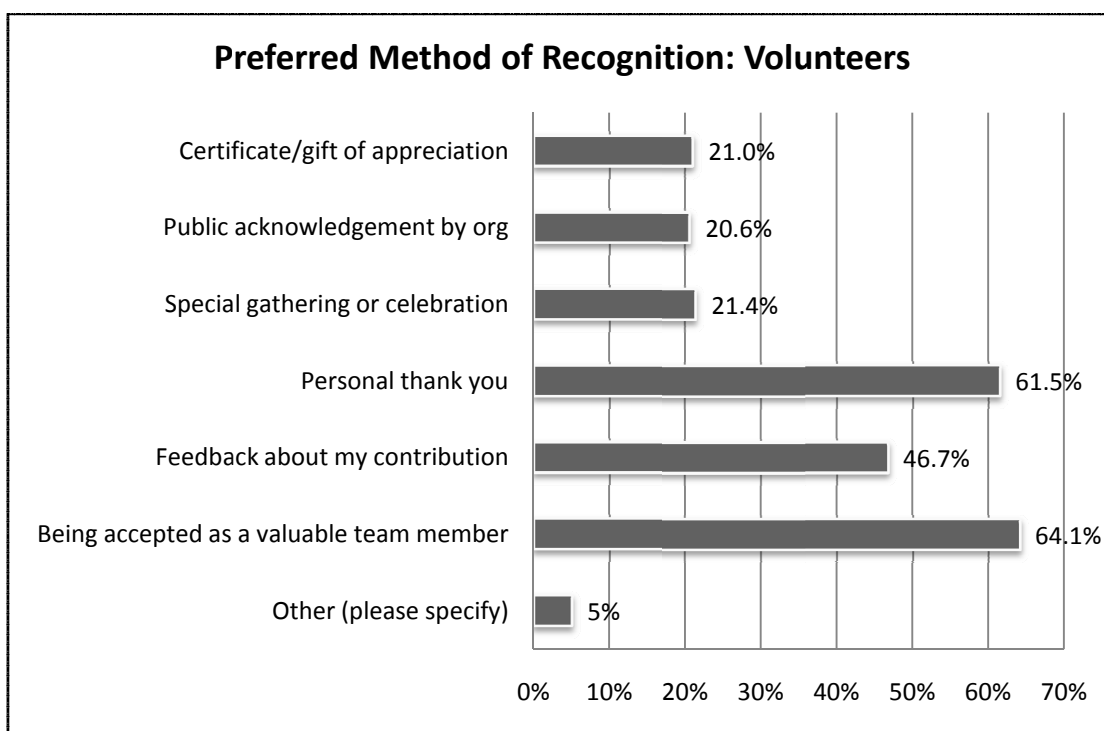
Commentary in the survey indicated that volunteer respondents need to feel that their participation and contribution is valued by management, paid staff, team members and clients (if applicable) in the organisations where they volunteer:

Just to have people acknowledge your presence instead of looking through you. And have consideration about availability of place of work instead of being at the bottom of the rung and having to move because someone else needs the space. (Education/training, WA)

Being recognised by the paid managers for going above the requirements of a volunteer when it comes to fund raising and or equipment raising. (Emergency services, ACT)

Having my 'advice' accepted and considered for implementation. (Education/training, ACT)

'Being accepted as a valuable team member', 'personal thank you' and 'having feedback about my contribution' are the most significant methods of recognition that volunteer respondents reported made them feel valued as a volunteer (Table 17, Graph 8).



Graph 8

The top three recognition methods are predicated on positive personal interaction and connection between volunteers and those that they work with, including paid workers and other volunteers.

*Informal thanks and a feeling of belonging to a team are most important.
(Community/welfare, rural/regional, NSW)*

All volunteers being recognised and not just the selected few that always seem to get recognition/photos in newsletters etc. (Sport/physical recreation, WA)

*Constructive feedback in ways that I can improve my teaching is valuable.
(Education/training, Qld)*

However, it is important to note that not all volunteer respondents reported that they need recognition to feel valued. The enjoyment and satisfaction of volunteering is enough in itself for some:

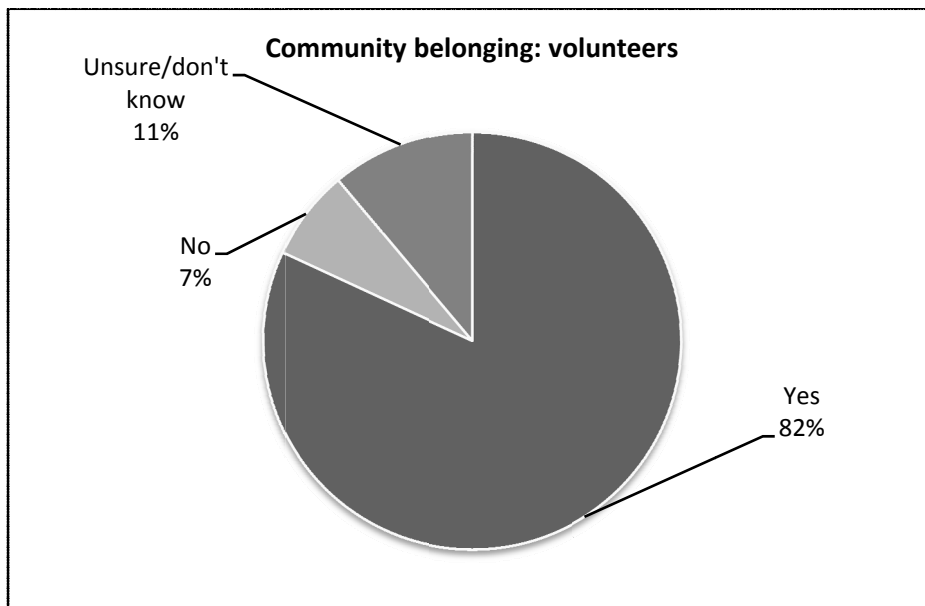
*I don't volunteer for the recognition - I just enjoy volunteering and helping people.
(Sport/recreation, Qld)*

Not interested in recognition. Concerned to get fires extinguished quickly and efficiently and go home. (Emergency services, WA)

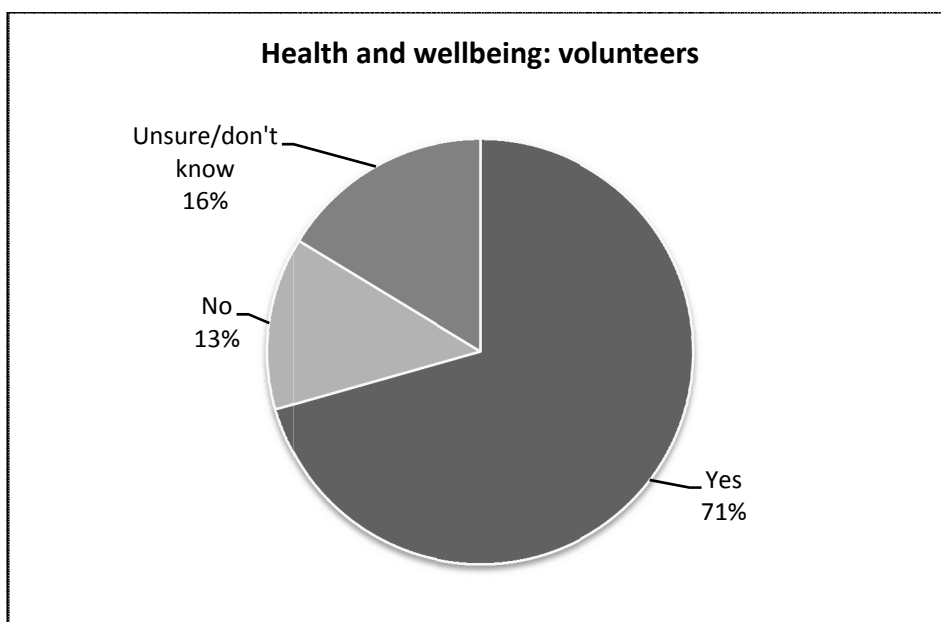
Thirty six percent of volunteer respondents (670) had not received 'recognition or appreciation for doing good work' *in the last month*. The question was asked in this way recognising that positive feedback is an important factor in motivating people. The frequency of positive feedback, including unexpected, spur-of-the-moment and structured feedback, can have a further motivating impact.

Community belonging and health and wellbeing

As in the 2008 National Survey, the vast majority of volunteer respondents (82%) reported that volunteering increased their sense of community belonging (86% in 2008). A lower percentage (71%), though still substantial, reported that volunteering increased their health and wellbeing (Graph 9 and 10).



