



# 2020 Volunteer Census

# Prologue

“17 years have brought many changes but our clients always come first.”

“I would like to understand how housing works. It appears to be so under available for the population. It is very saddening.”

“I am so happy that now I can use my first language (Mandarin) to help clients with limited English from Chinese cultural backgrounds.”

“Being part of a terrific team of paid workers and volunteers is wonderful, good for the heart and soul!”

“Very pleased I began volunteering at this agency. It continues to give me a sense of purpose as I grow older.”

“It would be good to see more government support and less need to rely on the generosity and goodwill of individuals and local businesses.”

“Looking forward to receiving the results of this survey.”

“Infection management training was very useful as was mental health first aid.”

“It's good to be part of the CISVic community!”

“Looking forward to a more COVID normal year next year.”

“We are small but important.”

*~Comments from volunteers who participated in our 2020 Volunteer Census~*

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# About Us

**Community Information & Support Victoria (CISVic) is the peak body representing local community based not-for-profit agencies.**

**We support our members to offer services to community members in need of help, especially the vulnerable and disadvantaged.**

**We advocate to government and other peak bodies on behalf of our members.**

**We offer accredited training and support to our volunteers and paid workforce, so they can learn new skills and help others in the community.**

Our membership is made up of agencies from across metropolitan Melbourne and regional Victoria. They assist people experiencing personal and financial difficulties by providing emergency relief (such as food relief and financial relief), information, referrals and support services.

## Description of volunteers

The CISVic workforce is diverse. Though volunteer positions and roles vary, each volunteer contributes to the provision of support for those in our community who are disadvantaged. Volunteers bring their own skills, knowledge and life experiences to the work they do. The ratio of volunteers to paid staff is 10:1 demonstrating that without volunteer participation, we would be unable to provide the services and support that we do.

## Why we did the Volunteer Census

The Volunteer Census was first conducted in 2018 as an ongoing biennial project to provide an up-to-date picture of our volunteer base. We wanted to identify who our volunteers are and highlight their strengths and impact. We also aimed to explore areas of practice where we are doing well and where we can collectively improve and further develop.

# Introduction

The year 2020 highlighted the importance of community and working together to achieve a common goal. This is something that the community information and support sector has understood for over 50 years now. CISVic member agencies are driven by community members volunteering their time, wisdom, empathy and compassion to help fellow members of the community. Without these volunteers, community agencies could not do the work that they do.

This report was written to ensure volunteers receive adequate recognition and have a platform to share their thoughts and experiences. The National Standards for Volunteer Involvement provide guidance for agencies to best support their volunteers. Guided by these standards, this census creates an opportunity to obtain feedback from volunteers on all aspects of their volunteering journey. It also gives CISVic the opportunity to celebrate and improve volunteering at our agencies.

As with the inaugural census in 2018, findings from the 2020 Volunteer Census demonstrate that volunteering is a positive and fulfilling experience. This remained true even during the COVID-19 pandemic. Volunteers gained a sense of community and purpose from volunteering, as well as new skills. Many volunteers discussed how volunteering had a positive impact on their personal wellbeing and commented on the improved sense of self-worth that volunteering provided them. Agencies make volunteers feel safe, supported and recognised which further contributes to the positive experiences of our volunteers.

The 2020 Volunteer Census asked volunteers about their lived experiences and found that over half of CISVic volunteers had similar experiences to the people they assist. The lifetime of experiences that volunteers bring to their roles serve to further confirm the reciprocal nature of volunteering. Volunteers, community members and agencies all gain from volunteering being at the heart of our agencies.

Volunteers also felt that they had gained greater awareness of the challenges facing the community members they work with. Although need and complexity has increased, it is affirming to know that volunteers and agencies alike agree that volunteers can respond to this complexity and are equipped to meet need with the resources available to them. Despite this, volunteers wish for more funding and resources in order to provide more to community members doing it tough, as well as the ability to solve systemic issues such as a lack of affordable housing.

This census has highlighted areas of improvement for CISVic such as creating more opportunities for volunteers to network, providing training in more diverse locations and facilitating a greater understanding of the wider community sector to assist volunteers in making referrals to external organisations. Encouraging and promoting greater diversity in the volunteer base in terms of gender, disability and volunteers of Aboriginal and Torres Strait Islander descent also make up areas of improvement.

Almost all volunteers would recommend volunteering at their agency and 20 percent of our volunteers have been at their agency for more than ten years. This remained consistent with 2018 results. Even with a global pandemic severely disrupting and changing the way volunteering happens, many volunteers intend to continue volunteering as they continue to find the work that they do meaningful. This reflects another great achievement, that the majority of volunteers felt supported by their agencies during the pandemic. Agencies were able to continue meeting community need while keeping volunteers, paid staff and community members safe. In a time where the spirit of community was needed more than ever, volunteers and CISVic member agencies were able to be there for all community members.

CISVic sincerely thanks all volunteers and agencies for taking part in the Census, your willingness and openness in sharing your experiences and views is greatly appreciated. We would also like to acknowledge and thank the volunteers who shared their volunteer stories, highlighted throughout the report.

## Key Findings:

- Volunteers have gained a sense of community, purpose and improved personal wellbeing from volunteering at their agencies.
- Volunteers feel that volunteering has given them a greater awareness of the challenges that community members face.
- Over half of CISVic volunteers have similar lived experiences to the community members they assist.
- Agencies and CISVic could be doing more to facilitate networking between volunteers of different member agencies and between other organisations in the community sector.
- Volunteers were impressed with how their agencies handled service delivery during the COVID-19 pandemic by meeting community need while keeping volunteers, paid staff and community members safe.

# Methodology

## Process

All volunteers and agency representatives in the CISVic membership were invited to participate in the census. The 2020 Volunteer Census was comprised of four distinct surveys. Participants could complete the surveys physically or online.

The first two surveys sought to understand volunteer experiences in general: one for volunteers (see Appendix 1) and one for agency representatives (see Appendix 2). These first two surveys were sent out in March 2020.

There were 210 volunteers who completed the first volunteer survey. The lack of responses could reflect that completing the census was not a priority for volunteers during a time of major uncertainty in the community given the worsening COVID-19 crisis. Or that CISVic membership agencies lost much of their volunteer workforce due to the health risks that the COVID-19 pandemic posed for older volunteers. While this only represents around four per cent of our workforce, we found that the general demographic information was largely the same. From the 210 volunteers who participated, 178 respondents completed the first volunteer survey in March 2020. This information is important given that the first COVID-19 lockdown in Victoria was implemented towards the end of March 2020. Therefore, the majority of responses from the first survey reflect pre-lockdown conditions. Another 15 respondents completed the survey in July 2020, during the peak of the second wave in Victoria.

There were 12 agency representatives who undertook the agency survey, representing nearly one quarter of our entire agency membership.

Not all respondents in both surveys answered every question. The first two surveys were open between 2 March 2020 and 4 December 2020.

The second two surveys sought to understand volunteer experiences during the COVID-19 pandemic, particularly during the first and second waves and consequential lockdowns. Once again, one survey was sent to volunteers (see Appendix 3) and the other was sent to agency representatives (see Appendix 4).

There were 32 volunteers who completed the second volunteer survey. A further nine agency representatives undertook the agency survey. To complement the agency survey, and in response to the low completion rate, findings from a CISVic report titled *Implications of COVID-19 for CISVic member agencies and communities: a thematic analysis* are presented alongside the survey data. It is suspected that 'COVID-fatigue' and 'survey-fatigue' can explain the lack of responses to the second agency survey.

Not all respondents in both surveys answered every question. The second volunteer survey was open between 4 December 2020 and 24 December 2020. The second agency survey was open between 14 December 2020 and 18 January 2021.

SurveyMonkey was used to design, distribute and analyse the survey.

## Analysis

For the analysis of the quantitative (numerical) data, results were converted into percentages and are displayed in graph form as a percentage of volunteers who answered each question. Therefore, while 210 volunteers completed the first survey, the number of volunteers who answered each individual question is presented in the title of the graph and is the number used in percentage calculations.

For the analysis of the qualitative (worded) data, written responses were given a brief description by the researcher using the *Add tag* function on SurveyMonkey. Responses were then collated by SurveyMonkey under each of the tags, demonstrating the common themes within the worded data.

The methodology for the *Implications of COVID-19 for CISVic member agencies and communities: a thematic analysis* report referenced in this census was a naturalistic inquiry followed by a thematic analysis. CISVic member meetings were held using the online platform



Zoom from 24 March to 28 October. Membership meetings were convened by CISVic's Executive Officer and between 10 and 20 agency managers attended each meeting. Meetings were recorded, through the video recording function via the Zoom platform, for the purpose of being used for research. Note-taking by the author and another researcher occurred during the meetings, and additionally, notes were taken upon revisiting the Zoom recordings by the author. The notes were inductively coded using NVivo 12. Reoccurring points of discussion (themes) were grouped together. Emerging themes were cross-checked with a second researcher. The findings relevant to the *volunteer workforce* theme are included in this census.

Where appropriate, the 2020 results have been compared to the 2018 results in the descriptions below the graphs to highlight key similarities or differences. There were some changes made to the questions used in the 2020 census.

## National Standards for Volunteer Involvement

In 2015, Volunteering Australia introduced the new National Standards for Volunteer Involvement (Standards) to provide a framework of best practice for supporting the volunteer sector.

The Standards provide good practice guidance to organisations with volunteers, including risk and safety management. This, in turn, improves the volunteer experience for all.

There are eight Standards addressing the key areas of volunteer involvement. In this report we have considered how our agencies and CISVic align with the Standards. The following symbols feature throughout the report to indicate where we achieve these alignments.

 <p><b>1: Leadership and Management</b> The governing body and senior employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.</p>	 <p><b>2: Commitment to Volunteer Involvement</b> Commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation's strategic direction.</p>
 <p><b>3: Volunteer Roles</b> Volunteers are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives.</p>	 <p><b>4: Recruitment and Selection</b> Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.</p>
 <p><b>5: Support and Development</b> Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.</p>	 <p><b>6: Workplace Safety and Wellbeing</b> The health, safety and wellbeing of volunteers is protected in the workplace.</p>
 <p><b>7: Volunteer Recognition</b> Volunteer contribution, value and impact is understood, appreciated and acknowledged.</p>	 <p><b>8: Quality Management &amp; Continuous Improvement</b> Effective volunteer involvement results from a system of good practice, review and continuous improvement.</p>

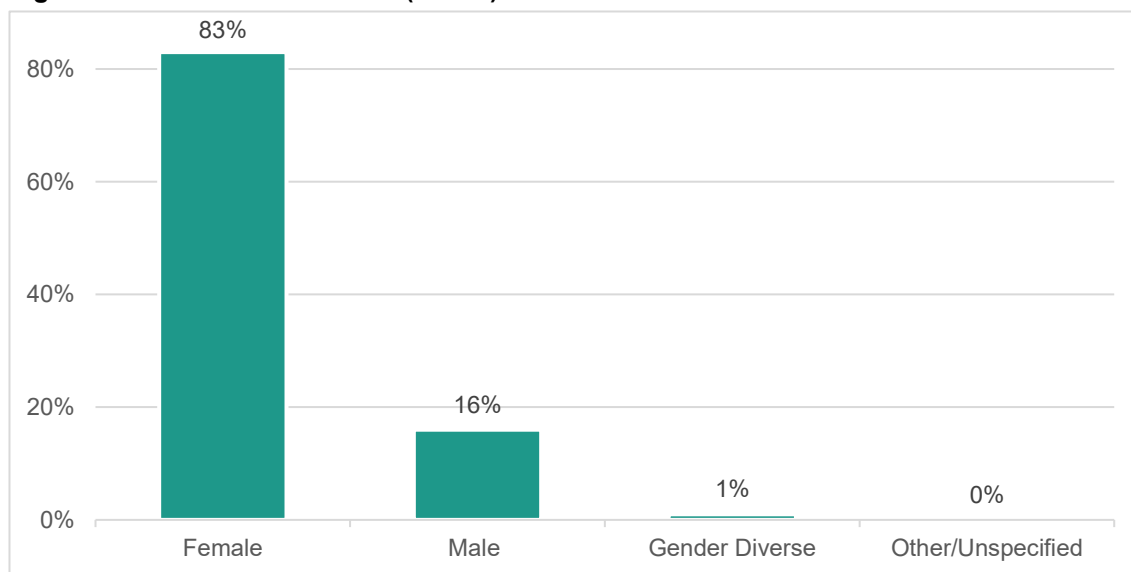
To view a copy of the Standards visit: <https://www.volunteeringaustralia.org/policy/national-standards-and-supporting-material/>

# Who are our Volunteers?

## Sample Description


The sample consisted of 210 volunteers. This group represents four per cent of our volunteer workforce. <sup>1</sup> In contrast, the 2018 census represented 20 per cent of our volunteer workforce. This decrease is suspected to be reflective of the loss of volunteers during the COVID-19 pandemic.

**Figure 1: Gender of volunteers (n=210)**




The majority (83%) of volunteers were female. This question was expanded since 2018. The 2020 Volunteer Census included female, male, gender diverse, and other/unspecified options to capture volunteer identities, in order to accurately represent the diversity of genders beyond the socially constructed gender binary.

A further addition to this census was a question about inclusion and belonging for people who are gender diverse, however, the question was answered by people who selected female and male. 18 women and seven men answered “No” to, “*If you identify as Gender Diverse or Other/Unspecified, do you feel included as a Gender Diverse/Other/Unspecified person in your agency? This question is optionally answered.*” While the person who selected gender diverse skipped this question. Therefore, it is unclear how to interpret the results to this question. This question was included to better respond to volunteer standards six and seven, *Workplace Safety and Wellbeing* and *Volunteer Recognition*, respectively.



