volunteering australia

National Survey of Volunteering Issues

07

National Survey of Volunteering Issues 2007

Contents

Executive summary

- The survey results suggest most volunteers are positive about the benefits their work brings to the community:

  99% of 2140 volunteers surveyed feel their work as a volunteer always or sometimes makes a difference to their organisation and what they are trying to achieve (see Table 18).

- Many volunteers are empowered to influence decisions in their organisation and its broader objectives:

  70% of the volunteers surveyed feel they have enough opportunities to participate in decision-making in their organisation (see Table 15).

  54% of the volunteers surveyed feel they have opportunities to influence the strategic directions and actions of the organisation (see Table 16).

- The public policy issues rated by volunteers and organisations as having an impact on volunteering (see Tables 19 & 21) are:

  o Out-of-pocket expenses incurred by volunteers.

  o Background checks for volunteers.

  o Occupational health and safety.

- Out-of-pocket expenses are rated by volunteers as the public policy issue having the most impact on their volunteering.

  27% of volunteers surveyed said that out-of-pocket expenses have had a direct impact on their volunteering in the past 12 months (see Table 19).

  More than half of the volunteers who rated this as the issue of most importance to them said that out-of-

pocket expenses reduce their ability or desire to volunteer (see Table 27).

- Background checks (police checks and working with children checks) are a major issue for volunteers and organisations involving volunteers.

  46% of the organisations surveyed indicated this issue had some impact on their organisation in the last 12 months (see Table 21).

  27% of organisations indicated dealing with background checks had the single greatest direct impact on volunteering in their organisation in the last 12 months (see Table 22).

  Some of these impacts included:

  o Problems stemming from lengthy processing times.

  o Costs of background checks.

  o Lack of transferability of checks.

  o Lack of access to checks.

- Occupational health and safety was also a significant issue for survey respondents:

  10% of volunteers and 19% of organisations rated it as the public policy issue having the greatest direct impact either for themselves or for their organisation (see Tables 20 & 22).

- 51% of organisations surveyed indicated they experience barriers to involving volunteers (no table published). Some of the barriers identified include:

  o Attracting and recruiting suitable volunteers.

  o Skills and training.

- Lack of capacity to recruit, engage and manage volunteers.

- Costs and administration associated with complying with legislative and procedural requirements.

- Costs to volunteers.

Introduction

The *National Survey of Volunteering Issues* explores both known and emerging issues in volunteering and volunteer management practices. The 2007 survey has two major themes. The first theme is an exploration of how volunteers see themselves as contributing to social change or community benefits through their volunteer work. The second relates to how volunteering-related public policy issues are impacting volunteers and not for profit organisations that involve volunteers.

The *National Survey of Volunteering Issues* is conducted online each year and incorporates two subsidiary surveys; one survey each for volunteers and volunteer-involving not for profit organisations. More than 3730 volunteers and organisations from all states and territories participated in the 2007 survey.

Discussion of findings

Volunteers make a difference

The survey results suggest most volunteers are positive about the benefits their work brings to the community, via the actions of their involving organisation.

- 99% of the 2140 volunteers surveyed feel their work as a volunteer always or sometimes makes a difference to their organisation and what they are trying to achieve (see Table 18).

The extent to which volunteers see themselves as contributing to wider social and community benefits through their organisations is one of the themes of the 2007 survey. Relatively little is known about the extent to which volunteers consider their voluntary involvement as delivering social benefits or contributing to social change.

The goals of not for profit organisations are a strong driver of volunteer involvement. The volunteers surveyed select volunteer work, in large part, according to an organisation's goals:

- 62% of volunteers said that the goals of the organisation were the major reason for being involved with it (see Table 17).

- A further 26% indicated this was one of several reasons for getting involved (see Table 17).

Volunteer influence in organisational decision-making and strategy

Not for profit organisations appear to be doing well in terms of being open to volunteers exercising influence over their operations and strategic directions, according to the volunteers surveyed.

- 70% of the volunteer sample feel they have enough opportunities to participate in decision-making in their organisation (see Table 15).

- Addressing the question of a deeper involvement in influencing organisational strategy, 54% feel they have opportunities to influence the strategic directions and actions of the organisation (see Table 16).

