Consultation report
prepared for Wyndham City Council

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First phase consultation report for the Wyndham Volunteering Strategy 2019-2024

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Consulting

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1. First phase consultation overview

1.1   Introduction

Wyndham City has an outdated volunteering strategy which focusses both internally and externally. In recent months, an internally focused volunteer policy has been drafted and is expected to be endorsed shortly. In addition, Wyndham City has committed to developing an external volunteering strategy to increase the range of volunteering opportunities and volunteers in the Wyndham LGA over the next 5 years.

This project focuses on the development of Wyndham City's new, externally focused volunteer strategy. The project will investigate the changing landscape of volunteering, its relationship to broader changes in the labour market and community sector, and the impact that Wyndham's growth and diversity have on volunteering.

The strategy will develop a shared understanding of volunteering, best practice in volunteer management and volunteering's value in the community. It will explore opportunities for innovative new ways for people to volunteer, and develop partnerships with key stakeholders to develop tangible strategies for growing volunteering opportunities amongst Wyndham's residents that are responsive to the changing landscape.

This report summarises information offered through the first phase of consultations undertaken in the late 2018. It offers no analysis but is simply presented as a record to inform the second phase of consultations planned for early 2019.

The report contains a wide range of perspectives and experiences. As you read through the material, consider the following questions:

- **Does the information broadly match your understanding of the volunteering environment in Wyndham?**
- **What does this information tell you about the future of volunteering in Wyndham?**
- **What are the priorities for strengthening volunteering in Wyndham?**
- **How can we best work together to deliver the Wyndham volunteering strategy?**

1.2   About the project

The aim of this project is to develop a robust consultation process and strengths-based approach to explore Wyndham's current volunteer context, and the impacts that the changing environment is having on not-for-profit organisations, community groups, sporting clubs, businesses (corporate volunteering) and volunteers within the Wyndham municipality.

Through a detailed engagement process, the project will support the development of a new volunteer strategy that aims to increase the range of volunteering opportunities and number of volunteers in the Wyndham LGA and articulate roles for Council and other partners enlisted through the strategy development phase.

The strategy's purpose is to collaborate with community to:

- develop a shared understanding of volunteering and its value with community;
- develop a shared understanding of best practice in volunteer management with the sector;
- explore opportunities for innovative new ways for people to volunteer; and
- develop partnerships with key stakeholders to achieve this.

Benefits of the project are expected to include:

- support for improved strategic direction for the volunteer sector in Wyndham;
- clarity regarding Council and community roles and contributions to volunteering;
- assistance to grow and develop the Wyndham volunteer sector;
- an increase in the range and quality of volunteer opportunities available within Wyndham;

- an increase in the number of volunteers participating in Wyndham; and
- increased social capital and cohesion for the communities of Wyndham.

1.3   Consultation approach

The success of this project is contingent upon extensive stakeholder and community engagement.

Involving a broad range of stakeholders in the project, including not-for-profit organisations, community groups, sporting clubs, businesses (corporate volunteering), hard to reach groups (including for example new arrivals and people living with a disability), and volunteers and community will ensure diverse perspectives inform a clear, balanced and unbiased overview of stakeholder needs, expectations and priorities.

In turn this will help to ensure the resulting volunteer strategy is aligned to diverse community needs and interests, defines areas of mutual benefit and strengthens local partnerships, clarifies the strategic role Council is best placed to play, and delivers tangible strategies that support the growth of volunteering in Wyndham.

Starting in November 2018 consultation was undertaken with a range of stakeholders.

Consultation methods included:

- two online surveys;
- targeted meetings and semi-structured interviews with volunteer sector peaks, regional bodies and other key informants;
- workshops with key stakeholders; and
- attendance and participation in various community events.

Specific consultation questions were developed to support consultations and focussed on:

- what factors support participation in volunteering;
- what factors limit participation in volunteering;
- benefits of volunteering for individual, organisations and communities;
- volunteer management practice strengths and gaps; and
- ideas for the future of volunteering in Wyndham.

This paper details the key themes and findings gathered from this first phase of consultations as outlined below. The draft vision, mission and principles developed as an outcome of 1.3.1 and 1.3.2 do not appear in this paper. These will be presented for further comment in the first draft strategy expected in March 2019.

1.3.1   Staff workshop
- An internal workshop was held with members of Wyndham staff on 15th November 2018, and was attended by approximately 15 staff
- The aims of the workshop were to:
    o Provide an overview of volunteer strategy project and work undertaken to date;
    o Provide an overview of the volunteering context in Wyndham;
    o Scope the Volunteering Strategy and set its parameters and:
    o Start to define Council's vision, mission and principles for the Strategy.
- The draft vision, mission and principles developed in this workshop were presented and tested at the community workshops outlined in 1.3.2 below.

1.3.2   Community workshops
- Two community workshops were held in November 2018 (22nd and 25th November 2018), and were attended by approximately 60 people in total.
- Participants included community volunteers and managers of volunteers within community organisations.
- The workshop on the 25th November occurred after hours and was also live streamed.
- The aims of the workshops were to:
    o Outline why the work is being done;

- o Explore what we mean by volunteering;
- o Present and test the draft vision, mission and principles developed in the staff workshop outlined in 1.3.1 above; and
- o Explore the good, not so good and opportunities to strengthen volunteering in Wyndham.
- Data captured from the last discussion point above has been included in this paper.

1.3.3   Other key informant interviews

- A number of semi-structured interviews were undertaken with key informants, including:

Date	Group / organisation	Participants
19 Oct 2018	Ministerial Council for Volunteering	Perla Protacio, Senior Project Officer Volunteering DHHS
22 Oct 2018	Volunteering Victoria	Scott Miller, CEO
30 Oct 2018	Volunteer West	Patricia Lauria, General Manager
14 Nov 2018	Wyndham Youth Advisory Committee	Chair: Cr Josh Gillian Five (5) participants
22 Nov 2018	Wyndham Family Friendly Portfolio Committee	Chair: Cr Mia Shaw
22 Nov 2018	Wyndham Cultural Diversity Portfolio Committee	Chair: Cr Henry Barlow
13 Dec 2018	ESL class, Wyndham Community Education Centre (WCEC)	Ten (10) participants

Table 1: Semi-structured interviews with key informants

- Data captured through the focus groups held in November and December have been included in this paper.

1.3.4   Online surveys

- Two online surveys were made available on Council's online engagement platform, The Loop between 12th November and 14th December.
- One survey targeted volunteers and the other targeted clubs, groups and organisations.
- The surveys are available as attachments to this report.
- The surveys were promoted via postcards distributed at multiple sites and events across Wyndham, on social media and via email, and in local newspapers and radio.
- 969 people visited at least one project page on The Loop and 299 people visited multiple pages.
- 140 visitors were engaged (completed one or more surveys).
- 101 people completed the survey for volunteers.
- 56 people completed the survey for clubs, groups and organisations.
- Two thirds (67%) of traffic referrals came via mobile Facebook. The next most common source of referrals was the Wyndham City website (9.5%).
- Survey data contributes a significant amount of the material to this report.

2.   Online survey: About participants

2.1   *Survey for volunteers*

2.1.1   Participant demographics

- 101 people completed the survey for volunteers.
- Participants were female (57.4%); male (32.6%); undisclosed (10%).
- Participants were aged under 25 (4.8%); 26-45 (37.6%); 45-65 (41.5%); and over 65 (11.9%).
- Participants contributed in larger numbers the longer they had lived in Wyndham; approximately 9% did not live in Wyndham (see Figure 1).
- One respondent identified as having an Aboriginal or Torres Strait Islander person in their household.
- Fifty four percent (54%) of participants were born in Australia, followed by India (14%) and the UK (10%).
- Participants born in Australia were more likely to currently volunteer than those born overseas (83.3% cf. 65%) as were participants who indicated they spoke English at home compared with those who did not (77.9% cf. 54.5%).
- Participants were most likely to be working part-time or casually (30%), full-time (26%) or retired (23%). Twelve percent were not studying or working and only 7% were studying full or part-time (see Figure 2).
- Twenty-four percent (24%) of participants lived in a household where someone has a disability.

    Participants with a disability were more likely to currently volunteer than those without (80% cf. 73.3%) but carers of a person with a disability were less likely to currently volunteer (60%).
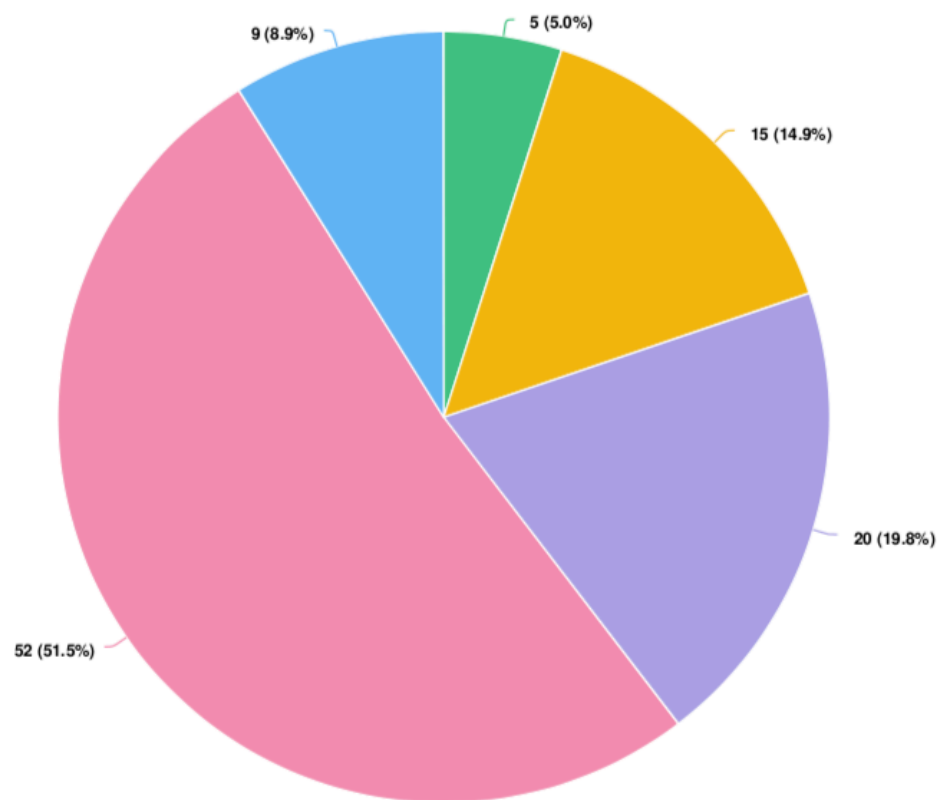
Question options

🟢 Less than one year 🟡 1 - 5 years 🟣 6 - 10 years 🔴 More than 10 years 🔵 I don't live in Wyndham

(101 responses, 0 skipped)