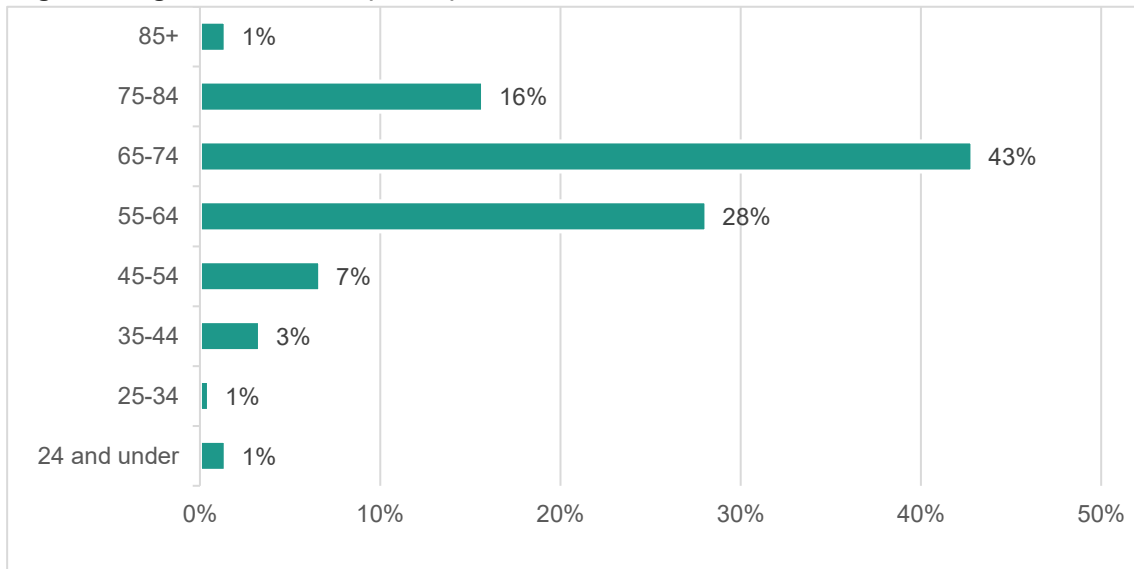
6.2 Processes are in place to protect the health and safety of volunteers in their capacity as volunteers.



7.4 Volunteer acknowledgement is appropriate to the volunteer role and respectful of cultural values and perspectives.

<sup>1</sup> The 2019-2020 Annual Report summary reports that there are a total of 5395 volunteers across the CISVic membership.

**Figure 2: Age of volunteers (n=210)**



Volunteers ranged in age. The most frequent (43%) age group was 65-74 years old, followed by 55-64 years old (28%). This remained consistent with 2018 results. One notable difference is in 2018, ten per cent of volunteers were 34 years of age or younger while the 2020 results indicate that 2 per cent of volunteers were 34 years of age or younger.

**Table 1: Volunteer identities (n = 210)**

	Born outside Australia	Have a disability	Speak a language other than English	Aboriginal or Torres Strait Islander
	23%	10%	24%	1%

While the 2018 census asked volunteers if they identified as being culturally or linguistically diverse, this census asked volunteers where they were born. This change aimed to capture the global diversity of our volunteer base in greater detail because we asked volunteers to state their country of birth rather than simply select yes if they identified as being culturally or linguistically diverse.<sup>2</sup>

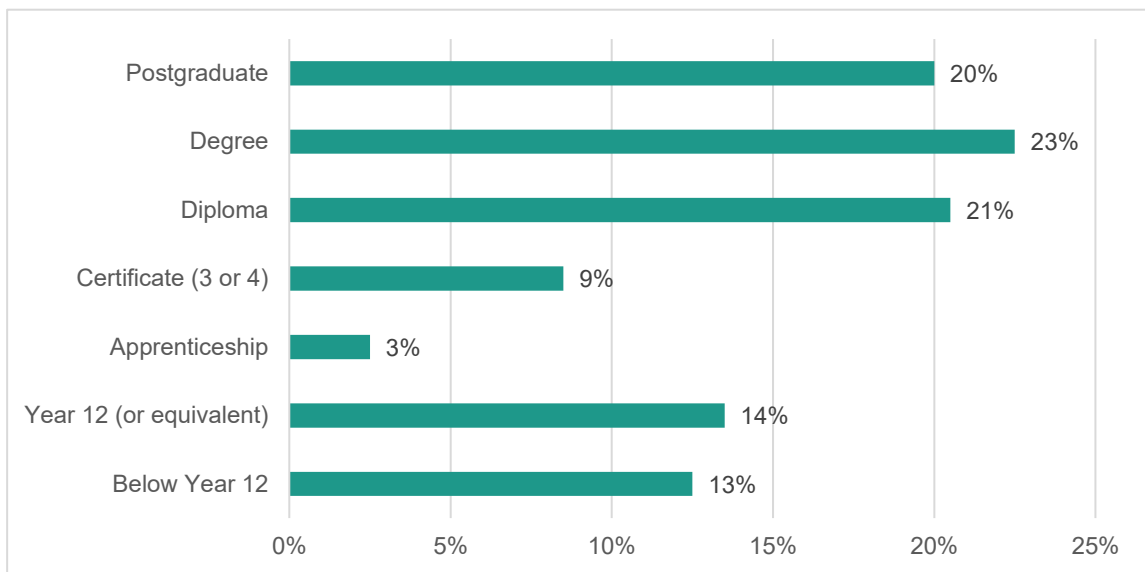
There were 29 countries, including Australia, represented in the sample. 152 respondents (72%) said they were born in Australia. 24 respondents said they were born in either England (12) or the United Kingdom (12) (respondents answered UK (eight), Scotland (three) and Ireland (one)). Three respondents said they were born in Germany and three respondents said they were born in Malaysia. Chile, Fiji, Malta, The Netherlands, Philippines and Taiwan all had two respondents. Other countries represented, each with one respondent, were: Austria, Cameroon, Canada, Colombia, Croatia, Egypt, Greece, Hungary, India, Israel, Mauritius, Pakistan, Sri Lanka, Tonga and the United States of America.

The percentage of volunteers who are Aboriginal or Torres Strait Islander remained consistent with 2018 results. As did volunteers who identified as having a disability.<sup>3</sup> 95 per cent of volunteers with a disability said they feel included in their agency.

<sup>2</sup> However, *country of birth* does erase the experiences of those who strongly identify with a cultural background different to their country of birth.

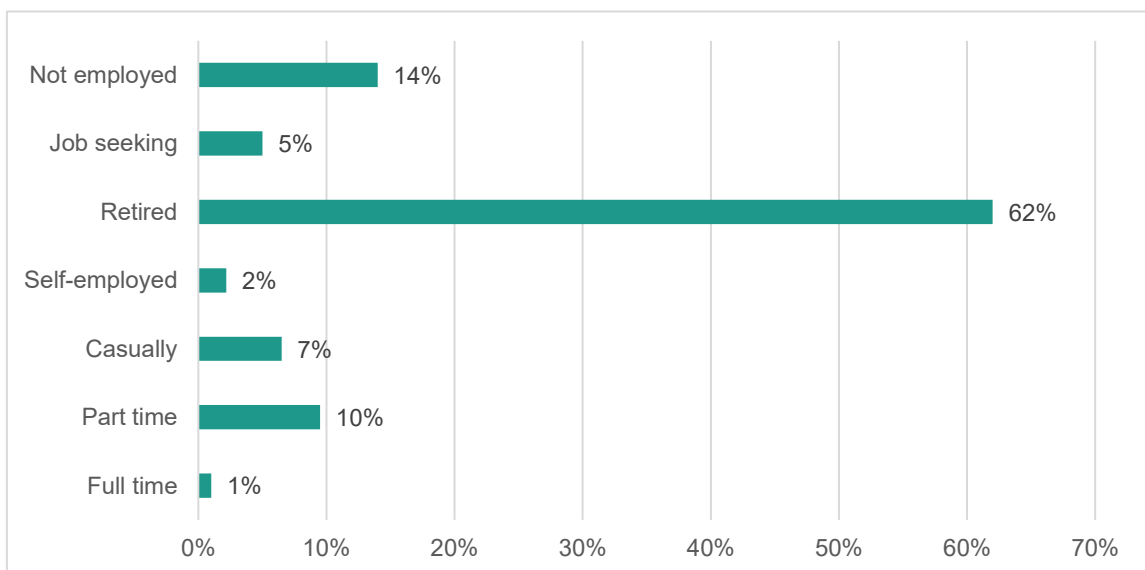
<sup>3</sup> The results reported in the 2018 census were incorrect for volunteers who were Aboriginal or Torres Strait Islander and volunteers who identified as having a disability. The raw data for 2018 was 0.3 per cent of volunteers were Aboriginal or Torres Strait Islander and ten per cent of volunteers had a disability.

**Figure 3: Volunteer level of education (n=200)**

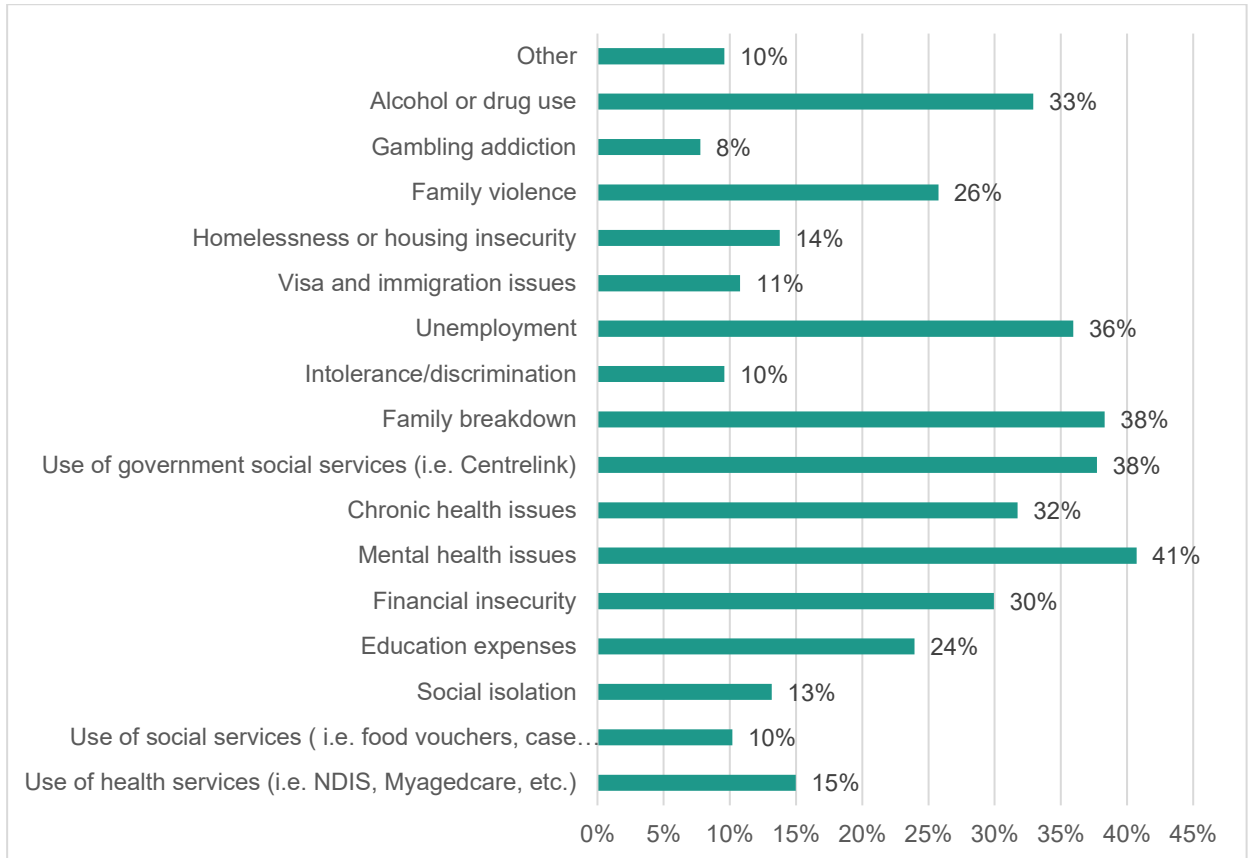


As exemplified by the data, levels of education vary across the sector. The most frequent responses were Degree (23%), Diploma (21%) and Post graduate (20%). This remains relatively consistent with 2018. In 2018, 20 per cent of volunteers answered that Year 12 (or equivalent) was their highest level of education, however, in 2020 only 14% gave that response.

**Figure 4: Employment status of volunteers (n=200)**

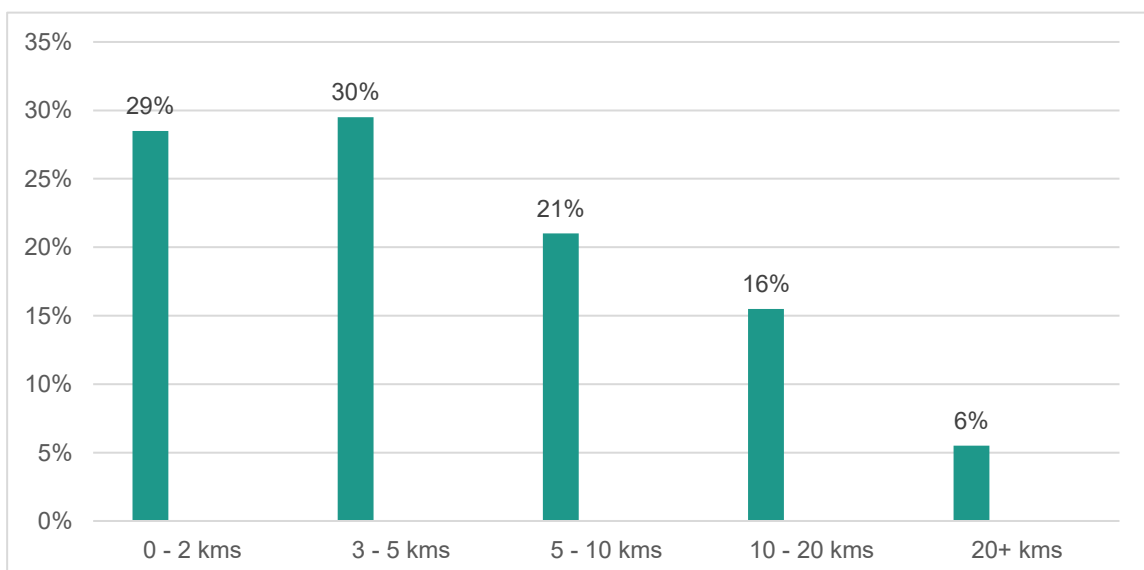


**Figure 5: Lived experiences of volunteers (n = 167)**



Volunteers were asked about their own lived experiences in order to better understand the unique knowledge that volunteers contribute to their work. CISVic volunteers come with a lifetime of experiences and bring their whole selves to volunteering. 80 per cent of volunteers reported experiencing, or knowing someone who experienced, one or more of the challenges and/or disadvantages that the community members they work with may have faced. Mental health issues (41%) was the most commonly reported lived experience. Grief and loss, and disability comprised many of the responses given to 'Other'. 70 per cent of volunteers believe that their lived experience helps their volunteering.