While the figures above represent a significant investment of volunteer energy in influencing their organisations and the broader not-for-profit sector, there is scope for more volunteers to be engaged in this way. Some volunteers surveyed indicated that they would like more opportunities to influence decision-making in their organisation:

- 22% would like more opportunities to contribute to organisational decision-making (see Table 15, aggregated).

- 16% would like more opportunities to influence the strategic directions and

actions of the organisation (see Table 16).

Volunteers who indicated they would like more opportunities to participate in organisational decision-making or strategy are disproportionately likely to be involved in the emergency response/safety/rescue sector. These volunteers are also more likely to work in organisations that have paid employees.

Public policy issues impacting volunteering

Organisations and volunteer respondents were asked to select volunteering-related public policy issues from a list, according to which issues have had an impact on them in the last 12 months. Respondents were asked to nominate as many as applicable, and then choose the issue that had the greatest single direct impact over the same period. Depending on their answer to the latter question they would go on to complete more detailed survey sections on the issue they nominated as having the single greatest impact on them as volunteers (volunteer respondents) or volunteering in their organisation (organisational respondents).

Around half (49%) of volunteers surveyed and a third of organisations (31%) indicated none of the public policy issues listed had an impact on their organisation in the past 12 months (see Tables 19 & 21).

Of the respondents who did nominate issues, both volunteers and organisations rated the same three issues as having the most impact. These are: out-of-pocket expenses for volunteers; background checks for volunteers; and occupational health and safety for volunteers.

The cost of volunteering

The out-of-pocket expenses associated with volunteering that are incurred by individual volunteers is the volunteering-related public policy issue having the most impact on volunteering, according to the volunteers surveyed.

- 27% of volunteers surveyed said that out-of-pocket expenses have had a direct impact on their volunteering in the past 12 months (see Table 19).

- 21% indicated it was the public policy issue that had the single greatest impact on their volunteering. More than half of this group said that out of pocket expenses reduce their ability or desire to volunteer (see Table 20).

The findings support earlier consultation conducted by Volunteering Australia that indicate out-of-pocket expenses are a threat to the high levels of involvement in volunteering by Australians. Consultation conducted in 2006 showed that many volunteers, who are incurring out-of-pocket expenses as a result of volunteering, have reduced or ended their volunteer involvement or are considering doing so.

Considerable consultation and work has been done in the area of volunteers costs by the Costs of Volunteering Taskforce. For more information about volunteer costs, please refer to the report *The Rising Costs of Volunteering* (Volunteering Australia 2007).

Occupational health and safety

Occupational health and safety (OH&S) is among the top three volunteering-related public policy issues for volunteers and organisations surveyed.

- 10% of all volunteers and 19% of all organisations surveyed rate OH&S as the public policy issue having the greatest direct impact on them or their organisation (see Tables 20 & 22).

Respondents nominating OH&S as the key issue impacting volunteering were asked further questions about the level of their organisations knowledge of volunteer protection under occupational health and safety laws and the availability and adequacy of information in these areas.

- 9% of organisations believe their organisation does not understand how OH&S laws apply to volunteers in their organisation. A further 7% selected 'don't know' for this question (see Table 30).

- 21% of organisations would like further information about the level of protection OH&S laws provide for volunteers (see Table 31).

- 12% say they require more information about preventing workplace accidents and promoting workplace safety in their organisation (see Table 32).

Qualitative data collected suggests information or assistance on OH&S that relates specifically to volunteers and that is designed for community organisations would be useful. Such information might take into account volunteers' diverse work settings and activities.

Working with children checks and police checks

Background checking for volunteers was among the three most nominated volunteering-related public policy issues for both volunteers and organisations.

About police checks and working with children checks

Background checks include police checks (criminal history checks) and working with children checks.

Police checks are often requested of volunteers in organisations where there is

a need to manage risks associated with particular volunteer roles. Usually these risks relate to volunteers working with vulnerable client groups such as children or the elderly, but police checks are sometimes also used to help manage other risks such as driving or financial risks. The decision to conduct police checks is usually made by organisations as they screen and recruit volunteers as part of their duty of care to client groups.

Governments are increasingly requiring police checks for volunteers working within government-funded programs who work with vulnerable populations.

Police checks are accessed from state police services or in some states a government office or agency.