Figure 1: How long have you lived in Wyndham?
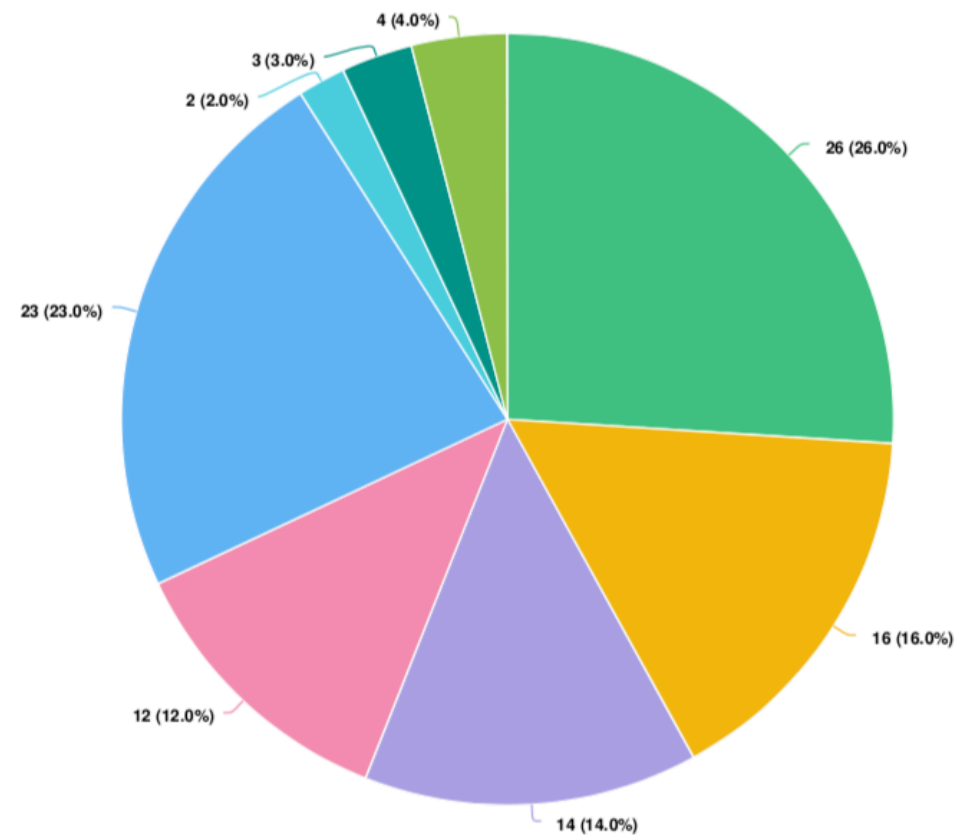
Question options

🟢 I work full time 🟡 I work part time 🟣 I am casually employed 🔴 I do not work or study 🔵 I am retired

🔵 I am a carer 🟢 I study full time 🟢 I study part time

Optional question (100 responses, 1 skipped)

Figure 2: Do you currently work or study?

2.1.2   Participation in volunteering

Current volunteers

- Three quarters of all participants (75.2%) currently volunteer (see Figure 3 below).
- Participants were over 3 times more likely to participate in formal than informal volunteering and about 5 times more likely than to spontaneously volunteer (see Figure 4 below).
- Participants only undertook corporate or virtual volunteering in small numbers see (Figure 4 below).
- Participants had volunteered for between six months and over 50 years, with a median of 6 years and an average of 13.5 years.
- On average participants volunteered between 1 and 90 hours in a usual month, with a median of 20 hours and an average of 30.5 hours per month.
- Half of those who answered had 2 or 3 volunteer roles, with nearly 16% having 4 or more roles.
- Fifty-six percent of those who answered contribute 100% of their volunteer time to Wyndham with a further 24% contributing at least half of their volunteer time in Wyndham.

Former volunteers

- Approximately one in five participants (18.8%) had previously volunteered (see Figure 3 below).
- Former volunteers were also most likely to have participated in formal volunteering followed by informal volunteering, but indicated higher rates of previous involvement in corporate volunteering (see Figure 5 below).
- The most commonly cited factors preventing former volunteers from currently volunteering included:
    o   Caring responsibilities;
    o   Lack of opportunities or ability to find a role; and
    o   Lack of time due to work, study and other commitments.

Never volunteered

- Almost 6 percent of participants had never volunteered (see Figure 3 below).
- The most commonly cited reasons for never having volunteered included not knowing what opportunities were available and lack of time.

2.1.3   Volunteering activities and settings

- Current and former volunteers participate in a wide range of volunteer activities in a range of settings (see Figures 6 and 7 below).
- The top five most common settings were:
    o   Welfare and community services;
    o   Children and family;
    o   Education and training;
    o   Arts, culture and heritage; and
    o   Environment and conservation.
- The top five most common activities were:
    o   Administration, recruitment and information management;
    o   Events;
    o   Teaching, instruction and providing information;
    o   Management, boards, committees and coordination; and
    o   Fundraising and sales.
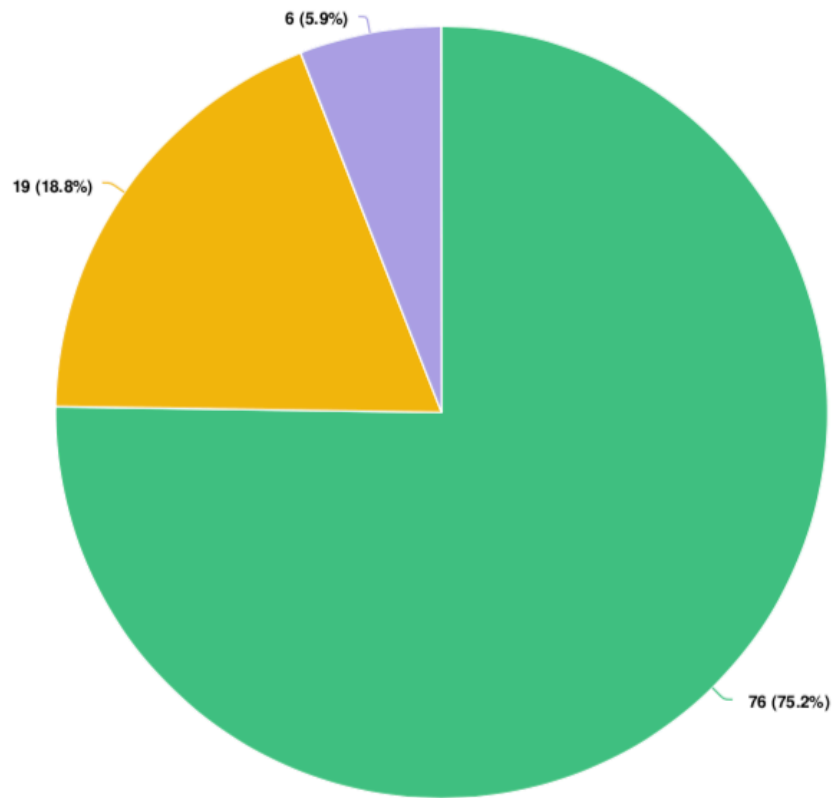
Question options

● I currently volunteer   ● I have previously volunteered but currently do not volunteer   ● I have never volunteered

(101 responses, 0 skipped)

Figure 3: Do you currently or have you ever volunteered?
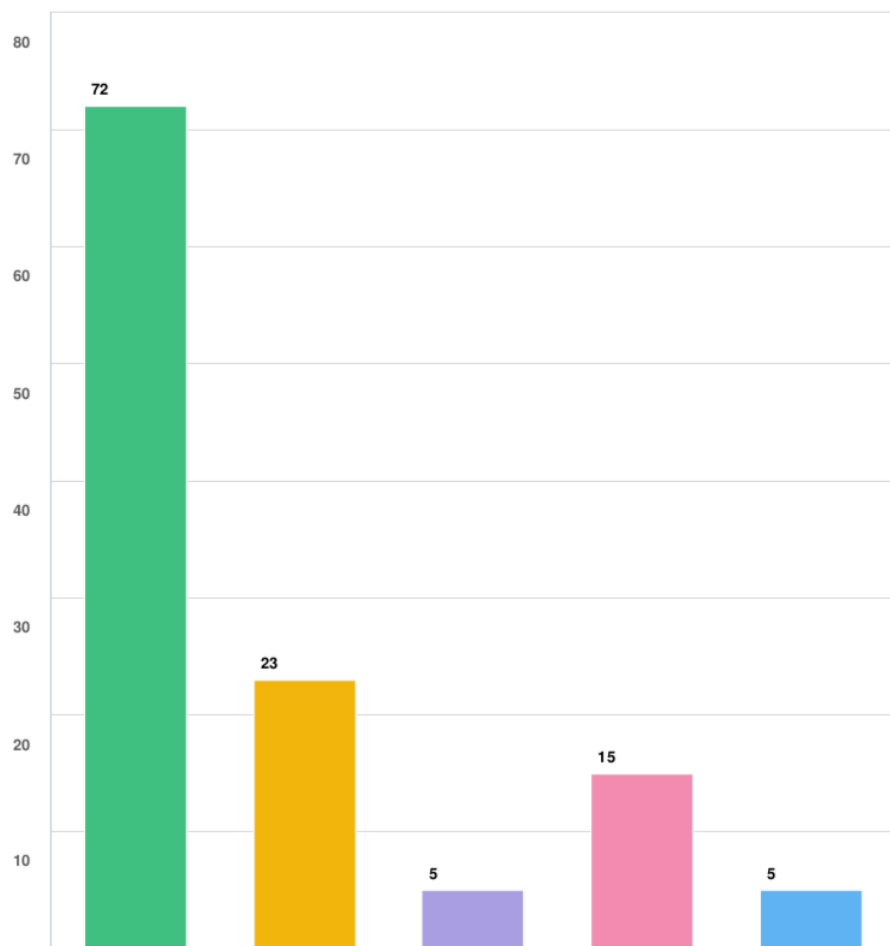
Question options

● Formal volunteering with an organisation, club or group ● Informal volunteering unconnected to an organisation, club or group
● Employee or corporate volunteering as part of my work or study
● Spontaneous volunteering in response to a sudden event or emergency ● Virtual volunteering (online)

(76 responses, 25 skipped)

Figure 4: What types of volunteering do you participate in (current volunteers)?
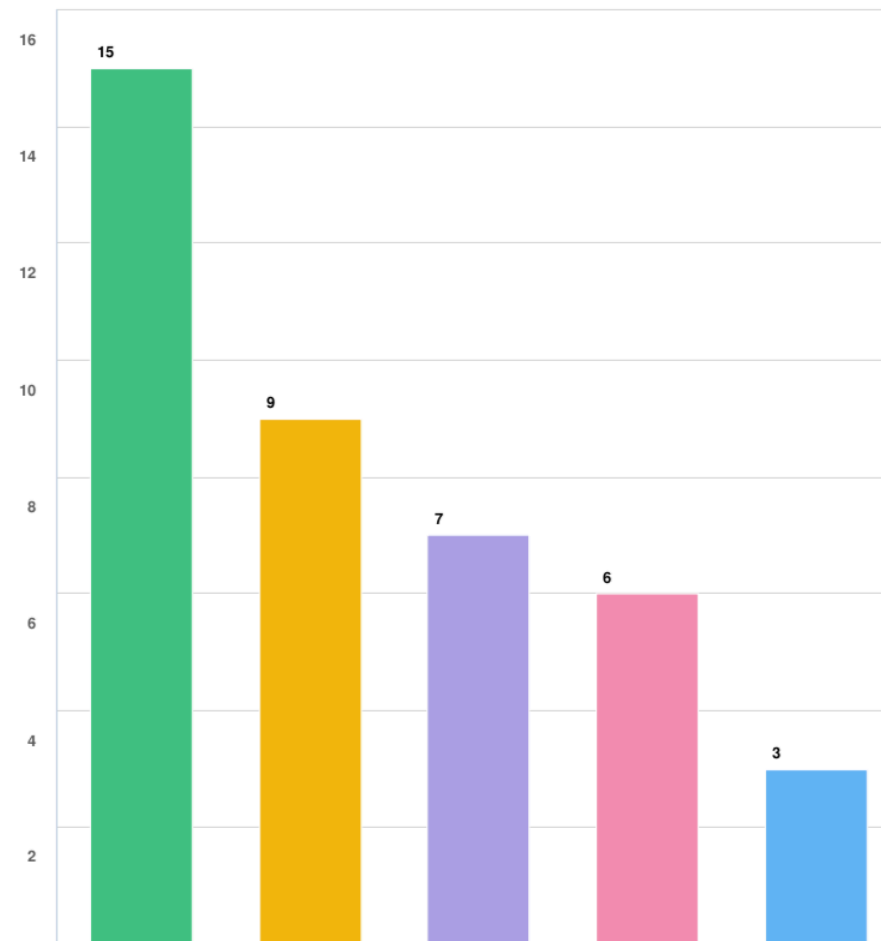
Question options