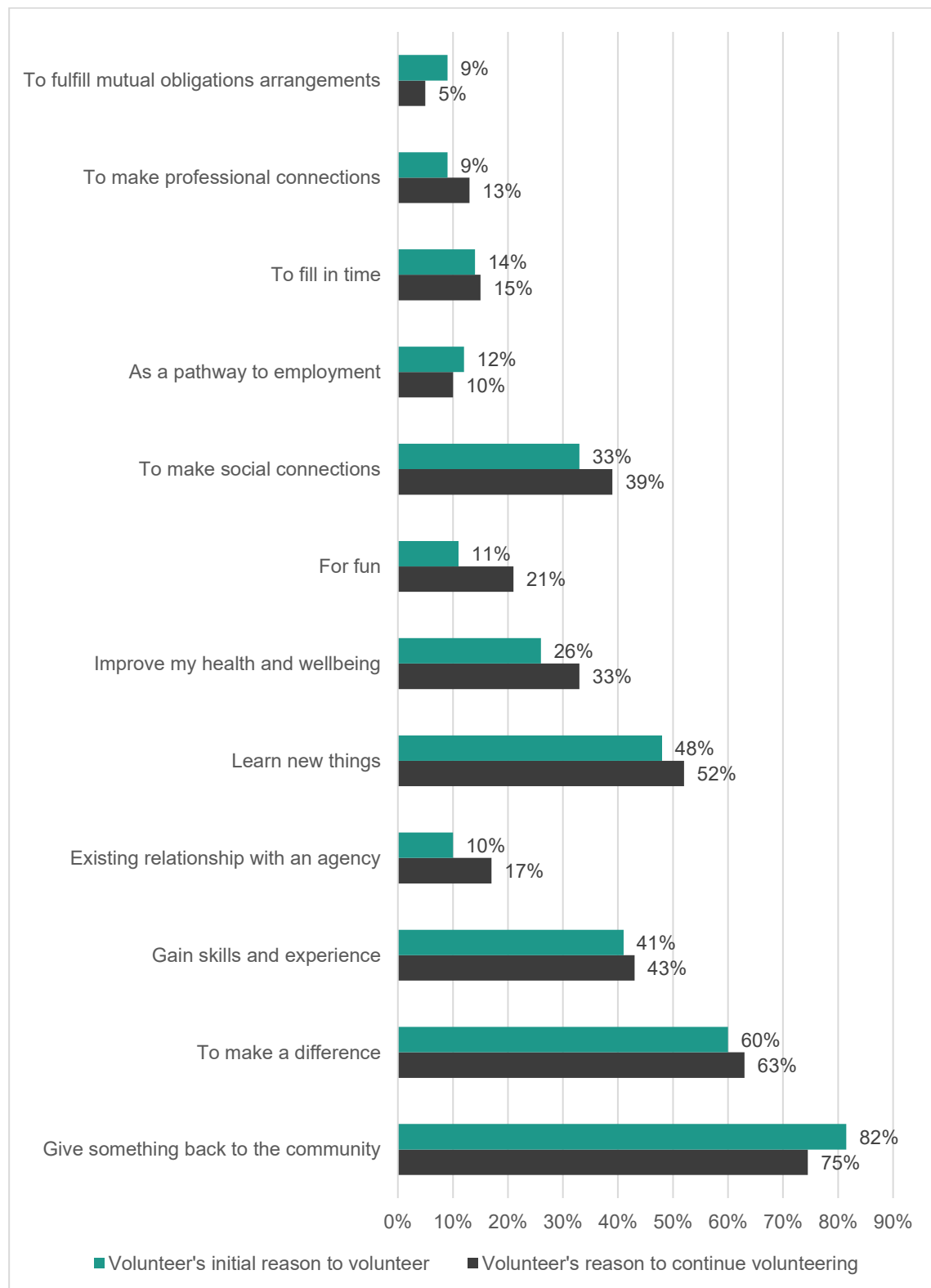
**Figure 6: Distance lived from agency (n=200)**



More than half (59%) of volunteers lived less than five kilometres from their agency.

# Volunteer Roles

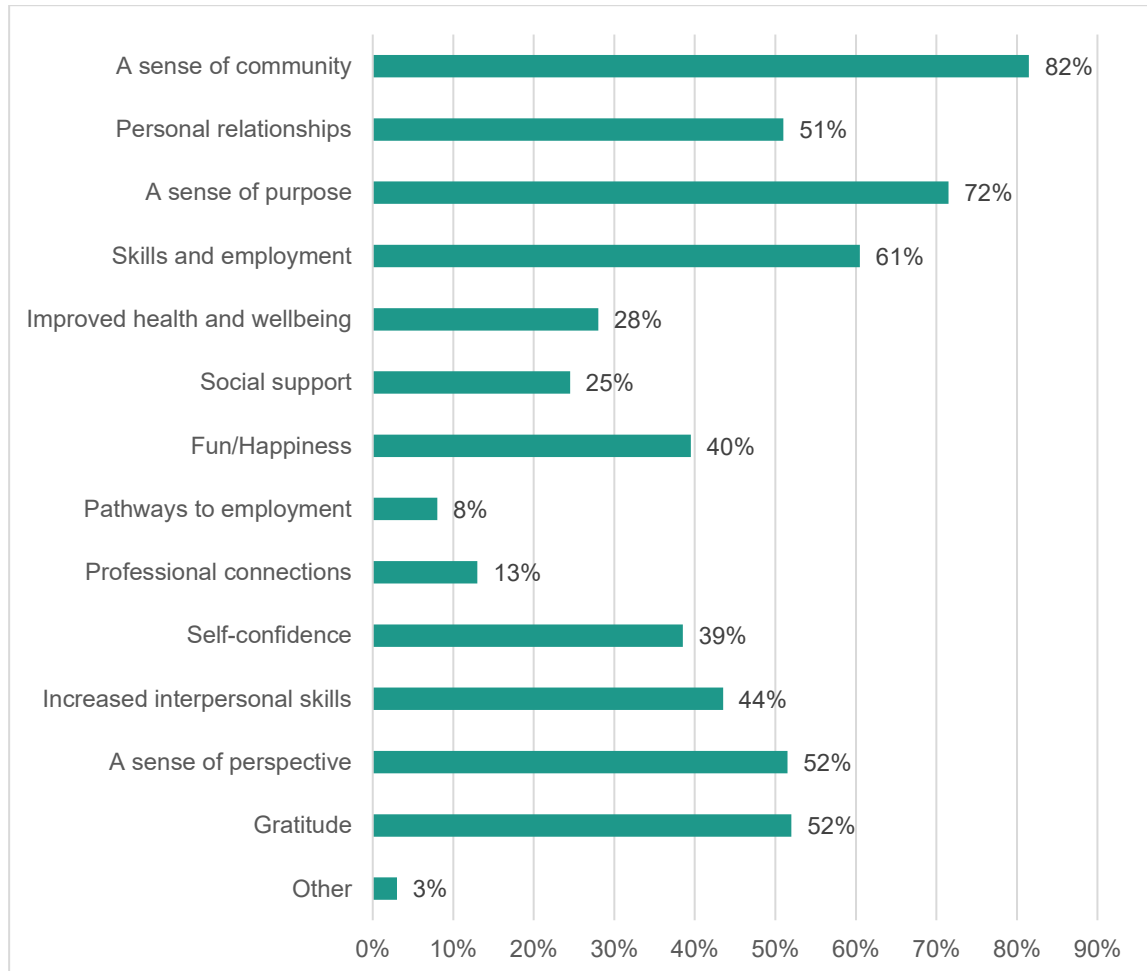
**Figure 7: Main reason to initially volunteer and to continue to volunteer (n = 200)**



The main reason that volunteers started volunteering was that it allowed them to give something back to the community (82%). This was also the top reason volunteers continue to volunteer (75%). One notable observation is that while 11 percent of people said they initially volunteered to have fun, 21 per cent stated that the reason they continue to volunteer is because they find it

enjoyable. Out of the 12 reasons to volunteer above, nine of them have a greater percentage of people who continue volunteering for that reason over initially choosing to volunteer for that reason. This demonstrates that volunteering is a fulfilling experience and volunteers get more out of volunteering than what they expect.

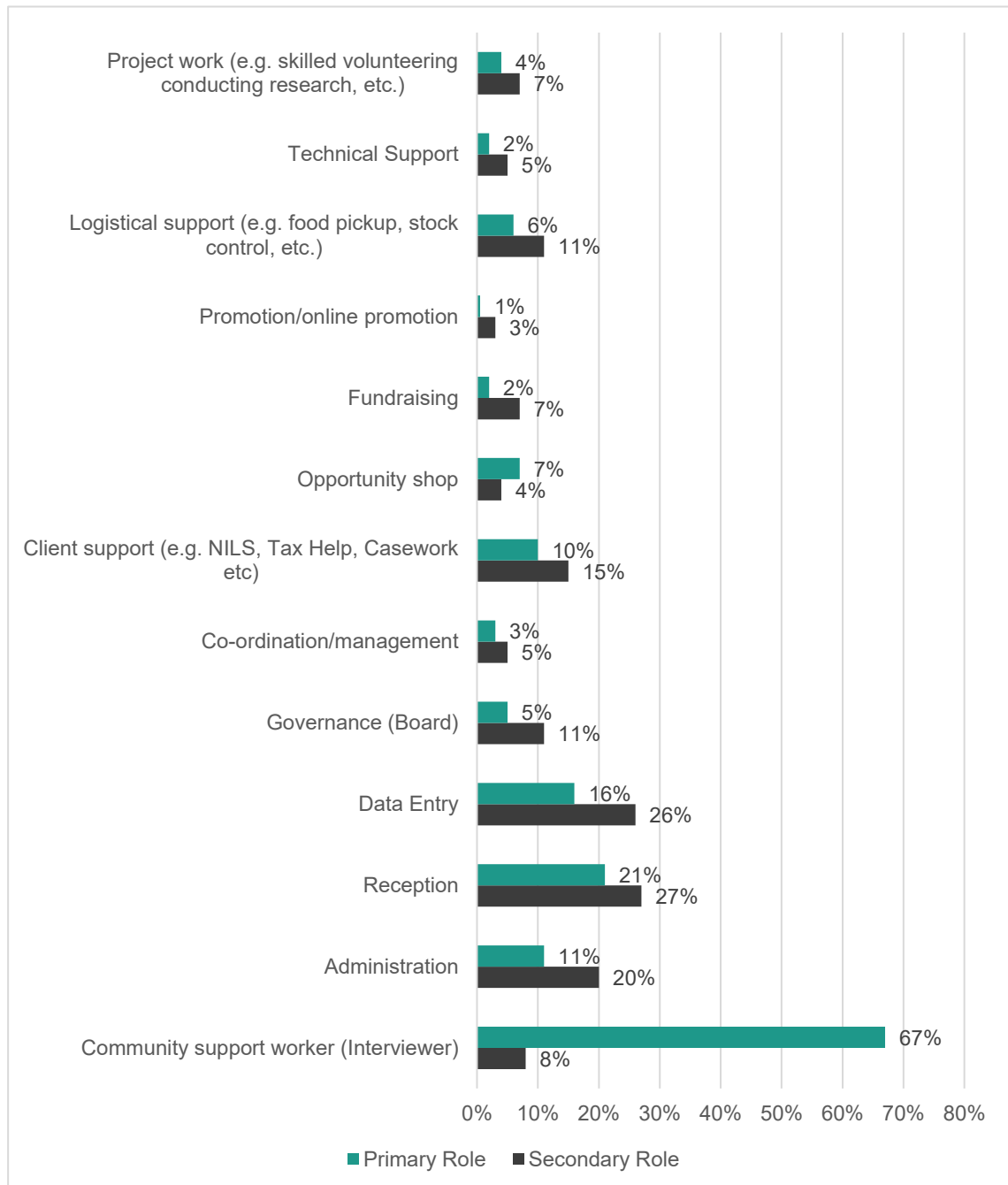
**Figure 8: What volunteers have gained from volunteering (n = 200)**



Volunteers report that they have gained a sense of community (82%), purpose (72%), and skills and experiences (61%) from volunteering. Over half of the volunteers also said they gained personal relationships (51%), a sense of perspective (52%) and gratitude (52%). These gains suggest that volunteering contributes to a person's sense of self and a person's sense of self-in-environment. <sup>4</sup>

<sup>4</sup> Micro, meso and macro are units of analysis used by social researchers to describe the relationship between society members and society. An individual's values, attributes, attitudes and growth (a person's sense of self), reflects the micro level while a person's interactions with their community (their sense of self-in-environment), reflects the meso level. Therefore, volunteers gain both micro and meso level experiences through volunteering.

**Figure 9: Primary and secondary role within agency (n = 184)**



Community support worker was the most frequently (67%) reported primary role, followed by Reception (21%). Reception (27%) and Data entry (26%) were the most frequently reported secondary roles.

A total of 76 per cent of volunteers reported that Community support worker was either their primary or secondary role. Reception (48%), Data entry (42%) and Administration (30%) were also popular volunteer roles overall.<sup>5</sup>

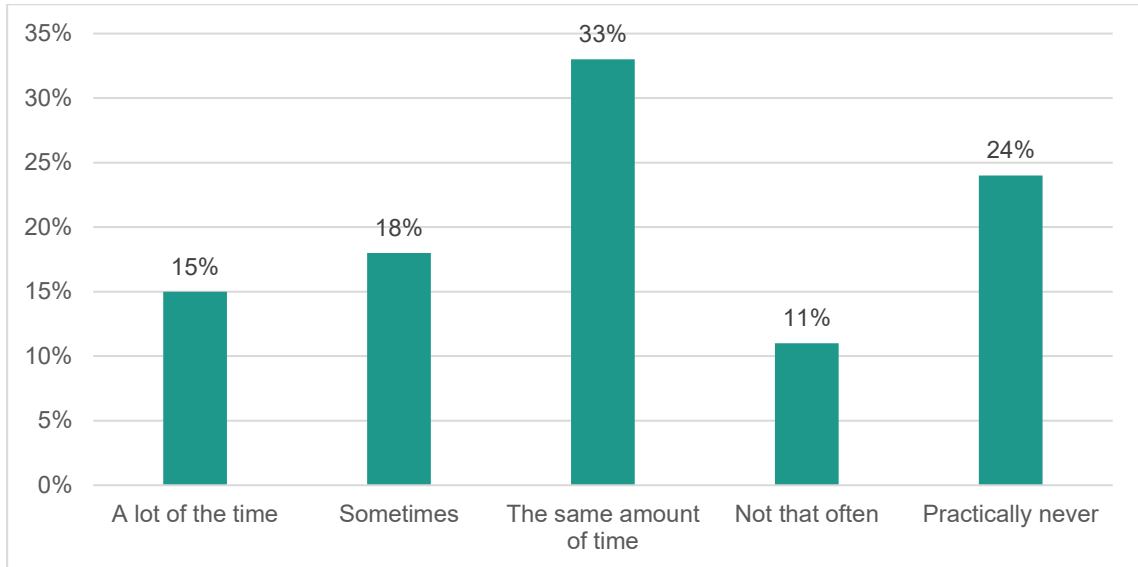
On average, 24 hours are volunteered monthly per individual.<sup>6</sup>

<sup>5</sup> Respondents could pick more than one answer for each column.