Several states have implemented or are in varying stages of implementing or developing working with children check schemes. Working with children check schemes differ from state to state but are broadly similar in that they create a legislative requirement for most volunteers to have background checks as a precondition of volunteering with children. People with some convictions are prohibited from child-related work and it is an offence for these people to volunteer with children in most instances. Working with children checks also differ from police checks in that they are transferable between organisations within the relevant state, they are valid for specified periods of time, and they screen a wider range of findings.

Background checks - findings

- 17% of the volunteers surveyed said that accessing working with children checks or police checks has had a direct impact on their volunteering in the past 12 months (though it was far less likely to be identified as having the single greatest impact on volunteers) (see Table 19).

- Of the organisations surveyed, 46% of these organisations indicated this issue has had some impact on their organisation in the last 12 months (see Table 21).

- 27% of organisations surveyed say dealing with background checks was the public policy issue having the single greatest direct impact on volunteering in their organisation in the last 12 months (see Table 22).

Qualitative findings

Working with children checks and police checks divided survey respondents in the qualitative sections of the survey with most volunteers putting forth views that could be grouped in similar numbers around the following themes:

- Background checks constitute 'red tape' and impede volunteering unacceptably.

- Working with children checks are an unequivocally positive development in volunteering.

- While individual volunteers may be inconvenienced by requirements for checks, they help to protect children and improve the level of trust in volunteers generally.

Organisations were slightly more likely than volunteers to consider background checks an impediment to involving volunteers in their organisation.

Volunteers and organisations were asked to describe how the provision of police checks and working with children checks might be improved. From these questions several key themes emerged.

The **processing time** of working with children checks was the major concern identified by both volunteers and organisations. Of particular concern was the impact of processing times on the

recruitment of volunteers. For example, in Queensland, where there is a requirement for volunteers to have a check in place prior to commencing volunteering, organisations frequently reported difficulties in recruiting volunteers as volunteers have often 'moved on' while waiting the 6-12 weeks it takes for working with children checks to be processed.

The **costs of background checks** are of concern to organisations and volunteers. In states and territories where police checks and working with children checks are not free for volunteers, the costs of checks are often borne by volunteer-involving not for profit organisations or by volunteers themselves. This creates disincentives to volunteering for individuals, and, disincentives to involving volunteers for organisations.

Some volunteers and organisations complained of the **lack of transferability of checks.** While working with children checks are transferable between organisations, they are not valid outside the issuing state. Police checks are not transferable at all including between organisations. Several respondents suggested that background checks that can be transferred interstate, or a national scheme of police checks, would assist them in their work operating across states.

A **lack of access** to working with children checks and police checks has been highlighted as an impediment to volunteering in NSW. Working with children checks are only available for paid employees in this state and the NSW police do not currently issue police checks for volunteers. As a result, organisations seeking to manage risks to children and other vulnerable groups have a lesser suite of screening tools at their disposal than do their interstate counterparts. The lack of access to police checks, in particular, has the

potential to cause difficulties in the NSW aged care sector as the Australian Government moves to require police checks of volunteers in many aged care services.

Volunteers' considerations when seeking volunteer roles

Locating volunteer work through friends and family continues to be the dominant means of locating volunteer work for volunteers surveyed, emphasising the importance of informal networks.

- In 2006, 32% of volunteers surveyed said they located volunteer work this way. In 2007 this figure increased to 38% (see Table 8).

Different forms of locally-based advertising by not for profit organisations also combine to become a valuable means of attracting volunteers.

Volunteer respondents were also asked to nominate their selections from a range of factors that might reasonably be expected to influence individual volunteers' selection of a volunteer role. Respondents were able to select multiple factors.

- 49% of volunteers indicated the level of training or expertise required to perform a role was a factor influencing their role selection (see Table 9). Volunteers working in the following sectors were more likely to make this selection than the general sample: emergency response/safety/rescue; counselling/mediation and advocacy; education/tutoring/mentoring; and, hospital and allied health assistance.

- The total hours committed and timing of the volunteer contribution was of major importance, with the following all rated highly by volunteers in selecting roles: weekly commitment of hours (48%); working hours (i.e. timing of hours); and, the total length of

commitment of the role (44%) (see Table 9).

Many respondents linked this issue into broader issues of work-life balance in the qualitative sections of the survey, indicating flexible delivery of volunteering opportunities to volunteers will continue to be important for volunteer-involving not for profit organisations.

Barriers to involving volunteers experienced by organisations

Barriers to involving volunteers are faced by many organisations that work with volunteers.