Graph 9



Graph 10

Volunteer respondent commentary:

Being unemployed is a massive hit to the ego, through my volunteering, I get to feel like I am an actual contributor. (female aged 18-24, Community/welfare)

As a migrant, I feel that getting involved in the community makes me feel more like a member of that community. Assisting the locals is a good way of meeting new people and feeling accepted. (female aged 25-34 employed full-time, Emergency services)

I was lonely after my wife died and had depression. Volunteering gave me a purpose in life, coupled with the physical activity improved my health and mental attitude. (male aged 75+, Other recreation/interest)

This is a hard question to answer in a short period of time! Mainly, it is important for my mental health. I am a mother of two young children and am currently on maternity leave - volunteering my skills is a way for me to continue to use my professional skills and therefore feel confident that I am not losing any skills whilst being out of the workforce. It helps me to keep in touch with the "non-mother" role in me! (female aged 35-44, Community/welfare)

Not all volunteering provided a positive experience and an increased sense of community belonging, health and wellbeing. Unclear boundaries or expectations, poor management practice, absence of a written job description, lack of resources and workplace grievances can create confusion and stress for some people, just as in paid workplaces:

Staff are under a lot of pressure and sometimes forget the huge commitment is on top of the rest of our lives (work, home, family etc) and can be prone to expecting too much. (Emergency services, ACT)

Volunteers at the organisation are expected to volunteer at times when the part time paid coordinator is not working which put stress on volunteers dealing with clients that may be angry or confrontational. Community/welfare, Vic)

Respect for the fact that a volly gives of their time as they are able, not on demand. They are sometimes criticised when not available due to work or family and very often when unable to complete training. Many valuable vollies leave because the powers that be are trying to turn them into unpaid professionals. (Emergency services, WA)

Confusion for employees in regard to grievances and if they should be reporting directly to the management committee. (Community/welfare, NSW)

We need to have systematic flow of information. I am clearly overworked, up to the point where I have no capacity to train others to assist my work in the organisation. (Sport/recreation, Vic).

Relationships between paid staff and volunteers

Seventy six per cent of volunteer respondents (1641) reported that they volunteer in organisations that have paid employees. When asked if there was any confusion or conflict between volunteers and paid employees in their organisation, 15% of volunteer respondents (292) reported affirmative (Table 26).

From a list of response options (Table 27) volunteer respondents were asked to indicate the nature of any confusion or conflict they had witnessed or experienced between paid workers and volunteers. The following are the top five reasons selected:

- Recognition of volunteers (60%)
- Respect for volunteers (57%)
- Communication between paid workers and volunteers (56%)
- Consultation with volunteers in decision making (55%)
- Different priorities and goals of paid workers and volunteers (53%)

Volunteer respondents in the Emergency Services sector (93 out of total of 382) and the Community/Welfare sector (63 out of total of 585) reported confusion or conflict between paid workers and volunteers at a higher rate than other sectors. Factors that may contribute to confusion and conflict could be the ratio of paid workers to volunteers and the overlapping nature of work, roles and functions performed by paid workers and volunteers. Though the ratio of volunteers to paid workers is not known across all sectors,

some industry skills councils have attempted to quantify numbers to aid with their workforce planning and development needs. For example, Government Skills Australia, the national industry skills council for government and community safety (encompassing emergency services, including fire, police, surf lifesaving), estimates the numbers of paid operational staff as 122,280 and volunteers as 412,000⁸. Services Skills Australia, the national industry skills council for a range of sectors (including retail and wholesale, sport, fitness, community recreation, outdoor recreation, travel and more) estimates the number of paid workers at 2.5 million and volunteers at 1.7 million⁹.

Volunteer respondent comments from across a range of sectors give some examples of the confusion or conflict experienced between volunteers and paid workers:

There is a cultural divide between the paid full-time staff and the volunteers. A vast amount of operational knowledge lies with the volunteers that is either not given appropriate weighting or is not regarded. More work needs to be done on the integration of these two aspects of the same organisation - paid staff & volunteers.

I feel that paid administration assistant is not interested in my years of work experience, particularly in managing a large office. This can cause some misunderstandings but I just back down as I am the volunteer.

Organisational performance – Management systems and processes

The majority of organisations reported that they have management systems and processes in place to support their volunteers. Volunteer respondents reported management systems and processes in place, albeit at slightly lower levels than organisations reported:

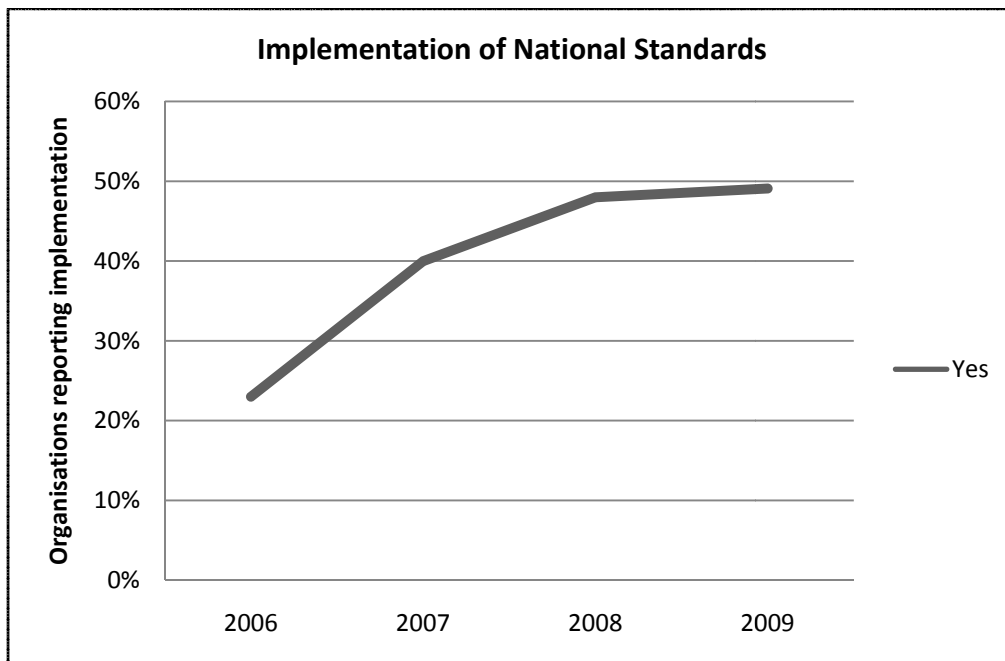
- 94% of organisations report that they have insurance coverage for volunteers; 71% of volunteers report that the organisations where they volunteer have insurance.
- 93% of organisations report that they maintain OH&S for volunteers at the same standard as for paid employees; 71% of volunteers report this for their organisation.
- 88% of organisations report that they have transparent recruitment and screening processes for volunteers; 78% of volunteers report this for their organisation.
- 93% of organisations report that they have an orientation process for volunteers; 81% of volunteers report this for their organisation (Tables 21 & 22).

The management systems and processes listed in the survey are derived from the National Standards for Involving Volunteers in Not-for-Profit Organisations (National Standards), one of Volunteering Australia's foundation documents that provides a 'good practice' framework for organisations involving and managing volunteers.

There has been a steady increase in the number of organisations reporting that they have implemented (partially or fully) the National Standards since 2006 (49% in 2009 up from 23% in 2006 Graph 11). From a volunteer perspective, almost two thirds (64%) were not aware of the National Standards.

During the first phase review of the National Standards (conducted by Volunteering Australia in mid-2009) it was identified that the term 'implementation' required definition and clarity. This year's survey reflected this by asking if the National Standards had been 'fully' or 'partially' implemented (Table 18) or used as a reference in organisations or volunteer programs.

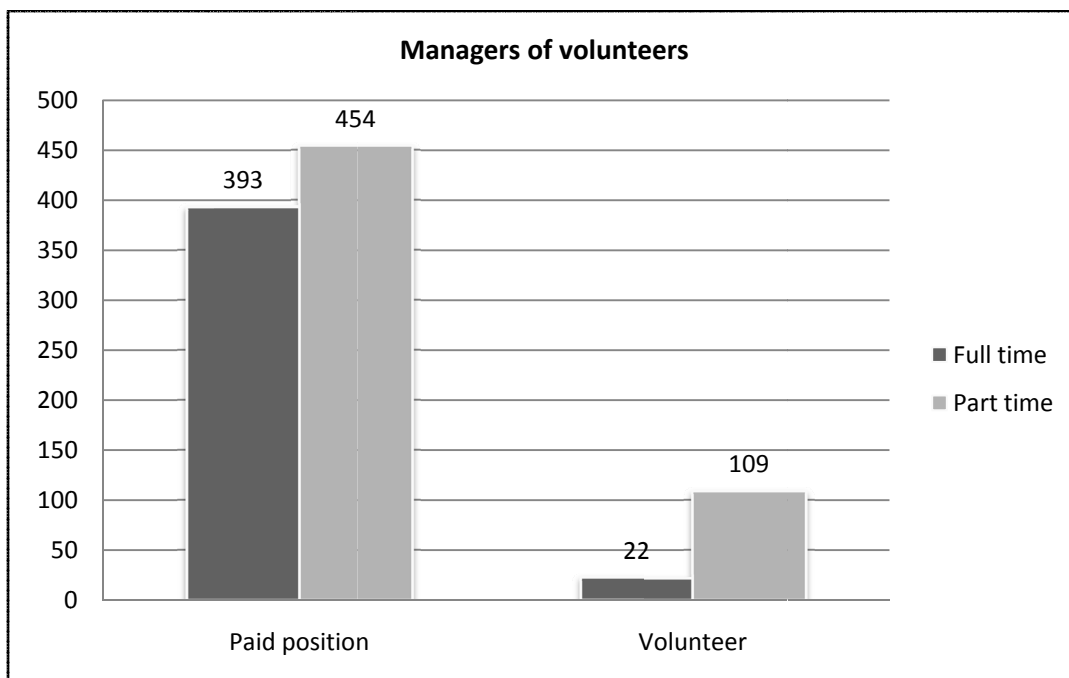
⁸ Government and Community Safety Industry Skills Council 2009, *Government Skills Australia Environmental Scan 2009*
⁹, Service Skills Australia 2009, *Service Skills Australia Environmental Scan 2009*



Graph 11

Managers of volunteers

The majority (70%) of organisational respondents identified as being, or having, a paid manager of volunteers. A further 13% of respondents identified as being, or having, a manager of volunteers who volunteers in the role (131). Almost half (48%) of the managers of volunteers, whether volunteer or paid, are employed part-time; 35% are employed full-time (Tables 19 & 20 and Graph 12).