● Formal volunteering with an organisation, club or group ● Informal volunteering unconnected to an organisation, club or group
● Employee or corporate volunteering as part of my work or study
● Spontaneous volunteering in response to a sudden event or emergency ● Virtual volunteering (online)

(21 responses, 80 skipped)

Figure 5: What types of volunteering have you previously participated in (former volunteers)?
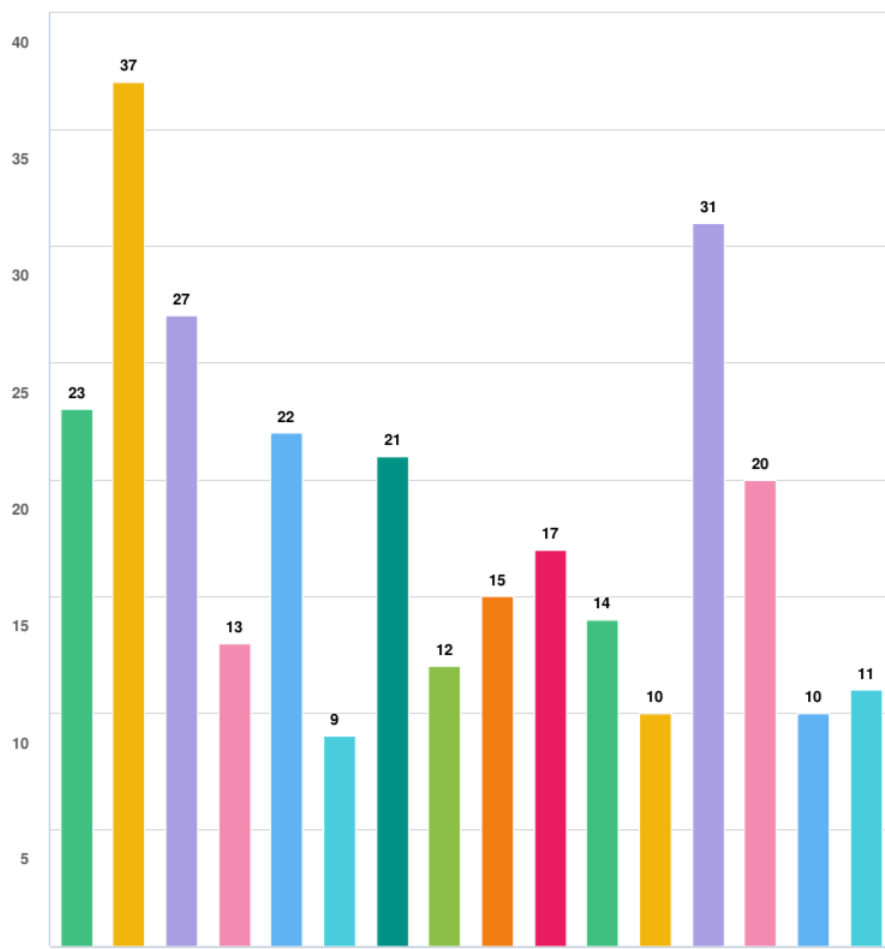
Figure 6: What has been the setting for your volunteering efforts (current and former volunteers)?

Question options

- Arts, culture and heritage
- Welfare and community services
- Education and training
- Emergency and safety
- Environment and conservation
- Faith-based
- Health
- Government
- Sport and recreation
- Seniors
- Youth
- Animal welfare
- Children and family
- Multicultural
- Tourism
- Other

(95 responses, 6 skipped)

Figure 7: What types of volunteering activity have you spent most of your time on (current and former volunteers)?

Question options

- Animal care
- Administration / recruitment / information management
- Befriending / supportive listening / counselling / mentoring
- Coaching / refereeing / judging
- Environmental protection
- Events
- Food preparation / serving
- Fundraising / sales
- Interpreting / translating
- Lobbying / advocacy or policy research
- Management / boards / committees / coordination
- Performing / media production
- Personal care / assistance
- Repairing / maintenance / gardening
- Search and rescue / first aid / firefighting / community safety
- Teaching / instruction / providing information
- Transporting people / goods
- Other

(95 responses, 6 skipped)

2.2 Survey for clubs, groups and organisations

2.2.1 Organisation profiles
- 56 people completed the survey for clubs, groups and organisations.
- Most of the organisations represented do not employ paid staff (76.8%) and those that do are mostly small employers of fewer than 10 employees.
- 96.4% of the organisations represented engage volunteers, with numbers variable depending on need. Numbers ranged from two to over six hundred. The average number of volunteers was 47 and the median was 22.
- The average number of volunteer hours contributed each month to participating organisations was 255 hours and the median was 110 hours.

2.2.2 Activities and settings
- Participating organisations operate in a number of settings (See Figure 8 below). The top five most common settings were:
  - Sport and recreation;
  - Other (most unspecified);
  - Welfare and community services;
  - Seniors; and
  - Environment and conservation.
- The top five most common activities undertaken by volunteers in organisations that engage them were (see Figure 9 below):
  - Administration, recruitment and information management;
  - Management, boards, committees and coordination;
  - Food preparation and serving;
  - Events; and
  - Fundraising and sales.
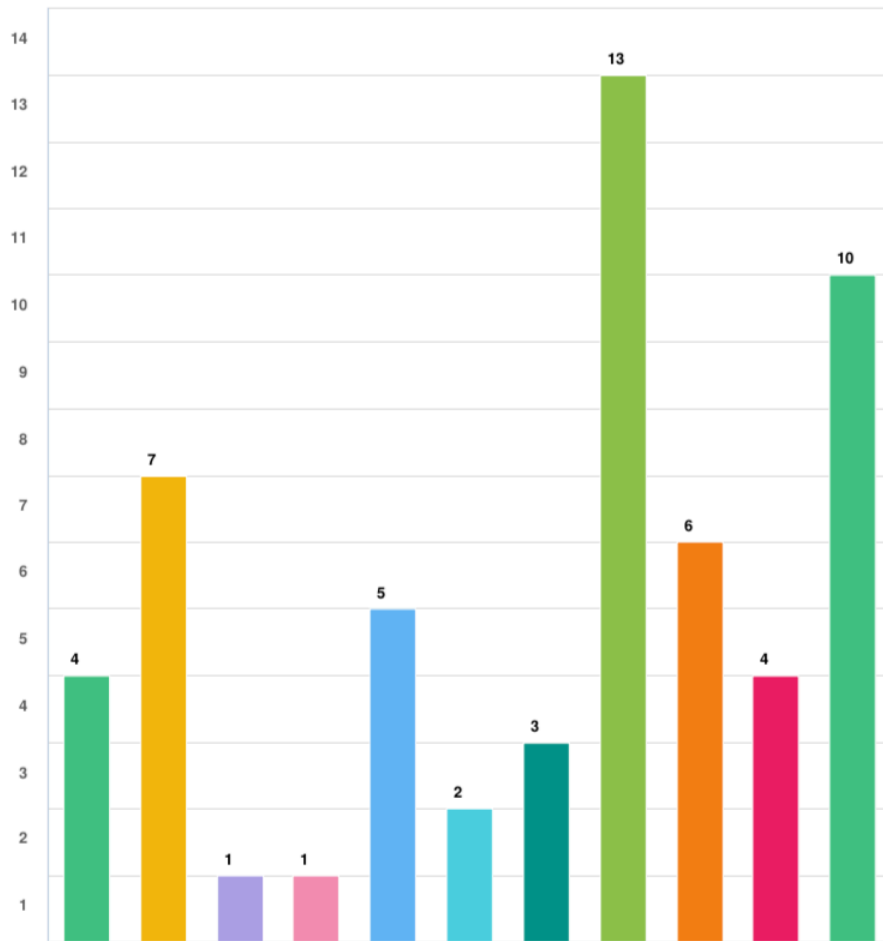
Question options

● Arts, culture and heritage ● Welfare and community services ● Education and training ● Emergency and safety
● Environment and conservation ● Faith-based ● Government ● Sport and recreation ● Seniors ● Youth
● Other

(56 responses, 0 skipped)

Figure 8: Which of the following best describes the type of club, group or organisation you are connected with?
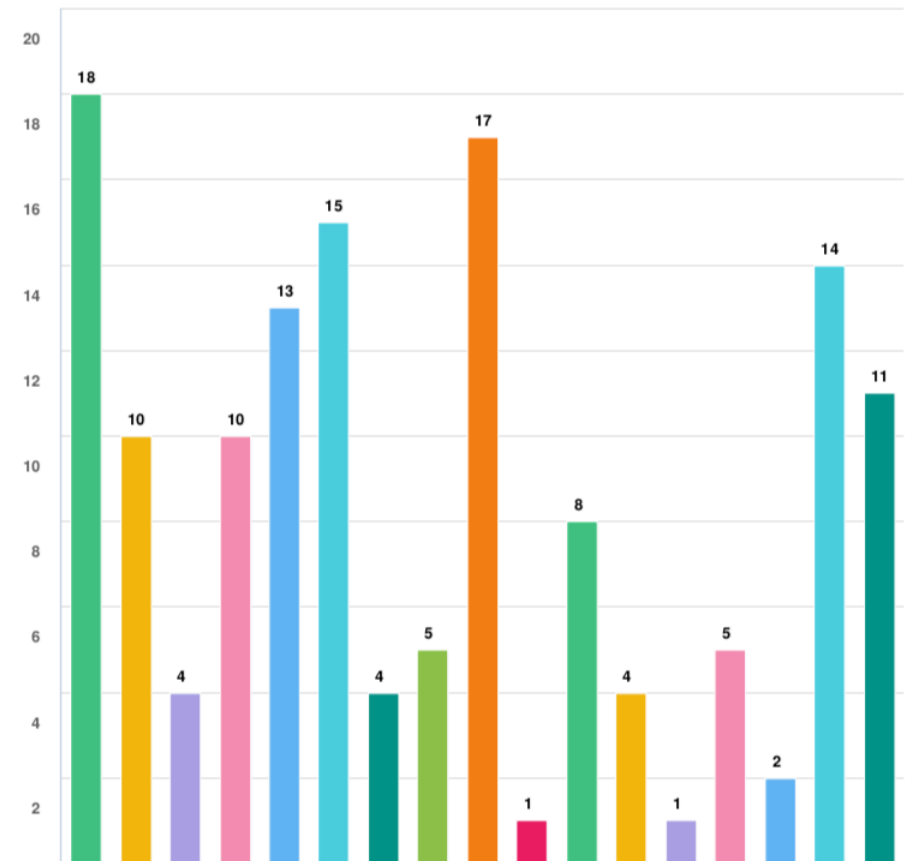
Question options

● Administration / recruitment / information management ● Coaching / refereeing / judging ● Performing / media production
● Befriending / supportive listening / counselling / mentoring ● Fundraising / sales ● Food preparation / serving
● Transporting people / goods ● Repairing / maintenance / gardening ● Management / boards / committees / coordination
● Personal care / assistance ● Teaching / instruction / providing information ● Lobbying / advocacy-policy research
● Search and rescue / first aid / firefighting / community safety ● Environmental protection ● Animal care ● Events
● Other

(54 responses, 2 skipped)

Figure 9: What types of activities do volunteers within your organisation spend most of their time on?

3.   Volunteering participation and benefits

3.1   *Factors supporting and limiting participation*

- Participants in the survey for volunteers were invited to identify factors that both support and limit their participation in volunteering, and their enjoyment of volunteering.
- Both current and former volunteers were invited to share their perspectives.
- The word clouds in Figures 10 and 11 represent a thematic analysis of responses where the size of words is scaled according to how often they were mentioned.