- 51% of organisations surveyed indicated they experience barriers to involving volunteers (no table published).

Having indicated they face barriers, these respondents were asked to describe these barriers further in an open-ended question. The major barriers identified by organisations in the qualitative data are barriers associated with the recruitment of volunteers. Around one fifth of responses to the open-ended question about barriers to volunteering related explicitly to volunteer recruitment, with many other responses mentioning recruitment issues in passing or in responses more peripherally related to recruitment.

Attracting and recruiting suitable volunteers was also a major issue highlighted in the 2006 survey, with 97% of organisations rating it as an issue of importance in their organisation. The 2007 survey refocussed this question into the broader question about barriers to involving volunteers, in order to generate more detailed data.

Two major themes emerged in the comments about recruitment:

- General difficulties in finding suitable volunteers who are interested in the work offered and who are able to commit at a level that is useful for the not for profit organisation.

- Challenges associated with attracting or involving volunteers who are time poor and unable to volunteer as much as they would like to or at times convenient for some not for profit organisations, due to competing demands from work, study and/or caring duties.

The second largest set of comments describing barriers to involving volunteers could be grouped around the broad theme of skills and training. The results of the volunteer survey show that potential volunteers are also sensitive to the skills and qualifications required to perform a volunteer role (see previous section). The themes emerging around barriers presented by skills and training issues are:

- The challenges posed by recruiting volunteers with specialised skills or qualifications.

- The capacity or willingness of organisations to invest in volunteer training.

Other issues raised as barriers to volunteering by organisations included:

- The lack of organisational capacity to recruit, engage and manage volunteers.

- Costs and administration associated with complying with legislative and procedural requirements.

- The costs to individual volunteers arising from volunteer involvement which present barriers to volunteers becoming involved. The impact of petrol prices on the costs of volunteers travelling to or as part of their volunteer role was a recurring theme, particularly for organisations working in rural and regional areas.

Methodology

The *National Survey of Volunteering Issues* is conducted using a subscription-based online survey provider. It is widely promoted throughout Australia in not for profit sector newsletters and the use of email to tap into existing formal and informal not for profit sector networks.

The online survey incorporates two subsidiary surveys; one survey each for volunteers and volunteer-involving not for profit organisations. Many of the questions were complementary allowing for some analysis of findings on similar themes for both cohorts. Volunteers are asked to answer according to their experience of working with the main organisation they volunteer with.

The *National Survey of Volunteering Issues* 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 of the survey is to explore emerging, or lesser-known, volunteering issues. Open ended questions are used to invite survey participants to comment on a range of specific issues and to provide an opportunity to comment on any aspect of their volunteering that they wish to.

The email distributed through not for profit networks links directly to the online survey. In this email the offer of limited hard copies to be provided on request was made. Fifty-four hard copy responses were returned to Volunteering Australia. However, due to inconsistent data quality the decision was taken to include only the qualitative data from these surveys. Hard copies are unlikely to be offered in the 2008 survey. Alternative measures such as telephone interviewing will be explored in order to maximise equity of access to the survey.

As in the 2006 survey, some attrition of respondents occurred over the length of the survey, with the result that sample numbers vary between questions. All survey respondents for individual questions have been used and as a result sample numbers may vary between questions.

While it is likely that some of the volunteers surveyed belong to not for profit organisations that also completed the survey, this is by no means guaranteed. Because the survey is anonymous, it is not possible to correlate volunteers and the organisations that involve them where these both participated in the survey. This places a limitation on what inferences can be drawn around differing responses on the same or similar questions for the two cohorts.

A difficult issue in designing the survey can be found in the distinction between volunteers and people involved in managing volunteers in organisations. In some respects, this distinction is an artificial one, given that many volunteers are involved in managing volunteers in organisations on a voluntary basis. On balance, however, making the distinction provides a useful framework with which to consider results, and so the survey asks respondents to make a selection as to which of these two categories best describes them.

