2011

NATIONAL
SURVEY

volunteering australia

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1 EXECUTIVE SUMMARY

In Australia, we have a culture of giving. Our nation ranked in the **top three giving nations** in the World Giving Index 2011 measured by someone donating money, volunteering time to an organisation and helping someone he/she didn't know who needed help[1].

In 2010, the Australian Bureau of Statistics found that **36% of the adult population (6.1 million people) volunteer.** The proportion of people who volunteer has grown from approximately 34% in 1995 with the estimated number of volunteers in Australia approximately doubling from 1995 to 2010.

The Australian Government's **National Volunteering Strategy** identifies key strategic directions in volunteering which aim to address emerging issues and challenges for the volunteering sector. It recognises the 'volunteering landscape is changing', 'technology has transformed the way we communicate and work', and 'while traditional forms of volunteering are still popular, new forms are emerging'[2].

Volunteering Australia's National Survey of Volunteering Issues undertaken in the United Nations International Year of Volunteers plus 10 **demonstrates the significant strengths and contributions volunteers and volunteer-involving organisations are making** to these strategic directions, in partnership with government, companies and educational institutions. It also identifies what works well, further work that is needed, and suggestions about ways to support progress.

The 2011 survey findings reaffirm the contribution volunteering makes to social inclusion in Australia. **Volunteers in Australia most commonly volunteer because of the difference they make to the community and the sense of purpose their volunteering gives them.** We also found the experience of volunteering is satisfying for the majority of those who have become involved.

The majority of volunteers reported being aware of policies and protections their organisation had in place to ensure their well being and safety and experiencing positive relationships between employees and volunteers. **Reimbursement of out-of-pocket expenses continues to be barrier** for a significant proportion of volunteers.

Volunteers bring a wealth of personal qualities, experience, knowledge and skill to their voluntary effort. The majority told us they have been able to access the training they need to undertake their role effectively. We also learnt that about one in five volunteers had difficulty accessing this training.

Training for volunteers and managers of volunteers was one of three top priorities in need of the most urgent action for organisational respondents. It was also the most frequently mentioned of three top priorities identified by volunteers to ensure their protection, alongside safe working environments and adequate insurance cover.

'We live in a rural area, so there is no actual town and it is nice to be able to organise functions at our local hall to bring local people together. Also we have managed to get a few grants which has allowed us to start upgrading our local hall'.

Excellence in management and leadership was also one of top three priorities of organisational respondents. The features of leadership in volunteering they cited most frequently were building capacity in others to contribute to a vision and encouraging new ways of looking at things.

The survey found a significant proportion of **organisations are encouraging new ways of doing things**, most commonly through greater flexibility in how volunteer opportunities are offered. Some organisational respondents told us they do not have the capacity to do this.

Virtual volunteering through social media or from home remains the **least common** method organisational respondents reported adopting to involve volunteers. At the same time, it was suggested by volunteers and organisations as a way to improve access to training for volunteers and managers of volunteers.

Companies continue to make an important contribution to volunteering by supporting volunteering by their employees. As in 2010, the survey found **the involvement of corporate employees has not been fully tapped**, despite not-for-profit organisations and companies being able to see its value. The survey identifies the **factors for success of employee volunteering from the perspective of each sector.** There is a difference in the preferred way of working with each other that may need to be reconciled - the not-for-profit sector's general preference is for developing long-term relationships with companies, whilst many companies have a preference for a combination of short and long-term partnerships with more than one not-for-profit organisation.

Not-for-profit organisations and companies identified the **importance of having internal resources dedicated to volunteering effort** and its coordination and management. A component for volunteering is included in the majority, but not all organisations' budget. The majority of companies do not have a staff member dedicated to volunteer management.

In summary, the survey highlights both **enormous strengths** brought to volunteering through the contribution of all partners - good will, experience, resourcefulness, and commitment to finding solutions – and the **need for ongoing support** to be provided to volunteers and volunteer-involving organisations to ensure volunteering in Australia continues to prosper.

[1] Charities Aid Foundation (2011). World Giving Index 2011. A global view of giving trends. http://www.volunteeringaustralia.org/files/KPQVFOGXPT/World_Giving_Index_2011_191211.pdf

[2] 4159.0 – ABS General Social Survey: Summary Results, Australia, 2010, pp 1,3 http://www.abs.gov.au/ausstats/abs@.nsf/mf/4159.0

4441.0- ABS Voluntary Work. Australia, Australia 2010, p3 http://www.abs.gov.au/ausstats/abs@.nsf/mf/4441.0

Commonwealth of Australia, Department of the Prime minister and Cabinet (2011) National Volunteering Strategy. Canberra. http://www.volunteeringaustralia.org/files/3DYGXFF9Z7/National_Volunteering_Strategy.pdf

'As a grey nomad I got to work on a station that was very damaged by the December floods and the host farm was very nice. It has inspired me to want to do lots more'.

2 ABOUT THIS SURVEY

The National Survey of Volunteering Issues is conducted annually to identify issues and trends relating to volunteering in Australia. Alongside, other consultation and research, its outcomes inform Volunteering Australia's work.

In 2011, we placed greater emphasis on identifying priorities and suggested solutions, learning about what works best for volunteers, volunteer-involving organisations and companies, and the success factors.

The survey was open on-line for four weeks to 6 November 2011. It was promoted mainly via electronic channels including the Volunteering Australia website and through email marketing campaigns. Thank you to everyone who completed the survey and who promoted it through their networks.

Volunteering Australia is pleased to present this report of the National Survey of Volunteering Issues 2011. We would like to thank our partners NAB and acknowledge their support of our volunteering agenda.

3 KEY FINDINGS

This National Survey of Volunteering Issues 2011 found that:

EXPERIENCING VOLUNTEERING

- 9 out of 10 volunteers who responded to the survey have found their volunteering experience satisfying. Most volunteer because of the difference they make to the community and the sense of purpose their volunteering gives them.

- How and when people are able to volunteer is affected by a range of personal circumstances and organisational factors.

  Family and work commitments were the most frequently mentioned personal circumstances (59.3% and 52% respectively). Health issues and or disability (temporary or long-term) were relevant for 13.6% and 5.8% of volunteer respondents.

- The three most important things to continue volunteering in the future were the location, the availability of volunteer work that matches volunteers interests and/or skills', and the values of the organisation and making a difference.

- Whilst the preferred ways of volunteering are changing, 'regularly volunteering in the same organisation' was the most commonly preferred way of volunteering in the future – cited by 75% of volunteer respondents.

- The majority of volunteer respondents reported being aware of policies and protections their organisations had in place to ensure their well being and safety.

- The majority also reported experiencing positive relationships between employees and volunteers, with only 10% describing the overall relationship as 'poor' or 'very poor'.

- Almost half of volunteer respondents were reimbursed for out-of-pocket expenses, in full or in part, and a quarter had not been reimbursed. The remaining 25% said they had not incurred out-of-pocket expenses.

- The survey highlights the importance of access to training and education to enable volunteers and managers/coordinators of volunteers to further develop skills.

- Training gave the majority of volunteers the necessary skills for their role (78.9%) and contributed to the personal development of 45.1% of volunteers.
  However, nearly 20% of volunteers reported they had difficulty accessing the training they needed to perform their role.

- Training for volunteers and managers of volunteers was one of the top 3 priorities requiring urgent action most frequently mentioned by organisational respondents.

- Volunteers most frequently mentioned safe working environments, adequate insurance cover, and training and leadership of volunteer organisations when asked to prioritise the 3 issues in need of most urgent attention to ensure their protection.

ENGAGING AND INVOLVING VOLUNTEERS

- More volunteers are getting involved and more are needed. The majority of organisational respondents said their organisation needs more volunteers. The most common reason for this need is to meet increasing demand for current programs and services. The need for more volunteers was most apparent in the emergency services and sport/physical recreation sectors.

- Volunteer-involving organisations are introducing new ways of offering volunteering, 'Greater flexibility' was the most commonly reported approach that had been introduced. Of those who did not introduce new ways of offering volunteering, approximately 29% either didn't have the capacity to do so, or it is not possible given their activities.

- Virtual volunteering through social media or from home remains the least common way.

VOLUNTEER-INVOLVING ORGANISATIONS AND COMPANIES WORKING TOGETHER

- The development of long-term relationships with companies was most frequently cited by not-for-profit and government organisations as most important to the success of involving corporate employee volunteering.

- The majority of company respondents said they prefer to work with not-for-profit organisations through a combination of short and long-term partnerships with more than one not-for-profit organisation.

- Partners having shared goals and mutual benefit, access to suitable volunteering opportunities and dedicated resources in the company were most frequently cited by companies as most important to the success of their employee volunteering program.

- The majority of companies agreed with the statement that most not-for-profit organisations with whom they have had contact know how to work effectively with the corporate sector.

RESOURCING VOLUNTEERING

- The majority of organisational respondents said a component for volunteering is included in their organisation's budget. Outcomes for volunteering were specified in funding contracts with Federal or State governments - 12.1% and 15.5% of cases respectively.

LEADERSHIP IN VOLUNTEERING

- When asked about the features of leadership in volunteering they had seen demonstrated, organisations most frequently cited building capacity in others to contribute to a vision and encouraging new paradigms/ways of looking at things.

4 SURVEY RESULTS

4.1 RESPONDENT PROFILE

2,900 people responded to the survey with 2,167 fully completed questionnaires. The number of respondents to the 3 questionnaires and completion rates for each questionnaire are included in 5. Methodology, Section 5.1.

4.1.1 Volunteer Respondents

Volunteer respondents comprised 57.8% women and 42.2% men. The sample is skewed toward midlife. The most common age group for respondents is 45-54 and 55-64 years of age. Those aged 18-24, under 18, and over 75 years represented the least common age groups *(Appendix, Table 33)*.

The survey was predominantly completed by people who were born in Australia or other English speaking countries such as the UK and USA. 9.5% of the survey respondents stated they speak a language other than English at home compared to 6.7% in 2010. Volunteers who identify as Aboriginal and Torres Strait Islander represented 1% of survey respondents.

The majority of volunteers were employed full time or part time *(Appendix, Table 35)*. Retirees represented 24.7% of volunteer respondents. The majority of volunteer respondents said they mainly volunteer in Victoria or NSW. The representation of volunteers from rural/regional and remote areas as a proportion of the total survey respondents increased in 2011 to 46.5% compared to 38.1% in 2010.

The split between respondents volunteering with a government organisation or a not-for-profit (NFP) organisation was approximately 22/78 representing a small increase in the proportion of NFP volunteers from 2010. The most common sectors in which respondents volunteer were emergency services, community welfare and sport/physical recreation.

The highest qualification completed by the majority of volunteer respondents (38.8%) since leaving secondary school was a certificate or diploma *(Appendix, Table 34)*.