<sup>6</sup> 152 volunteers recorded their volunteering in *hours per week*. There is a total of 1086 hours contributed by volunteers weekly which is an average of seven hours per week for each volunteer. 103 volunteers recorded their volunteering in *hours per month*. There is a total of 2465 hours contributed monthly which is an average of 24 hours per month for each volunteer.

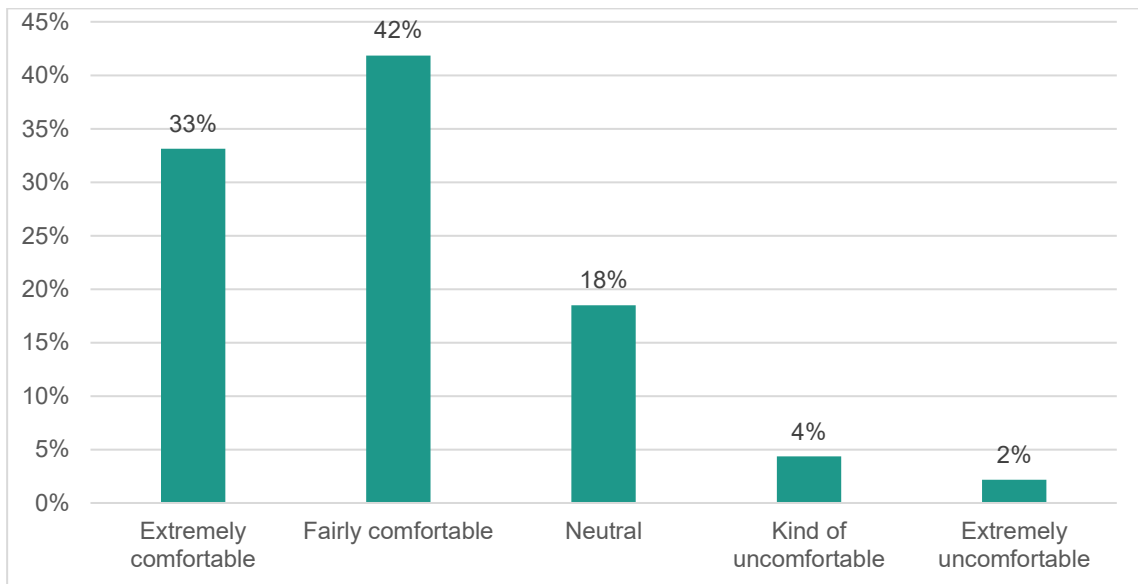


**Figure 10: Time spent doing managerial tasks (n = 184)**



Volunteers were asked how much time they spent doing managerial tasks. This question was not in the 2018 census, however, it was included in the 2020 Volunteer Census to facilitate a more nuanced understanding of the nature of volunteer roles. It also aims to capture changing workloads, in particular the time spent doing follow-up paperwork such as case notes or report writing. The results indicate that 24 per cent of volunteers practically never do managerial tasks, while 66 per cent of volunteers spend a lot, some of, or an equal amount of time doing managerial tasks.<sup>7</sup>

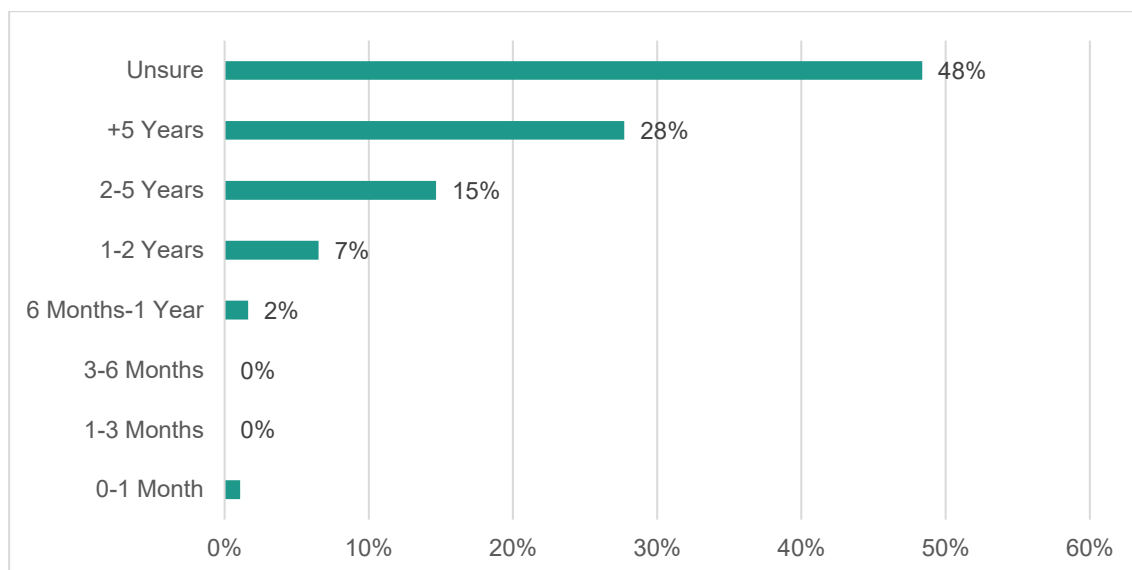
**Figure 11: Level of comfort with the technology needed for role (n = 184)**



This question was not in the 2018, however, it was included in the 2020 Volunteer Census to acknowledge the increasing level of computer literacy needed to successfully undertake a volunteering role, as community agencies rely more heavily on technology to record data and communicate with clients. Three quarters (75%) of the volunteers said that they were fairly comfortable or extremely comfortable with the technology usage needed to do their role.

<sup>7</sup> The multiple-choice answers to this question were poorly worded. The middle option was termed 'the same amount of time', however, this question does not describe what 'the same' is comparable to. To interpret this question, it was assumed that 'the same' meant volunteers spent an equal amount of time on non-managerial tasks such as direct client support as they do managerial tasks.

**Figure 12: Length of time volunteer intended to stay in their role (n = 184)**



The responses of how long volunteers intended to stay in their role were diverse. The most frequently (48%) reported answer was “*unsure*”. The second most common response was “*5+ years*”, with over a quarter (28%) choosing this answer. This response increased by four per cent since 2018.

## Why volunteers had chosen their role (n = 159)

Volunteers were asked why they chose their role. In 2018, there were five reoccurring themes across the responses. These were, in order of frequency: *Established skillset and upskilling*, *Alignment with personal interests, values and goals*, *Contribution to community*, *Role availability and need*, and *Social connections*.

Four of these themes were prominent in the 2020 Volunteer Census. These are, in order of frequency: *Established skillset and upskilling*, *Contribution to community*, *Social connections*, and *Alignment with personal interests, values and goals*. There was an overlap between the themes of *Contribution to community* and *Alignment with personal interests, value and goals*, because many volunteers stated that they chose their role in order to help people. The desire to help people is both a reflection of personal values and a wanting to contribute to the community.

Each of the four themes present in the 2020 volunteer responses are expanded upon below.

### Established skillset and upskilling

Overwhelmingly, the most common theme among volunteers’ answers was that they had chosen their role because they had related past experience (both personal and/or professional) and the role utilised existing skills. In this theme, some volunteers also added that they had chosen the specific role as they had wanted to learn new skills and gain experience in new areas.

“I felt I would be able to do this. At times, I have had tough experiences in my life and I knew I could handle this type of work.”

“I already had previous experience and transferable skills.”

“[To] learn new skills and use existing skills.”

“I wanted a volunteer role that provided accredited training.”

“[To] gain experience working one on one with clients.”

“Because I wanted to improve my English and build my confidence.”

### Contribution to community

The second most reported response was that volunteers chose their role in order to contribute to their community and the betterment of other people’s lives. This theme captured responses that spoke about people’s desire to give back to the community and to help others.

“I feel very helpful in this role and I am constantly learning new skills and problem solving, also feel I am helping the community and individuals.”

“It appealed to me as a way of helping in my community.”

“To utilize my skills and experience and to give something back to the community.”

“I began as a student on placement—I wanted to gain an understanding of the members of my immediate community and the issues they face.”

### Social connection

Another common theme reported by volunteers was that their chosen role allowed them to interact with people and make social connections with both staff and wider members of the community.

“I like people.”

“I enjoy the interaction with clients, staff and other agencies that are in the premises.”

“[I] wanted to become more part of Australian society.”

“[I] have always enjoyed interacting with clients and using interpersonal skills, which were always a strength.”

### Alignment with personal interests, values and goals

A final reoccurring theme across volunteer answers was that the chosen role aligned with their values, interests and/or goals. This theme also includes the desire to help people and captures responses that expressed other personal values and goals that volunteers had which aligned with those of the roles offered by CISVic member agencies.

“I am the type of person who likes to help people in any way I can and so this makes it the perfect role for me.”

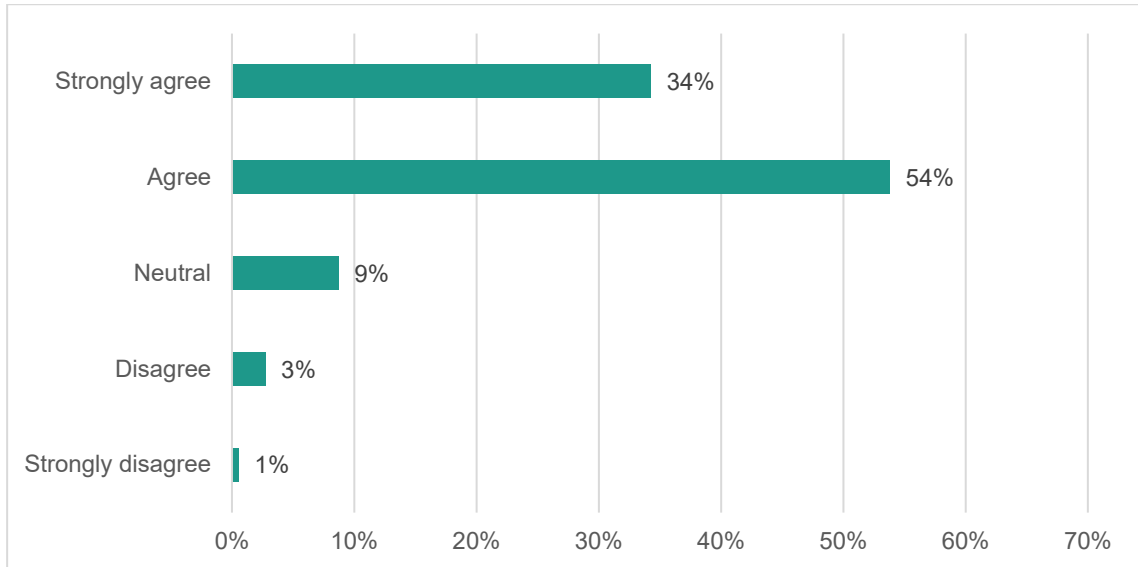
“Assisting in the community strongly agrees with my principles.”

“It clicked with me when I saw it advertised - appealed to my strong sense of social justice, looked like something I would get a lot of enjoyment/reward from, and linked into some aspects of earlier employment experience.”

“Working in the Op Shops and doing community meals is what appealed to me.”

“Working at [agency] provides a regular opportunity to show respect for and to materially assist individuals and families in need.”

**Figure 13: Views on whether primary volunteer role met expectations (n = 184)**



The vast majority of volunteers (88%) either agreed or strongly agreed that their role has met their expectations. Only four per cent of volunteers believed that the role did not meet their expectations. This remained consistent with 2018 results.

### Impact the role has had (n = 161)

Volunteers were asked what impact their role has had on them. In 2018, there were five major themes. In order of frequency, they were: *Personal satisfaction and self-worth*, *Awareness and understanding*, *Skills and confidence*, *Social connections* and *Appreciation*.

Of the 161 responses provided in the 2020 Volunteer Census, there were four reoccurring themes across the answers. In order of frequency, they are: *Awareness and understanding*, *Personal fulfilment and improvement*, *Opportunity to contribute and make a difference*, and *Social connections*. The theme *Personal fulfilment and improvement* combines two 2018 themes: *Personal satisfaction and self-worth* and *Skills and confidence*. These two themes were combined to capture the similarities across many diverse answers that were not mentioned frequently enough to substantiate their own theme. Volunteering impacts people in diverse ways, but overwhelmingly, the impact was positive.

Each theme represents how volunteering impacts the volunteers and is expanded upon below.

#### Awareness and understanding

The most frequently reoccurring theme in volunteer responses was that their role had given them an increased awareness and understanding of the challenges and adversities community members face.

“It has made me so much more aware of the battles other people are experiencing, putting my own into perspective, helping me to be non-judgmental, and gain knowledge about the lack of services where I live.”

“Volunteering has given me a better understanding of the extent of social isolation many people in our community must feel, but also a greater awareness of the many avenues of assistance available to those in need.”

“Highlighted the difficulties many people face - it can be frustrating not to be able to resolve some of the issues but it is good to know that we are trying.”

“Most importantly I have gained an understanding of the social, economic and political issues that many members of my community experience. I have a greater capacity for empathy and open-mindedness and how important support services are to a wide array of people.”

### Personal fulfilment and improvement

This theme captures responses which describe how volunteering has contributed to a volunteer’s sense of self. This includes how volunteering has positively impacted a volunteer’s self-worth, provided personal fulfilment, improved personal wellbeing and confidence, or given volunteers satisfaction and purpose. A number of responses described how volunteering gave people a reason to get out of bed or helped them recover from the loss of a loved one. Other volunteers describe how their values have changed through volunteering, such as becoming less judgmental or more patient.

“Working with like-minded people is incredibly satisfying. Knowing at this age I can still contribute to the community is empowering. My work helps me maintain my self-esteem and worth.”

“It’s given me a broader perspective of the issues facing vulnerable people. I’m more tolerant and understanding about difference. I now look at the bigger picture before making a judgement.”

“Volunteering has had a positive effect on my mental health, confidence and interpersonal communication skills and social connection.”

“I feel like a worthwhile member of the community.”

“Given me a feeling of self-worth. Given me a belief that my life and former experience as a professional is of value still. Given me a reason to wake up in the morning.”