Tables

Respondent Demographics

1. Organisation types – international/national/state/local: volunteers and organisations
2. Rural/regional and metropolitan responses: volunteers and organisations
3. State/territory: volunteers and organisations
4. Industry sector: volunteers and organisations
5. Number of volunteers: organisations
6. Duties undertaken by volunteers in organisations: volunteers (main involvement) and organisations
7. Number of organisations volunteered with: volunteers

Survey Results

Involving volunteers in not for profit organisations
8. Locating volunteer work: volunteers
9. Factors influencing selection of volunteer role (aside from nature of role itself)
10. Use of volunteer policies in not for profit organisations: volunteers
11. Use of volunteer policies in not for profit organisations: organisations
12. Volunteer management – adoption of volunteer management processes: organisations
13. Volunteer management – use of volunteer management processes: volunteers
14. Volunteer satisfaction with volunteer management within not for profit organisations involving volunteers

Volunteering and civil engagement
15. Volunteer participation in organisational decision-making
16. Volunteer influence on strategic directions and actions of organisations
17. Importance of organisational goals in influencing volunteers
18. Volunteer contributions to achieving organisational missions: volunteers

Impacts of public policy on volunteering
19. Impacts of public policy issues on volunteering: volunteers
20. Single greatest impact of public policy on volunteering: volunteers
21. Impacts of public policy issues on volunteering: organisations
22. Single greatest impact of public policy on volunteering: organisations

The costs of volunteering
23. Sources of out-of-pocket expenses: volunteers
24. Sources of out-of-pocket expenses: organisations
25. Reimbursement for out-of-pocket expenses: volunteers
26. Reimbursement for out-of-pocket expenses: organisations
27. Impact of out-of-pocket expenses on volunteer motivation: volunteers

Occupational health and safety (OH&S)
28. OH&S training: volunteers
29. Availability of information about OH&S: volunteers
30. Understanding OH&S law for volunteers: organisations
31. Access to information about OH&S law for volunteers: organisations
32. Access to information about preventing accidents and promoting OH&S for volunteers: organisations

Background (criminal records) checking and volunteering

33. Requirements for volunteer background checking: volunteers
34. Impact of working with children checks on volunteer involvement: volunteers
35. Use of police checks: organisations

Respondent Demographics

1. Organisation types – international/national/state/local: volunteers and organisations

Organisation type	Volunteers (n = 2,284)	Organisations (n = 1,038)	Total
International	14%	n/a	10%
National organisation	31%	26%	30%
State based	30%	30%	30%
Locally based	25%	44%	31%

Due to rounding, percentages may not add up to 100%

2. Rural/regional and metropolitan responses: volunteers and organisations

Location	Volunteers (n = 2,282)	Organisations (n = 1,038)	Total
Metropolitan area	58%	65%	60%
Rural/regional area	42%	35%	40%

Due to rounding, percentages may not add up to 100%

3. State/territory: volunteers and organisations

State/territory	Volunteers (n = 2,284)	Organisations (n = 1,038)	Total
ACT	7%	6%	6%
NSW	18%	24%	20%
NT	3%	3%	3%
QLD	17%	13%	16%
SA	17%	16%	17%
TAS	4%	4%	4%
VIC	21%	26%	22%
WA	14%	9%	12%

Due to rounding, percentages may not add up to 100%

4. Industry sector: volunteers and organisations

Industry sector	Volunteers (n = 2,283)	Organisations (n = 1,038)	Total
Arts/culture	6%	5%	5%
Business/professional/union	1%	1%	1%
Community/welfare	27%	47%	33%
Education/training/youth development	7%	6%	7%
Emergency services	22%	3%	16%
Environment	7%	4%	6%
Foreign/International	1%	1%	1%
Health	13%	17%	14%
Law/justice/political	1%	3%	2%
Religious	1%	1%	1%
Sport/recreation	14%	5%	11%
Volunteering infrastructure	2%	4%	2%
Local government working across two or more sectors	n/a	4%	1%

Due to rounding, percentages may not add up to 100%

5. Number of volunteers: organisations
(n = 1,037)

Number of volunteers in organisation	
1-19	23%
20-49	19%
50-99	17%
100-299	18%
300+	24%