Graph 12

In spite of some organisational respondents reporting that they have no manager of volunteers (17%) (Table 19), they report having systems and processes in place to manage volunteers. It may suggest that management of volunteers is being performed by someone in another role in the organisation. These organisations, and those with a

manager of volunteers who is a volunteer, have lower rates of adoption of all management systems and processes. For example, 87% of organisations with a paid manager of volunteers reported maintaining a grievance procedure. This decreases to 69% and 65% respectively for organisations with a volunteer manager, or no manager. Full-time/part-time manager status and the number of volunteers managed in an organisation were also analysed to assess if these factors had any impact on adoption of management processes, but the variation was very minor compared to whether there was no manager, a paid manager or a volunteer manager.

This may suggest that adequate resourcing, particularly the role of manager of volunteers, is important if organisations are to have the capacity to develop and maintain management systems and processes for volunteers.

Having public policy is one thing but having it implemented within our organisation is another. There is no clear information on how the volunteer organisation has to be managed, particularly if the managers are themselves volunteers. (Sport/recreation)

Some management systems and processes are still not available to all volunteers:

- Nearly one third (32%) of volunteers surveyed either do not have access to, or do not know whether their organisation has, a grievance procedure (see Table 22). This finding shows no improvement from 2008.
- 42% (as in 2008) of volunteers have not been given a written job description for their volunteer role, however 93% of volunteers reported that they know what is expected of them in their volunteer role, either all of the time or most of the time.
- One third (34%) of volunteers surveyed reported that their organisation did not have, or they did not know whether their organisation had, a formal recognition process (Table 22).
- Over half of volunteers surveyed (54%) reported no volunteer appraisal or performance management process available (Table 22) in spite of feedback being important to them to feel valued.

Volunteer training and skill development

A majority of volunteer respondents (89%) reported being given enough information and training to fulfil their volunteer role, but a significant minority (11%) reported that they do not receive sufficient information and training.

Eighty-two per cent of volunteer respondents reported that their volunteering has given them opportunities to learn and grow in the past year but nearly one third (31%) of volunteers reported that their development is not encouraged within their organisation. Where there is a person encouraging development of volunteers, in most cases this is the co-ordinator or manager of volunteers or someone who has a leadership role in the organisation such as president, captain or principal.

Ninety per cent of organisations surveyed reported providing training and skill development for volunteers (Table 21). Training can include organisational and role understanding, regulatory and safety requirements, skill development, issues awareness, or acquisition of a qualification.

- 70% of organisations surveyed provide non-formal training (non accredited) or workshops.
- 64% provide informal training e.g.: demonstration of tasks for the role
- 40% of organisations surveyed provide formal (accredited) training that could constitute part of a qualification.

- 6% of organisations reported that they provide no training at all for their volunteers (Table 23).

Commentary in the survey indicates that limited or a lack of organisational capacity (funding, resources, available staff, skills, time or space) to provide necessary or desired training to volunteers is a barrier to attracting and retaining volunteers. An additional drain on resources is felt by organisations when volunteers attend training but then discontinue their volunteering:

We would like to be able to provide more concrete and detailed training to volunteers before they start but just don't have the resources. Since our clients are both vulnerable and from CALD backgrounds, initial training is fundamental - we wish we could do more.

Training, standardised industry based training templates for volunteer managers/trainers to use would be of great benefit.

Training of volunteers is time consuming and aged care requires a high standard.

No access to govt funding for traineeships, etc as you would with paid workers, but we expect the same performance.

Need to attend a level of training in disability. Many want to get skills and move on quickly - specially admin - can be a drain to keep training new ones constantly.

Between 40-46% of volunteer respondents identified as having attended formal (accredited), non-formal (non-accredited) or informal (demonstration of tasks) training in their volunteer roles (Table 24).

- 68% of volunteer respondents described their training experience as having given them the necessary skills for their role.
- 19% respondents said that the volunteer training they accessed had given them skills useful to their current or future employment.
- 17% said it had helped them acquire an accreditation or qualification.
- 21% of volunteer respondents surveyed had not attended any training (Table 25).

Commentary from volunteers and organisations suggested that training can be a deterrent to some volunteers engaging with an organisation as training is seen as an additional time commitment and/or unnecessary. This can be because volunteers consider themselves already skilled and experienced, or that training is another level of unwanted bureaucracy.

Unwillingness of some volunteers to be involved with training as considered a waste of time.

Limited time to come to training, many life commitments eg grandkids work etc, limited schooling and fear of training.

The parent organisation requires too much training. There are not enough volunteers to cover all the roles and therefore some volunteers are worked too hard and burn out.

Lack of interest from the volunteer. The volunteer feels that training is not needed as they have past experience as an employee.

The organisation has developed excellent supports and training for volunteers but getting them to become engaged in these are sometimes difficult due to the volunteers view of their own personal development.

Big turnover makes it difficult to organise training and non attendance is frequent so it makes it difficult to schedule activities.

Barriers to involving volunteers

More than half of the organisations surveyed (55%) (765) reported that they experienced barriers to involving volunteers.

This is the same finding reported in 2008 and the themes in the qualitative data have changed little, if at all since that time. Respondents contributed 714 qualitative comments about what barriers they are experiencing and many reported multiple issues that create barriers. Preliminary review of this data can best be summarised as:

- Lack of organisational capacity (funding and time) to recruit, engage, manage and support volunteers.
- Not enough capacity (funding and time) to provide necessary volunteer training and skills development to take advantage of available resources.
- Cost and administration associated with legislative compliance and procedural requirements.
- Attracting, recruiting and retaining suitable volunteers.

A full analysis of the barriers that organisations reported experiencing will be included in supplementary reporting during 2010.

Employee/Corporate volunteering

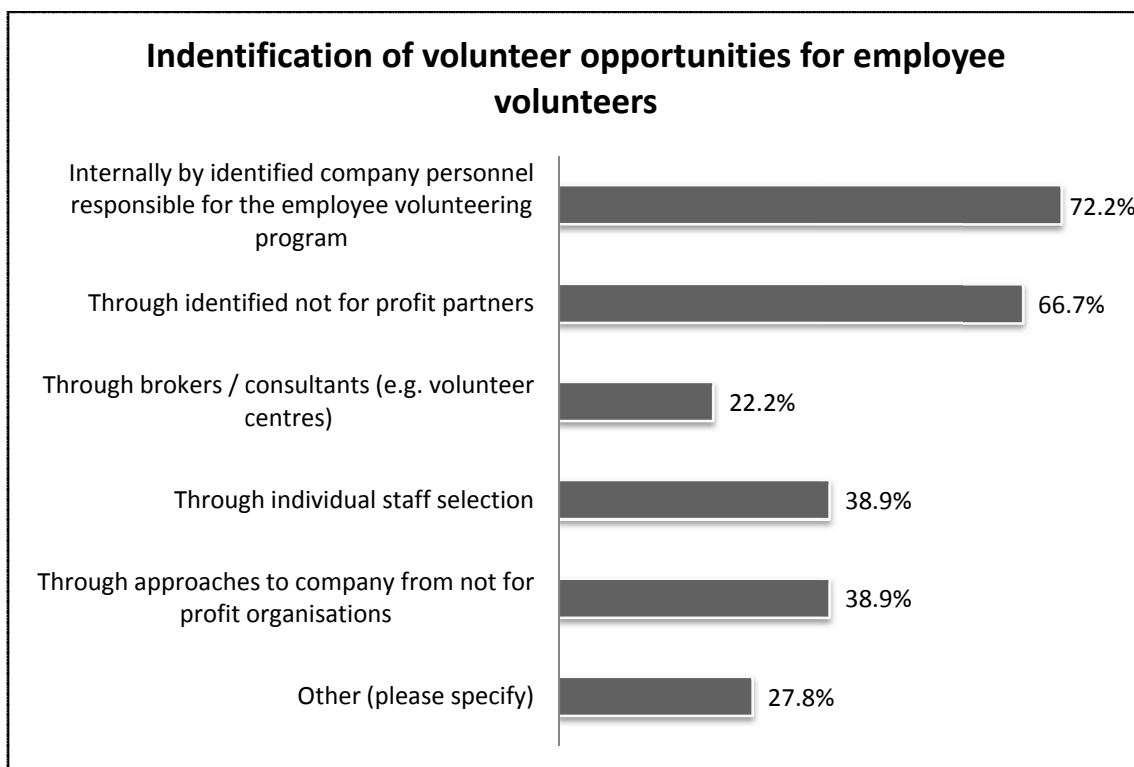
The business perspective

Companies with an existing employee/corporate volunteering program or an interest in developing one were surveyed for the first time in 2009. Thirty-one companies responded, 19 of which completed the entire survey. Of these, only three identified their industry sector (finance & insurance, communications).