### Opportunity to contribute and make a difference

Many volunteers expressed that being able to make a difference to other people made the biggest impact on them. This impact often contributed to a volunteer’s sense of satisfaction.

“If I can share someone’s experience of life, and perhaps help them in some way, that to me makes it all worthwhile.”

“Volunteering has made me realise how many different types of people need emergency relief and how much help is out there if you know how to access this help. I feel that our role is to be the go between and this has given me great satisfaction knowing that I am doing what I can to help.”

“I feel privileged to be able to support people with various needs. I feel empowered to be able to listen to people and to see if I can provide ideas that might just make a difference to someone’s life.”

### Social connections

Lastly, another common theme was the positive social connections volunteers had made through their role. While many volunteers enjoyed interacting with the community, many also expressed how much they valued their colleagues and other volunteers.

“I feel that I am a part of a family and I really enjoy my time spent at the [agency]. I am a positive person and enjoy making people feel happy and included.”

“Volunteering has had a positive effect on me. My ability to empathise more fully has increased and I have made some new friends. We work as a team and I look forward to collaborating with them each week to do the best we can to assist our clients.”

“I gained confidence, made friends and enjoyed working at the [agency].”

## Changes to the role, responsibilities or expectations since starting at the agency (n = 149)

Volunteers were asked if their role, responsibilities or expectations had changed since they started at their agency. This question is new to the 2020 census. There were five reoccurring areas in which volunteers experienced change. The main area of change was: *Position has broadened to include other roles or responsibilities*. The other four areas, which were also mentioned by multiple volunteers, although to a much lesser extent than the area above were: *Technological advancements*, *Personal growth leading to taking on new opportunities*, *Shift from provision of information to provision of Emergency Relief*, and *Administration and Management Changes*.

Another notable area of change was client demographics. However, that will be discussed in the section titled, 'General changes that volunteers have noticed' at the end of the report.<sup>8</sup>

Each of the five areas of change are discussed below.

### Position has broadened to include other roles or responsibilities

This area of change was expressed by nearly one third of volunteers and described how roles had expanded over time to either include more tasks or to include greater responsibility. Volunteers often 'moved up' in their agency, taking on more complex tasks as they gained experience and training or by moving into committees or boards of management. Some volunteers took on more roles due to a lack of capacity or staff shortages. Only three volunteers described having less responsibility since they started.

"I have moved from just greeting people and handing out food parcels to now interviewing them and following up on action required to meet their more complex needs."

"Since establishing the vegetable garden I have been spending many more hours at [the] agency maintaining, harvesting & packaging produce for distribution, extra help is sporadic!"

"After starting in a reception position, I took on being the Treasurer."

"Primary interviewing has remained the same, but agency has expanded, and responsibilities and committee of management roles have evolved. The introduction of [the] data base and collection of personal information has impacted on dealing with customers."

"Responsibility has increased with mentoring and lead volunteer role."

"Originally I was available most days and helped develop the guidelines and teach new volunteers. I was on the committee of management for many years. I gradually stepped back with ageing but the Centre has grown enormously in so many diverse ways that I am proud to be involved & will continue [to] as long as I can still contribute in a small way."

### Technological Advancements

This area describes the changes to technology or the changes to the role that have been catalysed by technological advancements. There has been an increasing use of technology, particularly for data entry and record keeping.

"More computer work than when I commenced."

"We are now required to be more accountable, in that online record-keeping takes up a great deal of time, sometimes at the expense of time with clients."

"Nothing much has changed but since our client record keeping went online the general workload has increased considerably."

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<sup>8</sup> This is because while volunteers commented on changing demographics when answering this question, the question was asking about changes to the nature of the volunteer's role.

## Personal growth leading to taking on more opportunities

This area of change was expressed by just over eight per cent of volunteers. These volunteers described their role changing due to the way they approached the role, having the initiative to ask for different or more tasks, or through their own personal improvement and experience at the agency. As the role began to change volunteers, volunteers began to change the role.

“My role has not changed but I have asked for more/different duties and this has been welcomed.”

“I have been given extra responsibilities in the areas that I have asked for or management has thought I would be good at e.g. petitioning, research.”

“The role hasn’t changed, what has changed is the way I approach the role. I am the receptionist but have built a good relationship with the clients we see often. They tend to open-up to me having a chit chat [and] I try and make them feel at ease.”

“As I learn more and gain more experience, I am relied on to do more as well.”

“I feel better in my role with experience.”

“I have become more independent and also begun to teach new staff.”

## Shift from the provision of information to the provision of Emergency Relief

Some volunteers discussed how the services provided by the agency had changed. While many agencies used to only give information, now they provide information alongside Emergency Relief, advocacy, support and referrals. This reflects the changing needs of the community, and the agencies’ ability to adapt and respond.

“20 years ago it was more of an Information and Advice Bureau with many phone calls - now the accent has changed due to 'online' and ER has come to the fore.”

“Originally giving information about the community, [there were] many fencing inquiries. Now almost purely emergency relief...”

“Lot less general information given.”

“It has expanded since I started with many more people wanting aid and assistance.”

## Administration and management changes

A few volunteers mentioned how administration and management changes had impacted their role. Management has a strong influence on the running of the agency and administration changes affect how volunteers do their job. As administration requirements and management changed, so did the roles and work of volunteers.

“There has been a complete overhaul of management leading to a different level of involvement.”

“Change of management together with CISVic training has led to a much more professional approach...”

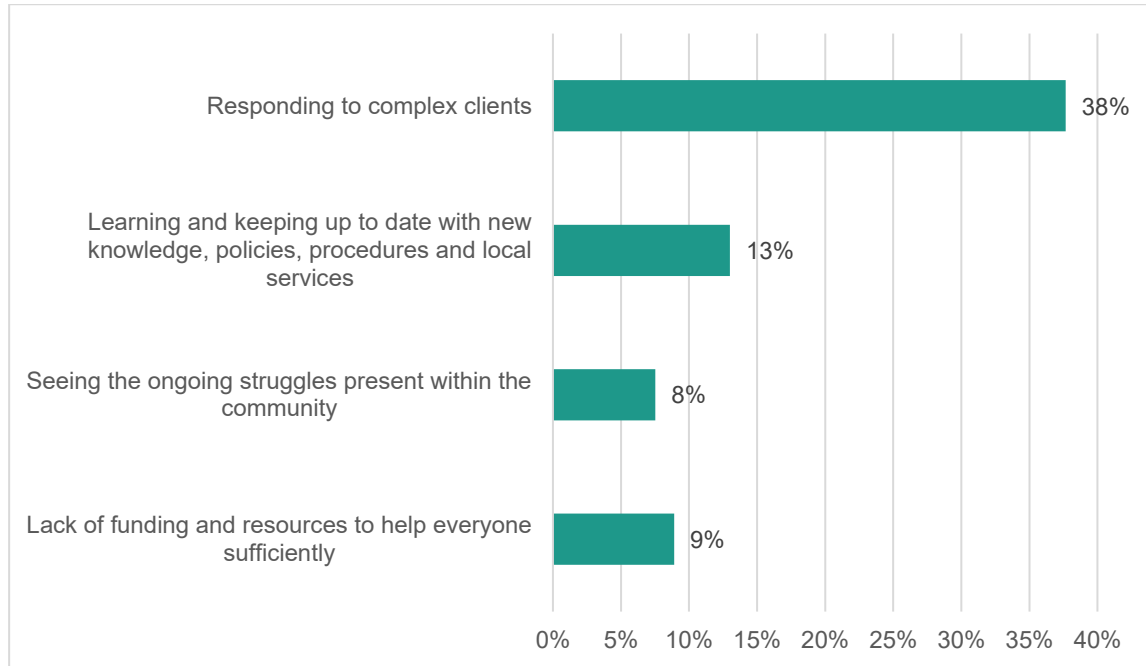
“Change of management style and seeing less clients.”

“Found all the forms confusing at first. Feel more comfortable now.”

A noteworthy quote, which does not fit into any of the above themes, is this one which demonstrate the versatility and experience of volunteers.

“While Community Support Worker (Interviewer) is my role now, I have served on the Committee of Management for 3 years and also undertook the monthly stats reporting for 5 years prior to the introduction of the current sector wide database. In my early years with the agency, I wrote some of the annual submissions for the Volunteer Grant, and assisted with the first couple of [agency] strategy plans to Council.”

**Figure 14: Biggest challenges in volunteer's role (n = 146)**



Volunteers were asked what the biggest challenges in their positions were.<sup>9</sup> Many volunteers described that being able to respond to clients in an effective and helpful way was sometimes challenging. This was often compounded by a lack of funding or local and up-to-date knowledge. Eight percent of volunteers described that seeing the ongoing struggles of their community was the biggest challenge for them. Below are some notable quotes:

“Remaining focused on providing the best support that is available to our clients with the funding that is available to do so.”

“Lack of funds to assist people who are really struggling.”

“Assisting in making sure our funding is sufficient to meet the needs of our clients.”

“It saddens me to see the same clients over and over. They struggle and I would love to see improvements in their lives. Life is hard for many. We see many with big hard issues.”

“Helping homeless clients find somewhere to live or even stay a night.”

“Some clients have complex needs and it isn't always possible to resolve their issues. That can be frustrating.”

“Keeping up with the range of associated organisations and their functions within the local community.”

“Knowing which services I should refer to, and all there is to offer clients.”

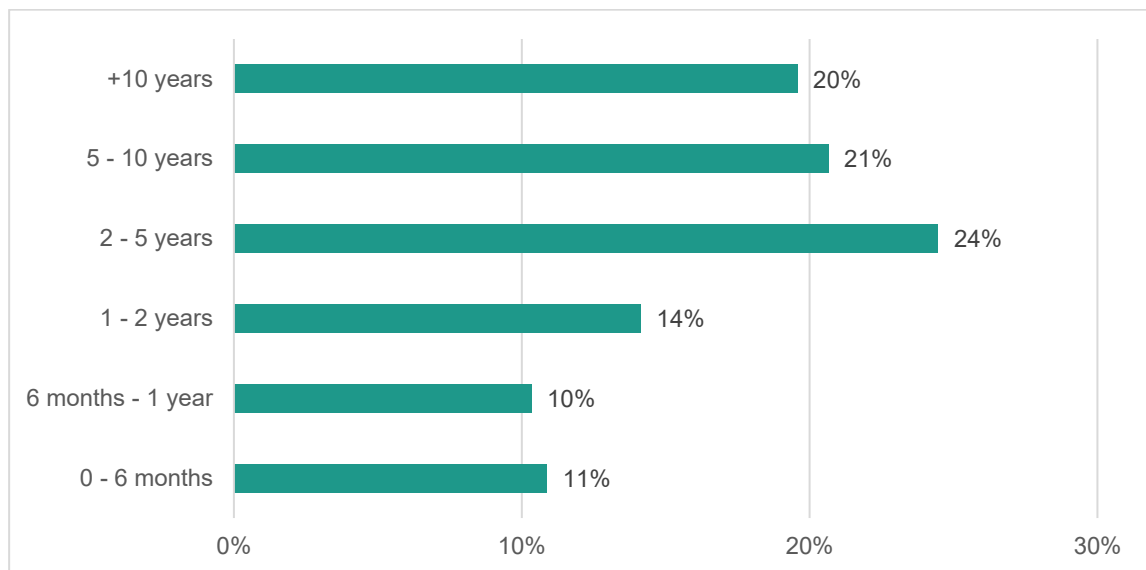
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<sup>9</sup> This was an open question, however, due to the diversity and uniqueness of responses, they have been collated numerically for clarity and ease of understanding in terms of the prevalence of each challenge. They have also been collated numerically due to the sensitivity of the challenges that volunteers faced, particularly around their experiences with clients. Answers were coded for more than one response and percentages will not equal 100 percent.



# Experience within the Agency

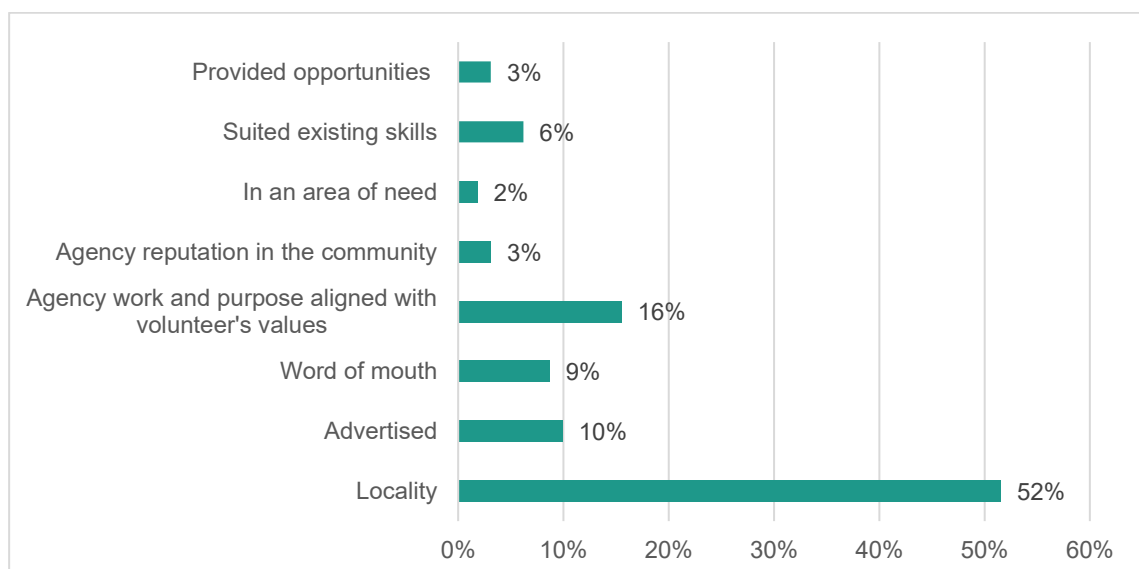
**Figure 15: Duration of volunteering at agency (n = 184)**



The length of time respondents have been volunteering at their agency varies vastly from less than six months to more than ten years. The most common response (24%) was between two and five years. A further 20 per cent answered that they had been volunteering for more than ten years. The length of time respondents have been volunteering at their agencies remained consistent with 2018 results.

While 95 per cent of volunteers only volunteer at one agency, 5 per cent of volunteers currently volunteer at multiple. Seven volunteers (4%) volunteer at two agencies and four volunteers (1%) volunteer at three or more agencies.