Due to rounding, percentages may not add up to 100%

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

Volunteer duty type	Volunteers performing duty type (n = 2,283)	Organisations with volunteers performing duty type (n = 1,037)
Administration/clerical	51%	69%
Arts/crafts/performing	7%	24%
Campaigning/lobbying	18%	12%
Coaching/umpiring	9%	8%
Community/sporting events	23%	23%
Counselling/mediation/advocacy	19%	22%
Disability support services	6%	24%
Education/tutoring/mentoring	31%	34%
Emergency response/safety/rescue	27%	9%
Food service	8%	22%
Fundraising/retail	30%	38%
Gardening/outdoor activities	10%	24%
Hospital/allied health assistance	7%	13%
Information technology/library services	9%	18%
Marketing/public relations/media	18%	21%
Material relief	2%	6%
Professional/management/committee	26%	36%
Providing information/visitor guiding	16%	25%
Technical/mechanical/maintenance	8%	10%
Visit/social support/driving	11%	42%
Working with animals	4%	5%
Working with children/youth	27%	36%
Working with the aged	8%	38%
Writing/editing/research	13%	16%
Other	11%	17%

Volunteers may give multiple reasons. Therefore totals do not add up to 100%.

7. Number of organisations volunteered with: volunteers

(n = 2,284)

How many organisations do you currently volunteer for?

1 organisation	50%
2 organisations	28%
3 organisations	14%
4 organisations	4%
5 or more organisations	4%

Due to rounding, percentages may not add up to 100%

Survey results

Involving volunteers in not for profit organisations

8. Locating volunteer work: volunteers

(n = 2,282)

How did you find volunteer work?	
Through a friend/relative	38%
Advertising by organisation – local newspaper	13%
Advertising by organisation – newsletter	6%
Other website	4%
Volunteer centre	3%
Advertising by organisation – community notice board	3%
GoVolunteer website www.govolunteer.com.au	1%
Other	33%

Due to rounding, percentages may not add up to 100%

9. Factors influencing selection of volunteer role (aside from nature of role itself)

(n = 2,283)

Which of the following factors did you consider when you decided to begin volunteering?	
Level of training/expertise required to perform volunteer role	49%
Number of hours per week	48%
Working hours of volunteer role (e.g. do the required times suit me?)	46%
Total length of commitment (e.g. ongoing, short term)	44%
Out of pocket expenses associated with role	24%
Regulatory requirements/'red tape'	12%
Other	29%

Due to rounding, percentages may not add up to 100%
Volunteers may give multiple reasons. Therefore totals do not add up to 100%.

10. Use of volunteer policies in not for profit organisations: volunteers

Use of volunteer policies in organisations	Yes	No	Unsure
Organisation has written volunteer policy (n = 2,263)	64%	20%	17%
Organisation has a volunteer policy **and** it is provided to volunteers for reference (n = 1,437)	97%	4%	n/a

Due to rounding, percentages may not add up to 100%

11. Use of volunteer policies in not for profit organisations: organisations

Use of volunteer policies in organisations	Yes	No	Unsure
Organisation has written volunteer policy (n = 989)	84%	11%	5%
Organisation has written volunteer policy and reviews policy regularly (n = 824)	82%	8%	9%
Volunteers participate in reviewing processes/issues affecting them (n = 971)	75%	18%	6%

Due to rounding, percentages may not add up to 100%

12. Volunteer management – adoption of volunteer management processes: organisations

(n = 970)

Volunteer management process	Process used	Process not used	Unsure whether process is used
A designated contact person	95%	4%	1%
Occupational health and safety measures at the same standard as for paid employees	94%	3%	3%
Opportunities for volunteers to give feedback	93%	4%	3%
Orientation process	93%	5%	2%
Training for volunteer roles	92%	6%	2%
Open recruitment/background checking process	89%	7%	4%
Grievance procedures	83%	10%	6%
Volunteer appraisal/performance management processes	55%	37%	9%

Due to rounding, percentages may not add up to 100%

13. Volunteer management – use of volunteer management processes: volunteers

(n = 2,184)

Volunteer management process	Process used	Process not used	Unsure whether process is used
A designated contact person	89%	8%	3%
Opportunities for volunteers to give feedback	87%	8%	5%
Training for volunteer roles	82%	14%	4%
Orientation process	78%	17%	5%
Open recruitment/background checking process	69%	18%	13%
Occupational health and safety measures at the same standard as for paid employees	67%	16%	18%
Grievance procedures	65%	17%	18%
Volunteer appraisal/performance management processes	45%	35%	20%

Due to rounding, percentages may not add up to 100%

14. Volunteer satisfaction with volunteer management within not for profit organisations involving volunteers

(n = 2,184)