AGE (Volunteer Respondents)
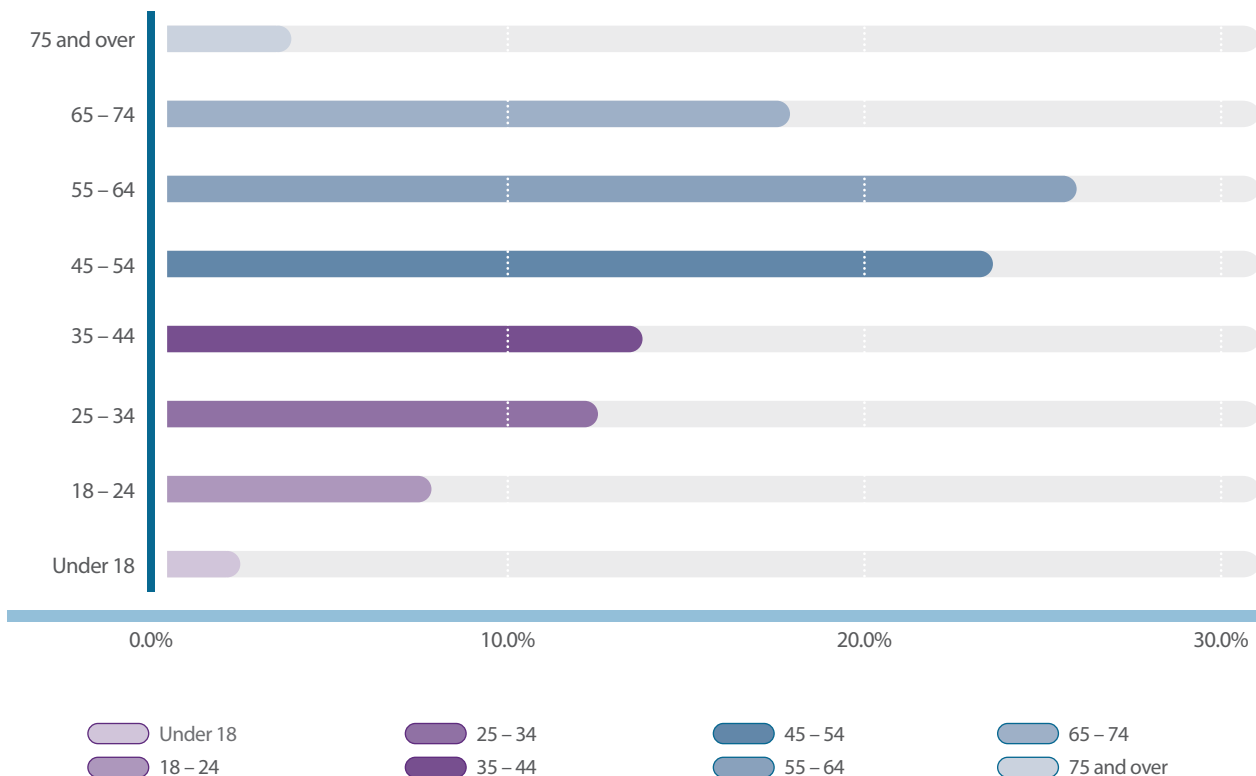
4.1.2   Volunteer-Involving Organisational Respondents

The split between respondents from a government organisation and not-for-profit organisation was approximately 25/75. Almost 69% of organisational respondents operated from Victoria or NSW *(Appendix, Table 1)*. Organisations operating in rural/regional or remote areas represented nearly 42% of the survey sample.

STATE/TERRITORY IN WHICH ORGANISATION MAINLY OPERATES
(Organisational Respondents)
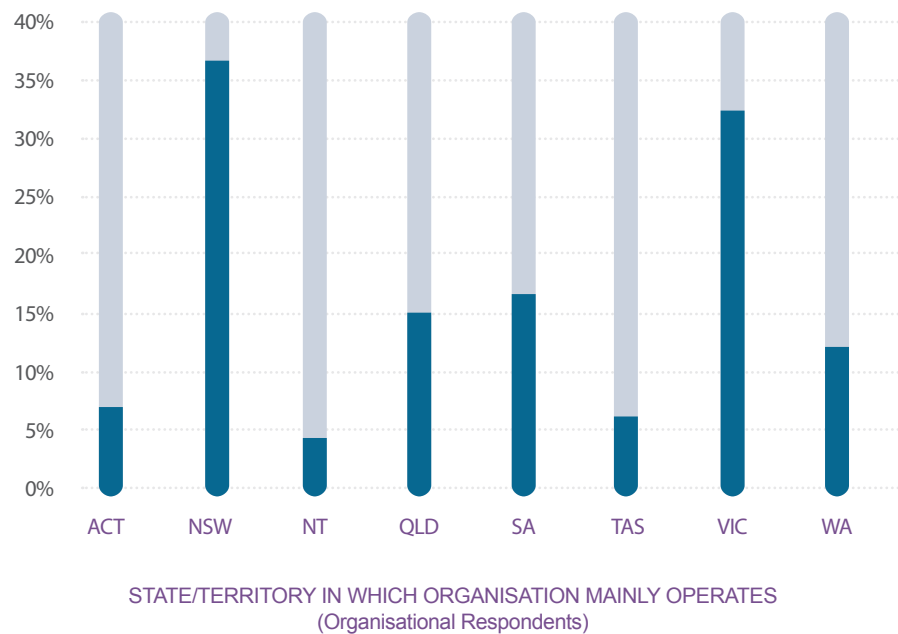
The most common sectors represented by organisational respondents were community welfare, aged and disability, education and training, arts/heritage and sport and recreation *(Appendix, Table 2)*.

63.9% of organisational respondents said volunteers are involved in administration/clerical work in their organisation. The next most of frequently mentioned types of work undertaken by volunteers (mentioned by 30% or more organisations) were: Committee/Board member, Funding raising/retail, Visiting/social support/driving, Education/tutoring/mentoring.

4.1.3 Companies With Employee Volunteering Program Respondents

Ninety six companies in a range of industry sectors responded to the survey, the most common being in health and community services and education and training. 49% of companies operate nationally or in more than one state and approximately one third are large companies (with 300 or more employees) and one quarter small companies with 10 or fewer employees. Approximately 62% have been operating for 20 years of more.

'I volunteer with two NFP organisations and enjoy the camaraderie with fellow volunteers and giving my time to causes that I believe in'.

4.2 EXPERIENCING VOLUNTEERING

4.2.1 Satisfaction

Volunteering has been a satisfying experience for the majority of volunteer respondents in the last 12 months – approximately 9 in 10 volunteers were satisfied or very satisfied with their experience. *(Appendix, Table 15)*

7.6% were unsatisfied or very unsatisfied with their experience.

4.2.2 What Volunteers Value, What Affirms Their Decision To Volunteer

The two most frequently mentioned things volunteers said they value most about their volunteering experience is the difference they make to the community and the sense of purpose it gives them.

We also asked volunteer respondents to tell us about a positive experience that excited them and reinforced their decision to volunteer.

The 1,562 qualitative responses to our open-ended question illustrate the multitude of ways in which Australian's volunteer, where they volunteer, their motivations, and the impact of their voluntary effort.

Volunteering is not always a positive or enriching experience. Whilst these responses were exceptions, they deserve a voice. For example, when asked about a positive experience that excited him/her and reinforced their decision to volunteer, one person responded 'None. Thinking of quitting'.
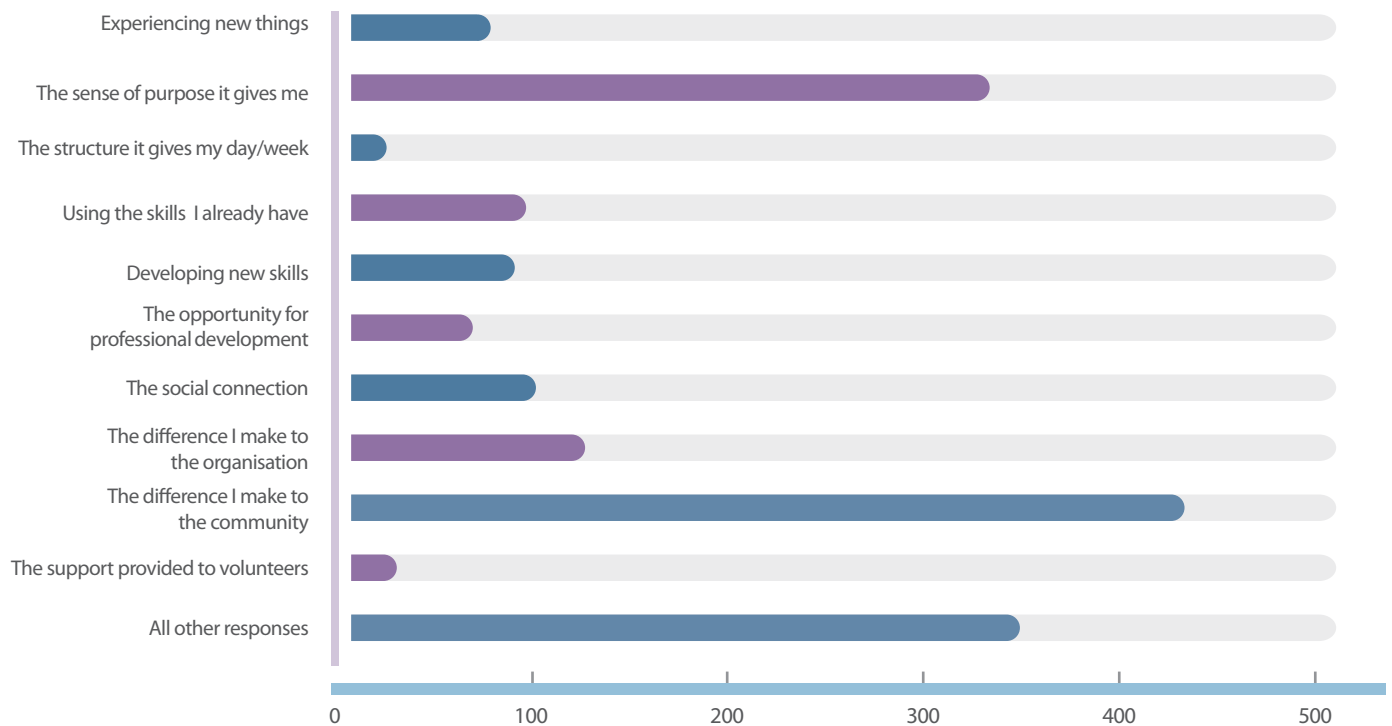
WHAT DO YOU VALUE MOST ABOUT YOUR VOLUNTEERING EXPERIENCE? (Choose one only)

POSITIVE EXPERIENCES
THAT REINFORCED THE DECISION TO VOLUNTEER

'To find a way to support my local community with something I enjoy and be able to use my previous training'.