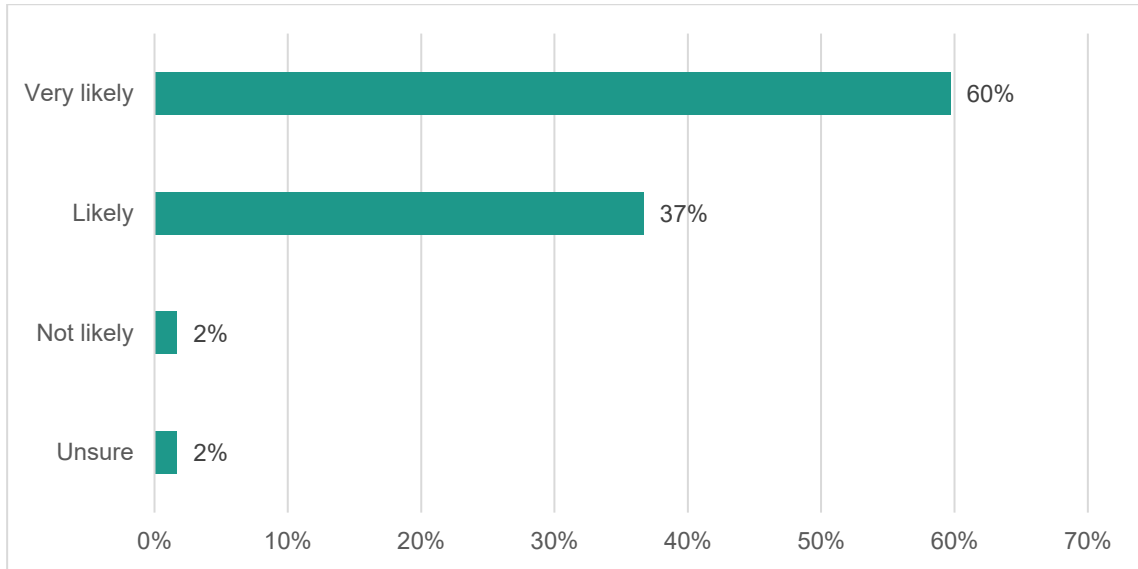
**Figure 16: Volunteer reason for choosing agency (n = 161)**



Over half (52%) of volunteers responded that they had chosen their respective agency due to the agency's locality. A further 16 per cent of volunteers chose their agency because the purpose and work of the agency aligned with the volunteer's values.<sup>10</sup>

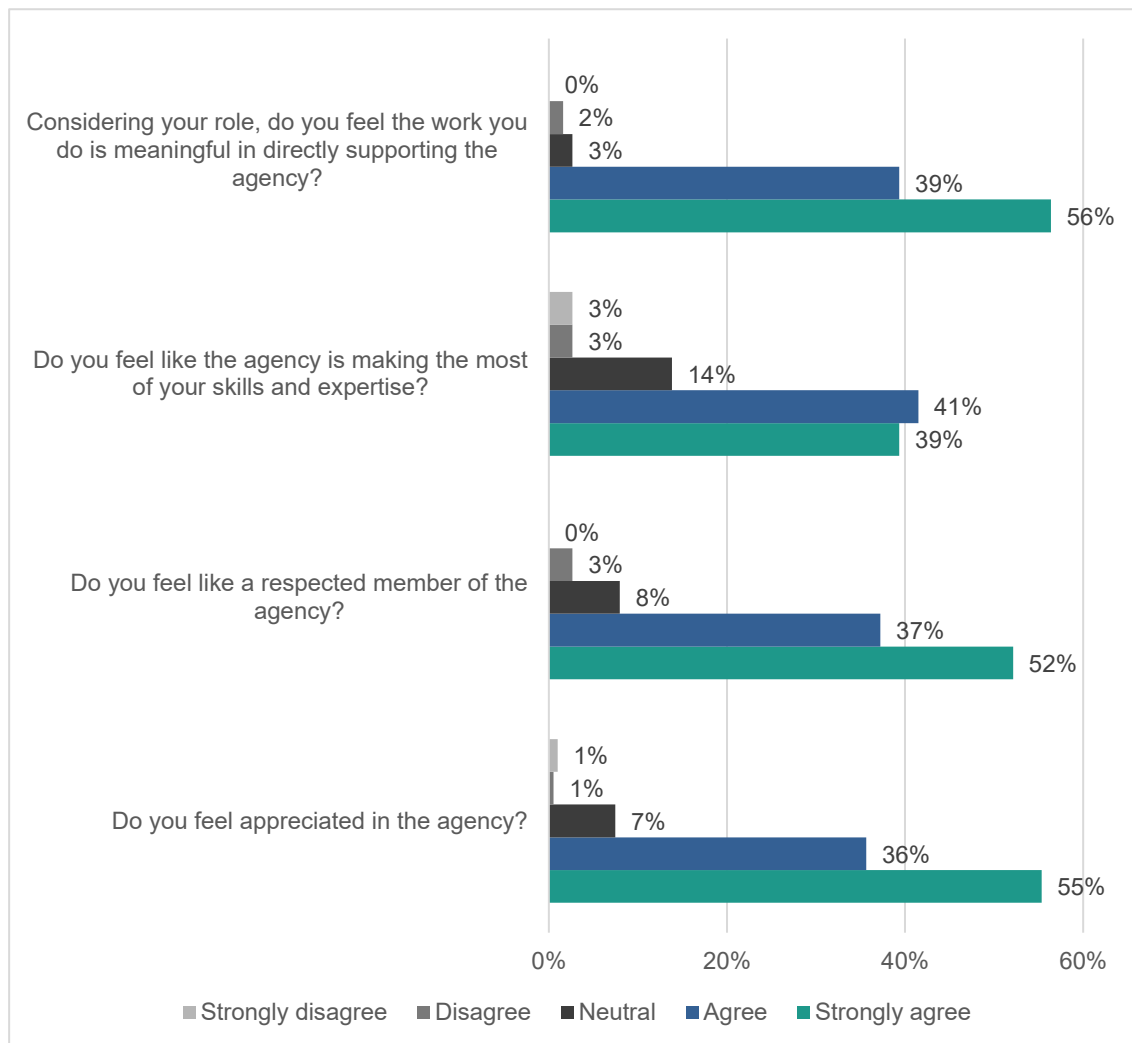
<sup>10</sup> This was an open question and answers were coded for multiple reasons. Percentages will not equal 100.

**Figure 17: Likelihood of recommending volunteering at agency (n = 174)**



Overall, nearly all volunteers (97%) were likely or very likely to recommend volunteering at their agency to others.

**Figure 18: Volunteer views about participation in agency (n = 188)**



Overall, volunteers reported positive beliefs of their involvement in agencies. Notably, nearly all volunteers (95%) believed that their work was meaningful in directly supporting the agency. To a lesser degree, volunteers believed agencies were making the most of their skills and expertise. This remained consistent with 2018.

More volunteers strongly agreed that they felt respected and appreciated by the agency in 2020 than in 2018.



2.2 Volunteer involvement is planned and designed to contribute directly to the organisation's purpose, goals and objectives.

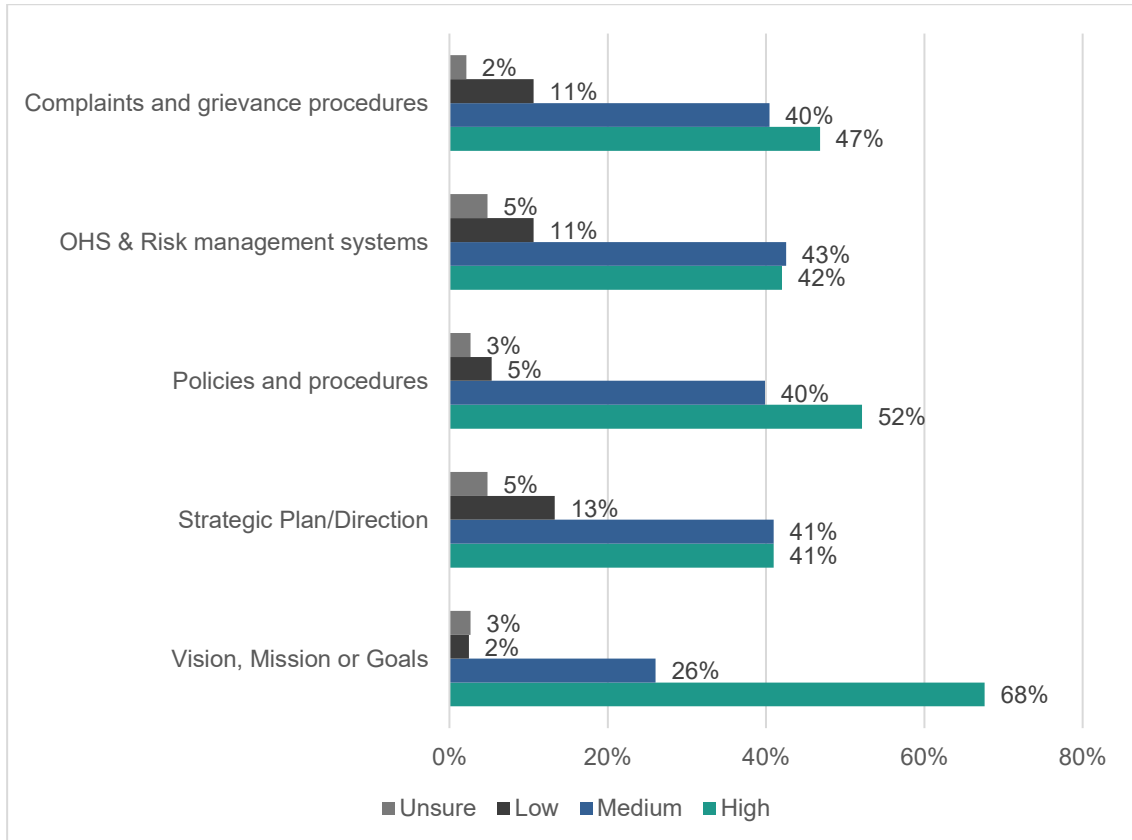


7.2 Volunteers are informed about how their contributions benefit the organisation, service users and the community



7.3 The organisation regularly acknowledges contributions made by volunteers and the positive impact on the organisation, service users and the community

**Figure 19: Volunteer understanding of agency's approach (n = 188)**



The area which volunteers reported having the strongest understanding of was their agency's vision, mission or goals. Over two-thirds (68%) of volunteers reported having a high understanding of this agency area.

Volunteers responded to a lesser degree of having an understanding of their agency's strategic plan and direction.



1.2 Policies and procedures applying to volunteers are communicated, understood, and implemented by all relevant staff across the organisation.



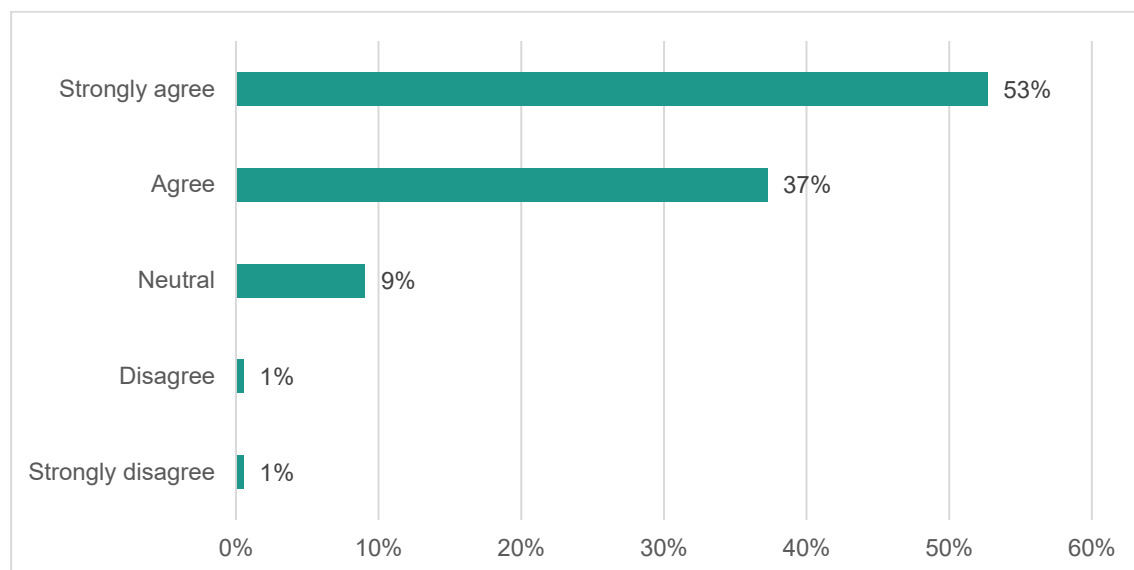
2.1 The organisation publicly declares its intent, purpose and commitment to involving volunteers



6.3 Volunteers have access to complaints and grievance procedures.

## Supports within the Agency

**Figure 20: Volunteer perception of being supported (n = 188)**

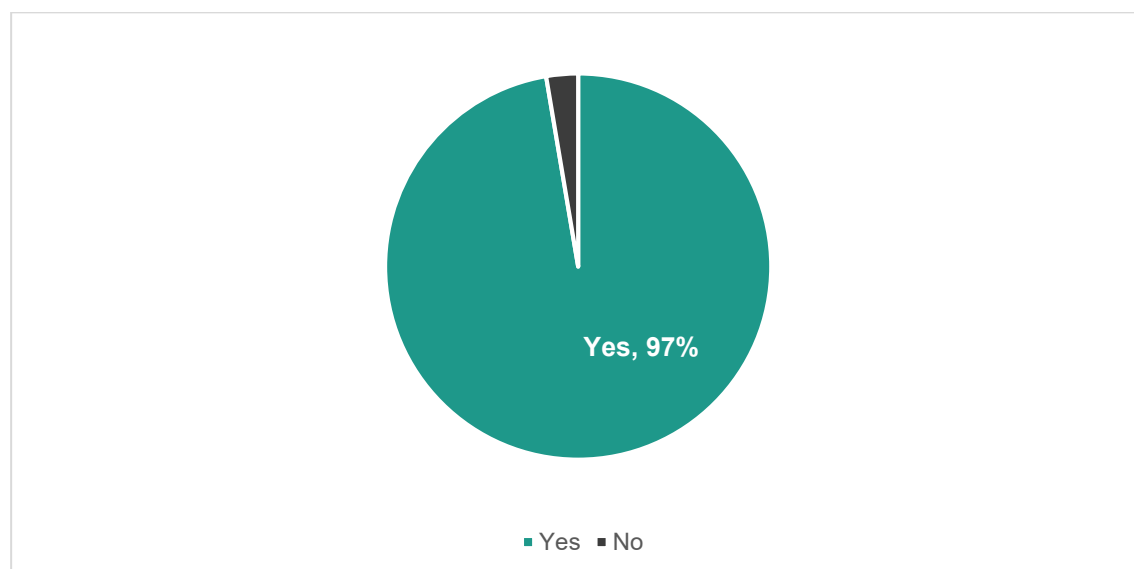


Nearly all volunteers (90%) agreed or strongly agreed that they felt supported in their agency. This decreased by 3 per cent from 2018.