3.1.1   Factors supporting participation and enjoyment of volunteering

Figure 10: Factors supporting volunteers' participation and enjoyment of volunteering

3.1.2   Factors limiting participation and enjoyment of volunteering

Figure 11: Factors limiting volunteers' participation and enjoyment of volunteering

3.2 *Benefits of volunteering*

- Participants in both surveys were invited to identify the benefits of volunteering to volunteers, organisations and communities.
- The word clouds in Figures 12-17 represent a thematic analysis of responses where the size of words is scaled according to how often they were mentioned.
- Volunteer perspectives may relate to their own volunteer experience or to that of volunteers generally.
- Organisation perspectives may relate to the benefits derived for their volunteers and organisation, or to volunteers and organisations generally.

3.2.1 Benefits of volunteering to volunteers

Figure 12: Volunteer perspectives on the benefits of volunteering to volunteers

Figure 13: Organisation perspectives on the benefits of volunteering to their volunteers

3.2.2 Benefits of volunteering to organisations

Figure 14: Volunteer perspectives on the benefits of volunteering to organisations

Figure 15: Organisation perspectives on the benefits of volunteering to their organisation

3.2.3 Benefits of volunteering to the community

Figure 16: Volunteer perspectives on the benefits of volunteering to the community

Figure 17: Organisation perspectives on the benefits of volunteering to the community

4. Strengths, limitations and opportunities in the Wyndham volunteer landscape

4.1 Introduction

- This section of the report contains themes drawn from all of the first phase consultations, including community workshops, Wyndham City staff workshop, committee and agency visits, one-one-one interviews, and online surveys.
- All first phase consultations explored current strengths and limitations in the Wyndham volunteering landscape and opportunities for improvement over the life of Wyndham Strategy.
- Generally, information in this part of the report is organised into key themes linked to questions asked of survey participants:
  - How would you like to see volunteering develop, grow or improve in Wyndham over the next five years?
  - What support does your club, group or organisation need to better manage and support its volunteers?
  - How can the Wyndham community better support its volunteers over the next five years?

4.2 Volunteer management

- Almost three quarters of participants in the survey for volunteers (72.3%) were connected to clubs, groups or organisations that use volunteers.
- 96.4% of the organisations represented in the survey for clubs, groups and organisations engage volunteers.
- Volunteer management was the responsibility of another volunteer in most organisations (52%), with 11% employing staff with responsibility for managing volunteers. Thirty-seven percent (37%) had no one with specific responsibility for managing volunteers.
- Participants in both surveys were invited to identify areas of strength and areas for improvement in the management of volunteers within their organisations.
- The themes listed below are detailed further in subsequent sections.

4.2.1 Indicators of strong volunteer management

- The most commonly identified areas of strength identified by volunteers and organisations (in order of frequency of mention) are presented in the Table 2 with commonly used words presented as word clouds in Figures 18 and 19.

Rank	Volunteers	Organisations
1.	Training, development and access to resources	A supportive environment
2.	Being valued and recognised	Being valued and recognised
3.	Good communications	Training and access to resources
4.	Having dedicated staff and a supportive environment	Communication with and connection between volunteers
5.	Being organised	Clear roles and responsibilities
6.	Being flexible and inclusive	Being flexible and inclusive
7.		Being organised

Table 2: Most commonly identified areas of strength in the management of volunteers by volunteers and organisations

Figure 18: Volunteer perspectives on the strengths of volunteer management within their voluntary role

Figure 19: Organisation perspectives on the strengths of volunteer management within their organisation

4.2.2 Areas for Improvement in volunteer management

- The most common areas identified by volunteers and organisations as requiring improvement in the management of volunteers (in order of frequency of mention) are presented in the Table 3 below.

- The single opportunity to improve volunteer management most frequently mentioned by participants in the survey for organisations was resources to engage a paid volunteer manager responsible for volunteer recruitment, support, training and coordination.

Rank	Volunteers	Organisations
1.	Training and development	Resources and funding
2.	Recruitment and promotion	Training and development
3.	Communication with and connection between volunteers	Collaboration and best practice
4.	Valuing and including volunteers	Recruitment and promotion
5.	Being flexible and engaging with diversity	Valuing and including volunteers
6.	Consistency of practice	Communication with and connection between volunteers
7.		Consistency of practice

Table 3: Most commonly identified areas for improvement in the management of volunteers by volunteers and organisations

4.3 Recruitment, promotion and ease of access

In five years' time, I would like to see volunteering as a principle practice among Wyndham citizens, distinguished as an important and beneficial aspect of society by all.

- Recruitment and promotion were identified as specific areas for improvement in volunteer management in both surveys.
- Volunteer survey participants identified active marketing and targeted recruitment; matching of vacancies to available expertise; and promotion of work undertaken by volunteers as gaps in volunteer management.
- Organisation survey participants identified recruitment of people into key technical roles; low profile of volunteering; and volunteer shortages as gaps in volunteer management.
- Workshop participants identified the existence of Council hubs, libraries and other facilities as sites for volunteering as current strengths; and organisational boundaries, poor access to information, and advertising of roles as limitations.

4.3.1 Recruiting and matching volunteers
- Participants in all consultations identified the need to grow volunteer numbers and range of opportunities, particularly in line with population growth and the growing diversity of various communities / sectors / industries.
- Volunteer survey participants identified the need to better utilize volunteer skills and manage how they are matched, in order to:
  - Keep people engaged as current or potential future volunteers;
  - Understand individual motivations and interests and assist volunteers to meet their own goals and aspirations; and
  - Appropriately match skills and capabilities within current demands, and manage volunteer workforce needs according to new, emerging and future demands.

4.3.2 Promoting volunteers and volunteering
- Participants in all consultations identified the need for better promotion, including:
  - Specific volunteering opportunities and how to access them;
  - The concept of volunteering and its benefits to individuals, organisations and the community;
  - Volunteering as a social good in its own right and not as a substitute for paid work;
  - Respect and acceptance by community for volunteers and their work;
  - In specific settings including schools and tertiary institutions;
  - Through specific means including social media, Council media, local newspapers, community hubs, and ratepayer packs;
  - To specific cohorts including young people, older people, people with disabilities and culturally diverse groups; and
  - The role and impact made by volunteers in all sectors.

4.3.3 Ease of access
- Organisation survey participants and workshop participants reflected on increasingly complex regulatory requirements (safety checks, application processes and delays, training, insurance, etc) as creating barriers to participation in volunteering.

4.3.4 Improving recruitment and access for volunteers

- Volunteer survey participants said they could be better supported by:
  - o Focusing on volunteering as a family activity;
  - o Being able to more easily search for, find and access meaningful volunteer opportunities particularly through an online database;
  - o Access to more regular notifications and updates on volunteering opportunities;
  - o More diverse ways to volunteer, including short-term and one-off options, the ability to opt in and out as needed and offer goodwill / expertise to specific projects and initiatives;
  - o Greater flexibility in volunteer recruitment policies, processes and regulation;
  - o Improved acknowledgement of their role and contribution;
  - o Access to more opportunities after hours and on weekends; and
  - o Access to free training, seminars and webinars.

4.3.5 Supporting organisation to promote and recruit

- Organisation survey participants said they could be better supported with opportunities to:
  - o Market and promote services and programs to communities and potential volunteers;
  - o Connect and collaborate with each other;
  - o Access meeting spaces and other facilities;
  - o More flexibly manage volunteers and related regulatory requirements; and
  - o Promote and link available opportunities and volunteers.

4.3.6 Ensuring volunteering aligns to changing community need

- Participants in the survey for organisations were invited to comment on steps they could take to ensure volunteering opportunities align with changing community needs and interests.
- Strategies primarily focused on regular and continuous engagement with volunteers and communities, including through:
  - o Needs and capability analysis at individual and community levels;
  - o Increased sector focus on research and advocacy;
  - o Use of regular means of volunteer and community feedback including surveys, feedback forms, consultation forums and events;
  - o Use of sector governance groups such as the Volunteer Managers Network; and
  - o Use of other existing community data and survey tools.

4.3.7 Other opportunities to promote, recruit and link

- Other opportunities identified by consultation participants to promote and grow volunteering included creation of:
  - o Setting of a municipal target to increase rates of volunteering (for example an increase of 2% by next ABS census);
  - o Regular volunteer expos to showcase activity and opportunities;
  - o A register of volunteer organisations;
  - o A dedicated portal for information regarding all aspects of volunteering in Wyndham; and
  - o A physical Wyndham volunteer hub to effectively connect volunteers, groups and organisations.

4.4   *Training, development and access to resources*

4.4.1   Managing volunteer training and development: Strengths and limitations

- Volunteer training and access to resources was identified as a volunteer management strength by participants in both surveys.
- Dimensions of strength identified by volunteer survey participants included:
  - Access to high quality, regular and diverse training opportunities;
  - Mentoring and employment pathways; and
  - Access to resources needed to fulfil roles (computers, space, cars, phones, expertise).
- Dimensions of strength identified by organisation survey participants included:
  - Access to initial and ongoing, structured and informal training, coaching, mentoring and one-on-one support;
  - Peer-led sharing of skills and expertise; and
  - Access to food.
- Conversely, volunteer training and access to resources was also identified as an area for improvement in volunteer management in both surveys.
- Volunteer survey participants identified the following as areas for improvement:
  - Better targeted and more frequent training (including in relation to compliance matters);
  - Dedicated volunteer support roles; and
  - More formal development pathways within volunteering.
- Organisation survey participants identified the following as areas for improvement:
  - The need for greater access to training including external, professional input;
  - More mentoring and better induction of new volunteers;
  - More active monitoring of volunteer health and well-being and changing needs over time.
- Workshop participants identified a number of strengths in Wyndham's approach to training for volunteers, including:
  - The *Building Blocks* program;
  - Access to quality, affordable volunteer training; and
  - Networking opportunities.
- Each of these were recognized as particularly important for smaller organisations.
- Current limitations included succession planning, limited flexibility, and volunteer burnout.
- Workshop participants also identified strengths and limitations with respect to manager training and support. Identified strengths included:
  - Opportunities to discuss common issues and learn from others;
  - Delivery of compliance training; and
  - Council's internal network for volunteer managers.
- Identified limitations included:
  - A lack of understanding among senior staff in organisations about volunteer management;
  - The need for a network meeting for volunteer managers; and
  - Greater access to manager-specific training.

4.4.2   Improving training and support for volunteers

- In addition to comments noted above, volunteer survey participants said they could be better supported by:

- o Access to more structured volunteer pathways to employment including internships and apprenticeships, and supported access to paid roles within their organisation;
- o Individual volunteer development plans within organisations;
- o Access to the resources, support and safe environments required to enable their projects to succeed; and
- o Access to specific, subsidized and accredited training including first aid, grant writing, computer skills, and management.

I would like to see volunteering become more like a work placement project where the organization becomes a training ground for future paid work. That way when the person finds the ideal job they can feel comfortable in the fact that they have the knowledge and skill set to do the job when they eventually find paid work.

4.4.3 Improving training and support for organisations

- In addition to comments noted above, organisation survey participants said they could be better supported with access to:
  - o Strategies and approaches for how to organize, engage, train, support and utlize volunteers better (provide a plan to recruit, support, retain, for succession);
  - o Accounting and legal expertise;
  - o Policies, templates and tools including for example OHS, HR, rostering, recruitment, licensing; and
  - o Access to specific, subsidized and accredited training for example in food handling, first aid, marketing, and managing and supporting volunteers (including older, diverse, difficult, etc).

4.5 Valuing, recognising and supporting volunteers

4.5.1 General perceptions about volunteer support

- Participants in the survey for organisations were invited to share their perceptions about how well volunteers are valued, appreciated, supported, trained, lead and managed (see Figure 19 below).

- Participants were almost unanimous in their view that their organisation places a high value on volunteers and appreciates its volunteers with 98.2% strongly agreeing or agreeing with each statement.