'Being able to see a difference being made, e.g. over 2000 trees planted over last 4 years big enough to picnic under. Park benches completed by guide unit and presented to caravan park for use by visitors. The presentation of a concert that raised over $600 for Pakistan flood victim'.

'Being able to use my professional knowledge and experience to treat patients and also to share with other volunteers. I also value the opportunity to meet different people from different backgrounds and professions'.

'The company of other volunteers. A great station to work at. Fantastic BSOs. Relieving staff that accept our level of skills and from whom we learn heaps'.

'The mate ship during the good and bad times, training at level that suits all, the respect you get from your peers, a sense of worth'.

'It improved my sense of self-worth to be a part of something that was larger than me and for the good of all'.

'I found that my volunteer role as team manager for two amateur football teams was a positive experience because it showed that if I had not volunteered for this role the club may not have won the 2011 Div 1 WAWFL Premiership or may not have received other awards the Club has now this season'.

'I love my local environment and enjoy socialising while working. I am also fascinated by the local platypus'.

'We live in a rural area, so there is no actual town and it is nice to be able to organise functions at our local hall to bring local people together. Also we have managed to get a few grants which have allowed us to start upgrading our local hall'.

'Being part of an internationally recognised team'.

'Learning lots of different new things from the paramedics who are willing to share their knowledge. i.e. learning how to draw up and then realising I can do it!'.

'I avidly believe in giving something back to the community and that the key to our lucky country is being involved and committed to things you believe in. Each day I volunteer brings its positives from meeting caring people to reminding you to be thankful for what you have and giving life perspective'.

'Completion of a walking trail built on sustainable principles and involving regeneration of surrounding bushland'.

'Starting to see an organisation gain in effectiveness and achieving desired results as a consequence of some hard work at Board and operational levels'.

'Community spirit. The challenge to get a group of people together with a common goal and achieve something. At the same time we strengthen our community ties and I would have to say our Estate is now a very happy environment with residents now knowing each other, giving their neighbours a wave etc'.

'Working with a supportive committee committed to a shared vision. Everyone puts in and everyone is respected for their efforts, in spite of us being a diverse group'.

'Appreciation from competitors when meeting or dealing with them in an official capacity. Satisfaction that without volunteering, events would not run and we have assisted to allow events to run. Knowledge that competitors will volunteer to let others compete at a later stage'.

'The young woman was able to spell and write her name after so many months'.

'As a surf life saver, to be able to serve the community and to be there when people need help is a really rewarding feeling. I made a lot of friends through volunteering too which is really great! I have also been able to help save lives, which is a really good feeling, and just to be able to be there for other people and do something great for the community made me want to continue as a volunteer!'.

'The fact that a new botanic garden was being created and that I could be involved in its role of educating and providing pleasure to the public'.

'Interaction with fellow volunteers, often people with whom I would not normally associate'.

4.2.3 How Volunteers See Themselves

The importance of recognising and celebrating the effort and outcomes of volunteers has been established in reports of previous years' of the National Survey of Volunteering Issues.

Recognition of volunteers can and is given at different levels and in different ways – by volunteer-involving organisations of their volunteers, by the Australian and state and territory governments through volunteer awards, and by peak bodies. The National Survey of Volunteering Issues presents an opportunity to identify and acknowledge the diverse personal qualities, behaviours, skills and experience Australians bring to their volunteering – from the volunteer's own perspective and experience.

Consequently, in the 2011 National Survey of Volunteering Issues, we asked volunteers 'Without being humble, what do you value most about yourself as a volunteer?' 1,509 volunteers responded to this open-ended question. The key themes are identified in the table below, followed by a selection of volunteer responses which illustrate some of these themes.

WHAT VOLUNTEERS VALUE MOST ABOUT THEMSELVES

Attitudes and Aptitudes, and Behaviours	Skills
• Passion	• Ability to learn and to teach (pass on knowledge and skills)
• Enthusiasm	• Planning and Organising
• Loyalty	• Problem Solving
• Compassion	• Communication with a wide range of people
• Empathy	• Ability to interact positively with most people
• Thinking Innovatively	• Leadership
• Adaptability	• Customer Service
• Reliability and Dependability	• Observation
• Persistence	• Facilitation
• Interest	• Administration
• Being Non-Judgemental	• Listening
• Positive Attitude	• Outdoor Skills
• Integrity	• Strategic Thinking
• Honesty	• Analytical
• Clear Thinking	• Influence
• Work Ethic	• Inspiring Others
• Decisiveness	• Mentoring
• Willing to try anything	• Bilingual Language Skills
• Flexibility	
• The ability to do as I am told	
• Open Mindedness	
• Goal Oriented	
• Willingness to help	

WHAT PEOPLE VALUE MOST ABOUT THEMSELVES AS VOLUNTEERS

'I know I have the ability to motivate the young students to learn to read and write and enjoy their study hours'.

'Having respect and consideration to other people'.

'The ability to adapt to any situation and be able to achieve the job set before us under any circumstance'.

'Willingness to get involved and the 'yes' attitude'.

'I value my ability to bring new ideas into the local fire brigade and to network with others, creating opportunities for training and development. I believe we all have a place and our specific contribution should be valued'.

'That I have skills that I can use and not let die on retirement and I can see them make a difference to others'.

'As a bilingual speaker, I become a bridge for communication with the outside world'.

'I have a wealth of experience in a lot of areas and I pass that on to other volunteers and workers'.

'The ability to make life and death decisions instantly'.

'As a very busy and involved 16 year old, it makes me feel good to know that I have taken the initiative to actively contribute to my community'.

'My ability to unconditionally support others new to volunteering in judging and umpiring'.

'I value the time and dedication that I put into being a leader'.

'Making social justice concerns a reality'.

'If there is a job to be done, I am not afraid to tackle it, eve it is perceived to be impossible'.

'My ability to relate to others regardless of their age, race, colour or creed'.

'I enjoy motorsport but can't afford to compete…volunteering is the next best thing'.

4.2.4 Recognition That Matters

In the National Survey of Volunteering Issues 2010, we introduced a question to understand whether volunteers are recognised in ways that are relevant and important to them.
In both 2010 and 2011, there was a difference between the forms of recognition preferred by most volunteers and how it is most commonly provided by organisations.

In 2011:

- 43.2% of volunteer respondents said that 'being accepted as a valuable team member' was the most important form of recognition to their feeling valued as a volunteer [4]. *(Appendix, Table 21)*

- By way of contrast, a total of 10.7% of organisational respondents said they had given feedback about the volunteer's contribution or their value as a team member in the past 3 months.

- 'A special gathering or celebration' or a 'personal thank you' were the most common forms of recognition organisational respondents said they used in the past 3 months (31% and 25.7% respectively).

- Approximately 1 in 5 volunteers said the main organisation where they volunteer had 'never' given them the form of recognition most important to them in the past 3 months. *(Appendix, Table 22)*

[4] It is important to note that one in five volunteer respondents said they did not feel the need for recognition.

The findings indicate the importance of continuing efforts to get the best fit between how each volunteer needs and wants to be recognised and the methods adopted by the organisations.

'Volunteering engenders a real sense of place in the community. I volunteer at the community hall (built and maintained by volunteers) and every week I am conscious of the times I have been there and can see the work I have done which is enjoyed by everybody'.

'I saw that a lot of older people were not going to get out of their homes unless some volunteers assisted them to get out... that was my motivation'.

4.2.5 Being Equipped To Do What Needs Doing

In section 3.1.3 we reported on the remarkable range and depth of personal qualities and specific knowledge and skills people bring to their volunteer effort. Many, although not all, of these strengths, areas of knowledge and skills come from previous life and work experience.

The National Survey of Volunteering Issues highlights the value of being able to undertake additional training that may be needed to undertake a voluntary role effectively.

In 2011, the survey found that training gave 78.9% of volunteers the necessary skills for their role and contributed to the personal development of 45.1% of volunteers, compared to 62.6% and 41.9% in 2010.

17.2% of volunteers reported having difficulty accessing the training they needed to perform their role in 2011.

The frequency of volunteers having difficulty accessing training they need to perform their role was greatest for volunteers involved in emergency services and other recreation/interest. *(Appendix, Table 42)*

The changes volunteers most frequently mentioned that would make accessing this training easier were: more relevant training being available (41.6%) followed by relevant training being available closer to home or work (27.2%) and access to online training (21.8%). *(Appendix, Table 24)*

4.2.6 Personal Circumstances Affect Volunteering

How and when people are able to volunteer are affected by a range of factors within and outside their control.

We asked volunteer respondents which (if any) personal circumstances affect their volunteering.

85% of the 1,539 volunteers who responded to this question indicated one or more circumstances that impact on their volunteering.

Family and work commitments were the most frequently mentioned factors (59.3% and 52.2% respectively). *(Appendix, Table 25)*

Volunteers were also asked what volunteer-involving organisations could do to make it easier to volunteer in these circumstances. A small number of volunteers said their personal circumstances were their own responsibility and/or beyond the control of volunteer-involving organisations.

A range of suggestions was also offered by approximately 1000 respondents about what organisations could do to make it easier to volunteer. Examples include, but are not limited to: greater flexibility in expectations and ways in which the volunteering can be undertaken; better access to training e.g. about diversity; reimbursement of out-of-pocket expenses; and employer support to volunteer in paid time.

MAKING IT EASIER TO VOLUNTEER
WHEN PERSONAL CIRCUMSTANCES GET IN THE WAY

'Be able to work at multiple areas on an as needed basis rather than only having one station to volunteer at'.

'Try not to do so much at once'.

'I now have a very small income and expenses are difficult for me. When I volunteer some expenses are difficult to evaluate. Petrol of course... but it's other little transient not very noticeable things like a cup of coffee between friends to help make a difference, and so on'.

'Recognise the contribution and sacrifice of families'.

'Be more respectful of the time I make available for volunteering and be aware of the fact that this time is fitted in around my professional and personal obligations'.

'Allowing me to 'job share' in roles and responsibilities so that when I cannot be there, the other person can carry on in my absence'.

'Volunteering roles outside of 9-5pm working day would be great opportunity to volunteer when it best suits me. I find virtual volunteering is the only thing I can do right now as I am a full time worker and a Mum. I would love to volunteer as a physical presence sometime after 5pm but not much is available'.

'Provide disability friendly buildings'.

'Nothing. It's out of their control'.

'Organisations need to be less competitive to obtain volunteers. If I volunteer for you one week, I want the flexibility to volunteer for a different organisation next week, as this time may fit better with my employment/family commitments. I want to be thanked at the end of my shift at volunteering. It is not a hard word to say'.

4.2.7 The Volunteering Environment

4.2.7.1 Policies

The majority of volunteer respondents reported being aware of policies and protections their organisation has in place to ensure the well being and safety of volunteers. Approximately one in ten were not *(Appendix, Table 26)*.