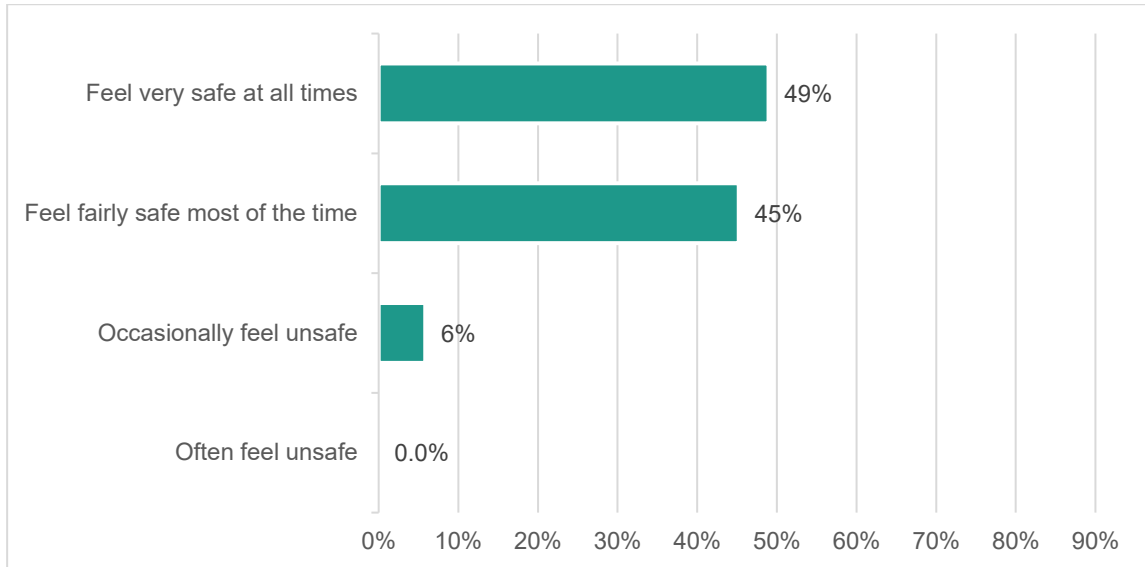
5.2 Volunteers knowledge and skills are reviewed to identify support and development needs.

**Figure 21: Volunteer access to support person (n = 188)**



Nearly all (97%) of volunteers responded that they know who they can speak to if they have any issues relating to their role. This remained fairly consistent with 2018 results.

**Figure 22: Volunteer feelings of safety (n = 188)**

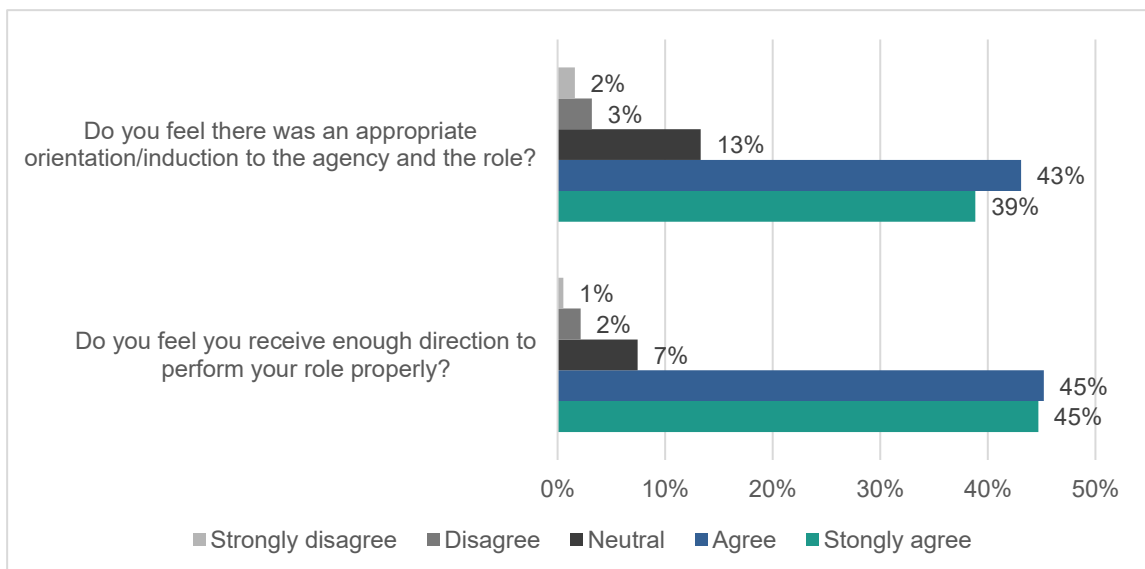


The clear majority (94%) of volunteers responded that they feel safe most of the time or all of the time while performing their role. There were 11 volunteers (6%) who answered that they occasionally feel unsafe. This question has been expanded since the 2018 Volunteer Census allowing for a more detailed picture of safety to emerge.



6.2 Processes are in place to protect the health and safety of volunteers in their capacity as volunteers.

**Figure 23: Volunteer access to induction and guidance (n = 188)**



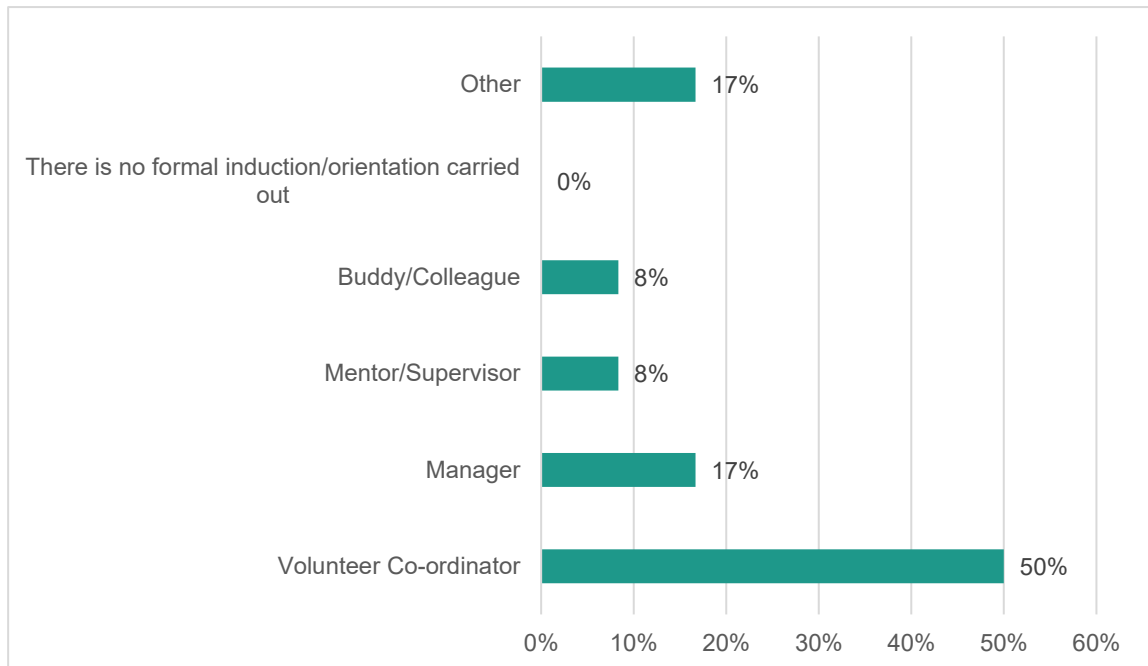
Overall, volunteers feel they were given appropriate and sufficient direction and guidance in their role. Most (82%) of the respondents answered that they agree or strongly agree that there was appropriate orientation or induction to the agency and the role.

A further ninety per cent responded that they agree or strongly agree that they received enough direction to perform their role properly.



6.2 Processes are in place to protect the health and safety of volunteers in their capacity as volunteers.

**Figure 24: Person responsible for induction and orientation of new volunteers (n = 12)**

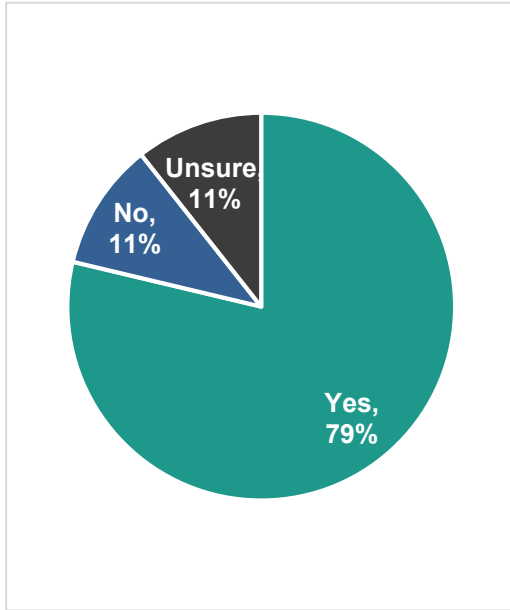


The person/s responsible for inducting and orienting new volunteers varied across agencies. This role includes informing volunteers of the agency's policies and procedures and ensuring they understand what is expected of them in their new role. The most common response across agencies was the Volunteer Coordinator (n = 6, 50%), followed by the Manager (n = 2, 17%). No agency reported having no formal induction/orientation procedure.

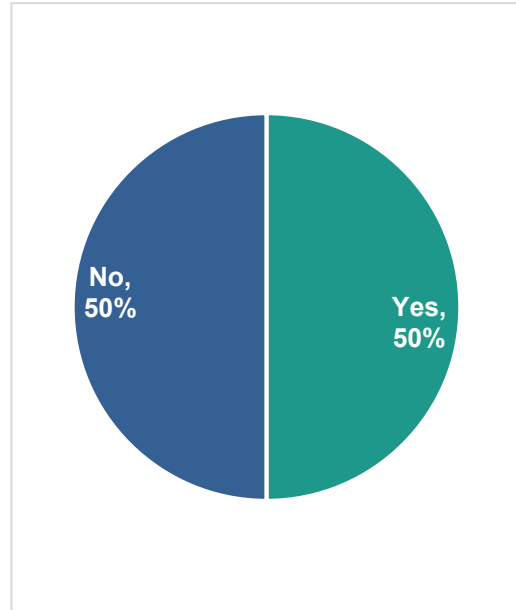


1.2 Policies and procedures applying to volunteers are communicated, understood, and implemented by all relevant staff across the organisation.

**Figure 25: Volunteer awareness of roles and opportunities (n = 188)**



**Figure 26: Volunteer uptake of roles and opportunities (n = 160)**



The majority (79%) of volunteers were aware of further roles and opportunities they could take up in their agency. Over a third (38%) of all volunteers who completed this survey had taken up these opportunities. <sup>11</sup>

### CISVic support of volunteering (n = 11)

Agency managers were asked what CISVic could do to better support volunteering at their agency. 11 agency managers responded to this open question. The overwhelming response was that agency managers want more local or online training opportunities. Two managers said there was nothing they need at the moment and one said that the support they received was “wonderful”. Below are some quotes describing the training opportunities that agency managers believe would better support volunteering at their agencies.

Providing local training opportunities on the [local government area]. Providing good online training opportunities. Making some of the CSW course online, or create resources that we could use to run part of the course on site at our location, with Volunteer Support Coordinators or equivalent, facilitating some of the course using resources (such as recorded training sessions) made by CSWs. If the first three weeks could be held onsite with participants submitting work online to CISVic, followed by the last three weeks at an offsite venue with CISVic trainer that would be great!

Training in more suitable areas.

We need people to volunteer & for courses to be more easily available, online etc.

Provide CSW courses closer to our volunteers and regular refresher courses.

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<sup>11</sup> Although the pie chart demonstrates that 50 per cent of volunteers have taken up these opportunities, this statistic is not representative of the data. This is because 50 respondents skipped this question. Instead, this statistic is much more representative of the data when it is reported as a proportion of all survey respondents, instead of as a proportion of respondents to this particular question.



## In an ideal world... (n = 12)

Agencies were asked what type of volunteer support they would want if there was unlimited resources. 12 agencies chose to respond to the question with some offering multiple answers.

The responses were eclectic and diverse. More staff, both paid and volunteers were requested as well as more training opportunities, better technology and more funding.

“Qualified counsellors and case workers and a paid manager.”

“More volunteers! This would enable agency to better meet the changes within the needs of the community.”

“Faster computers. More money for training. Money to provide more social activities to help foster team spirit.”

“Regular supportive supervision with ongoing training.”

“Online webinars to ensure volunteers who miss training can still access the information easily.”

“A cool room in our pantry would solve a lot of our food storage issues.”

“Support for additional programs to offer clients.”

A similar question was asked of volunteers. Volunteers were asked that if the agency they volunteered at had unlimited resources, what would make their involvement more fulfilling and enjoyable. 129 volunteers answered this question.

28 per cent of volunteers responded that they did not need anything, they did not know or they had not thought about it because it was such an unattainable ideal.

There were four main themes: *More resources and funding*, *Upgraded agency spaces*, *More paid staff*, and *To solve systemic problems*.

### More resources and funding

Nearly a quarter of all volunteers who answered this questions responded that more resources and funding to be able to help clients would make their involvement more fulfilling and enjoyable. Many volunteers wished they could give clients more money or be able to assist them more often.

“...to be able to give more assistance e.g. Myki cards, pay for petrol, more money for bills.”

“Less limits on food handouts.”

### Upgraded agency spaces

Some volunteers discussed the inadequacy of their physical space. A few volunteers wished for a new building while others wanted upgrades or expansions. Many of the volunteers requested more space and better technology.

“A new building with bigger rooms for interviewing and storage space for food.”

“More interview rooms and a photocopy machine.”

### More paid staff

Some volunteers wanted paid staff to assist with complex cases or administrative work.

“Case worker to refer clients to with time consuming complex needs.”

“Full time paid housing and family support worker. A Centrelink support worker that could come to the agency more than one day a month.”

“The appointment of a paid part time administrative person to attend to a number of back office functions. This would also give someone a job and be great introduction to Community Service work in a safe, friendly and satisfying environment.”