Corporate social responsibility was reported as the most important factor in the decision to run an employee volunteering program, but employee focussed factors such as enabling employees to make a contribution to community; increasing work satisfaction; and fostering team spirit and cohesion also rated highly (Table 28).

- Fourteen companies reported that their programs are fully implemented with staff actively involved; nine reported that the program had been running for some time but is now being reviewed for the future; and eight were in various stages of development or commencement.
- Of these, 11 reported that their programs have been in place for 3–10 years, seven reported longer than 11 years.
- The majority of companies (16) reported that the company had a formal program (as opposed to semi formal or informal) with documented procedures approved by management.
- Twelve companies reported that they have a designated full-time role to manage the program.

Sectors where employee volunteers from respondent companies were most likely to be involved were Community/welfare, Education/training and Environmental/animal Welfare. Respondents reported a range of mechanisms for finding volunteer opportunities, with the most popular being either company personnel, or not-for-profit partners, identifying them (Table 29).



Graph 13

Companies identified different support methods to enable employee volunteering. The most common being paid time off (13). Insurance and provision of safety equipment by the company is offered by some, which also benefits the organisations where employees volunteer (Table 30). Just under half of companies (8) granted up to one day of volunteering during work hours per year; three granted up to one week.

Companies were asked what challenges their programs faced. Employees having the time to volunteer, finding meaningful and suitable volunteer opportunities, and the financial costs of the program were the main challenges reported (Table 31).

The global economic crisis was not an issue for the majority of respondents, but for those that did report it as a challenge (4) less time for management of the program and less employee flexibility were reported as impacts.

Volunteer-involving organisations' perspective

Thirty six per cent of volunteer-involving organisations (381) surveyed involved employee/corporate volunteers in their activities in the past 12 months. Close to two thirds of these were in the Community/Welfare (175) or Health (50) sectors. Organisations in the Environment/Animal Welfare (29) sector and Local Government (24) were the next most likely to report using employee volunteers.

The most common method of involving employee volunteers was in project/activity teams (61%), for example where employees participate in a group on a designated task, but almost half of respondents (48%) involved employee volunteers in their regular programs ie: integrated as part of usual or ongoing activities (Table 32).

Fifty-nine per cent of respondents reported that the experience of involving employee volunteers was 'extremely valuable', 34% reported only 'somewhat valuable'. Reasons for their response were sought and substantial comment was given.

The expertise that our corporate/employee volunteers bring to our organisation is invaluable. Everything from library skills to chairing committees and recording oral histories. (Community/welfare, NSW)

Involving corporate volunteers can add additional layers of administration & project management and this can be difficult to accommodate in a cost/program effective way, particularly if not recognised by the corporate partner. However, involving corporate organisations can lead to finding the volunteers you need. (Community/welfare, Vic)

Additionally, over 500 comments were made about resources that would help organisations involve employee/corporate volunteers in their programs. This information will be covered in a supplementary report in 2010.

Impacts of public policy on volunteering

Volunteer and organisational respondents were asked to rate each listed area of volunteering related public policy by the level of impact they had experienced in the past 12 months e.g.: 'positive impact', 'no impact', 'negative impact' or 'unsure'. For organisations impact was specifically in relation to their ability to attract, recruit, train or retain volunteers. The areas of public policy listed were:

- Occupational health and safety (OHS).
- Insurance.
- Compensation for loss or injury as a volunteer.
- Out of pocket expenses incurred through volunteering.
- Understanding visa requirements around volunteering for volunteers from overseas.
- Background checking such as working with children checks/police checks.
- Equal Opportunity or anti-discrimination.

For each of these public policy areas, around half of respondents (volunteers and organisations) reported that there had been 'no impact' on them in the past 12 months (Tables 33 & 34).

For most of the public policy areas, organisations reported a greater positive than negative impact. For example, 284 (25%) reported that equal opportunity had a positive impact and 34 (3%) reported a negative impact. The notable exception was 'out of pocket expenses' where 297 (27%) organisations reported a negative impact on their ability to attract, recruit, train or retain volunteers, and 199 (18%) reported a positive impact (Table 34).

For all of the public policy areas, volunteers reported greater positive impact than negative impact. For example, 467 (26%) volunteers reported that OHS had a positive impact on them in the past 12 months, while only 130 (7%) reported that it had a negative impact. Volunteer reporting on 'out of pocket expenses' was fairly balanced in its positive/negative impact; 299 volunteers (17%) reported positive impact; and 252 (14%) negative impact. This was a significant decrease in the number of volunteers reporting negative impact of out of pocket expenses compared to 2008 data ie: 416 (28%) in 2008 (see further discussion below). There was an increase, however, in the percentage of volunteers reporting that out of pocket expenses affected their ability or desire to volunteer (up from 35% (144) in 2008 to 44% (94) in 2009) (Table 33).

Volunteer and organisational respondents were asked to select *one* public policy area that had the *most* impact on volunteering in the past 12 months and then answer specific

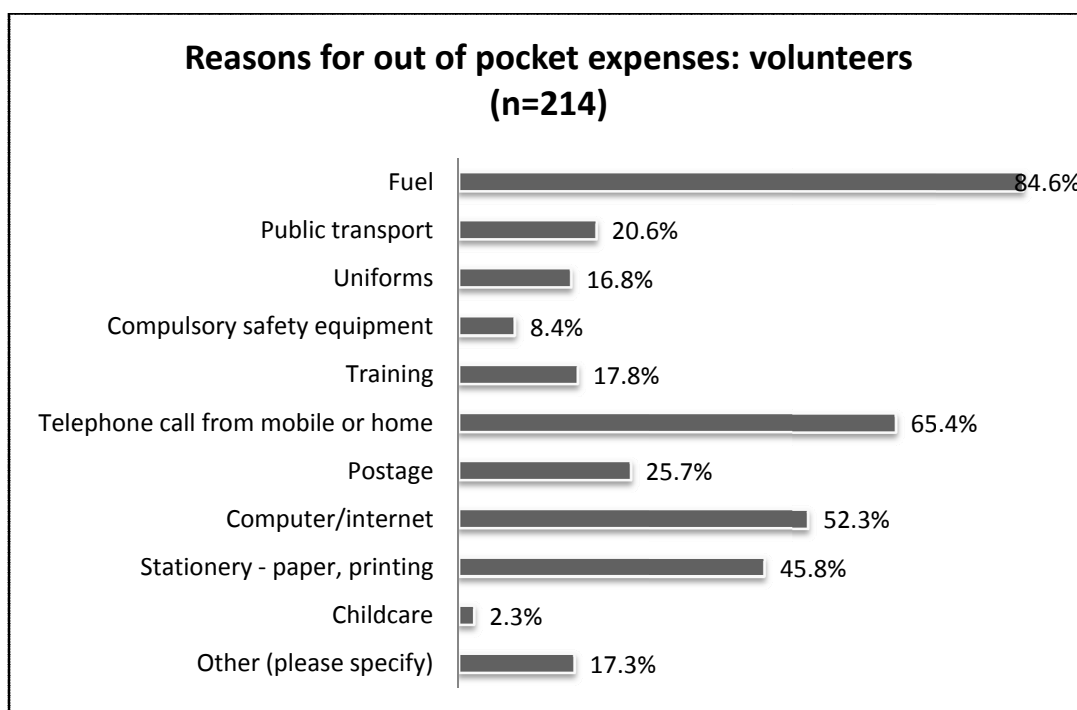
closed and open-ended questions related to that policy area. Respondents only answered questions relating to the policy area they selected. The top three public policy areas reported by both groups of respondents were:

- Out of pocket expenses (Volunteers: 214; organisations: 292)
- Background checking (Volunteers: 181; organisations: 342)
- Occupational Health and Safety (Volunteers: 295; organisations: 138)

An overview of findings about these public policy areas has been provided below. Supplementary reports on other public policy areas are anticipated during 2010.

Out of Pocket Expenses

Fuel remained the greatest expense incurred by volunteers and the greatest expense reimbursed by organisations. Other significant expenses for volunteers are phone calls from mobiles and home phones, computer/internet, stationery, printing and postage, public transport, training and uniforms (Table 35 and Graph 14).



Graph 14

In the past 12 months interventions to minimise the cost impact of fuel on volunteers were implemented that may account for some of the decrease in negative impact of 'out of pocket expenses' reported by volunteer respondents (as mentioned previously):

- Increased government funding under the Volunteer Grants Program, which included specific funding for eligible not-for-profit organisations to reimburse volunteers' out-of-pocket fuel expenses.
- A corporate program (BP Vouchers for Volunteers program) in April-May 2009, provided \$250,000 worth of fuel vouchers to eligible volunteers to ease the financial burden associated with volunteering.