- Participants also perceived their organisation engages volunteers from diverse cultural backgrounds and different abilities, with 84% agreeing or strongly agreeing this was the case.

- Perceptions were less compelling with respect to support and training, and leadership and management. Thirty percent (30%) were neutral or disagreed in relation to training and support and 39% were neutral, disagreed or strongly disagreed on the question of investment in volunteer leadership and management.

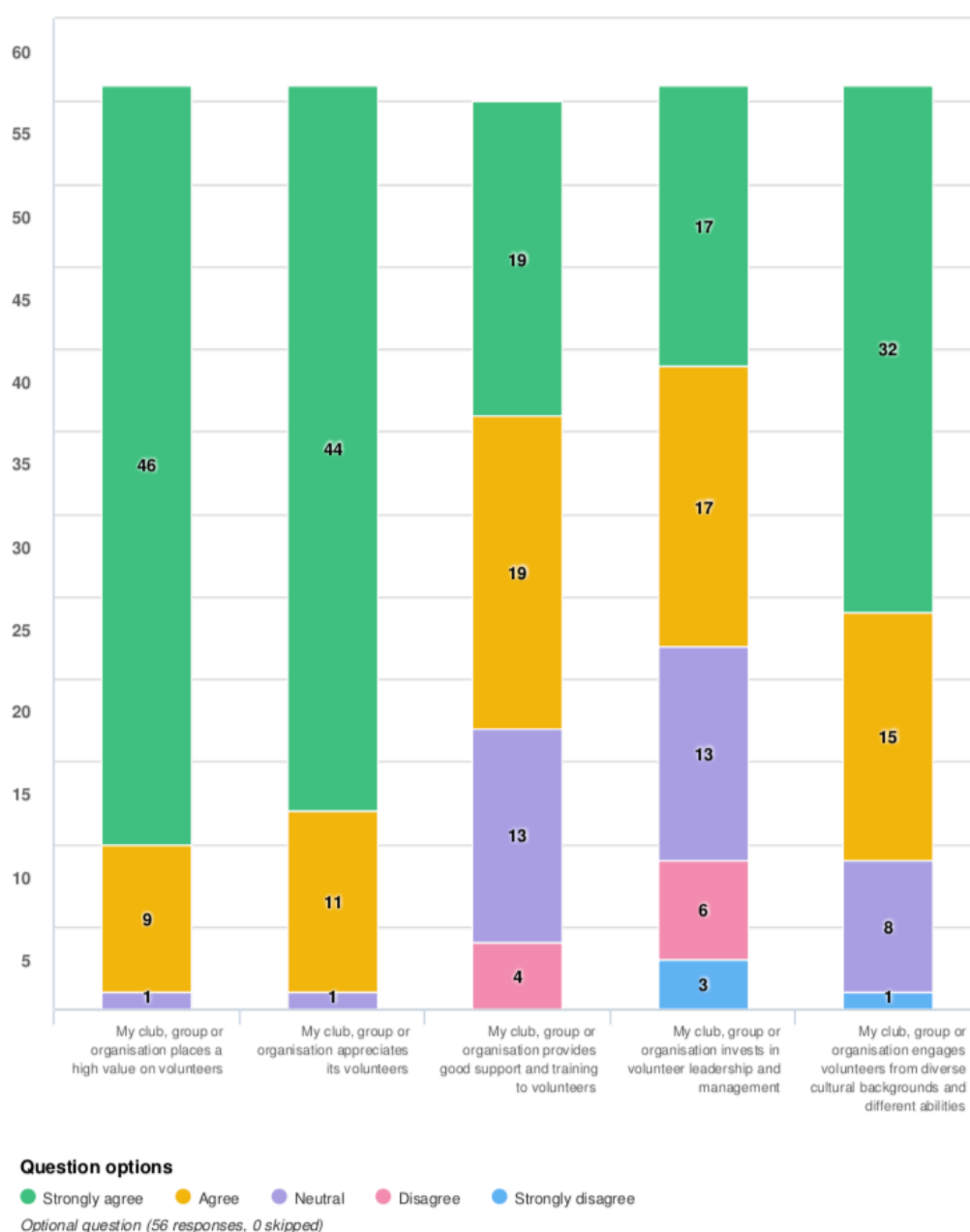**Question options**

● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

Optional question (56 responses, 0 skipped)

Figure 19: Organisational perceptions about their support, appreciation and value placed on their volunteers

4.5.2 Managing for a supportive environment: Current strengths

- Delivery of a supportive environment was specifically identified as a volunteer management strength by participants in both surveys.
- Organisation survey participants identified the creation of supportive environments more often as a strength in their management of volunteers than any other indicator. Examples they cited included:
  - o Having identified staff (where they exist) or more commonly peer supports;
  - o Providing a welcoming environment for volunteers and promoting friendships;
  - o Providing informal support and encouragement including in relation to life generally; and
  - o Providing more formal counselling and supervision opportunities.
- Volunteer survey participants identified the following ways their organisation creates a supportive environment through its management of volunteers:
  - o Strong coordination;
  - o Dedicated volunteer management roles with experienced and approachable staff.

4.5.3 Management of volunteer recognition and input: Strengths and limitations

- Volunteer recognition and input were specifically identified as both a volunteer management strength and limitation by participants in both surveys.
- Dimensions of strength identified by volunteer survey participants included:
  - o Being recognised, appreciated and treated with respect and gratitude;
  - o Having autonomy and responsibility within shared purpose;
  - o Being trusted; and
  - o Having an opportunity to share insights, expertise and voice in decision-making.
- Dimensions of strength identified by organisation survey participants included:
  - o Treating volunteers with respect;
  - o Acknowledging and celebrating their contributions and successes; and
  - o Supporting volunteers to collaborate, share individual skills and knowledge and inform decision-making.
- Volunteer survey participants identified the following as areas for improvement:
  - o Greater recognition of and respect for the role of volunteers and their contribution; and
  - o Increased opportunities for volunteer voice, consultation and inclusion.
- Organisation survey participants identified the following as areas for improvement:
  - o Working more closely with volunteers, using their expertise and knowledge of their roles to incorporate their feedback, ideas and suggestions; and
  - o Better rewarding, recognising and awarding volunteers.
- Workshop participants identified a range of strengths in Council's approach to recognition of volunteers, including its recognition programs and *Volunteer of the Year* awards, inclusion of volunteers in communications and events. Current limitations included that award recognition categories were limited and that there was scope to better recognise quiet achievers and informal volunteers.

4.5.4 Improving volunteer support, recognition and input

- Volunteer survey participants identified a range of opportunities to better recognize and include volunteers, including:
  - o Expansion of volunteer award categories to recognise number of years of work and "quiet achievers";

- Greater promotion and spotlight on volunteer stories in local press, advocacy and other forums;
- Establishment of volunteer representative roles in the Wyndham community;
- Ensuring volunteers bear no out of pocket expenses from their volunteering; and
- Development of financial recognition schemes such as Council rate discounts, gift cards scheme as recognition of volunteer effort.
- Workshop participants further highlighted the need to:
  - Better celebrate and promote volunteer achievements within the community;
  - Identify means of recognizing informal volunteer effort; and
  - Respect that not everyone wishes to be recognized.

4.6   *Communications and use of technology*

- Participants in the survey for organisations were asked which tools they most commonly used to communicate with their volunteers (see Figure 20 below).
- The most commonly used modes of communication (in order) were face-to-face (81.5%) and email (79.6%), followed by social media (50%), telephone (40.7%) and text or other messaging service (35.1%). Only one in five organisations indicated they use mobile apps or newsletters, and just 5.5% used a website as a communication tool.

4.6.1   Managing communications with volunteers: Strengths and limitations

- Communication with and between volunteers was specifically identified as a volunteer management strength and limitation by participants in both surveys.
- Dimensions of communication strength identified by volunteer survey participants included:
  - Regular contact, updates and up-to-date information (via phone, email and social media);
  - Having a central contact;
  - Connecting volunteers to each other; and
  - Advertising events and meetings widely.
- Dimensions of communication strength identified by organisation survey participants included:
  - Regular contact and liaison with volunteers;
  - Providing opportunities for reciprocal involvement and networking; and
  - Regular opportunities for volunteers to connect with each other.
- Volunteer survey participants identified the following as areas for improvement:
  - The need for continued connection with non-current volunteers to keep them engaged and interested;
  - More check-ins, face-to-face contact and support; and
  - More opportunities for volunteers to engage with each other in social settings.
- Organisation survey participants identified the following as areas for improvement:
  - More frequent communication and opportunities for volunteers to input;
  - Development of tailored communication tools that meet individual requirements and preferences;
  - More opportunities to develop friendships, networks, teamwork and peer supports between volunteers.

Question options

● Email   ● Face to face   ● Mobile app   ● Newsletter   ● Social media (Facebook, Twitter)   ● Telephone

● Text or other messaging service   ● Website

Optional question (54 responses, 2 skipped)
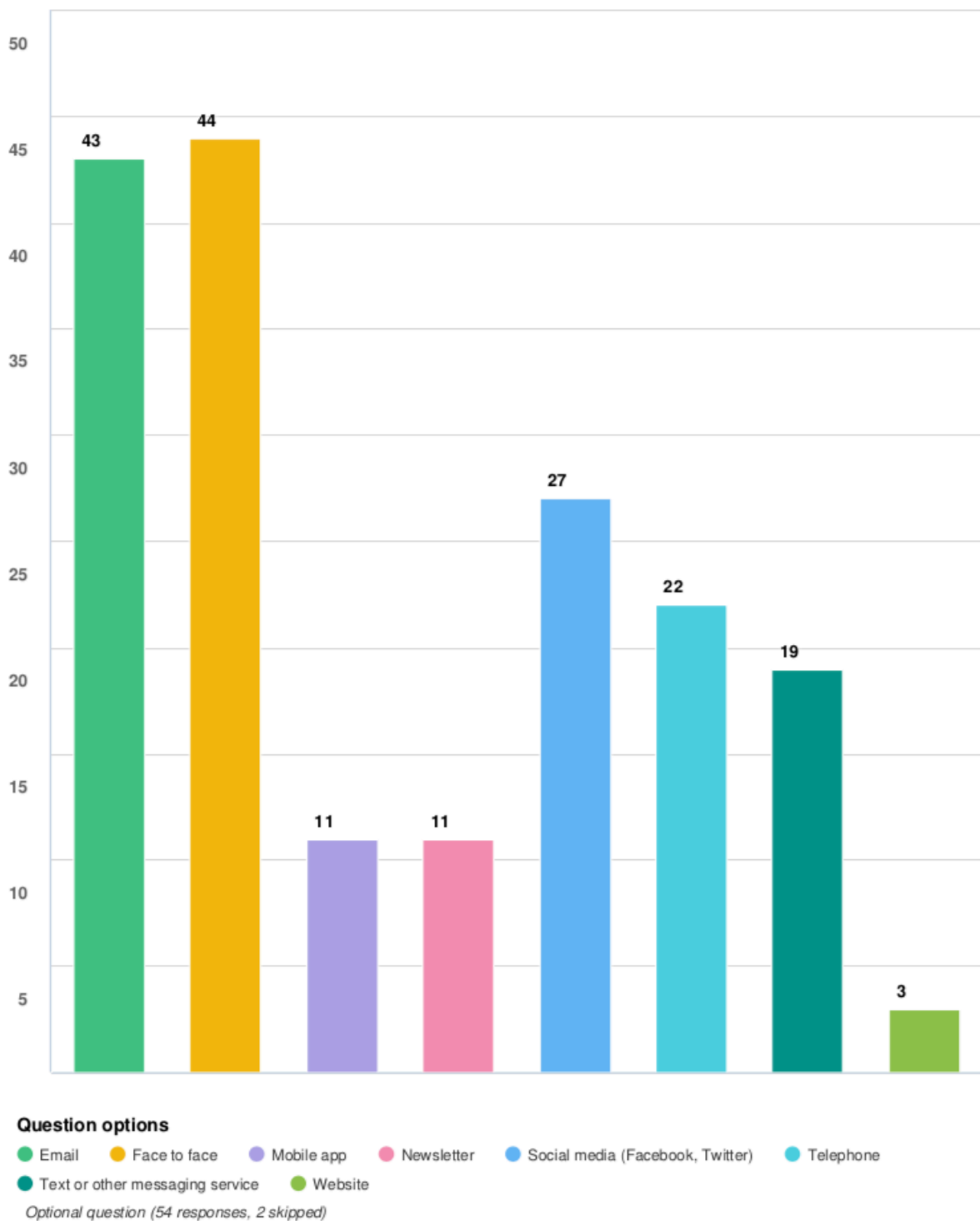
Figure 20: Tools most commonly used by organisations to communicate with volunteers

4.6.2   Improving communication with volunteers

- Volunteer survey participants identified a range of opportunities to facilitate improved communication with and between volunteers, including development of:
  - Formal and informal events, activities and meetings where volunteers can come together to collaborate, network, learn and /or socialize;

- An annual forum with keynote speakers;
- An interactive Wyndham volunteers social media page;
- A moderated central volunteer registry that maintains contact details, events notification and registration, volunteer boards and applications, information about volunteer organisations;
- An e-newsletter;
- An annual volunteer expo or other community showcases; and
- A physical volunteer hub and meeting place.