4.2.7.2 Discrimination, harassment and bullying

The majority of volunteer respondents said they had not experienced discrimination, harassment or bullying, either directly or indirectly.

- 8- 12% have either been personally discriminated against, or harassed/bullied
- 14-18% have seen others discriminated against, or harassed/bullied.

4.2.7.3 Relationship between volunteers and employees

Seven of 10 volunteers described the overall relationship between employees and volunteers where they volunteer as excellent or satisfactory.

- One in 10 volunteer respondents described the overall relationship between employees and volunteers as poor or very poor.
- Approximately 1 in 4 volunteer respondents said they had experienced or witnessed confusion or conflict between employees and volunteers (compared to one in three in 2010). *(Appendix, Table 27)*

The actions volunteer respondents most commonly stated would be most effective to reduce the conflict and confusion they have experienced or witnessed were *(Appendix, Table 28)*:

- Improving respect and/or recognition of volunteers in the organisation (31.2%).
- Improving communication about the roles and contribution of paid and volunteer staff (28.5%).

4.2.7.4 Reimbursement of Out-of-pocket expenses

Approximately one in four volunteers said they had not incurred out-of-pocket expenses.

44.9% of volunteers said they had been reimbursed for out-of-pocket expenses (OPE), either in full or in part. *(Appendix, Table 29)*

Of the 25.3% who said they had not been reimbursed for OPE expenses, reasons given included: reimbursement not being offered; the volunteer not having given thought to seeking reimbursement; a personal choice not to pursue or claim reimbursement; an awareness that the organisation's funds are tight; and an acceptance that out-of-pocket expenses are part of volunteering.

An analysis of the findings of reimbursement of out-of-pocket expenses by the sector in which the respondent mainly volunteered illustrated out-of-pocket expenses were:

- least frequently incurred by volunteers involved in organisations operating in the religious, law/justice/political, and community welfare sectors
- most frequently reimbursed in-full by volunteers involved in organisations operating in the business/professional/union, sport/physical/recreation and parenting/child/ youth sectors
- most frequently reimbursed in-part by volunteers involved in organisations operating in the business/professional/union, sport/physical/recreation and parenting/child/youth sectors. *(Appendix, Table 43)*

Here are examples of what volunteers told us about why they had not be reimbursed for out-of-pocket expense they incurred.

$ REASONS VOLUNTEERS HAVEN'T BEEN REIMBURSED FOR OUT-OF-POCKET EXPENSES

'I am always reimbursed when I submit an account. Quite often I do not bother'.

'The "in part" is my choice and so much of what I do is so hard to quantify-how does one account for the electricity in cooking the morning tea food? And so on!'

'I don't expect it.'

'The set up to get reimbursed is hard to access'.

'I have not expected to be reimbursed for fuel costs (this is my only expense) as I consider that this is part of my contribution to the cause. However, this may change when I retire and rely on a pension'

'No policies in place, also haven't had financial capacity in the past to consider this'

'We are offered $25 per week if we choose to take it for any expenses or damage to our property. I choose to not to take the money. That would be silly to expect to be paid!'.

'No - I haven't asked for reimbursement as it's my donation to my community group'

'Sometimes things just need to be done, less hassles for smaller items, no money in the budget for that e.g. diary'.

4.2.8 Volunteering In The Future

The things volunteers said were most important for them to continue volunteering in future[5] were *(Appendix, Table 31)*:

• The values and principles of the organisation
• Location
• Availability of volunteer work that matches their interests and/or skills.
• Knowing their contribution makes a difference.

When asked how they would prefer to volunteer in the future , volunteer respondents' most frequently mentioned *(Appendix, Table 32)*:

• Regularly volunteering in the same organisation – preferred by 3 out of 4 people.
• Volunteering for more than one organisation – preferred by 2 out of 5 people.
• Volunteering their professional skills and/or mentoring others preferred by 1 in 3 people.
• Volunteering in short-term activities – preferred by one in 4 people.
• Incorporating travel and volunteering - preferred by one in 4 people.

'Think strategically about the purpose of the organisation and establish links with staff and volunteers so everyone is aware of how their work contributes at the strategic level'.

'We may be free, but we still want to be better!'.

Volunteer respondents

4.3   PRIORITIES AND SOLUTIONS: VOLUNTEERS

The top three things cited by volunteers as needing the most urgent attention to ensure volunteers are protected were *(Appendix, Table 30)*:

• Safer working environments to protect volunteers from injury
• Adequate and appropriate insurance cover for volunteers
• Training and development for volunteers
• Leadership and management of volunteer organisations.

Volunteers were asked what actions could be taken on each of the three issues they believe need the most urgent attention. Examples include but were not limited to: better structured workplace health and safety consultation and education; availability of training outside working hours; and clear mission statements and how volunteers help achieve the organisation's goals.

⚙️ SAFER WORK ENVIRONMENTS

'Don't push the volunteers to put them in harms way'.

'Extra training opportunities'.

'The same principles as for paid employees must be applied to volunteer workers'.

*'Vollies be very aware of their limits.
Not to feel they can do above and beyond their capabilities'.*

'When issues are raised – acted on them. Don't sweep under the carpet'.

'Accountability from office bearers'.

'Ensure these are standardised and reviewed regularly.'

'Information regarding any upgrading of policies'.

☂️ INSURANCE

'I volunteer for two organisations and I don't know if I am covered'.

'Automatic cover when organisation is registered'.

'Ensure all local state and federal legislation has very clear and to the point without legal jargon that simply says 'any activity, role or action taken by a volunteer in good faith is exempt from any legal or liabilities actions (sic)'.

*'Private insurance companies provide sponsorship for low cost cover.
Government provide NFP organisations no cost or low cost insurance'.*

'Need more public awareness of any limitations in policies'

*'We know that insurance is available.
However, it is often frowned upon to make a claim.'*

'Government intervention to limit the liability of volunteers so they cannot be sued for good intention'.

'Government underwritten insurance to reduce the public liability load on volunteer-run clubs'.

'No volunteer should be open to indiscriminate legal action – unless there is a prima facia (sic) case of negligence'.

'Do deals across Australia, i.e., bulk deals for voluntary organisations to minimise costs'.

'Universal personal volunteer insurance cover regardless of organisation'.

TRAINING AND DEVELOPMENT

'A program aimed at the management to sell them on the benefits to be gained from having a trained volunteer force (sic)'.

'More regional training'.

'Universal on-line training – now you are a volunteer...'

'Many appropriate programs attract very high costs'.

'Keep investigating localities of local relevant training'.

'Governments need to provide free or subsidised training in any areas of interest for volunteers who provide a significant dedication to their sport group'.

'More accountability by volunteers to do the training and development courses'.

'There are some holes in the training content that need filling'.

'More simplicity in training and less complexity/overhead so that key messages are accessible and not hidden by plethora of useless minor things'.

'More flexible training as most of the time they are run by paid people between 9am-4pm when most voly (sic) are working and can't afford to give up their pay to train'.

'Ask the volunteer what they want'.

4.3 ENGAGING AND INVOLVING VOLUNTEERS

4.3.1 More Volunteers Are Getting Involved … More Are Needed!

Whilst the majority of organisational respondents reported the number of volunteers they involve has increased or remained the same in the past 12 months, the majority (68.3%) also said their organisation needs more volunteers. The requirement for more volunteers is more common in emergency services and sport/physical and recreation compared to other sectors.
(Appendix,Table 44)

Meeting the increasing demand for current programs was the most common reason given by organisational respondents for needing more volunteers.
(Appendix,Table 4)

Strategies to make involving volunteers easier

When asked about the three most important things that would make it easier to involve volunteers, organisations identified the following factors from nine options *(Appendix, Table 5)*:

- Greater availability of suitable volunteers
- Increased availability of funding tied to volunteering recruitment and management
- New ways of promoting volunteering in the community.

4.3.2 Ways of Involving Volunteers

Ongoing roles undertaken weekly or monthly are the most common way organisations said they involve volunteers - 94% of organisational respondents compared to 43-53% who said they involve volunteers in short-term projects or for specific events.

Involving people in roles where they volunteer professional skills was mentioned by approximately one in three organisational respondents.

Virtual volunteering, through social media or from home remains the least common way organisations involve volunteers, with 10-15% of respondents reporting the organisation adopts this approach.

4.3.3 Trying New/different Approaches

One in two organisational respondents said their organisation had introduced different/new ways of offering volunteering to existing or prospective volunteers in the past 12 months.

Approximately 60% of these organisational respondents had introduced greater

'I currently volunteer with SES and Marine Rescue and will continue to do so until I become physically or mentally infirm or fall of the perch'.

flexibility in relation to when people could volunteer.

Nearly 40% had introduced changes to the time commitment required of volunteers, volunteering of professional skills and group/team volunteering opportunities *(Appendix, Table 7)*.

The initiative and drive of staff and/or volunteers and consultation were cited most frequently as success factors for introducing new approaches - 74.9% and 60.3% respectively *(Appendix, Table 8)*.

Approximately half of the organisational respondents also identified 'thinking outside the square' as a contributing factor.

The two most common reasons given for not having introduced new approaches to offering volunteering were 'It is not possible given the activity the organisation undertakes' and the organisation 'does not have the capacity to do this'. *(Appendix, Table 6)*.

4.3.4 Employer Supported Volunteering

Employee volunteering programs were available to a quarter of the volunteer respondents employed by for-profit organisations *(Appendix, Table 16)*.

- 50% of volunteer respondents were currently employed by a company or other for-profit business
- Where the company has a volunteer program, approximately 40% of respondents have/are volunteering through the corporate volunteer program *(Appendix, Table 17)* most commonly through skilled volunteering and the not for profit organisation's regular volunteer programs.

The majority of volunteer respondents whose company offered employee supported volunteering said it was easy to get information about and get involved in the program.

The most common reason given for not volunteering in the company employee volunteer program was that the employee already volunteers independently/ outside of the employee supported volunteering program *(Appendix, Table 18)*.

Employee supported volunteering was not a contributing factor in the majority of employees' decision to join or stay with the company, nor had the majority become more aware of and/or actively involved in volunteering because of the company's volunteering program *(Appendix, Table 19)*. This finding may be affected in part by respondents being involved in volunteering prior to joining the company and already volunteering outside the company.

4.3.5 Volunteer-Involving Organisations' Experience Of Corporate Employee Volunteers

The results of the survey indicate a low rate of involvement of corporate employee volunteers in the not-for-profit sector.

28.8% of organisational respondents said their organisation had involved corporate employee volunteers.

Skilled volunteering, employee volunteer project teams represented the most common form of involvement by corporate employee volunteers.

Virtual involvement in volunteering (e.g. on-line and/or from home) was cited by 8.2% of organisational respondents.

The most commonly mentioned contributions valued most by the organisations who had involved corporate employee volunteers were the practical assistance to complete project tasks and the greater awareness of the needs of local communities.