Organisations surveyed did not report a similar trend of decreased negative impact or increased positive impact, in spite of these interventions, though the qualitative data indicated positive impact for some organisations:

Currently the main source (of volunteers) is the grey nomads (the fuel vouchers available through federal grant were very helpful!). (Sport / recreation, NT)

We received funding last year for fuel - that has enabled people to contribute more to their volunteer participation. (Health, ACT, NSW, Vic)

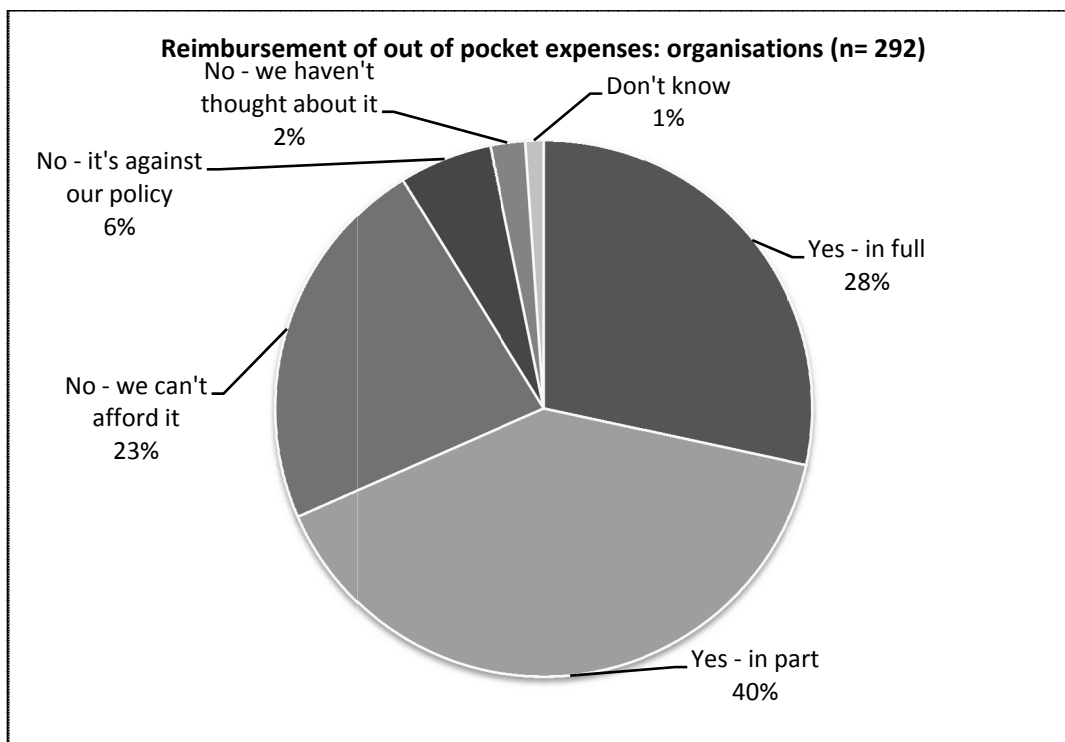
From the qualitative data it is evident that the cost of volunteering, particularly fuel, has a significant negative impact on organisations operating outside metropolitan areas.

We are in a regional area and we have interest from farmers in volunteering but the fuel costs are prohibitive.

Distance of travel from home to workplace is a big issue in the bush. Currently seven of our regular weekend Volunteers live in remote areas. Their lives were also very much affected by the drought and an hour trip is a toll on their meagre budgets (unsuccessfully applied for volunteer grant to reimburse volunteers' fuel)

As we are a remote location the cost of fuel has had a negative effect on the attendance of current vols and the ability to recruit new vols.

There was only a slight increase in the percentage of volunteers (13% (56) in 2008; 17% (36) in 2009) reporting that their organisation offered 'full reimbursement' of out of pocket expenses (Table 36). The data showed a slight increased capacity for organisations to offer 'part reimbursement' (37% (73) in 2008; 40% (114) in 2009) but the percentage of organisations that can't afford reimbursement stayed the same (23%) (Table 37 and Graph 15).



Graph 15

Organisations that have been able to reimburse volunteers' out of pocket expenses, or would like to be able to offer reimbursement, reported that increased and ongoing costs can be a detriment to overall program budgets:

Over the past 3 years it has risen from \$615 for the year to now being about \$2,000 per year. More volunteers are now claiming where as many did not before, especially fuel and

travel expenses. No funders allocate recurrent dollars for Vol expenses so we have to take this from our program & service provision budgets. (Community/welfare, NSW)

Paying out of pocket expenses to volunteers has the impact that there is less funding to provide a service to the clients we service - people with an intellectual disability. (Community/welfare, NSW)

Less money for local vol "unit" to provide for essential training, equipment. (Emergency Services, Vic)

Background checking (Police and Working with Children checks)

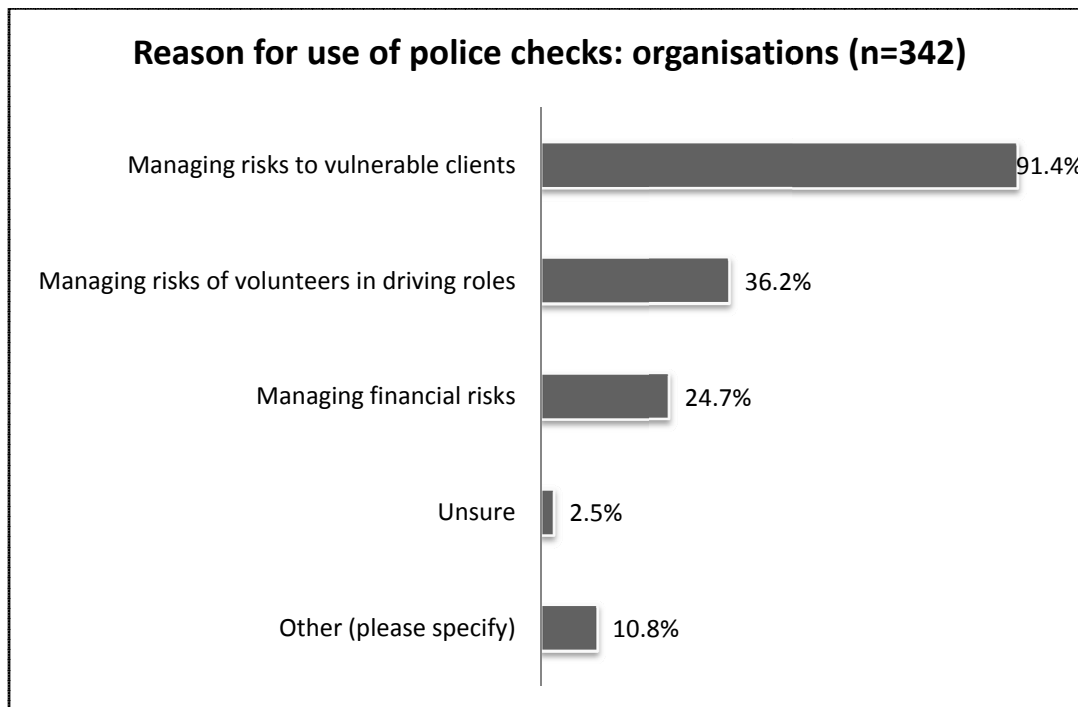
Volunteer and organisational respondents reported a largely positive impact of background checking (Tables 33 & 34) however, the qualitative data offers limited insight to explain this other than checks can make people feel that they, and the people they volunteer with, are safer.

One comes in contact with people from all walks of life whilst volunteering and I think people you work with should be comfortable with you and your background (Emergency services, NSW)

A necessary requirement in today's society. (Parenting/children/youth, Vic)

Provides air of safety and professionalism to our organisation. (Environment, WA)

Forty eight per cent of volunteer respondents (87) had to obtain both a working with children and a police check in the past 12 months (Table 39). Ninety one per cent of organisations (255) identified 'managing risks to vulnerable clients' as the reason for requiring volunteers to have police checks (Table 41, Graph 16). Fifteen per cent of volunteers (24) reported that they did not know why their organisation required them to have a police check.



Graph 16

It is important to note that not all volunteering activities and roles require potential volunteers to have a background check. However, there is some evidence from the survey data that police checks are used by some organisations as a method of assessing

suitability for all volunteer roles, not just roles such as working with vulnerable clients, driving or managing finances (though it is recognised that volunteers often have multiple roles in organisations). Respondent comments captured the following about the reasons for requiring checks by some organisations:

Looking after welfare of staff, customers and other volunteers. (Local government, SA – identifying volunteers as working in library services and IT)

Duty of care for other volunteers. (Community/welfare, Vic)

Making sure all volunteers are above board. (Religious, WA)

Provides air of safety and professionalism to our organisation. (Environment, WA)

The organisation made a unilateral decision to make it compulsory that all volunteers with the rank of Deputy Captain or above must have the child protection background checks.

The broad sweeping approach does not take into account the individual and unique circumstances of each brigade. Many brigades don't have children in the brigade so why do the field officers have to undertake child protection tests. (Emergency services)

There are potentially discriminatory implications, under anti-discrimination legislation, of applying a blanket policy to all volunteers and using the basis of a police check to screen people out of volunteering. Further research may be useful to explore how police checking is being used by organisations.

Eighty-nine per cent (142) of volunteer respondents surveyed reported that needing to obtain a background check did not affect their ability or desire to volunteer (Table 40). Qualitative data from volunteer and organisational respondents showed that the well-known and frequently reported issues of time, cost and lack of transferability between organisations and states/territories causes great consternation and is a continuing burden.

Where processes change through policy necessity, the impacts on organisations and volunteers can be acutely felt (in spite of intended benefits). For example, the Australian Government's requirement for volunteers working in federally funded aged care facilities and services to have a police check every three years; and the shift to volunteers lodging their own online applications for police checks (rather than by organisations) implemented in Victoria in July 2008 and in South Australia in November 2009:

The process has become more complicated there are some apparent drawbacks such as organisations not having the available resources such as access to an extra computer to be able to process the forms online. Some potential volunteers who are older or from diverse backgrounds can struggle with online lodgement; the police check is now delivered direct to the individual, as opposed to the organisation (for privacy reasons) and this often slows down the process of engagement.

