

2023 National Survey of Volunteer Managers

Start

Thanks for taking part in this important survey.

It should take less than 10 minutes of your time.

The answers you provide are anonymous.

* Do you manage (supervise, organise or coordinate) other volunteers?

Tick all that apply.

Yes, in a paid role

Yes, as a volunteer

No

* What is the **postcode** where you live?

* What **type** of organisation or group do you manage volunteers with?

If you manage volunteers with multiple organisations or groups, choose the one you do the most work with.

Please answer all remaining questions specifically for this organisation or group.

You are welcome to complete this survey again for any other organisations or groups you manage volunteers with.

Not-for-profit / community organisation or group

Government department / agency

Privately owned / commercial enterprise

* Approximately **how many volunteers** were you responsible for over the last 12 months?

total volunteers

* Approximately how many **hours per week** do you spend managing volunteers?

hours per week

* **Who** volunteers with you?

Tick all that apply.

- People who work full-time
 - People who don't work or work less than full-time
 - Parents
 - Skilled professionals
 - Corporate-sponsored individuals or groups
 - People aged under 25
 - People aged over 65
 - LGBTQIA+ volunteers
 - Aboriginal or Torres Strait Islander peoples
 - People living with or caring for someone with a disability
 - Non-residents who are travelling or from outside the region (tourists)
 - Culturally and linguistically diverse people (including newly arrived migrants and refugees)
 - People volunteering online or remotely
 - Spontaneous or 'one-off' volunteers
 - Centrelink clients / Workforce Australia placements
 - None of these people volunteer with me
-

* How do you typically **attract** volunteers?

Tick all that apply.

- Word of mouth (for example: from family or friends)
- SEEK Volunteer or other online volunteer recruitment sites

- Social media
- On our website
- Traditional media (for example: posters, newsletters, radio)
- Referral by another agency (for example: Centrelink)
- Open days or events
- Volunteer Resource Centres
- Other

*** How do you recognise, engage and retain volunteers?**

Tick all that apply.

- Reimbursement of expenses
- Paid honorariums
- Internal awards (for example: certificates / letters of appreciation)
- External awards (for example: State Volunteer of the Year Awards, Australia Day honours)
- Rewards (for example: movie tickets, tokens of appreciation)
- Out of hours gatherings, events or celebrations
- Public ceremonies and events
- Status (for example: titles, rank, privileges)
- Accredited training (for example: Certificate II, Diploma)
- Other training (for example: short courses, workshops)
- Mentoring programs
- Media mentions (for example: website, socials, newsletters, press releases)

- Pre-agreed penalties or sanctions for non-participation (for example: loss of privileges or competition points)
 - Formal performance reviews or references
 - Personal connections and relationship building
 - Flexible work arrangements
 - Diverse and rewarding volunteer opportunities
 - Dedicated volunteer management training and/or resources
 - Induction and orientation programs
 - Discounted or free meals, uniforms, insurance, accommodation and the like
 - Another way
 - We don't do anything to recognise, engage or retain volunteers
-

*** Why do you think people **stop** volunteering with your organisation or group?**

Tick all that apply

- No time (for example: family, work or study commitments)
- No transport
- Costs
- Health reasons
- Limited language or practical skills
- Bad experiences volunteering
- Cultural tradition
- Lack of confidence
- Lack of appreciation or recognition

- Burnout (over-volunteering)
- Government restrictions or requirements
- Loss of interest
- Loss of connection (for example: friends have left)
- Other reasons

* How has volunteering **changed** for your organisation since 2020?

	Less	About the same	More
Number of people who want to volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours people want to volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People want to volunteer occasional hours, rather than regular hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers want flexible hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisations want to volunteer employees' time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers are claiming expenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Less	About the same	More
Amount of training volunteers need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Board-level volunteers are available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of youth / young people who want to volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering is done online or from home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The direct and indirect costs to volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* How important are these volunteer issues to your organisation?

Very important Somewhat important Not important Not applicable

Volunteer recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer appreciation and recognition inside our organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appreciation and recognition of our volunteers by the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer rights, responsibilities, protection and dispute management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer health and safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding and implementing the National Standards for Volunteer Involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding and implementing the National Strategy for Volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* How important are these organisational matters related to volunteering?

	Very important	Somewhat important	Not important	Not applicable
Organisational culture, inclusion and diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisational governance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial viability/sustainability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project, program and change management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact measurement, evaluation and reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to volunteer management resources and templates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* How important are these external issues to your organisation

	Very important	Somewhat important	Not important	Not applicable
Red tape and/or regulatory requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Technology and digital disruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk, insurance and legal requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engagement with government and policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer fatigue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to funding, grants or sponsorship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** Where do you go when you need help with volunteer management?**

These totals should sum to 100%.

The volunteers I manage



Fellow volunteer managers



The organisation I volunteer with/work for



Family, friends and colleagues



Peak or professional volunteer bodies



The internet



Other sources of help



0
%

* How much did it cost to manage **your** volunteers over the last 12 months?

Include volunteering-related expenses **you and your organisation** incurred.

Your best estimate is good enough!

Please enter zero (0) if you did not spend anything on a category.

\$ spend last 12 months

Wages and salaries (related to volunteer management)

Tools, equipment, technology or other gear

Marketing and promotion

Induction, education and training

Insurances

Motor vehicle, transport and fuel

Catering (food and beverages)

Accommodation

Volunteer reimbursements

Volunteer recognition (for example: awards, merchandise)

Administration

Other expenses

* How much of this did **you** pay for out of your own pocket?

These totals should sum to 100%.

Paid for by me

%



Paid for by me, but later reimbursed

%



Paid for by my organisation

%



0

%

In 3 years, are people **more** or **less** likely to be volunteering with your organisation or group?

- More
- Less
- About the same
- Not volunteering at all (our organisation will have closed or our group will have ended)
- Don't know

* How likely are **you** to be with your organisation, as a volunteer manager, in 3 years?

- Still here, doing more hours
- Still here, doing less hours
- Still here, doing about the same hours
- Not here at all
- Don't know

* Finally, we're asking the following questions to better understand the diverse perspectives in our community.

Your responses will help ensure we are inclusive in our approach.

What year were you born?

* How do you identify?

- I am a man

- I am a woman
- I am non-binary
- I'd prefer not to say
- I identify another way

* On average, how many hours per week do you work for pay?

Enter zero (0) if you do not have paid employment.

hours per week

* On average, how much does your **household** earn each week, after tax?

Include the income that you share with others in your house, such as a partner or parent.

*Choose the value **closest** to your after tax income.*

- \$1,041
- \$1,667
- \$2,260
- \$2,970
- \$5,544

* Were you born in Australia?

- Yes
- No

* With which ethnicity or culture do you **most** identify?

- Aboriginal and/or Torres Strait Islander
- Anglo-Australian
- Another or multiple culture(s)

* Is English your **first** language?

- Yes
- No

* What is your sexual orientation?

Tick all that apply.

- Heterosexual / Straight
- Lesbian
- Gay
- Bisexual / Pansexual
- Asexual
- Queer / Questioning
- I'd prefer to self-describe
- I'd prefer not to say

* Do you have a disability that limits your ability to carry out everyday activities?

- Yes
- No

* Do you care for someone in your home?

Tick all that apply.

- Child or children under 10
- Child or children aged 10-18
- Disabled person or persons
- Elderly adult or adults
- I do not have caring duties in my home