- Workshop participants cautioned against too heavy a reliance on technology as a means of communicating with volunteers, noting age, language and cost as barriers to engagement with technology.
- They highlighted the need for other forms of communication such as local paper advertisements, radio, brochures and fliers, as well as capacity building for volunteers and organisation to use and keep up with advances in internet communications technology.

4.7 Being flexible and inclusive, engaging with diversity

4.7.1 Managing for flexibility and diversity: Strengths and limitations

- Flexible and inclusive approaches were identified as a volunteer management strength by participants in both surveys, and also as a management limitation by participants in survey for volunteers.
- Dimensions of strength identified by volunteer survey participants included:
  - Having a range of opportunities matched to volunteers' skills, interests and capabilities;
  - Being inclusive and accessible to difference; and
  - Being cognisant of limits to volunteers' availability.
- Dimensions of strength identified by organisation survey participants included:
  - Having an openness to a range of skills and capabilities; and
  - Including people from a variety of backgrounds and abilities.
- Volunteer survey participants identified the following as areas for improvement:
  - Access to a wider range of opportunities including after hours and on weekends; and
  - Simplified systems and processes.
- As mentioned in section 4.5.1, 84% of participants in the organisation survey believed their organisation engages volunteers from diverse cultural backgrounds and with different abilities.
- Even so, participants in all consultation mechanisms indicated a broad range of ways in which flexibility and diversity could be better supported in Wyndham.

4.7.2 Improving engagement and support for diversity

- Participants in both surveys and in community workshop identified the importance of inclusive volunteering across the lifespan, among people of different cultural background and with different abilities, and with different caring and family responsibilities.

When I had my second child, being at home full-time I wanted to find something that my two small children could do with me. It was extremely difficult to find something flexible and suitable for young children. This really

impacted my ability to volunteer, although it was important for me to find something I could do with my kids so that they would grow up with volunteering as a normal part of their lives.

- Increasing diverse participation in volunteering was seen as essential in building social cohesion, increasing civic participation and delivering accessibility and equal opportunity for all.

There are many highly educated and capable people in the migrant community who are keeping away from the work force due to social and family responsibilities. If we can promote volunteering among them, Australian society can unveil a huge number of hidden gems that could convert into a valuable non-paid work force.

- Consultation participants identified a range of challenges with respect to particular cohorts, including for example:
  - Access to volunteering opportunities for people with mobility issues, without private transport, or living in rural and more remote parts of the municipality;
  - The need to support more volunteers in aged care related services as the population ages;
  - Attracting young people to volunteer programs and opportunities that have typically attracted an older cohort;
  - Access to flexible volunteering options for people with caring responsibilities or who are working and studying;
  - Knowledge about available volunteering opportunities and organisations among newly arrived communities;
  - Information and communication challenges for people with languages other than English, including Auslan and costs associated with engaging interpreting and translation services; and
  - Ensuring that mainstream services are culturally competent, understand, and are flexible or have the capacity to be flexible to the needs of their diverse communities.

I am not sure if youth are interested in volunteering long term. I think sometimes the commitment is only to add to their resume. We only had one young volunteer. Maybe we need to look at strategies to attract younger volunteers.

- Among the strategies identified by participants to increase engagement and support for diversity were:
  - Explicitly scoping and defining the diversity being sought;
  - Setting diversity participation measures and targets;
  - Developing strategies to develop awareness and create volunteering opportunities within Wyndham's diverse communities that are responsive to specific groups and their needs;
  - Supporting and resourcing development of community-driven initiatives that extend beyond the "usual suspects" and start with their cultural context;

- o Provision of information packs to new arrivals to the area, including in a range of languages;
- o Facilitating event and connections between different groups and people of different cultural backgrounds to share learning, practices and experiences;
- o Driving participation in volunteering by diverse communities through related plans (for example Council's multi-cultural strategy);
- o Supporting opportunities for more direct work with individuals to better understand their interests, motivations and capacities; and
- o Delivering training in cultural competence to mainstream providers and supporting the work of cross-cultural volunteers.

4.7.3 Additional comments: Targeted consultations

Wyndham Youth Advisory Committee

- Consultation participants identified transparency, good communication, closure of feedback loops and clear indicators of effectiveness as being practices that supported their involvement in volunteering and helped them stay.
- Consultation participants identified clear process and communication, reduction of bureaucratic barriers (police and safety checks), a range of options and clear incentives as ways in which the Wyndham community could better support its volunteers over the next five years.

Wyndham Family Friendly Portfolio Committee

- Portfolio committee members highlighted the need for access to child friendly and flexible volunteer opportunities offered in child-safe environments that recognize the variability in parents' availability.
- As with other stakeholders, portfolio committee members highlighted the importance of aligning volunteer opportunities with individual's skills, motivations and interests and considered Council role in facilitating these linkages, including support for a volunteer expo.

Wyndham Diversity Portfolio Committee

- Portfolio committee members identified challenges in finding pathways into volunteering as well as differences in understanding about the definition and value of volunteering.
- Volunteering was identified as being both a luxury and a necessity:

I first thought it was unpaid work - who wants to do unpaid work when you need money, when you need a paid job?? I later realised the value and the benefit for me and others and the learning that can be gained.

Volunteering is a pathway to get a job but also to reduce social isolation. You should market it as "Are you new to the area and want to connect?" Put the social aspect first.

- Many CALD community members are doing voluntary work but thinking of it as being "helping out". There is a risk of burnout and doing too much.

Message to the community should be this is how you contribute to your community, but it is ok to look after yourself too.

ESL Class, Wyndham Community Education Centre

- None of the participants in the focus group were currently participating in formal volunteering, though several had previously done so. A number of participants appeared to lack a firm understanding of the concept of volunteering.
- Identified barriers to participation in volunteering included time, caring responsibilities, language difficulties and cultural differences, the need to look for work, and access to transport.

Everything is different here and I don't know what to do.

- For those participants who had previously participated in volunteering, training, orientation and access to transport were identified as key factors supporting their participation.
- Access to transport and a greater awareness of available opportunities were identified as key factors to support greater involvement in volunteering into the future.

4.8   Consistency, collaboration and best practice

- Participants in the survey for organisations were invited to share their perceptions about their organisation's awareness of the *National Standards for Volunteer Involvement* and their use of them, as well as their relationship to key volunteering organisation (see Figure 21).
- Half of participants indicated that their organisation was aware of the *National Standards for Volunteer Involvement* and only 37.5% indicated the Standards guide their work with volunteers.
- Even fewer participants indicated an awareness of volunteering organisations such as Volunteer West, Volunteering Victoria or Volunteering Australia (42.8%) with just one in four participants agreeing they had some form of connection to one of these organisations.

4.8.1   Best practice management of volunteers: Strengths and limitations

- Participants in both surveys identified a range of areas of strength and limitation when managing volunteers consistent with principles of good practice.
- Dimensions of strength identified by volunteer survey participants included in relation to:
  o Being organised with rostering and holding regular meetings;
  o Having codes of conduct and position descriptions;
  o Having clear policies and procedures; and
  o Ensuring volunteers are properly oriented and inducted to their roles.
- Dimensions of strength identified by organisation survey participants included:
  o Having clear position descriptions and known tasks for all volunteers;
  o Ensuring roles are regularly reviewed;
  o Ensuring volunteers are appropriately matched to projects and roles suited to their skills, capabilities and interests;
  o Collecting data; and
  o Holding regular meetings and events.
- Volunteer survey participants identified greater consistency in how principles, policies and procedures are applied within volunteer settings and across larger (multi-site/branch) organisations as an area for improvement.
- Participants in the organisation survey identified the following areas as benefiting from improvement:

- o A more structured approach with greater accountability;
- o Having more clearly defined roles and setting clearer operational boundaries;
- o Making greater use of available (free) resources and asking for more help;
- o Hosting or attending more events and training to share more ideas and best practice approaches; and
- o More consistently seeking feedback from volunteers and other stakeholders.
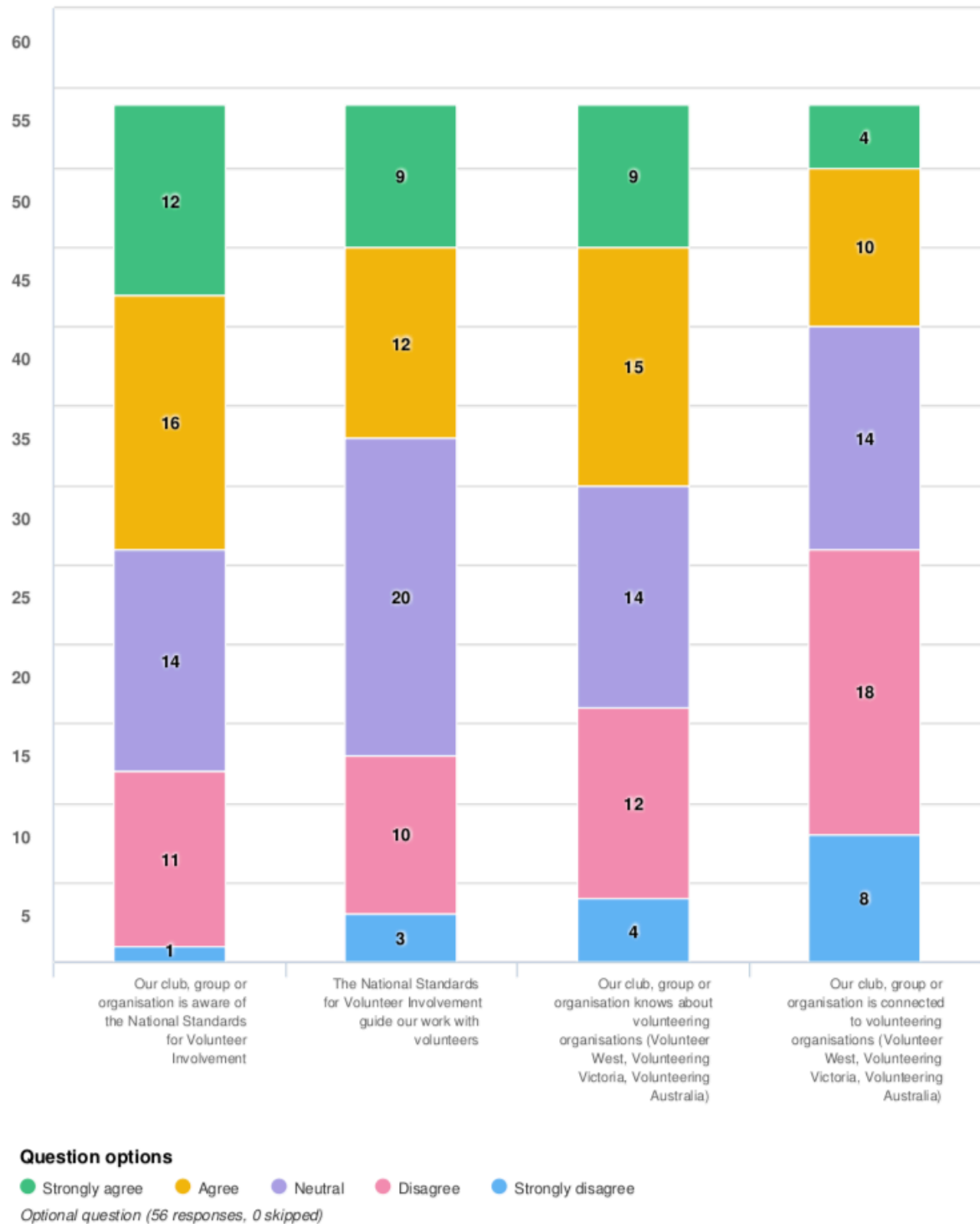