Issues re cost of background checking have been impacted by funding requirements, particularly in the federally funded aged care sector for volunteers to have mandatory police checks every 3 years.

Since 2008, the data shows an increase in the frequency of organisations having to conduct police checks on volunteers as a requirement of a funding body (50% (139) in 2009 up from 41% (106) in 2008).

Occupational health and safety (OHS)

According to respondents, OHS continued to have a greater positive than negative impact at both an organisational and volunteer level in the past 12 months (Tables 33 & 34).

I like to know that the OHS standards are enforced as they are very important to me, I do not want to be injured.

With increasing age, loss of youthful fitness has been less significant because OHS policies have made the physical aspects of the task less demanding.

We work with clients who have a range of disabilities in situations that may be high risk, so this impact is ongoing. I see it as a positive impact, making our clients, volunteers and staff as safe as possible.

The Draft Model OHS Act, which is the outcome of the Australian Government's national OHS review, will provide legislative consistency across all states and territories when implemented in January 2012. Under the Act, volunteers across Australia will be protected under the definition of 'worker' for the first time.

The survey data indicates that many organisations have established, or emerging, culture, practice and procedures that protect volunteers to the same degree as paid employees (Tables 21 & 22).

We now have an OHS committee and policy development and review has been a priority. Continuous improvement and duty of care. (Community/welfare, NSW)

However, one third of organisations (93) who identified OHS as the policy area that had the most impact on them in the past 12 months, reported that they had not been able to access adequate information about protection for volunteers under OHS legislation.

- 29% of volunteer respondents (84) were trained in OHS during orientation.
- 59% (169) were regularly updated on OHS in their organisation.
- 85% (244) had been able to access adequate information about how to prevent workplace accidents and promote workplace safety for volunteers (Table 44).

Commentary indicated that cost, time, resources and training are still a burden for organisations and volunteers trying to comply with legislative and regulatory requirement.

It is probably broader than just OHS but volunteers feel burdened by the increasing demands made of them to keep people safe. They are often required to get formal recognition/training (at significant expense) for tasks they have been doing safely and well for years.

There is lots of lip service paid to volunteers by govt agencies & depts however in small isolated communities with limited human & financial resources the pressure on volunteers is immense because of lack of "real" support.

More training and risk minimisation initiatives. The club has to pay from limited funds for OH&S costs.

Methodology

The National Survey of Volunteering Issues is conducted using a subscription-based online survey provider. Though the survey sample is broadly representative of views on volunteering, respondents self select to complete the survey, therefore it cannot be considered a random sample or representative of all volunteers' or volunteer-involving organisations' views.

The National Survey has two major objectives. The first is to consider the experiences of volunteers and organisations with respect to well known public policy and volunteer management issues. The second aim is to explore emerging, or lesser-known, volunteering issues. Open-ended questions are included to invite survey participants to comment on a range of specific issues and to provide an opportunity to comment on other relevant aspects of volunteering. This provides a wealth of qualitative data that enhances the reporting of quantitative data.

Half of volunteer respondents identified as volunteering for more than one organisation. To facilitate consistency in their experiences, they were asked to focus on the *main* organisation they volunteer with in answering many of the questions. This means that there are many more volunteering experiences that we are not capturing from each individual respondent, but in some cases it may mean that the survey data represents a range of volunteering experiences. Experiences of 'spontaneous volunteers' were difficult to capture due to the nature of involvement, often as a one-off response to a crisis or a disaster. This will be a necessary refinement in next year's survey.

This year's survey was conducted later in the year than previous surveys to coincide with International Volunteer Day on 5 December.

Survey promotion

The response rate in 2009 was significantly higher than in previous years' surveys. It was open for a longer access time and was widely promoted to the volunteer sector leading up to, and during, the survey open period (8 September – 30 October 2009). A number of methods were used, mainly via electronic channels using the Volunteering Australia website and through email marketing campaigns. We would also like to recognise and thank the support of many organisations that advertised and promoted the survey to their members and networks.

e-newsletter InVOLve

Volunteering Australia's e-newsletter InVOLve has over 12,000 subscribers consisting of not-for-profit organisations, individual volunteers, for profit companies and government department representatives. InVOLve is sent out monthly and featured information about the survey in three issues. The days following each issue of InVOLve saw an immediate spike in the number of survey respondents.

Direct mail

A number of direct email campaigns to specific sectors were sent e.g.: to all local councils, State and Territory Offices of Volunteers (where available), key sport and recreation organisations, emergency services organisations and youth organisations.

A number of emails requesting promotion of the survey were also sent to State and Territory Volunteer Centres, Volunteer Resource Centres, and a number of not-for-profit organisations that support the work of Volunteering Australia.

Inviting companies with employee volunteer programs to participate in the survey was a new addition for 2009. A number of targeted emails were sent to our corporate partners

and networks inviting them to participate and encouraging them to pass on to their colleagues.

Volunteering Australia website

The VA website had a permanent webtile prominently displayed on the homepage from the survey opening on 8 September.

A dedicated URL was created www.volunteeringaustralia.org/survey that took respondents straight to information about the survey. Page views increased by more than 150% during the survey open period.

Media

A media release announcing the opening of the survey was sent mid-September and received over 40 media hits.

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Appendix 1 – Tables

1. Sector: volunteers and organisations

	Volunteers		Organisations	
	Response Percent	Response Count	Response Percent	Response Count
Arts/heritage	7.0%	152	6.3%	63
Business/professional/union	0.7%	16	0.4%	4
Community/welfare	27.0%	585	45.2%	451
Education/training	6.5%	140	6.0%	60
Emergency services	17.6%	382	3.7%	37
Environment/animal welfare	4.1%	89	4.9%	49
Foreign/international	0.7%	15	0.2%	2
Health	11.8%	255	13.6%	136
Law/justice/political	1.9%	41	1.4%	14
Parenting/children/youth	4.5%	97	2.4%	24
Religious	1.9%	42	1.3%	13
Sport/physical recreation	11.0%	238	3.3%	33
Other	5.2%	113	n/a	n/a
Volunteering infrastructure organisation (e.g.: volunteer centre)	n/a	n/a	2.9%	29
Local government - working across two or more sectors	n/a	n/a	8.2%	82
Total		2165		997

2. State / Territory: volunteers and organisations

	Volunteers		Organisations	
	Response Percent	Response Count	Response Percent	Response Count
Australian Capital Territory	3.5%	75	3.8%	38
New South Wales	26.0%	563	26.8%	266
Northern Territory	0.5%	10	2.6%	26
Queensland	25.7%	556	15.9%	158
South Australia	5.0%	109	14.3%	142
Tasmania	4.7%	102	7.1%	71
Victoria	23.6%	510	29.7%	295
Western Australia	11.1%	240	12.5%	124
National focus (organisations only)	n/a	n/a	5.4%	54
Total		2165		1174

3. National, state, local operation: volunteers and organisations

	Volunteers		Organisations	
	Response Percent	Response Count	Response Percent	Response Count
Nationally	39.9%	864	22.7%	226
In more than one state	7.5%	163	6.5%	65
Statewide only	19.2%	415	18.1%	180
Local metropolitan only	17.6%	382	22.8%	227
Local regional only	14.6%	317	27.8%	277
Local remote only	1.1%	24	2.2%	22
Total		2165		997

4. Main location: volunteers and organisations

	Volunteers		Organisations	
	Response Percent	Response Count	Response Percent	Response Count
Metropolitan area	62.6%	1355	58.2%	580
Rural/regional area	35.9%	777	39.7%	396
Remote area	1.5%	33	2.1%	21
Total		2165		997

5. Organisation types - not-for-profit / government: volunteers and organisations

	Volunteers		Organisation	
	Response Percent	Response Count	Response Percent	Response Count
Not for profit organisation that involves volunteers	78.2%	780	81.1%	1737
Government organisation, department or agency involving volunteers (federal, state,	21.8%	217	18.9%	404
Total		997		2141

6. Number of volunteers involved ongoing: organisations

	Response Percent	Response Count
1-19	19.8%	197
20-49	18.4%	183
50-99	15.8%	158
100-299	18.0%	179
300+	28.1%	280
Total		997

7. Duties undertaken by volunteers in organisations: volunteers (main involvement) and organisations*

	Volunteers performing		Organisations with	
	Response Percent	Response Count	Response Percent	Response Count
Administration/clerical	37.0%	800	66.8%	666
Arts/crafts/performing	7.0%	151	28.2%	281
Campaigning/lobbying	7.8%	168	12.1%	121
Coaching/umpiring	4.8%	104	31.8%	317
Counselling/mediation/advocacy	10.8%	233	17.1%	170
Disability support services	7.4%	160	25.3%	252
Education/tutoring/mentoring	20.9%	453	33.2%	331
Emergency response/safety/rescue	20.3%	440	13.6%	136
Food service	8.0%	174	25.5%	254
Fundraising/retail	19.6%	424	37.5%	374
Gardening/outdoor activities	6.9%	149	28.8%	287
Historical research &/or preservation	4.4%	95	10.9%	109
Hospital/allied health assistance	7.5%	162	11.8%	118
Information technology/library services	6.4%	138	20.6%	205
Marketing/public relations/media	11.5%	249	21.8%	217
Material relief	2.0%	43	6.4%	64
Professional/management/committee/board	15.0%	325	33.4%	333
Providing information/visitor guiding	13.2%	286	25.4%	253
Technical/mechanical/maintenance	6.8%	148	11.2%	112
Virtual volunteering (through technology rather than physical presence)	2.4%	52	7.6%	76
Visit/social support/driving	10.1%	219	39.1%	390
Working with animals	3.2%	69	4.5%	45
Working with children/youth	18.7%	405	35.0%	349
Working with the aged	10.3%	224	40.4%	403
Writing/editing/research	8.2%	178	15.2%	152
Other (please specify)	11.7%	254	11.8%	118
Total		2165		997