Volunteer management process	Satisfied	Dissatisfied	Unsure/don't know
A designated contact person	84%	6%	10%
Orientation process	77%	9%	14%
Opportunities for volunteers to give feedback	77%	11%	12%
Training for volunteer roles	76%	12%	12%
Open recruitment/background checking process	73%	6%	21%
Occupational health and safety measures at the same standard as for paid employees	66%	9%	25%
Grievance procedures	60%	9%	31%
Volunteer appraisal/performance management processes	49%	36%	15%

Due to rounding, percentages may not add up to 100%

Volunteering and civil engagement

15. Volunteer participation in organisational decision making

(n = 2,140)

Do you have the opportunity to participate in decisions that affect you or your work as a volunteer in your organisation?	
I have enough opportunities to participate in decision-making	70%
I have opportunities to participate, but I would like more	14%
I do not have any opportunities to participate in decision-making	8%
I am not interested in participating in decision-making in my organisation	7%

Due to rounding, percentages may not add up to 100%

16. Volunteer influence on strategic directions and actions of organisations

(n = 2,140)

Do you feel that you have an opportunity to influence the strategic directions and actions of your organisation?	
I have enough opportunity to influence the strategic directions and actions of my organisation	54%
I have some opportunity to influence the strategic directions and actions of my organisation, but would like more	16%
I do not have any opportunity to influence the strategic directions and actions of my organisation	17%
I am not interested in influencing the strategic directions and actions of my organisation	13%

Due to rounding, percentages may not add up to 100%

17. Importance of organisational goals in influencing volunteers

(n = 2,140)

How important were the goals of your organisation in your decision to volunteer for them?	
Highly important – this was my major reason for getting involved	62%
Somewhat important – this was one of several reasons for getting involved	26%
Not important at all – I got involved for other reasons	12%

Due to rounding, percentages may not add up to 100%

18. Volunteer contributions to achieving organisational missions: volunteers

(n = 2,140)

Do you feel that your work as a volunteer makes a difference to your organisation and what it is trying to achieve?

Yes – always	72%
Yes – sometimes	27%
No – never	1%

Due to rounding, percentages may not add up to 100%

Impacts of public policy on volunteering

19. Impacts of public policy issues on volunteering: volunteers

(n = 2,065)

Which of the volunteering-related areas of public policy has had a direct impact on your volunteering in the last 12 months?

Out of pocket expenses incurred through volunteering	27%
Occupational health and safety	27%
Accessing working with children checks/police checks	17%
Equal opportunity or anti discrimination	8%
Compensation for workplace injuries	7%
Understanding visa requirements for volunteers from overseas	1%
None of the above	49%
Other	4%

Due to rounding, percentages may not add up to 100%
Volunteers may give multiple reasons. Therefore totals do not add up to 100%.

20. Single greatest impact of public policy on volunteering: volunteers

(n = 2,067)

In the last 12 months, which of the following has had the most direct impact on your volunteering?

Out of pocket expenses incurred through volunteering	21%
Occupational health and safety	10%
Accessing working with children checks/police checks	5%
Equal opportunity or anti discrimination	3%
Compensation for workplace injuries	1%
Understanding visa requirements for volunteers from overseas	0%
None of the above	56%
Other	5%

Due to rounding, percentages may not add up to 100%

21. Impacts of public policy issues on volunteering: organisations

(n = 881)

Please indicate which of the following volunteering-related areas of public policy have had an impact on your organisation in the last 12 months.

Accessing working with children checks/police checks	46%
Occupational health and safety	35%
Out of pocket expenses incurred through volunteering	31%
Equal opportunity or anti discrimination	9%
Compensation for workplace injuries	8%
Understanding visa requirements for volunteers from overseas	8%
None of the above	31%
Other	5%

Due to rounding, percentages may not add up to 100%
Volunteers may give multiple reasons. Therefore totals do not add up to 100%.

22. Single greatest impact of public policy on volunteering: organisations

(n = 921)

Please indicate the one volunteering-related area of public policy that has had the greatest direct impact on your organisation in the last 12 months.

None of the above	34%
Accessing working with children checks/police checks	27%
Occupational health and safety	19%
Out of pocket expenses incurred through volunteering	13%
Compensation for workplace injuries	2%
Understanding visa requirements for volunteers from overseas	1%
Equal opportunity or anti discrimination	1%
Other	4%

Due to rounding, percentages may not add up to 100%

The costs of volunteering

23. Sources of out of pocket expenses: volunteers

(n = 424)

Do you incur any of the following out of pocket expenses as a result of volunteering?	
Fuel	90%
Telephone calls from mobile or home phone	80%
Uniforms	25%
Public transport	17%
Compulsory safety equipment	13%
Other	33%

Due to rounding, percentages may not add up to 100%
Volunteers may give multiple reasons. Therefore totals do not add up to 100%.