21% of the organisations who had involved corporate volunteers had an experience/s that had not worked well.

The table below gives examples of ways that it could be made to work better.

The development of long-term relationships with companies was cited most frequently by not-for-profit (NFP) and government organisations as most important to the success of involving corporate employee volunteering *(Appendix, Table 9)*.

WHAT DIDN'T WORK WELL FOR NFPS	WAYS IT COULD WORK BETTER FOR NFPS
Misuse of volunteer role by the company	Clear communciation of expectations
Unrealistic expectations of both parties	Improved understanding of and commitment to the task
Lack of interest and support by corporate employees	Involving all relevant internal stakeholders in intitial conversations with the corporate partrner before agreement is made
Project not fitting the skills of the corporate employees	Understanding of the objectives of the volunteering program and tasks

'The environment requires long term commitment. Most of our experience is of a feel good day out and conscience salving exercise. Some have been truly well through and scheduled over a longer time frame'.

'It was during a disaster season. Corporate volunteers have a habit of wanting to be treated differently. We did not have the capacity or resources for this'.

'One company we worked with were clearly in it for themselves and showed great disrespect when it came to contributing their 'end' of the partnership. It's hard to say what would have worked better, as we spelled out the agreements very clearly at the beginning...'

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4.3.6   Companies' Experience Of Corporate Employee Volunteering Programs[6]

In contrast, long-term partnership with one not-for-profit organisation was mentioned the least frequently by company respondents to best describe how their company prefers to work with NFP organisations (22.2%).

A combination of short and long-term partnerships with more than one NFP was the most frequently preferred way of working by companies (44.4% N=18).

Approximately 60% of company respondents (N=42) said up to four NFP organisations were involved in their company's employee volunteering program in 2010/2011. The majority of companies (67.6%) have supported employee volunteering for more than 5 years.

The most common number hours of volunteering contributed per employee during the year were 4-7 hours (22.5%) and more than 21 hours (20%). Between 70-80% of company respondents encourage employees to volunteer during work hours and/or outside work hours (N=41).

Approximately 70% of companies grant employees between 0-1 days per year of paid time to volunteer during working hours (N=39). Other support companies most frequently said they provide employees who take part in their company's volunteering program were insurance (47.1%), reimbursement of costs (3802%) and provision of safety equipment (38.2%).

In 40% of cases (N=35), there is no designated position in the company responsible for the volunteering program. However, a staff member works on the program in addition to their designated role/duties. A greater level of resources in the company was the most frequently selected response (from a list of 8 options) by companies to the question about what would enable more employees to be involved in the employee volunteering program offered by their company (42.3%, N=26).

The three most commonly mentioned aspects of employee's involvement in volunteering company respondents valued most were:
- Improved reputation of the company – internally or externally
- Employees develop new knowledge and skills
- Positive outcomes for communities and It helps the company to attract and retain employees (equal third).

The three most commonly mentioned things for the success of the company's employee volunteering program were[7]:
- Support provided to employees by the not-for-profit organisation
- Mutual benefit
- Shared goals.

4.3.7 Volunteer Involvement In Governance

33% of volunteer respondents said they currently volunteer on Boards/Committees of management of a not-for-profit organisation.

Asked to describe their level of understanding about their legal responsibilities, 60.1% respondents who volunteer on Boards/Committees described their understanding as 'adequate' and 25.2% as 'excellent'.

The three areas which Board/Committee members most frequently mentioned needing to increase their knowledge or skill were *(Appendix, Table 20)*:
- Legal compliance
- Strategic thinking and planning
- Succession planning for retiring/resigning Board members.

[6]   Due to the low response rate to some questions in the company survey, the total number of responses to the question is included in reporting about the company questionnaire.

[7]   The low response rate to specific questions in the company questionnaire mean the generalisability of the results need to be approached with caution.

4.4   LEADERSHIP AND MANAGEMENT IN VOLUNTEERING

'I am witness to great forms of volunteer leadership within mine and other organisations all the time - when volunteers are given a job to do and they understand the relevance of this job - they will always perform at their peak. Any form of volunteering is a form of leadership within the community which in turn encourages more leadership and volunteering'.

Organisational respondent

We asked organisational respondents to think about an example when they were proud of leadership in volunteering and to tell us about the qualities they saw being demonstrated.

- Building capacity in others to contribute to the vision was cited by 64.6% of respondents.
- Encouraging new paradigms/ways of looking at things was identified by half of the respondents as a quality demonstrated in these leadership examples.

Examples of responses to open ended questions about (a) where this leadership was shown and the form it took and (b) what actions could lead to these qualities are provided below.

LEADERSHIP IN VOLUNTEERING

Where It Was Demonstrated

- Emergency response to natural disasters
- By local council undertaking a research project on volunteering in the region
- Community garden
- By the Department of Veteran Affairs in training sessions.
- By our friends of the library group.
- Community Capacity Building workshop
- In the Global Learning Village.
- Volunteer ads ' I Can Do That'.
- The Working Group for the National Volunteer Strategy.

Forms It Has Taken

- Older volunteer volunteers helping a newer and younger inexperienced volunteer to settle into the role and organisation.
- Making changes to accommodate the specific needs of volunteers.
- Volunteer coordinator inspiring volunteers to take ownership and initiative.
- The consultation with volunteers during a merger process.
- Initiatives - 'bite-size volunteering', short term projects for skilled volunteers.
- Appointment of Volunteering Development Manager in senior management
- President of the club instilling a culture of being inclusive.

Ways Future Demonstrations Of Leadership Can Be Encouraged

- A collaborative approach and shared learning
- A paradigm shift. Volunteering not as unpaid labour but as community engagement and capacity building
- Changes in attitudes by organisations, including management
- Seeking the ideas of volunteers in the organisation's decision making
- Listening to volunteers
- Mentoring
- Collaboration between organisations that involve volunteer
- Recognising leadership when it does happen and encouraging it
- A greater understanding of succession planning and its importance.
- Leadership training
- Volunteer management funding
- Understanding of good change management theory and processes

LEADERSHIP IN VOLUNTEERING

'In the transition of our committee being restructured the consultation process was planned carefully and changes have been rolled out slowly. Although not everyone is 100% happy with, overall the new focus of volunteers is positive'.

'We needed our steam engine to be refurbished and the team leader (who had previously worked in the engineering field) encouraged and supported those who worked on the project. The team became very enthusiastic about the project and gave many, many hours of their time to complete it. The job was finished in 9 months and the same team is now working on restoring our second steam engine. This team saved our railway many thousands of dollars as they made all the parts themselves - such is their skill'.

'Leadership was shown by our local Council undertaking a research project to look at the state of volunteering in our region and to investigate ways of managing the changing landscape of volunteering'.

'I had a volunteer support role at a community centre with over 100 volunteers, located in an area of high disadvantage. 75% of the volunteers aged over 60years old and while most were very experienced in their roles, there was reluctance from them to share their skills with others. Consequently there were few places available for youth or migrants wishing to increase their skills. I set about trying to change this by starting a volunteer mentoring system, whereby one volunteer with very good customer service skills was asked to mentor a young person. Over a short period of time the plan grew into many volunteers mentoring others in the community. This attracted funding for training and development programs and the Community Centre is really viewed as a 'Volunteer Organisation of Choice'- I am very proud to have been associated with the Community Centre at [name deleted] which thoroughly enables Leaders to empower and grow other Leaders'..

'We have a different way of working with young people. We are not insisting in the management paradigm based in structure, control, regulations and time tables. We allow them to decide what to do and we give advice only when asked to do so. We lead by example promoting a very healthy Lifestyle...'

4.5 IMPLEMENTATION OF NATIONAL STANDARDS

Approximately half of organisational respondents said their organisation use the National Standards for Involving Volunteers in Not-for-Profit Organisations.

The rate of full or partial implementation of the standards reported in 2011 was lower than in 2010.

The rate of full implementation in 2011 was highest for Standard 3: Recruitment, selection and orientation (57%), followed by 1 Policies and procedures (56.8%).

The rate of partial implementation was highest for Standard 8: Continuous Improvement (45.3%). Standard 6: Service Delivery was implemented the least frequently (4.3%).

98% of respondents said their organisation had a Manager/Coordinator of volunteers, the majority of whom are paid.

Approximately 40% reported the Manager/Coordinator of Volunteers had accessed training in leadership management, program management or coordination, and occupational health and safety/risk management.

Approximately one third reported the organisation's Manager/Coordinator of Volunteers had difficulty accessing training. The most commonly reported areas were in leadership development, and volunteering program coordination and management.*(Appendix, Table 12)*

Access to on-line training was most frequently mentioned as a way to make it easier for the organisation's Manager/Coordinator of Volunteers to access training.

4.6 RESOURCING VOLUNTEER INVOLVEMENT

4.6.1 Building Volunteering Into Organisational Budgets

The majority of respondents said their organisation includes a component for the recruitment and management of volunteering in its annual budget (65%).

Of the one in three who said their organisation did not, the reasons given included, but were not limited to: not having thought about it; volunteer management being incorporated in general operating costs or staff costs in the organisational budget; and lack of support of management.

4.6.2 Volunteering And Funding

Where Federal or State Government had been received in the last 12 months, the majority of organisational respondents reported that the contracts for this funding did not specify outcomes for volunteering management.

The majority of organisational respondents who had an opinion on each of these statements said they agree/strongly agree that most:
- philanthropic trusts recognise volunteer management as a genuine expense in funding
- corporate sponsors recognise and provide support for volunteer projects of all sizes
- companies with whom their organisation has contact know how to work effectively with the not-for-profit sector.

The majority of organisational respondents who had an opinion on these statements disagree/strongly disagree that most corporate sponsors recognise and provide support for the infrastructure required by not-for-profit organisations to involve volunteers *(Appendix, Table 10).*

4.7 PRIORITIES AND SOLUTIONS: VOLUNTEER-INVOLVING ORGANISATIONS

The top three issues organisational respondents most frequently cited as needing the most urgent attention to make it easier to involve volunteers were *(Appendix, Table 13)*:

- Training for volunteers
- Training for managers of volunteers and coordinators
- Excellence in management and leadership.

Organisational respondents were asked what actions could be taken on the 3 issues they believe need the most urgent attention.

Examples include, but are not limited to: having a Federal Volunteer Respect Act and/or Volunteer Empowerment Code of Practice; a clear body able to support small volunteer organisations resolve conflicts (regarding volunteer rights) and address issues at no or little cost; insurance companies covering greater risk; universal insurance for older workers; back filling during absences for training; and tax concessions for volunteers.

'On one occasion I encountered an extremely grateful mother when I was able to explain to her the sentence which had been passed down to her Son.
She hadn't been able to understand the court jargon used by the Magistrate'.

'Meeting with young international students keeps me mentally active and provides me with a feeling of making a contribution to others' lives'.