Question options

● Strongly agree   ● Agree   ● Neutral   ● Disagree   ● Strongly disagree

Optional question (56 responses, 0 skipped)

Figure 21: Organisation awareness, use and linkages to good practice standards and organisations

4.8.2 Promoting collaboration and best practice

- All consultation participants reflected on the value of and desire to see volunteer organisations working more collaboratively.
- Identified benefits of improved collaboration included:
  - o Mutual assistance and shared learning;
  - o Support for continuous quality improvement;
  - o Development and promotion of good practice and leadership capacities;
  - o Increased scale, reach and impact;
  - o Greater capacity for sharing resources and reducing costs;
  - o Reduced siloing of effort;
  - o Greater capacity to promote the work of volunteers and community organisations and grous; and
  - o Stronger advocacy in relation to the needs of volunteers, the volunteer sector and community.
- Participants in the survey for volunteers identified a range of potential strategies to promote collaboration, develop good practice, and amplify the impact of volunteering in Wyndham. Suggested strategies included:
  - o Development of a shared scorecard to record and measure impact;
  - o More cross-sector networking opportunities and events;
  - o Maintenance of the Volunteer Managers Network;
  - o An increased focus on research including looking to good practice approaches nationally and internationally and how they can be applied in Wyndham;
  - o Inclusion of best practice resources, guides and case studies in the proposed volunteering portal;
- Participants in the survey for organisations identified a number of supports needed to develop good practice within their organisations. These included:
  - o Resources to embed continuous quality improvement processes;
  - o Increased awareness and support to apply the *National Standards for Volunteer Involvement*; and
  - o Support to develop more clearly defined objectives, action plans, role descriptions and project plans.

4.9 Council's role

4.9.1 Perceived role and strengths

- Participants in the survey for organisations were invited to identify the role they thought Council is best placed to play in support of volunteering in Wyndham (see Figure 22 below).
- The top five roles identified for Council included:
  - o Funding (59.2%);
  - o Consultation / information sharing (40.7%);
  - o Valuing and promoting (40.7%);
  - o Training (38.8%); and
  - o Finding volunteers (33.3%).
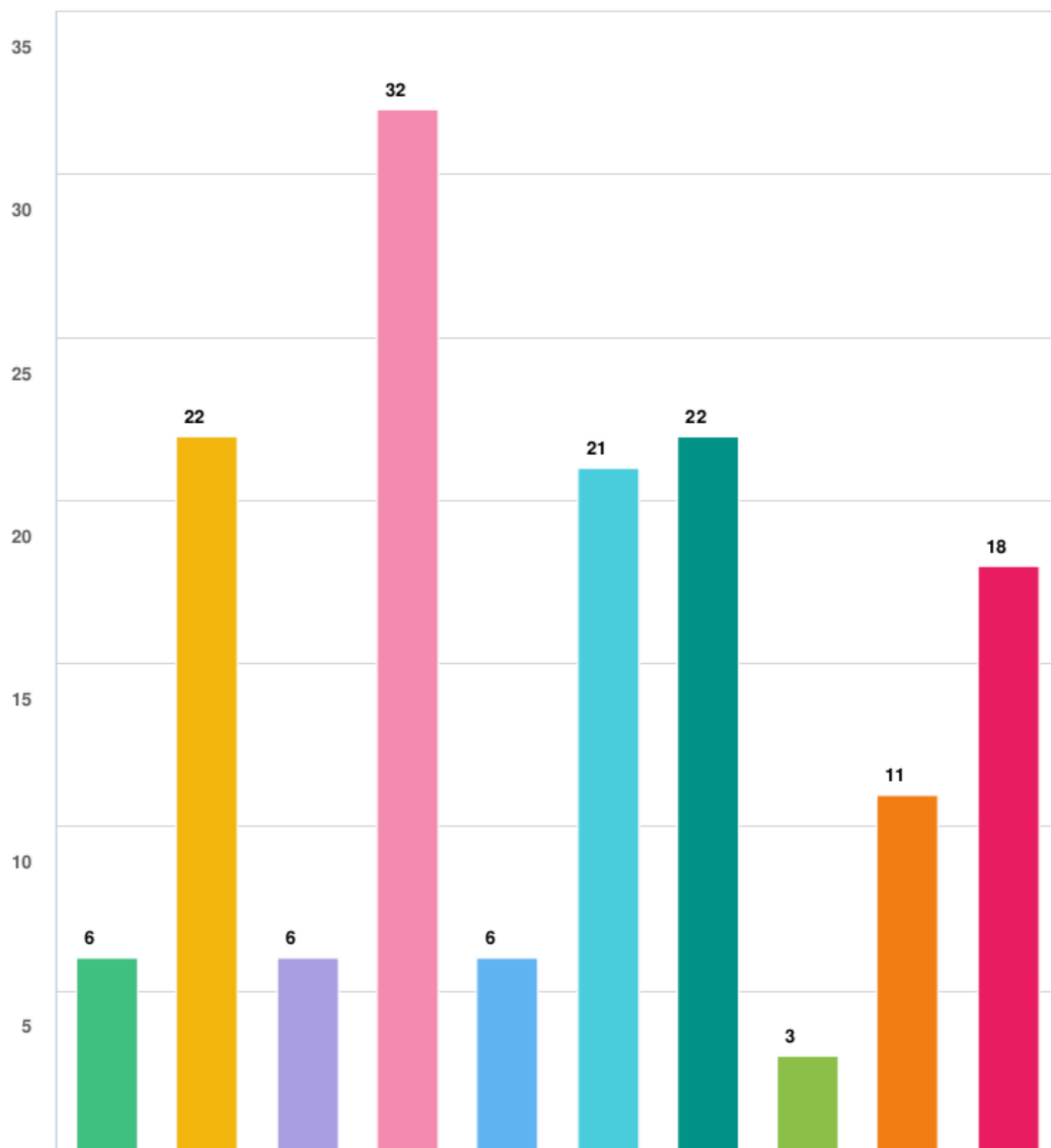
Question options

● Advocacy   ● Consultation / info sharing   ● Culture change   ● Funding   ● Infrastructure   ● Training
● Valuing and promoting   ● Unsure / don't know   ● Removing barriers   ● Finding volunteers

Optional question (54 responses, 2 skipped)

Figure 22: The role Council is best placed to play in support of volunteering in Wyndham

- A number of strengths were identified in relation to Council's work with volunteers and volunteer involving organisations.
- Community workshop participants in particular highlighted the resources and support delivered through the Volunteer team and other members of staff. Particular mention was made of Council's welcome role as a:
  - o "Go-to" place and disseminator of information about volunteering in Wyndham including through its website, social media, events and networks;
  - o Provider and coordinator of sector training and community capacity building;

- o   Provider of funding and community grants;
- o   Facilitator of sector consultations and collaboration;
- o   Provider of volunteering opportunities for community members; and
- o   Recognizer of volunteers and volunteer effort through its volunteer awards, dinners and other events.

4.9.2   Opportunities to develop and strengthen Council's role

- Consultation participants identified a range of ways in which Council could strengthen its support for Wyndham's volunteering sector.
- A number of opportunities and potential strategies that may be the responsibility of Council (such as a volunteer portal, volunteer hub, network facilitation etc) are detailed throughout this report.
- Not captured elsewhere, consultation participants also invited Council to consider:

Access to funding and resources

- Offering more variety and categories within its community grants program, increasing their limits and streamlining the grants application process;
- Providing more support (such as information nights and training) to small groups to source and apply for funding external to Council;
- Engaging a Volunteer Recruitment and Support Officer within Council;
- Providing greater access to templates, policies and procedures, checklists and other materials required by volunteer organisations particularly when starting up;
- Supporting municipal-wide marketing and promotion of volunteering and volunteer organisations;

Concessions for volunteer organisations and volunteers

- Providing greater subsidised access to council owned facilities where these are prohibitive for small groups;
- Parking and rate concessions for people undertaking volunteer activity within the municipality;
- Underwriting group insurance policies to address the prohibitive costs of public liability insurance for many small groups and clubs;

Support for more diverse organisations and communities

- Providing more support for grassroots and community-led initiatives that are independent of Council;

I would like to see Council support asset-based community development and develop policies and budgets that allow community-led/council supported projects to evolve. Many of us who are highly engaged with Council find this very difficult to do due to the rigid process of Council. Ideally, the community should provide the vision and council should facilitate and support to create resilient, cohesive and sustainable communities.

- A specific small grants pool to support community-led volunteer run projects;

Strengthened engagement with the sector

- Provide more support for community showcases, discussion groups and other activities that link communities and their issues with the volunteer sector;
- Strengthen engagement and collaboration with local service clubs (Rotary, Lions, Apex);

Policy and advocacy

- Consider the impact of key policy reforms and resulting program changes within Council on the volunteer sector (for example Aged Care, HACC, NDIS); and

- Opportunities to advocate for reduced regulatory and administrative red tape for volunteer organisations thereby freeing them up to perform their work (recruitment, training, insurance, safety checks, etc).

Appendix 1: Survey for volunteers and survey for clubs, groups and organisations

Survey for volunteers

There are many ways that people choose to give their time and energy to benefit others, for no pay. We call this volunteering.

Volunteering Australia defines volunteering as "time willingly given for the common good and without financial gain".

If you spend *any* time helping others outside your home we would love to hear from you.

About you
In this section we are interested to understand a little more about you, but it is not mandatory to answer most of these questions.

How long have you lived in Wyndham? (Choose any one option) (Required)

- [ ] Less than one year
- [ ] 1 - 5 years
- [ ] 6 - 10 years
- [ ] More than 10 years
- [ ] I don't live in Wyndham

What is your country of birth?

What is your cultural background?

What languages other than English are spoken at home?

Do you currently work or study? (select as many as are relevant) (Choose any one option)

- [ ] I work full time
- [ ] I work part time
- [ ] I study full time
- [ ] I study part time
- [ ] I am casually employed
- [ ] I do not work or study
- [ ] I am retired
- [ ] I am a carer

Do you or does anyone in your household have a disability? (Choose any one option)

- [ ] Yes
- [ ] No

Note: We are asking this question because we know there are many factors that impact on a person's ability to take part in volunteering. Examples include caring responsibilities and barriers relating to language and disability.

About your volunteering

Is this section we are interested to know about the amount and type of volunteering you do, and the factors that support or limit both your ability to volunteer, and your enjoyment of volunteering.