24. Sources of out of pocket expenses: organisations

(n = 114)

In the last 12 months, did any of your volunteers incur any of the following out of pocket expenses as a result of volunteering?	
Fuel	93%
Telephone calls from mobile or home phone	67%
Public transport	52%
Uniforms	4%
Compulsory safety equipment	4%
Other	16%

Due to rounding, percentages may not add up to 100%
Volunteers may give multiple reasons. Therefore totals do not add up to 100%.

25. Reimbursement for out of pocket expenses: volunteers

(n = 424)

Does your organisation offer to reimburse any out of pocket expenses?	
Yes – in full	13%
Yes – in part	40%
No	42%
Don't know	5%

Due to rounding, percentages may not add up to 100%

26. Reimbursement of out of pocket expenses: organisations

(n = 117)

Does your organisation offer to reimburse any out of pocket expenses?	
Yes – in full	27%
Yes – in part	52%
No – we can't afford it	18%
No – it's against our policy	1%
No – we haven't thought about it	1%
Don't know	1%

Due to rounding, percentages may not add up to 100%

27. Impact of out of pocket expenses on volunteer motivation: volunteers

(n = 423)

Do out of pocket expenses affect your ability or desire to volunteer?	
Yes – expenses reduce by ability/desire to volunteer	54%
No – expenses do not reduce my ability/desire to volunteer	36%
Unsure	10%

Due to rounding, percentages may not add up to 100%

Occupational health and safety (OH&S)

28. OH&S training: volunteers

(n = 201)

Have you been trained or briefed on OH&S in your organisation?

Yes – volunteers are updated on OH&S regularly	55%
Yes – during orientation	28%
No	16%
Don't know	2%

Due to rounding, percentages may not add up to 100%

29. Availability of information about OH&S: volunteers

(n = 201)

Have you been able to access adequate information about how to prevent workplace accidents and promote workplace safety for volunteers?

Yes – I have accessed the information I need	84%
No – I require more information about this issue	11%
No – I have not sought information about this issue	6%

Due to rounding, percentages may not add up to 100%

30. Understanding OH&S law for volunteers: organisations

(n = 165)

Do you feel your organisation understands how/whether OH&S laws apply to volunteers in your organisation?

Yes	84%
No	9%
Don't know	7%

Due to rounding, percentages may not add up to 100%

31. Access to information about OH&S law for volunteers: organisations

(n = 165)

Have you been able to access adequate information about the level of protection for volunteers under OH&S laws?	
Yes – I have accessed the information required	65%
No – I require more information about this issue	21%
No – I have not sought information about this issue	15%

Due to rounding, percentages may not add up to 100%

32. Access to information about preventing accidents and promoting OH&S for volunteers: organisations

(n = 165)

Have you been able to access adequate information about how to prevent workplace accidents and promote workplace safety for volunteers?	
Yes – I have accessed the information I need	81%
No – I require more information about this issue	12%
No – I have not sought information about this issue	8%

Due to rounding, percentages may not add up to 100%

Background (criminal records) checking and volunteering

33. Requirements for volunteer background checking: volunteers

(n = 108)

Over the last 12 months, have you been required to hold a working with children check, or undergo a formal police check, in order to volunteer?	
Yes – working with children check only	31%
Yes – police check only	11%
Yes – both police check and working with children check	42%
No	17%
Don't know	0%

Due to rounding, percentages may not add up to 100%

35. Impact of working with children checks on volunteer involvement: volunteers

(n = 90)

Does having a working with children check affect your ability or desire to volunteer?	
Yes – checks reduce my ability or desire to volunteer	9%
No – checks do not reduce my ability or desire to volunteer	90%
Don't know	1%

Due to rounding, percentages may not add up to 100%

36. Use of police checks: organisations

(n = 184)

Why does your organisation conduct police checks on volunteers?	
Managing risks to vulnerable clients	77%
Managing risks of volunteers in driving roles	3%
Managing financial risks	7%
Unsure	2%
Other	11%

Due to rounding, percentages may not add up to 100%