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TRAINING FOR VOLUNTEERS

'Practical training and resources that are fit for purpose and low time intensive'.

'Greater access to money to pay for this'.

'Accessible distance wise on a weekend e.g. fund the training to come to the country and remove the need for long weekend trips to metro area'.

'Capacity building for volunteers to enhance their capacities on the volunteerism'.

'Volunteers are time poor! More online training opportunities'.

'A closer relationship and time to train volunteers'.

TRAINING FOR MANAGERS/ COORDINATORS OF VOLUNTEERS

'Training of management would ensure that volunteers are regularly given opportunities for appropriate training'.

'Recognition and availability of the infrastructure and resources needed'.

'On-line that volunteers/managers can access at work venue'.

'Accessible and affordable nationally accredited training available in a variety of studying formats especially the certificate and diploma'.

'Having the time/capacity to engage trainers'.

'Sufficient back-up staffing to allow attendance at workshops, off-site training etc'.

Having the funds to develop flexible methods of training delivery to better fit the volunteers' life cycle'.

'Where there are no relevant tertiary degrees, specific training is to be recommended'.

'Tools to enable good leadership'.

'Understanding the management of volunteers is the same as staff and resources should match those of HR'.

'Increase the culture of innovation and opportunity and have a more engaged and connected workforce'.

EXCELLENCE IN MANAGEMENT AND LEADERSHIP

'Senior management to benchmark against leading organisations, not narrowly within NRP or government sector'.

'The future of volunteering is held in the hands of management. Our focus is community health and I know a lot of the volunteers would like to do and have the skills to do more in the community. This is turn would allow more community education and involvement. We need to think outside the square'.

'Education regarding what good management and leadership means in terms of supporting volunteers'.

'That managers and leaders be encouraged to lead and their skills are used and acknowledged'.

'Other staff members taking responsibility for the volunteers that they have requested.

'To ensure that the contribution of volunteers if TRULY valued – serious and significant resources would be invested in assuring excellence in management'.

'To place volunteering in all policies and budgets within the organisational structure'.

'Provide accredited leadership course for the management committee (for free).

5 METHODOLOGY

The National Survey of Volunteering Issues ('the survey') is conducted annually to identify issues and trends relating to volunteering in Australia. Alongside other consultation and research, its outcomes inform Volunteering Australia's work.

Successive versions of the National Survey of Volunteering Issues have established a core of knowledge relating to the practice, management and policy of volunteering in Australia and identified trends about:

• Factors impacting on the decision to volunteer and keep volunteering.
• Methods of finding volunteer work.
• Barriers to involving volunteers.
• The importance to volunteers of recognition of their involvement and contribution.
• The importance of clarity in the roles/responsibilities of paid staff and volunteers.
• Strengths and areas for improvement in organisational performance in relation to the recruitment, management and development of volunteers.
• The impacts of public policy on volunteering, in particular, Out of Pocket Expenses, Background Checking, Occupational Health and Safety and Insurance.

5.1 DESIGN

The focus of and approach to the 2011 survey was reviewed by Volunteering Australia with the involvement of a Reference Group including representatives of the Department of the Prime Minister and Cabinet, the Department of Communities, Queensland, Volunteering Victoria, Volunteering Tasmania and representatives from NAB and the heritage sectors.

The questions for the 2011 survey were realigned more closely with national policy documents to enable better measurement of progress on key strategic issues. Greater emphasis was placed on asking what priority volunteers, organisations and companies give to particular issues, what would make a difference, and what works well.

The 2011 survey was structured as three separate questionnaires for: volunteers, volunteer-involving organisations (including government), and for companies with or developing an employee/corporate volunteering program.

The inclusion of selected open-ended questions provided participants the opportunity to reflect on their experience, tell us what works and to share their ideas about what would strengthen their experience of volunteering 'in their own words'. The insights from the qualitative responses help to enhance our understanding of the quantitative data and give life to the survey findings.

'Being able to use my professional knowledge and experience to treat patients and also to share with other volunteers. I also value the opportunity to meet different people from different backgrounds and professions'.

5.2 NUMBER OF RESPONDENTS AND COMPLETION RATES

The total number of respondents and completed questionnaires were significantly higher than in 2010.

2,900 people responded to the survey in 2011 compared to 1,834 in 2010.

2,167 people fully completed all the questions in the 2011 survey compared to 1,320 in 2010. The response and completion rate for each of the three questionnaires in the 2011 survey are summarised in the table below. With the exception of the questionnaire for companies, the completion rate in 2011 was higher than in 2010.

Total Started:	2900
Total Completed:	2,167
Completion Rate	74.7%

SURVEY RESPONSES 2011

VOLUNTEERS

Total Started Survey:	1875
Total Completed Survey:	1471
Completion rate	78.5%

VOLUNTEER-INVOLVING ORGANISATIONS

Total Started Survey:	929
Total Completed Survey:	677
Completion rate	72.9%

Composition:

• 735 managers of volunteers
• 99 CEOs of not-for-profit or government organisation, department or agency (federal, state or local)
• 99 other i.e., people in a range of roles in not-for-profit or government organisation including HR managers, officers of Boards/Committees etc.

COMPANIES

Total Started Survey:	96
Total Completed Survey	19
Completion rate	19.8%

5.2.1 Limitations

The survey is conducted using a subscription based on-line service provider. Whilst we work to obtain a significant and diverse sample, the NSVI is not a compulsory survey or a controlled random sample and it is not a survey of the entire population.

Secondly, the survey engages with volunteers, organisations (not-for-profit and government) and companies that are already involved in volunteering. The survey does not collect data about or reflect the experiences of people who have considered volunteering and decided not to become involved, or those who have never thought about volunteering.

The low completion rate of many of the questions for companies is also noted and taken into account in reporting the responses to those questions.

5.3 SURVEY PROMOTION

A number of methods were used to promote the survey in 2011, mainly via electronic channels using the Volunteering Australia website and through email marketing campaigns. We would also like to recognise and express appreciation for the support of many organisations that advertised and promoted the survey to their members and networks.

The 2011 survey was promoted strongly by Volunteering Australia through its website, email databases and social media.

5.3.1 e-newsletter InVOLve

Volunteering Australia's e-newsletter InVOLve has over 14,000 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, followed by a reminder near the closing date.

5.3.2 Direct Email

A number of direct email campaigns to specific sectors were sent to:
- Volunteering Australia's Foundation Members; State and Territory Peak Bodies
- State and Territory Government Offices of Volunteers (where available)
- The Australian Association of Local Government (ALGA)
- Key organisations and networks, including peak bodies, in the arts, museums and libraries, sport and recreation, international/overseas aid, emergency services, and community services.

Emails requesting promotion of the survey were also sent to State and Territory volunteer peak bodies, Pro Bono, and InfoXchange and corporate partners.

5.3.3 Volunteering Australia website

The VA website had a permanent web tile prominently displayed on the homepage from the survey opening.

A dedicated URL *(www.volunteeringaustralia.org/survey)* was created that took respondents directly to information about the survey.

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APPENDIX

1. State and/or Territory: Volunteers and Organisation

	VOLUNTEERS		ORGANISATIONS	
	Response Percent	Response Count	Response Percent	Response Count
ACT	3.8%	62	6.1%	42
NSW	26.8%	432	36.3%	248
NT	1.4%	23	4.0%	27
QLD	20.2%	325	15.1%	103
SA	9.7%	156	16.0%	109
TAS	3.8%	62	6.0%	41
VIC	22.2%	358	32.1%	219
WA	10.2%	169	11.4%	78
Overseas	1.5%	24		

2. Sector: Volunteers and Organisations

	VOLUNTEERS		ORGANISATIONS	
	Response Percent	Response Count	Response Percent	Response Count
Arts/heritage	4.0%	59	6.3%	41
Aged and disability	6.4%	95	20.1%	131
Business/professional/union	0.5%	8	0.5%	3
Community/welfare - other	17.1%	253	24.4%	159
Education/training/youth development	10.0%	148	7.2%	47
Emergency services	21.3%	316	2.2%	14
Environmental/animal welfare	4.1%	61	4.9%	32
Foreign/international	0.9%	14	0.8%	5
Health	10.6%	157	12.9%	84
Law/justice/political	2.6%	39	1.7%	11
Parenting/children/youth	4.4%	65	2.2%	14
Religious	1.4%	21	0.8%	5
Sport/physical recreation	12.8%	189	6.1%	40
Other recreation/interest	2.2%	33	2.2%	14
Volunteering infrastructure e.g. VRC	1.6%	23	2.6%	17
Local government - across sectors			5.2%	34
Other (please specify)				64

3. How Organisations Involve Volunteers

	Response Percent	Response Count
Ongoing roles performed regularly e.g. weekly or monthly	94.1%	804
Short term project roles	43.7%	373
For specific events or activities that occur once or infrequently	52.9%	452
Volunteering of professional skills (skilled volunteering)	36.5%	312
Volunteering on-line through technology, including social media	10.4%	89
Volunteering from home	15.0%	128
Other (please specify)		25

4. Main Reason Organisation Needs More Volunteers

	Response Percent	Response Count
Meet increasing demand for current programs and services	61.1%	317
Provide a new program/s for the community	10.0%	52
Address a shortfall in staffing due to reduced funding, fundraising or other income	7.7%	40
Increased effectiveness or productivity	21.2%	110
Other (please specify)		68

5. Most Important Factors To More Easily Involve Volunteers In Organisation

	1st	2nd	3rd	Response Average	Response Count
Greater availability of suitable volunteers	270	119	93	1.63	482
Easier matching of suitable volunteers	40	88	77	2.18	205
More effective strategies to replace volunteers when they leave	54	88	131	2.28	273
New ways of promoting volunteering in the community	91	142	113	2.06	346
Offering people different ways to volunteer	62	90	98	2.14	250
Improved support of volunteering from the organisation/management	75	84	78	2.01	237
Increased availability of funding tied to volunteering recruitment and management	175	116	85	1.76	376
Access to relevant research	2	11	12	2.40	25
Changes to specific legislation and policies	15	24	40	2.32	79
Other (please specify)					29

6. Main Reasons Organisation Had Not Introduced Different/New Ways To Offer Volunteering

	Response Percent	Response Count
It is not possible given the activity the organisation undertakes	29.5%	82
Has not thought about it	9.4%	26
Does not have the capacity to do this	28.4%	79
Does not see the need to do this	17.6%	49
Does not have the knowledge or skills	5.0%	14
Resistance from management	5.4%	15
Resistance from volunteers	4.7%	13
Other (please specify)		27

7. New Approaches To Volunteering Introduced By Organisation In Last 12 Months

	Response Percent	Response Count
Changes to how much time volunteers are expected to commit	36.4%	143
More flexibility when people can volunteer	59.8%	235
Volunteering through social media	19.3%	76
Volunteering of professional skills i.e.'skilled volunteering'	37.9%	149
Group/team volunteering opportunities	38.7%	152
Culturally relevant approaches to volunteering	21.4%	84
Other (please specify)		58