8. Number of organisations volunteered with: volunteers

	Response Percent	Response Count
One	49.2%	1066
Two	29.8%	645
Three	12.7%	276
Four	4.5%	98
Five or more	3.7%	80
Total		2165

9. Duration of volunteering in current organisation: volunteers

	Response Percent	Response Count
Less than 6 months	9.8%	212
6 months to 1 year	10.8%	232
1 - 2 years	14.2%	306
2 - 5 years	24.8%	535
5 - 10 years	18.6%	401
More than 10 years	21.8%	471
Total		2157

10. Age of respondents: volunteers

	Response Percent	Response Count
Under 18	1.5%	27
18-24	6.3%	111
25-34	10.3%	181
35-44	13.0%	229
45-54	19.6%	345
55-64	29.8%	525
65-74	16.6%	293
75 and over	2.9%	51
Total		1762

* Volunteers may give multiple responses. Totals do not add up to 100%.

11. Employment status of respondents: volunteers

	Response Percent	Response Count
Employed full time	28.9%	510
Employed part time	18.5%	326
Unemployed/seeking employment	6.5%	115
Student full time	6.2%	109
Student part time	1.3%	23
Not in labour force (retired)	29.7%	524
Not in labour force (other)	8.8%	155
Total		1762

12. Locating current volunteer work: volunteers

	Response Percent	Response Count
Through the internet	8.3%	179
Recommended by a friend/relative	26.8%	580
Volunteer Centre	5.5%	119
Local Council	2.6%	56
University or School	3.6%	79
Through paid work or workplace	2.4%	53
As a result of my childhood involvement or membership	7.6%	165
Centrelink/Job Service Agency	0.7%	15
Advertising by organisation e.g.: community noticeboard, newsletter, article in local	23.1%	500
Other (please specify)	19.4%	419
Total		2165

13. Factors influencing decision to volunteer: volunteers**Which of the following were important to you in your decision to volunteer?*

	Response Percent	Response Count
Location	64.5%	1210
Organisational values/principles	62.3%	1169
Personal belief for a particular cause	67.1%	1258
Time commitment required per week (e.g. number of hours)	47.9%	899
Total length of commitment (e.g.: ongoing, short term, project)	25.6%	481
Flexible volunteer days (e.g. do required days suit me?)	51.7%	969
Associated costs e.g.: reimbursement of out of pocket expenses	12.6%	237
Level of training/expertise required to perform volunteer role	30.8%	577
Knowing that my contribution would make a difference	80.4%	1509
What I would get out of the role e.g.: skills, experience, social	53.6%	1006
Regulatory requirements/'red tape'	4.9%	91
None of the above	0.9%	16
Other	5.6%	105
Total		1876

14. Knowing what is expected of volunteer role: volunteers

	Response Percent	Response Count
Yes - all of the time	54.6%	1038
Yes - most of the time	37.9%	720
Yes - some of the time	5.4%	102
No - it is not clear what is expected of me	2.1%	40
Total		1900

15. Volunteer participation in organisational decision making: volunteers

	Response Percent	Response Count
Yes - I have enough opportunities to participate in decision-making	55.7%	1044
Yes - I have opportunities to participate, but I would like more	15.1%	283
No - I do not have any opportunities to participate in decision-making	16.5%	310
I am not interested in participating in decision-making within the organisation	12.7%	239
Total		1876

* Volunteers may give multiple responses. Totals do not add up to 100%.

16. Volunteer influence on strategic directions and actions of organisations: volunteers

	Response Percent	Response Count
Yes - I have enough opportunity	42.3%	793
Yes - I have some opportunity, but would like more	15.7%	294
No - I do not have any opportunity	23.3%	438
I am not interested in influencing the strategic directions and actions of the	18.7%	351
Total		1876

17. Recognition methods that make volunteers feel valued: volunteers**What kind of recognition makes you feel valued as a volunteer?*

	Response Percent	Response Count
Certificate/gift of appreciation	21.0%	384
Public acknowledgement by organisation e.g.: in newsletter, on website etc	20.6%	376
Special gathering or celebration e.g.: end of year, National Volunteer Week,	21.4%	390
Personal thank you	61.5%	1123
Feedback about my contribution	46.7%	852
Being accepted as a valuable team member	64.1%	1170
Other (please specify)	5%	87
Total		1825

18. Implementation of the National Standards: organisations

	Response Percent	Response Count
Yes - Partial implementation	26.3%	340
Yes - Full implementation	22.8%	294
No	20.4%	263
Don't know	30.5%	394
Total		1291

19. Managers of volunteers - paid, volunteer, none: organisations

	Response Percent	Response Count
Yes, a paid position	70.2%	878
Yes, a volunteer position	12.6%	158
No manager	17.2%	215
Total		1251

20. Managers of volunteers - full time / part time: organisations

	Response Percent	Response Count
Full time	35.3%	416
Part time	48.1%	567
Don't know	1.7%	20
Not applicable as no manager	14.9%	176
Total		1179

21. Volunteer management - adoption of management processes: organisations*Does your organisation undertake the following for its volunteers? (please select a response for each row).*

	Yes	No	Don't know	Response Count
Transparent recruitment/screening processes	88.0%	8.3%	3.8%	1171
Orientation process	93.2%	5.5%	1.4%	1171
Training for volunteer roles and skill development	89.9%	8.8%	1.3%	1171
Assigning a designated contact person	92.7%	5.0%	2.3%	1171
Maintaining a grievance procedure	81.6%	12.1%	6.3%	1171
Providing opportunities for volunteers to give feedback	91.7%	5.5%	2.8%	1171
Providing volunteer appraisal/performance management processes	53.2%	38.8%	8.0%	1171
Maintaining OH&S for volunteers at the same standard as for paid employees	92.5%	4.8%	2.7%	1171
Insurance coverage for volunteers	94.0%	2.7%	3.2%	1171
Exit interview/feedback process for volunteers who have ceased volunteering	51.4%	40.4%	8.2%	1171
"Return to work" procedures for sick or injured volunteers	43.8%	35.9%	20.3%	1171
Total				1171

* Volunteers may give multiple responses. Totals do not add up to 100%.

22. Volunteer management - adoption of volunteer management processes: volunteers

Does the organisation you volunteer with have the following in place for volunteers? (please select a response for each row).

	Yes	No	Don't know	Response Count
Open recruitment/screening processes	77.9%	9.3%	12.8%	1986
Orientation process	80.8%	12.5%	6.6%	1986
Training for volunteer roles and skill development	81.4%	12.2%	6.4%	1986
A designated contact person	91.3%	5.6%	3.0%	1986
Grievance/complaint procedures	68.2%	10.3%	21.6%	1986
Opportunities for volunteers to give feedback	86.6%	7.4%	6.1%	1986
Volunteer appraisal/performance management processes	45.5%	28.7%	25.8%	1986
Formal recognition process	66.0%	17.9%	16.1%	1986
Reimbursement of out of pocket expenses	56.4%	25.1%	18.4%	1986
Occupational health and safety measures at the same standard as for paid employees	71.4%	9.0%	19.6%	1986
Insurance	71.0%	4.9%	24.1%	1986
Exit interview/feedback process for volunteers who have ceased volunteering	25.8%	26.4%	47.7%	1986
"Return to work" procedures for sick or injured volunteers	22.7%	19.8%	57.5%	1986
	Total			1986

23. Learning / training opportunities in organisations: volunteers

Which of the following opportunities to develop your skills are available/have you accessed to support you in your volunteer role?

	Available	Available & Accessed	Not Available	Don't Know	Response Count
Training opportunities	34.2%	44.3%	13.1%	8.4%	1903
Working in different areas of the organisation	39.8%	25.3%	23.9%	11.0%	1903
Temporary or permanent changes in role	37.6%	22.4%	23.4%	16.7%	1903
Participating in meetings or other processes with paid staff	29.2%	32.4%	25.1%	13.2%	1903
Pathways and assistance to paid employment e.g. obtaining a reference	31.6%	9.5%	28.4%	30.5%	1903
Chance to meet new people/develop networks	41.1%	47.0%	5.6%	6.3%	1903
Learning about my community	41.0%	41.4%	8.0%	9.6%	1903
Other (please specify)					46
	Total				1949

24. Training attended by volunteers / training provided by organisations

Training attended by volunteers / training provided by organisations

	Volunteers		Organisations	
	Response Percent	Response Count	Response Percent	Response Count
Not applicable as I have not attended any training	20.3%	387	5.5%	64
Formal training (accredited) or workshops e.g.: First Aid training; or a module that	40.4%	769	39.6%	464
Non-formal training (non accredited) or workshops e.g.: an information session on a	46.2%	880	69.7%	816
Informal training e.g.: demonstration of tasks to do my role	39.4%	749	64.2%	752
Other (please specify)	4.4%	84	n/a	n/a
	Total		1903	2096

25. Value of training experience: volunteers

How would you describe your training experience (please select as many as apply)

	Response Percent	Response Count
Not applicable as I have not attended any training	21.3%	406
Gave me necessary skills for my role	65.7%	1251
Gave me skills useful for current/future paid employment	18.7%	355
Gave me skills useful for personal development	38.6%	734
Was not useful for my role	2.5%	48
Helped me acquire an accreditation/qualification	17.3%	330
Other (please specify)		51
	Total	1903

26. Relationships between paid workers and volunteers: volunteers

Is there any confusion or conflict between the roles of volunteers and paid employees in your organisation?

