

Impact of the NDIS on Volunteering in the Disability Services Sector in WA



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Areas for investigation

Impact on the:

- Number of volunteers
- Types of volunteer roles
- Benefit and value of volunteers
- Use of paid staff and issues arising for volunteers
- Sustainability of volunteer supported services

From perspective of:

- Service providers
- Volunteer leadership and management

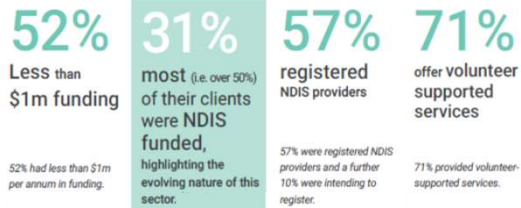


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Basis for findings

Online survey of service providers

- 42 responses



Face to face interviews

- 8 services providers
- Diverse characteristics



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Number of volunteers

49% no change so far

43% expect increase

Factors

- Transformational change
- More '*customer-oriented*'
- More '*accountable*'
- Staff are '*too busy*'

Drivers

- Mission and purpose
- Market and customer needs
- Financial considerations



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Types of volunteer roles

Volunteer supported services for individuals

- Activity support **53%**
- Social support **47%**
- Skills development support **39%**

Limited impact

55% no change so far

24% expect change



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Types of volunteer roles

Supervised

Unsupervised

Personal care or
higher needs

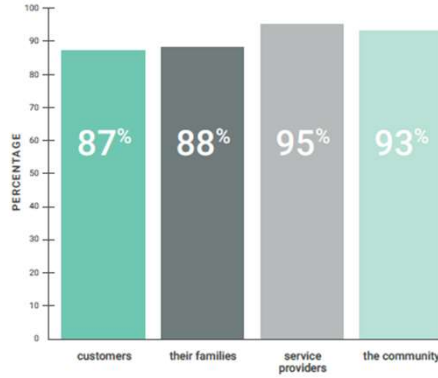
More responsibility

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Value of volunteers

Widespread agreement that volunteers enhance outcomes



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Multidimensional model of value of volunteer work



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Impact on paid staff and implications for volunteering

Paid staff

- Shortage of trained workers
- Increase in training
- Staff busier
- Award pay rates w/e and evening

Volunteering

- Volunteering as work experience
- Organisations reviewing training provision
- Less time to supervise volunteers
- Alternative ways of providing services through volunteers



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Impact on paid staff and implications for volunteering

Grey area - volunteers replacing paid staff

- *'I'm very clear that volunteers are the icing on the cake'*
- *'In the sector, I think there are a lot of volunteers used as staff and not getting paid'*

Grey area - charging for volunteer time

- *'I only ever match revenue with costs'*
- *'I have heard we can charge per volunteer'*

Grey area - commitment expectations of volunteers

- *'You are providing the same input into a volunteer as an employee, or perhaps more because the inculcation take a long time'*

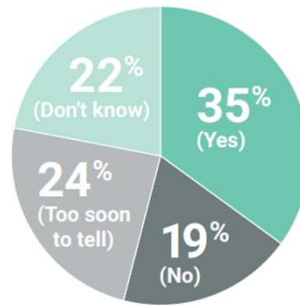


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Sustainability

'The NDIS will be too much for some organisations that are badly run'

Are your
volunteer
supported
services
sustainable?



Other sources of income to fund the volunteer program?



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Conclusions

1. Early stages

2. Future growth

3. Motivations

4. Roles for volunteers

5. Risk considerations



6. Training

7. Value of volunteers

8. Grey areas

9. Sustainability



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Recommendations

- Support networks
- Clarify issues
- Volunteer management expertise
- Further research



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**Report and summary on
www.volunteeringwa.org.au**



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