8. Enabling Factors For Introducing New Approaches

	Response Percent	Response Count
Initiative and drive of staff and/or volunteers	74.9%	304
Thinking outside the square	54.7%	222
Consulting with staff, volunteers and/or the community	60.3%	245
Willingness to take risks and try new things	43.3%	176
Learning with/from other volunteer-involving organisations	32.8%	133
Cultural diversity training being provided by/in your organisation	9.4%	38
Support from the organisation's management team	43.3%	176
Support or resources from VRC or volunteering peak body	9.9%	40
Referral through peers and networking	15.3%	62
In-kind or financial contribution from trusts, government, or corporate sector	8.6%	35
Other (please specify)		22

9. Key Success Factors For Involving Corporate Employee Volunteers In Organisation

	Response Percent	Response Count
Trust between partners	3.3%	7
Clearly stated expectations and goals by all partners	18.8%	40
Mutual benefit	18.3%	39
Development of long term relationships with companies	26.3%	56
Matching the work the organisation needs done and the interests/skills of employee volunteers	14.6%	31
Assistance of volunteer matching organisations e.g., volunteer resource centres	1.9%	4
Dedicated resources in the company to support the employee volunteers involvement	2.3%	5
Time and resources given to corporate volunteering by volunteer-involving organisation	3.8%	8
Interest and commitment of employee volunteers to the volunteering work	5.6%	12
Ongoing learning adaptability and flexibility between partners	1.4%	3
Continual measurement and evaluation	0.0%	0
Knowledge about best practice in corporate employee volunteering	0.9%	2
Support of organisational management	2.8%	6
Other (please specify)		2

10. Volunteer-Involving Organisations Views About Support Of Philanthropy and Corporate Sector

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure	Response Count
Most philanthropic trusts recognise volunteer	47	261	138	37	255	738
Most corporate sponsors recognise and provide	25	269	184	41	216	735
Most corporate sponsors provide support for the	16	175	215	66	262	734
Most corporate our organisation has contact with	34	280	192	35	194	735

11. Training Manager/Coordinator Of Volunteers Had Accessed

	Response Percent	Response Count
Leadership development	34.1%	234
Certificate IV in Volunteer Program Coordination	5.1%	35
Diploma of Volunteer Program Management and	2.2%	15
Advanced Diploma of Volunteer Program Management	1.5%	10
National Standards of Involving Volunteers in Not-for-Profit Organisations	20.0%	137
Communications	27.8%	191
Conflict resolution/mediation	36.2%	248
Data management	17.3%	119
HR skills, including volunteer recruitment, diversity	30.3%	208
Project management	24.1%	165
Occupational health and safety/risk management	42.3%	290
Not sure	13.1%	90
None	20.7%	142
Other (please specify)		113

12. Areas Of Difficulty that Training Managers/ Coordinators of Volunteers Had Accessing Training

	Response Percent	Response Count
Leadership development	11.3%	71
Certificate IV in Volunteer Program Coordination	12.8%	81
Diploma of Volunteer Program Management and	12.2%	77
Advanced Diploma of Volunteer Program Management	10.9%	69
National Standards of Involving Volunteers in Not-for-Profit Organisations	10.1%	64
Communications	5.1%	32
Conflict resolution/mediation	6.2%	39
Data management	7.0%	44
HR skills, including volunteer recruitment, diversity	8.7%	55
Project management	6.8%	43
Occupational health and safety/risk management	5.9%	37
Not sure	35.5%	224
None	36.0%	227
Other (please specify)		74

13. Top 3 Issues Nominated By Organisations Respondents To Make It Easier To Involve Volunteers

	1st Priority	2nd Priority	3rd Priority	Response Average	Response Count
Clearly Articulated Volunteer Rights	22	21	27	2.07	70
Mechanisms through which volunteer rights are upheld	8	12	18	2.26	38
Inconsistency and gaps in insurance protection for volunteers	42	33	41	1.99	116
The impact of the Work Health and Safety Act	40	48	26	1.88	114
Governance and accountability structures and processes	51	54	57	2.04	162
Training - for volunteers	125	131	83	1.88	339
Training - for Volunteer Managers/Coordinators	103	98	66	1.86	267
Training - for staff across the organisation	50	64	77	2.14	191
Capacity to reimburse out-of-pocket expenses	91	93	96	2.02	280
Excellence in management and leadership	96	68	82	1.94	246
Other (please specify)	31	10	20	1.82	61
					86

14. Organisation Type

	Response Percent	Response Count
Unincorporated not-for-profit organisation, or social enterprise	7.3%	50
Incorporated not-for-profit organisation, social enterprise	68.0%	450
Federal or state government organisation, department or agency that involves volunteers	10.7%	71
Local government involves volunteers	13.7%	91
Other (please specify)		32

15. Level Of Satisfaction With Volunteering

	Response Percent	Response Count
Very satisfied	46.6%	863
Satisfied	44.7%	828
Unsatisfied	4.9%	91
Very unsatisfied	2.7%	50
Not sure	1.0%	19

16. Volunteers Whose Corporate Employer Has Employee Volunteer Program

	Response Percent	Response Count
Yes	24.1%	177
No	62.5%	459
Not sure	13.4%	98

17. Involvement Of Volunteer Through Company Employee Volunteer Program

	Response Percent	Response Count
Yes	36.5%	73
No	63.0%	126
Not sure	0.5%	1

18. Main Reason For Non-Involvement Through Company Employee Volunteer Program

	Response Percent	Response Count
Lack of interest	2.9%	3
I'm interested but don't know enough about it – I need more/better information	2.0%	2
The volunteering available doesn't match my interests or skills	11.8%	12
I'm too busy at work to take paid or unpaid time off to volunteer	9.8%	10
My line manager is not supportive of staff volunteering	1.0%	1
I already volunteer independently of the employee volunteer program	72.5%	74
Other (please specify)		17

19. Employees Experience And Views Of Company's Employee Volunteer Program

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure	Response Count
The employee volunteer program was a contributing factor in deciding to join the company	14	30	58	62	10	174
I have become more aware of and/or actively involved in volunteering because of my company's employee volunteering program	13	36	57	59	9	174
It is relatively easy to find out information about volunteering in my company's volunteering program	39	83	23	12	15	172
It is relatively easy to get involved in my company's volunteering program	33	94	17	11	19	174
The employee volunteer program is a contributing factor in deciding to stay with the company	10	24	61	64	12	171

20. Areas Board/Committee Members Need To Increase Knowledge Or Skill - Self Assessment

	Response Percent	Response Count
Legal compliance	44.6%	235
Ethical conduct	11.2%	59
Sound governance policies and procedure	33.2%	175
Strategic thinking and planning, i.e., forward thinking, articulating the vision of the organisation, setting the direction of the organisation to make the most of external opportunities	41.6%	219
Risk management	27.5%	145
Financial management and/or reporting	26.9%	142
Fundraising and/or marketing	24.7%	130
Succession planning for retiring/resigning Board members	35.3%	186
None of the above	10.4%	55
Not sure	4.7%	25
Other (please specify)		11

21. Form Of Recognition Most Important To Volunteer Feeling Valued

	Response Percent	Response Count
Public award	3.3%	50
Public acknowledgement by the organisation e.g. in newsletter, on website etc	3.0%	46
Certificate/gift of appreciation	2.5%	39
Special gathering/celebration e.g. end of year, National Volunteer Week	4.0%	62
Personal thank you	12.0%	185
Feedback about my contribution	10.5%	162
Being accepted a valuable team member	43.2%	665
None of the above – I don't feel the need for recognition	21.4%	329
Other (please specify)		56

22. How Often In Past 3 Months The Form Of Recognition Most Important To Volunteer Was Provided

	Response Percent	Response Count
Approximately once a week	15.5%	240
Approximately once a month	25.2%	391
Approximately several times a month	11.4%	177
Once	24.9%	386
Never	23.0%	357

23. Training Accessed By Volunteer

	Response Percent	Response Count
Certificate in Active Volunteering/Be an Effective Volunteer	8.3%	119
Occupational health and safety	34.0%	489
Equal opportunity	10.1%	145
Risk management	27.7%	398
National Standards for Involving Volunteers in Not-for-Profit Organisations	6.3%	90
Communications	26.5%	382
Conflict resolution/mediation	17.8%	256
Data management	5.8%	84
HR skills, including volunteer recruitment, management	8.8%	127
Volunteer management	14.5%	208
General management	11.1%	160
Project management	8.5%	122
Your roles and responsibilities as a Board or Committee member	12.6%	181
Leadership development	25.3%	364
Not sure	9.1%	131
None	28.3%	407
Other (please specify)		248

24. Strategies To Increase Access To Training Required By Volunteer

	Response Percent	Response Count
More relevant training being available	41.6%	101
Relevant training being available closer to where I live or work	27.2%	66
Access to on-line training	21.8%	53
Full or part scholarship for this training	4.9%	12
Paid study leave from my employer	4.5%	11
Other (please specify)		35

25. Personal Circumstances That Affect How Or When Person Volunteers

	Response Percent	Response Count
Family commitments	59.3%	912
Work commitments	52.2%	804
Income	16.4%	252
Cultural issues	0.6%	10
Communication issues	2.8%	43
Health issues	13.6%	210
Disability – temporary	2.1%	32
Disability – long-term/permanent	3.7%	57
Access to transport	6.4%	99
Out-of-pocket expenses	22.5%	346
None	14.5%	223
Other (please specify)		77

26. Volunteer's Awareness Of Policies And Protections Organisation Has In Place

	Response Percent	Response Count
No	12.2%	186
Yes - Volunteer rights (statements or charters)	53.1%	811
Yes - Equal opportunity	46.0%	702
Yes - Occupational health and safety	73.4%	1121
Yes - Insurance cover	70.1%	1070
Yes - Grievance/complaints procedures	53.9%	823
Yes - other (please specify)		70

27. Volunteer Experiencing Or Witnessing Confusion Or Conflict Between Volunteers And Paid Employees

	Response Percent	Response Count
Yes	28.4%	431
No	65.2%	991
Not sure	6.4%	97

28. Strategies Volunteers Suggest To Reduce Confusion Or Conflict Between Volunteers And Paid Employees

	Response Percent	Response Count
Improving communication about the roles and contribution of paid and volunteer staff	28.5%	118
Clarifying and improving communication about who has authority or responsibility	20.3%	84
Greater emphasis on equal opportunity for volunteers	7.0%	29
Improved processes for consulting with volunteers	13.0%	54
Improving respect and/or recognition of volunteers within the organisation	31.2%	129
Other (please specify)		37