	Response Percent	Response Count
Yes	15.3%	292
No	70.3%	1337
Not applicable - no paid employees	14.4%	274
	Total	1903

27. Nature of confusion or conflict between paid workers and volunteers: volunteers

	Response Percent	Response Count
Understanding the difference between paid and volunteer roles	49.7%	145
Recognition of volunteer contribution	59.6%	174
Respect for volunteers	56.5%	165
Understanding of volunteering	41.4%	121
Equal opportunity	25.0%	73
Different priorities/goals of paid employees and volunteers	52.4%	153
Consultation with volunteers in decision making	55.1%	161
Knowing who has authority/responsibility	44.9%	131
Procedures for volunteers	32.5%	95
Communication between paid employees and volunteers	55.8%	163
Differences of opinion	51.4%	150
Other (please specify)	9.9%	29
Total		292

28. Decision to run an employee volunteering program: companies*

	Response Percent	Response Count
We believe it is part of our corporate social responsibility	84.2%	16
It increases the work satisfaction of employees	68.4%	13
It gives employees social contact	52.6%	10
Employees can learn new skills	57.9%	11
Allows employees to make a contribution to the community	73.7%	14
Rewards employees by giving them a 'break' from working	5.3%	1
Provides a good reflection of the company from an external perspective	57.9%	11
Provides a good reflection of the company from an internal perspective	68.4%	13
It helps to attract and/or retain employees	52.6%	10
It fosters higher levels of team spirit and cohesion amongst employees	68.4%	13
Other (please specify)	15.8%	3
Total		19

29. Identification of volunteer opportunities: companies*

	Response Percent	Response Count
Internally by identified company personnel responsible for the employee volunteering	72.2%	13
Through identified not for profit partners	66.7%	12
Through brokers / consultants (e.g. volunteer centres)	22.2%	4
Through individual staff selection	38.9%	7
Through approaches to company from not for profit organisations	38.9%	7
Other (please specify)	27.8%	5
Total		18

30. Support provided to employees who volunteer: companies*

	Response Percent	Response Count
Time-off (paid)	68.4%	13
Time-off (unpaid)	10.5%	2
Time in-lieu (e.g. when volunteer work is undertaken out of regular work hours)	31.6%	6
Reimbursement for costs associated with the activity (e.g. meal, travel)	31.6%	6
Insurance cover while volunteering	47.4%	9
Provision of safety equipment for employees (e.g. gloves, safety glasses)	42.1%	8
Other (please specify)	15.8%	3
Total		19

31. Challenges to company volunteering programs*

	Response Percent	Response Count
Employees have limited time to devote to volunteering	63.2%	12
The time and financial costs of the program	31.6%	6
Issues with workplace relations	10.5%	2
The difficulty in justifying the program to management	10.5%	2
Keeping employees informed about the program	26.3%	5
Finding meaningful volunteer opportunities for employees	36.8%	7
Finding suitable volunteering opportunities for employees (e.g. during work hours)	31.6%	6
Other (please specify)	15.8%	3
Total		19

* Volunteers may give multiple responses. Totals do not add up to 100%.

32. Employee volunteer involvement in volunteer-involving organisations*

	Response Percent	Response Count
By providing professional or pro bono skills	40.7%	153
Through virtual volunteering (via technology rather than physical presence)	11.4%	43
In project/activity teams	60.9%	229
As part of your regular volunteer programs	48.1%	181
Other (please specify)		32
Total		376

33. Impacts of public policy issues on volunteering: volunteers

Which of the following volunteering related areas of public policy (e.g.: government policies, programs etc) have impacted on your volunteering in the last 12 months? (please select a response for each row).

	Negative Impact	No Impact	Positive Impact	Unsure/not aware	Response Count
Occupational health and safety	7.3%	49.5%	26.1%	17.1%	1791
Insurance	6.5%	57.0%	12.5%	24.0%	1791
Compensation for loss or injury as a volunteer	3.2%	61.8%	7.9%	27.2%	1791
Out of pocket expenses incurred through volunteering	14.1%	51.3%	16.7%	17.9%	1791
Understanding visa requirements around volunteering for volunteers from overseas	1.9%	56.5%	4.4%	37.2%	1791
Background checking such as working with children checks/police checks	5.0%	50.4%	29.7%	15.0%	1791
Equal Opportunity or anti-discrimination	3.7%	57.1%	19.6%	19.6%	1791
Total					1791

34. Impacts of public policy on volunteering: organisations

Which of the following volunteering-related areas of public policy (e.g.: government policies, programs or legislation) have impacted on your ability to attract, recruit, involve or retain volunteers in your organisation over the last 12 months? (please select a response for each row).

	Negative Impact	No Impact	Positive Impact	Unsure/not aware	Response Count
Occupational health and safety	12.8%	56.1%	19.9%	11.3%	1120
Insurance	11.2%	56.7%	21.8%	10.4%	1120
Compensation for volunteer workplace injuries	6.6%	58.8%	11.4%	23.2%	1120
Out of pocket expenses incurred through volunteering	26.5%	43.9%	17.8%	11.8%	1120
Understanding visa requirements around volunteering for volunteers from overseas	6.0%	53.6%	4.8%	35.6%	1120
Background checking such as working with children checks / police checks	20.5%	47.9%	24.5%	7.1%	1120
Equal Opportunity and Anti-Discrimination	3.0%	61.5%	25.4%	10.1%	1120
Total					1120

35. Out of pocket expenses incurred: volunteers*

	Response Percent	Response Count
Fuel	84.6%	181
Public transport	20.6%	44
Uniforms	16.8%	36
Compulsory safety equipment	8.4%	18
Training	17.8%	38
Telephone call from mobile or home	65.4%	140
Postage	25.7%	55
Computer/internet	52.3%	112
Stationery - paper, printing	45.8%	98
Childcare	2.3%	5
Other (please specify)	17.3%	37
Total		214

36. Reimbursement of out of pocket expenses: volunteers

	Response Percent	Response Count
Yes - in full	16.8%	36
Yes - in part	41.6%	89
No	38.8%	83
Don't know	2.8%	6
Total		214

37. Reimbursement of out of pocket expenses: organisations

	Response Percent	Response Count
Yes - in full	28.4%	81
Yes - in part	40.0%	114
No - we can't afford it	22.8%	65
No - it's against our policy	5.6%	16
No - we haven't thought about it	2.1%	6
Don't know	1.1%	3
Total		285

* Volunteers may give multiple responses. Totals do not add up to 100%.

38. Impact of out of pocket expenses on volunteer motivation

	Response Percent	Response Count
Yes - expenses reduce my ability/desire to volunteer	43.9%	94
No - expenses do not reduce my ability/desire to volunteer	48.6%	104
Unsure	7.5%	16
Total		214

39. Requirements for volunteer background checking: volunteers

	Response Percent	Response Count
Yes - working with children check only	22.1%	40
Yes - police check only	18.2%	33
Yes - both police check and working with children check	48.1%	87
No	11.0%	20
Don't know	0.6%	1
Total		181

40. Impact of background checks on volunteer involvement: volunteers

	Response Percent	Response Count
Yes - checks reduce my ability/desire to volunteer	10.6%	17
No - checks do not reduce my ability/desire to volunteer	88.8%	142
Don't know	0.6%	1
Total		160

41. Reasons for use of police checks: volunteers and organisations

	Volunteers		Organisations	
	Response Percent	Response Count	Response Percent	Response Count
Managing risks to vulnerable clients	73.8%	118	91.4%	255
Managing risks of volunteers in driving roles	20.6%	33	36.2%	101
Managing financial risks	13.8%	22	24.7%	69
Unsure	15.0%	24	2.5%	7
Other (please specify)	10.6%	17	10.8%	30
Total		160		279

42. Frequency of police checking: organisations

	Response Percent	Response Count
Once only, at time of recruitment	46.2%	129
Every few years as a requirement of a funding body	49.8%	139
After a volunteer has had a break e.g.: 6 months or more from volunteering	11.5%	32
Don't know	5.4%	15
Other (please specify)	13%	36
Total		279

43. OHS training / information provided by organisations: volunteers

	Response Percent	Response Count
Yes - during orientation	29.2%	84
Yes - volunteers are updated on OH&S regularly	58.7%	169
No	10.1%	29
Don't know	2.1%	6
Total		288

44. Availability of information about OH&S: volunteers and organisations

	Volunteers		Organisations	
	Response Percent	Response Count	Response Percent	Response Count
Yes - have accessed the information I need	84.7%	244	66.8%	187
No - require more information about this issue	7.3%	21	15.4%	43
No - have not sought information about this issue	8.0%	23	17.9%	50
Total		288		280



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