Do you currently or have you ever volunteered? (Choose any one option) (Required)

- ☐ I currently volunteer
- ☐ I have previously volunteered but currently do not volunteer
- ☐ I have never volunteered

Answer this question only if you have chosen I currently volunteer for Do you currently or have you ever volunteered?

What types of volunteering do you participate in? (choose as many as are relevant) (Choose all that apply) (Required)

- ☐ Formal volunteering with an organisation, club or group
- ☐ Informal volunteering unconnected to an organisation, club or group
- ☐ Employee or corporate volunteering as part of my work or study
- ☐ Spontaneous volunteering in response to a sudden event or emergency
- ☐ Virtual volunteering (online)

Answer this question only if you have chosen I have previously volunteered but currently do not volunteer for Do you currently or have you ever volunteered?

What types of volunteering have you previously participated in? (choose as many as are relevant) (Choose all that apply) (Required)

- ☐ Formal volunteering with an organisation, club or group
- ☐ Informal volunteering unconnected to an organisation, club or group
- ☐ Employee or corporate volunteering as part of my work or study
- ☐ Spontaneous volunteering in response to a sudden event or emergency
- ☐ Virtual volunteering (online)

Answer this question only if you have not chosen I have never volunteered for Do you currently or have you ever volunteered?

What has been the focus of your volunteering effort? (choose as many as are relevant) (Choose all that apply) (Required)

- ☐ Animal welfare
- ☐ Arts, culture and heritage
- ☐ Children and family
- ☐ Education and training
- ☐ Emergency and safety
- ☐ Environment and conservation
- ☐ Faith-based
- ☐ Government
- ☐ Health
- ☐ Multicultural
- ☐ Seniors
- ☐ Sport and recreation
- ☐ Tourism
- ☐ Welfare and community services
- ☐ Youth
- ☐ Other

Answer this question only if you have chosen Other for What has been the focus of your volunteering effort? (choose as many as are relevant)

As you selected 'Other', please describe your volunteering efforts

Answer this question only if you have not chosen I have never volunteered for Do you currently or have you ever volunteered?

What types of volunteer activity have you spent most of your time on? (choose up to 3) (Choose all that apply) (Required)

- ☐ Animal care
- ☐ Administration / recruitment / information management
- ☐ Befriending / supportive listening / counselling / mentoring
- ☐ Coaching / refereeing / judging
- ☐ Environmental protection
- ☐ Events
- ☐ Food preparation / serving
- ☐ Fundraising / sales
- ☐ Interpreting / translating
- ☐ Lobbying / advocacy or policy research
- ☐ Management / boards / committees / coordination
- ☐ Performing / media production
- ☐ Personal care / assistance
- ☐ Repairing / maintenance / gardening
- ☐ Search and rescue / first aid / firefighting / community safety
- ☐ Teaching / instruction / providing information
- ☐ Transporting people / goods
- ☐ Other

Answer this question only if you have chosen Other for What types of volunteer activity have you spent most of your time on? (choose up to 3)

As you selected 'Other', please describe what types of volunteering activity you have spent most of your time on

Answer this question only if you have chosen I currently volunteer for Do you currently or have you ever volunteered?

How many years have you volunteered?

Answer this question only if you have chosen I currently volunteer for Do you currently or have you ever volunteered?

How many hours do you volunteer in a usual month?

Answer this question only if you have chosen I currently volunteer for Do you currently or have you ever volunteered?

How many volunteer roles do you currently have?

Answer this question only if you have chosen I currently volunteer for Do you currently or have you ever volunteered?

What proportion of your total volunteering time (%) is spent volunteering in Wyndham?

Answer this question only if you have not chosen I have never volunteered for Do you currently or have you ever volunteered?

What factors support your participation and enjoyment of volunteering?

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Answer this question only if you have chosen I have previously volunteered but currently do not volunteer for Do you currently or have you ever volunteered?

What prevents you from volunteering at the moment?

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Answer this question only if you have chosen I currently volunteer for Do you currently or have you ever volunteered?

What factors limit your participation and enjoyment of volunteering?

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Answer this question only if you have chosen I have never volunteered for Do you currently or have you ever volunteered?

What prevents you from participating in volunteering?

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Benefits of volunteering

In this section we are interested in your thoughts about the benefits of volunteering to individuals, organisations and communities. Your thoughts are valuable even if you have never participated in volunteering.

In three words describe the benefit of volunteering to volunteers

In three words describe the benefits volunteers bring to organisations

In three words describe the benefits volunteers bring to the community

Management of volunteers

In this section we are interested in the ways in which volunteer organisations manage and support their volunteers. What are their strengths and limitations, and what supports do they need?

Are you connected to a club, group or organisation that uses volunteers? (Choose any one option) (Required)

☐ Yes
☐ No

Answer this question only if you have chosen Yes for Are you connected to a club, group or organisation that uses volunteers?

In what ways does your club, group or organisation manage volunteers well?

Answer this question only if you have chosen Yes for Are you connected to a club, group or organisation that uses volunteers?

In what ways could your club, group or organisation improve its management of volunteers?

The future of volunteering in Wyndham

In this section we are interested in your thoughts and ideas about the future of volunteering in Wyndham.

Please rank the following in order of importance to you. (1 being the most important, 4 being the least important) (Rank each option)

_____ Promoting the value and importance of volunteering

_____ Training and supporting volunteer leaders and managers

_____ Strengthening and improving collaboration in the volunteer sector

_____ Using social media and technology to manage and communicate with volunteers

How would you like to see volunteering develop, grow or improve in Wyndham over the next five years?

How can the Wyndham community better support its volunteers in the next five years?

Is there anything else you would like to tell us?

Volunteering survey for clubs, groups and organisations

Volunteering Australia defines volunteering as "time willingly given for the common good and without financial gain".

Many clubs, groups and organisations engage volunteers and rely on them for many facets of their work.

In this survey we are interested to understand the role of your club, group or organisation in involving volunteers, its strengths and challenges, and future needs.

If your club, group or organisation spends *any* time engaging volunteers, we would love to hear from you.

About your club, group or organisation

Which of the following best describes the type of club, group, or organisation you are connected with? (Choose all that apply) (Required)

☐ Animal welfare
☐ Arts, culture and heritage
☐ Children and family
☐ Education and training
☐ Emergency and safety
☐ Environment and conservation
☐ Faith-based
☐ Government
☐ Health
☐ Multicultural
☐ Seniors
☐ Sport and recreation
☐ Welfare and community services
☐ Youth
☐ Other

Answer this question only if you have chosen Other for Which of the following best describes the type of club, group, or organisation you are connected with?

As you answered 'Other', please describe your club, group or organisation

Does your club, group or organisation employ paid staff? (Choose any one option) (Required)

☐ Yes
☐ No

Answer this question only if you have chosen Yes for Does your club, group or organisation employ paid staff?

How many paid employees does your club, group or organisation employ? (Required)

Does your club, group or organisation engage volunteers? (Choose any one option) (Required)

☐ Yes
☐ No

Answer this question only if you have chosen Yes for Does your club, group or organisation engage volunteers?

Approximately how many volunteers does your club, group or organisation engage? (Required)

Answer this question only if you have chosen Yes for Does your club, group or organisation engage volunteers?

What types of activity do volunteers within your organisation spend most of their time on? (select up to three) (Choose all that apply) (Required)

- ☐ Animal care
- ☐ Administration / recruitment / information management
- ☐ Befriending / supportive listening / counselling / mentoring
- ☐ Coaching / refereeing / judging
- ☐ Environmental protection
- ☐ Events
- ☐ Food preparation / serving
- ☐ Fundraising / sales
- ☐ Interpreting / translating
- ☐ Lobbying / advocacy-policy research
- ☐ Management / boards / committees / coordination
- ☐ Performing / media production
- ☐ Personal care / assistance
- ☐ Repairing / maintenance / gardening
- ☐ Search and rescue / first aid / firefighting / community safety
- ☐ Teaching / instruction / providing information
- ☐ Transporting people / goods
- ☐ Other

Answer this question only if you have chosen Other for What types of activity do volunteers within your organisation spend most of their time on? (select up to three)

As you selected 'Other', please detail what type of activities your volunteers spend most of their time on

Answer this question only if you have chosen Yes for Does your club, group or organisation engage volunteers?

Approximately how many volunteer hours are contributed to the work of your club, group or organisation in a month? (Required)

Answer this question only if you have chosen Yes for Does your club, group or organisation engage volunteers?

Is there someone at your club, group or organisation responsible for managing volunteers? (Choose any one option) (Required)

- ☐ Yes, we have a paid role(s) responsible for managing volunteers
- ☐ Yes, we have a volunteer responsible for managing other volunteers
- ☐ No, there is no one with specific responsibility for managing volunteers

Benefits of volunteering

In this section we are interested in your thoughts about the benefits of volunteering to individuals, organisations and communities. Your thoughts are valuable even if you have never participated in volunteering.

In three words describe the benefits your volunteers bring to the community

In three words describe the benefits volunteers bring to your club, group or organisation

In three words describe the benefit of volunteering for your volunteers

Management of volunteers

In this section we are interested in the ways in which your club, group or organisation manages and supports its volunteers. What are its strengths and limitations, and what support does it need? You need only answer these questions if your club, group or organisation engages volunteers.

Please choose an option that best describes your perceptions about each statement

Questions	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
My club, group or organisation places a high value on volunteers					
My club, group or organisation appreciates its volunteers					
My club, group or organisation provides good support and training to volunteers					
My club, group or organisation invests in volunteer leadership and management					
My club, group or organisation engages volunteers from diverse cultural backgrounds and different abilities					

In what ways does your club, group or organisation manage and support volunteers well?

In what ways could your club, group or organisation improve its management and support of volunteers?

Which of the following tools do you most commonly use to communicate with volunteers in your club, group or organisation? (Choose up to 4) (Choose all that apply)

- [ ] Email
- [ ] Face to face
- [ ] Mobile app
- [ ] Newsletter
- [ ] Social media (Facebook, Twitter)
- [ ] Telephone
- [ ] Text or other messaging service
- [ ] Website
- [ ] Other

Answer this question only if you have chosen Other for Which of the following tools do you most commonly use to communicate with volunteers in your club, group or organisation? (Choose up to 4)

As you selected 'Other', please detail what type of activities your volunteers spend most of their time on

Support to your organisation

Please choose an option that best describes your perceptions about each statement

Questions	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Our club, group or organisation is aware of the National Standards for Volunteer Involvement					
The National Standards for Volunteer Involvement guide our work with volunteers					
Our club, group or organisation knows about volunteering organisations (Volunteer West, Volunteering Victoria, Volunteering Australia)					
Our club, group or organisation is connected to volunteering organisations (Volunteer West, Volunteering Victoria, Volunteering Australia)					

What support does your club, group or organisation need to better manage and support its volunteers?

The future of volunteering in Wyndham

In this section we are interested in your thoughts and ideas about the future of volunteering in Wyndham.

Is there anything else you would like to tell us?

What role do you think Council is best placed to play in support of volunteering in Wyndham? (choose up to 3) (Choose all that apply)

- ☐ Advocacy
- ☐ Consultation / info sharing
- ☐ Culture change
- ☐ Finding volunteers
- ☐ Funding
- ☐ Infrastructure
- ☐ Removing barriers
- ☐ Training
- ☐ Valuing and promoting
- ☐ Unsure / don't know

What steps could clubs, groups or organisations take to ensure volunteering opportunities align with changing community needs and interests?

How would you like to see volunteering develop, grow or improve in Wyndham over the next five years?

Please rank the following in order of importance to you: 1 being the most important, 4 being the least important (Rank each option)

_____ Promoting the value and importance of volunteering

_____ Training and supporting volunteer leaders and managers

_____ Strengthening and improving collaboration in the volunteer sector

_____ Using social media and technology to manage and communicate with volunteers