29. Reimbursement Of Any Out-Of-Pocket Expenses Incurred Through Volunteering

	Response Percent	Response Count
Yes - in full	22.8%	348
Yes - in part	22.1%	338
No - I have not incurred out-of-pocket expenses	28.0%	427
No - other	27.1%	413
If No - other, please briefly tell us why		280

30. Top 3 Issues Nominated By Volunteers To Ensure Volunteers Are Protected

	1st Priority	2nd Priority	3rd Priority	Response Average	Response Count
Safer working environments to protect volunteers from injury	167	94	78	1.74	339
Occupational health and safety policies for volunteers	88	128	96	2.03	312
Access to appropriate facilities (e.g. bathrooms, heating/cooling)	48	80	85	2.17	213
Appropriate risk management strategies	43	99	102	2.24	244
Adequate and appropriate insurance cover for volunteers	211	115	120	1.80	446
Strong governance and accountability i.e., structures and process	114	132	122	2.02	368
Training and development for volunteers	357	300	202	1.82	859
Access to counselling for volunteers	26	57	73	2.30	156
Roles and relationships between employees and volunteers	95	128	158	2.17	381
Management and leadership of volunteer organisations	211	184	183	1.95	578
Not sure	89	3	73	1.90	165
Other (please specify)					93

31. Important Factors For Continuing To Volunteering

	1st	2nd	3rd	Response Average	Response Count
Location	142	87	95	1.85	324
The values and principles of the organisation	302	155	106	1.65	563
Availability of volunteer work that matches my interests and/or skills	225	169	122	1.80	516
Time commitment required per week (e.g. number of hours)	61	103	73	2.05	237
Total length commitment required (e.g. ongoing, short timer)	11	30	30	2.27	71
Flexible volunteering – volunteering at times and in ways that suit me	110	176	167	2.13	453
Paid or unpaid time off work	39	48	31	1.93	118
Reimbursement of out of pocket expenses	41	58	74	2.19	173
Availability of training to be able to perform the role	58	127	97	2.14	282
Reducing the level of training/expertise required	3	14	14	2.35	31
Reducing the regulatory requirements/red tape	54	67	74	2.10	195
What I get out of the role e.g. skills, experience, social connection	100	150	159	2.14	409
Knowing my contribution makes a difference	246	192	264	2.03	702
Not sure	71	28	69	1.99	168
Other (please specify)					52

32. Preferred Ways To Volunteer In The Future

	Response Percent	Response Count
Regularly volunteering for the same organisation	73.9%	1092
Volunteering for more than one organisation	38.8%	574
Volunteering in different short term activities	22.8%	337
I would like my whole family to be able to participate in volunteering	10.8%	160
Participating in volunteering through my work (employee volunteering)	10.2%	151
Volunteering from home	13.1%	194
Volunteering through new forms of technology, including social media	12.8%	189
Volunteering my professional skills (skilled volunteering)	32.9%	486
Mentoring others	34.0%	502
Incorporating travel and volunteering	25.2%	372
Not sure	2.8%	41
Other (please specify)		23

33. Age Of Volunteer Respondents

	Response Percent	Response Count
Under 18	1.5%	22
18-24	6.8%	102
25-34	11.0%	165
35-44	12.8%	191
45-54	23.1%	345
55-64	24.6%	367
65-74	17.1%	256
75 and over	3.1%	46

34. Highest Qualification Of Volunteer Respondents

	Response Percent	Response Count
Secondary school only	20.2%	300
Certificate/Diploma	38.8%	577
Bachelors Degree	20.0%	298
Post graduate qualification	21.0%	312

35. Employment Status Of Volunteer Respondents

	Response Percent	Response Count
Employed full time	37.7%	558
Employed part time	18.8%	281
Unemployed/seeking employment	5.4%	81
Student full time	5.7%	85
Student part time	1.0%	15
Not in the labour force (retired)	24.7%	370
Not in the labour force (other)	7.1%	106

36. How Companies Have Involved Their Employees In Volunteering

	Response Percent	Response Count
Working individually on a specific project of interest	53.1%	17
In volunteer project/activities teams	53.1%	17
Providing professional skills to a not-for-profit organisation/s	53.1%	17
Providing social connection with and for community members	40.6%	13
Mentoring and supporting a not-for-profit organisation's clients groups	40.6%	13
Through the not-for-profit's regular volunteer programs	43.8%	14
One-off activities or from time to time	40.6%	13
On-line through technology	18.8%	6
Not applicable - the program is in development stage	12.5%	4
Other (please specify)		1

37. Number Of 'One-Off' Volunteering Activities Of Large Groups Of Employees Company Supported In Past Year

	Response Percent	Response Count
None	38.7%	12
One	12.9%	4
2-4	22.6%	7
5-10	9.7%	3
More than 10	16.1%	5

38. Aspects Of Employee Involvement In Volunteering Most Valued By Companies

	1st	2nd	3rd	Response Average	Response Count
It helps the company to attract and retain employees	5	2	2	1.67	9
Employees develop team and communication skills	1	6	2	2.11	9
Employees have a better understanding of local communities	4	9	5	2.06	18
Employees develop new knowledge and skills	4	3	1	1.63	8
Employees report better job satisfaction	5	2	4	1.91	11
Positive outcomes for communities	9	6	3	1.67	18
Improved reputation of the company - internally or externally	5	2	1	1.50	8
Not sure	4	0	3	1.86	7
Other (please specify)					2

39. Most Important Factors For The Success Of The Company's Employee Volunteering Program

	1st	2nd	3rd	Response Average	Response Count
Paid volunteer leave	4	2	2	1.75	8
Trust between partners	3	1	3	2.00	7
Shared goals	4	2	0	1.33	6
Mutual benefit	7	3	0	1.30	10
Suitable volunteering opportunities	8	6	2	1.63	16
Assistance of volunteer matching services e.g. VRCs	0	2	2	2.50	4
Dedicated resources in the company	6	1	1	1.38	8
Support provided to employees by not-for-profit organisation	5	0	0	1.00	5
Interest/commitment of employees to the volunteering work	4	7	4	2.00	15
Ongoing learning and flexibility of partners	3	1	1	1.60	5
Continual measurement and evaluation of program	3	0	1	1.50	4
Knowledge about best practice in employee volunteering	2	1	1	1.75	4
Support of company management	5	1	7	2.15	13
Other (please specify)					4

40. Companies Preferred Way Of Working With Not-For-Profit Organisation

	Response Percent	Response Count
Long-term partnership with one NFP	22.2%	4
Long-term partnership with more than one NFP	33.3%	6
Work with a number of NFPs on short term projects	0.0%	0
A combination of short and long-term partnerships with more than one NFP	44.4%	8
Other (please specify)		1

41. State/Territory Of Company Respondents

	Response Percent	Response Count
ACT	7.1%	4
NSW	35.7%	20
NT	3.6%	2
QLD	5.4%	3
SA	10.7%	6
TAS	1.8%	1
VIC	35.7%	20
WA	0.0%	0

42. Difficulty Accessing Training By Sector

Sector	Yes No.	Yes %	No No.	No %	Not sure No.	Not sure %	Total Response Count	%
Arts/heritage	4	6.9	47	81.00	7	12.1	58	100
Aged and disability	8	9.1	77	87.50	3	3.4	88	100
Business/professional/union	0	0	5	71.40	2	28.6	7	100
Community/welfare - other	30	12.2	195	79.60	20	8.2	245	100
Education/training/youth development	17	11.7	120	82.80	8	5.5	145	100
Emergency services	105	33.6	193	61.8	14	4.5	312	100
Environmental/animal welfare	5	8.2	47	77	9	14.8	61	100
Foreign/International	1	7.1	11	78.5	2	14.2	14	100
Health	23	15	121	79.1	9	5.8	153	100
Law/justice/political	2	5.3	36	94.70	0	0	38	100
Parenting/children/youth	9	14.5	48	77.40	5	8	62	100
Religious	0	0	17	85.00	3	15	20	100
Sport/physical recreation	26	14.4	134	74.00	21	11.6	181	100
Other recreation/interest	10	31.3	18	56.20	4	12.5	32	100
Volunteering infrastructure e.g. VRC	3	14.3	16	76.20	2	9.5	21	100

43. Reimbursement Of Out-Of-Pocket Expenses By Sector In Past 12 Months

Sector	Yes - in full No.	%	Yes - in part No.	%	No - I have not incurred OPE expenses No.	%	No - other No.	%	Total Count	%
Arts/heritage	15	25.8	13	22.4	17	29.3	13	22.4	58	100
Aged and disability	22	25.3	26	29.9	25	28.7	14	16.1	87	100
Business/professional/union	3	42.8	2	28.6	2	28.6	0	0	7	100
Community/welfare - other	59	24.1	33	13.5	87	35.6	65	26.6	244	100
Education/training/youth development	36	25	39	27.1	36	25	33	22.9	144	100
Emergency services	74	24.1	82	26.7	71	23.1	80	26.5	307	100
Environmental/animal welfare	12	21.4	13	21.67	19	31.7	16	26.7	60	100
Foreign/International	3	21.4	3	21.4	1	7.1	7	50	14	100
Health	24	16	29	19.3	54	36	43	28.7	150	100
Law/justice/political	7	19.4	3	8.3	14	38.9	12	33.3	36	100
Parenting/children/youth	17	27.4	9	14.5	18	29	18	29.1	62	100
Religious	1	5	6	30	10	50	3	15	20	100
Sport/physical recreation	49	28	44	25.1	27	15.4	55	31.4	175	100
Other recreation/interest	4	13.3	10	33.3	6	20	10	33.3	30	100

44. Requirement For Volunteers By Sector

Sector	Have more volunteers than required		Have a sufficient number of volunteers		Require more volunteers		Total	
	No.	%	No.	%	No.	%	Response Count	%
Arts/heritage	3	7.5	10	25	27	67.5	40	100
Aged and disability	2	1.5	33	25.4	95	73.1	130	100
Business/professional/union	0	0	1	33.3	2	66.7	3	100
Community/welfare - other	9	5.7	43	27.2	106	67.1	158	100
Education/training/youth development	3	6.4	8	17	36	76.6	47	100
Emergency services	0	0	2	14.3	12	85.7	14	100
Environmental/animal welfare	0	0	7	21.9	25	78.1	32	100
Foreign/International	1	20	1	20	3	60	5	100
Health	6	7.1	24	28.6	54	64.3	84	100
Law/justice/political	0	0	6	60	4	40	10	100
Parenting/children/youth	0	0	3	21.4	11	78.6	14	100
Religious	0	0	1	20	4	80	5	100
Sport/physical recreation	0	0	6	15	34	85	40	100
Other recreation/interest	0	0	3	21.4	11	78.6	14	100
Volunteering infrastructure e.g. VRC	0	0	8	50	8	50	16	100
Local government - across sectors	1	2.9	16	47.1	17	50	34	100