### To solve systemic problems

Other volunteers wished they could solve the systemic and structural problems that catalyse the disadvantages their clients endure. Solving the affordable housing crisis featured in nearly all responses in this theme.

“Unlimited resources would mean we can actually help people with more complex needs rather than just a band aid. How amazing would it be if there were lots of suitable housing options out there and ‘free education’?”

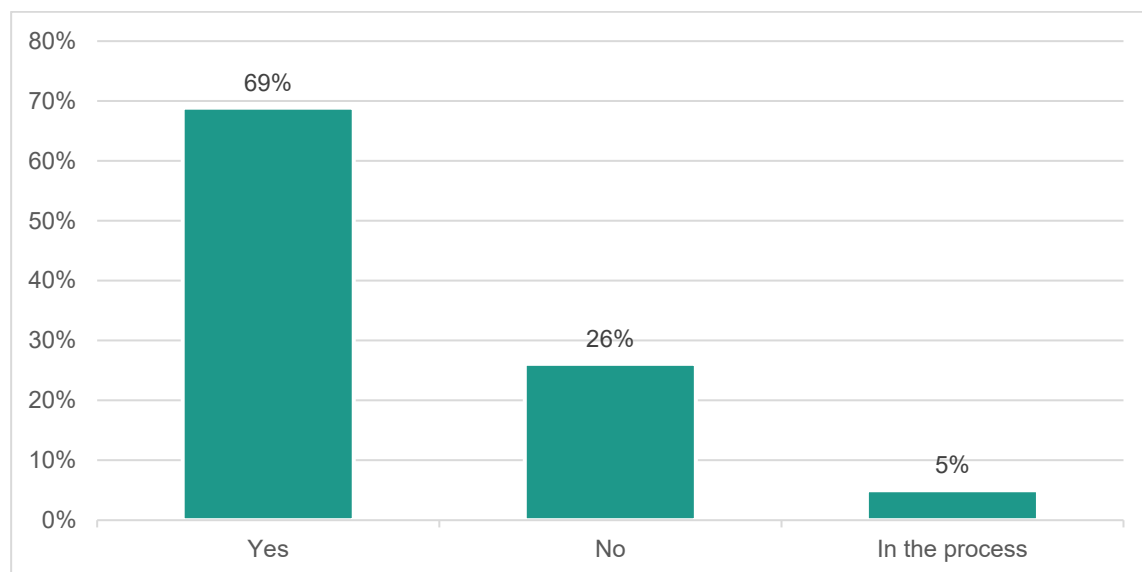
“If I could avoid having a person experiencing homelessness leave the agency still not knowing where they were to sleep that night - this would be the single most fulfilling experience I can imagine.”

“The ability to resolve housing, utility, educational and transport costs would be a joy.”

## Volunteer Training

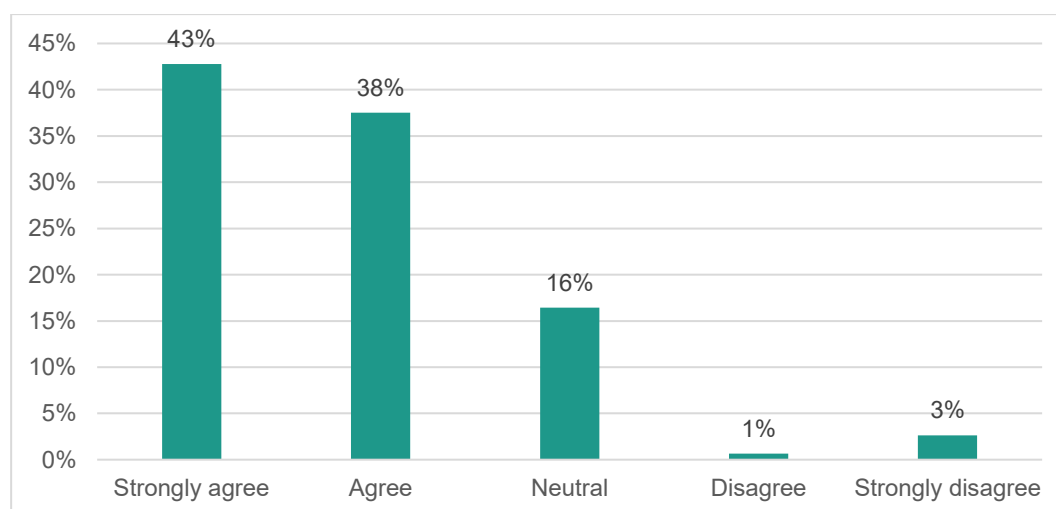
All volunteers who are engaged in the delivery of face-to-face support with community members are required to complete the Community Support Workers Course (with exception to volunteers of our associate member agencies). This nationally accredited training helps skill volunteers in assessing client needs and delivering appropriate services. Along with the accredited course, volunteers are offered a suite of training that continues to enhance their capacity to provide appropriate services to the community.

**Figure 27: Volunteer completion of the CISVic Community Support Workers Course (n = 180)**



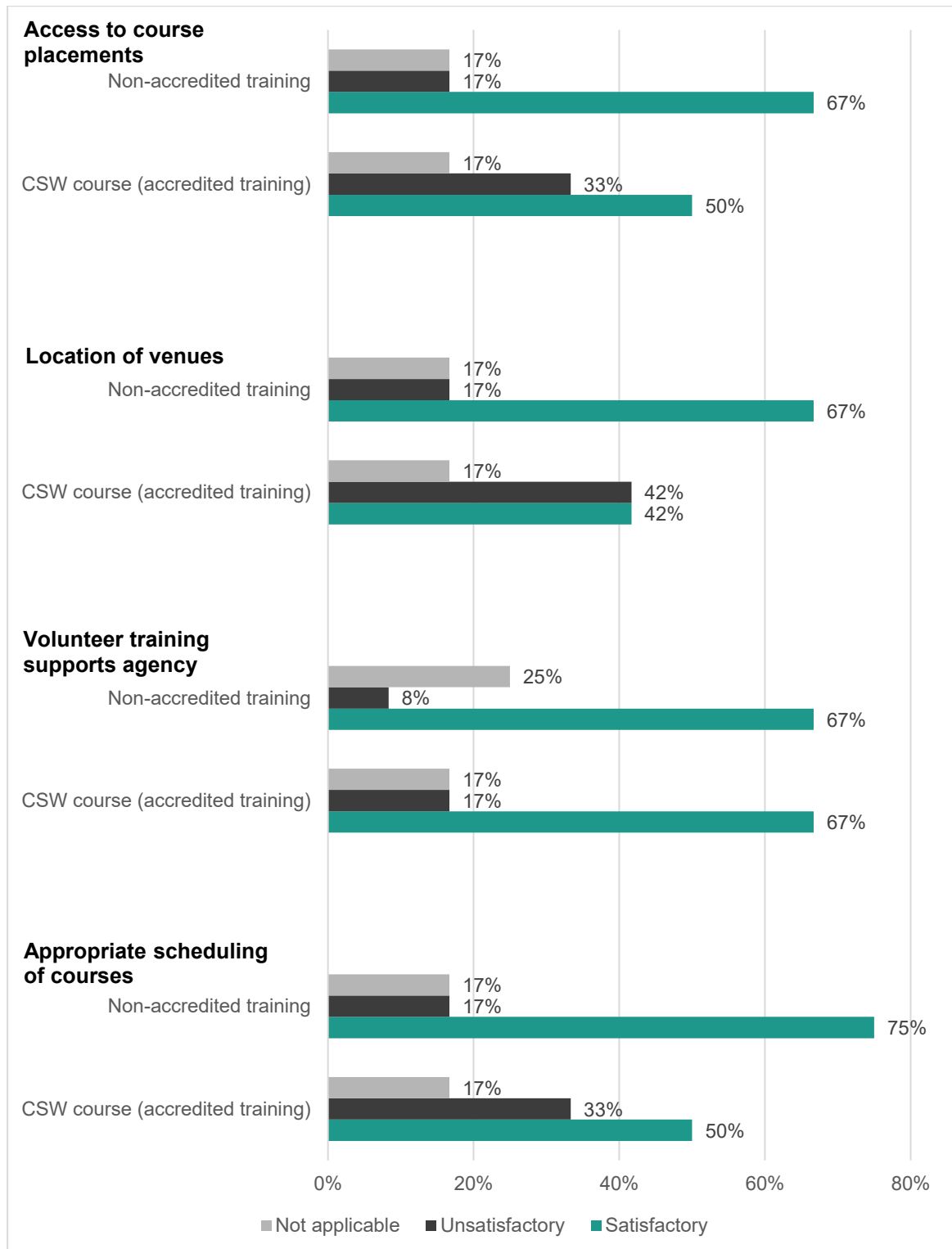
The majority of volunteers (69%) had completed the CISVic Community Support Workers Course. In contrast, only 49 per cent of volunteers had completed the training in 2018. A small portion of volunteers (5%) also reported that they were still in the process of completing the course. 26 per cent of volunteers have not completed the course.

**Figure 28: Extent to which volunteers agree with the following statement: *The CISVic community support workers course has helped with the work you do at the agency.* (n = 152)**



The majority of volunteers (81%) strongly agreed or agreed that the community support workers course helps them do their work. Three percent of volunteers strongly disagree.

**Figure 29: Agency satisfaction with CISVic training (n = 12)**

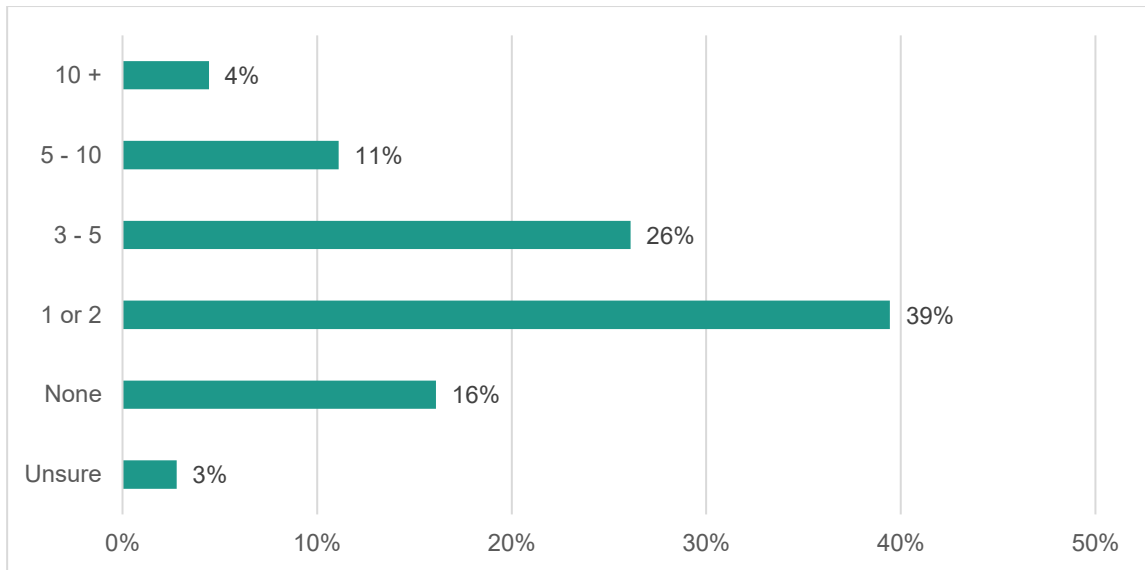


Overall, agencies reported they were satisfied with the training CISVic offered. Greater satisfaction was reported for the non-accredited training.

Though overall positive, the aspect of training delivery where agencies reported the lowest level of satisfaction was the location of venues of the CSW course (accredited training).

The scheduling of non-accredited training reported the highest level of satisfaction.

**Figure 30: Number of training sessions attended by volunteers in last 12 months (n = 180)**



Over half (65%) of volunteers responded that they had attended between one and five training sessions in the year preceding March 2020. The most commonly reported answer (39%) was '1 or 2' training sessions. Under a quarter (16%) of volunteers reported that they had not attended any training.

Volunteers were asked how easy it was for them to receive the CISVic training. Out of 150 volunteers, 83% of volunteers said it was very easy or fairly easy. Only one volunteer said it was very difficult.

## Volunteer training needs (n=116)

Volunteers were asked to provide feedback about what training would better support their role. When this questions was asked in 2018, there were four main themes. In order of frequency, they were: *Training modalities*, *Client needs*, *Administration and governance*, and *Working with clients*.

In 2020, a quarter of responses (25%) expressed that greater understanding of the community work sector and other community agencies, and the opportunity to network with other volunteers would better support them in their role. Responses about sector understanding and networking were placed in the *Training modalities* theme in the 2018 census, therefore, in order to maintain consistency between 2018 and 2020, this theme name shall be retained.

Further, 40 per cent of volunteers responded that they were unsure, happy with the training they currently received or believed additional training was not applicable to their role.

The remaining responses were wide-ranging. More training, training that was 'on the job' or involved observing, and training focused on learning communication skills were all mentioned in about 6 per cent of answers respectively. These responses will also be presented in the *Training modalities* theme. Client needs training such as family violence, immigration visas and suicide were also mentioned. These will be presented in the *Client needs* theme. Finally, more training in technology was required for some volunteers.

The two themes which will be expanded upon below are *Training modalities* and *Client needs*.

### Training modalities

Training modalities was the most frequently reported answer. Modalities refers to the way in which volunteers would like training delivered. Many volunteers wanted a form of training that

allowed them to learn about the agencies that clients are referred to and a platform to share volunteer knowledge and experience across the CISVic membership.

The most common response in this category was the need for increased sector understanding and networking with other volunteers. Many volunteers felt they did not have enough knowledge about organisations and services in their local area. Many expressed a desire to have updated information on the sector because the environment is constantly changing. Several volunteers also wanted to be able to visit other agencies or have the opportunity to engage with other volunteers across the membership in order to share experiences, practices and knowledge.

“An easily accessible directory would be a godsend. Google is useful (as is Ask Izzy) but identifying local services that you don't know exist isn't straightforward.”

“I think it would be impossible to know every service in our local area. There are new services popping up all the time. It's about finding and sharing.”

“Learning what organisations in the area we service have to offer.”

“Monthly training sessions as new support groups and agencies arise. Continual need to update!”

“I did benefit from the gathering of like agencies and guest speakers, held March 2019 which provided an opportunity to swap information and make contacts with other agencies.”

“It would be good to have a clearer understanding of how other agencies are dealing with similar issues.”

“Meetings with other organizations to enable us to support each other & work for the community as one.”

Many volunteers also expressed the need for 'on the job' training and being able to observe experienced volunteers or workers in order to supplement their theoretical training experience.

“On the job training at other agencies; just to gain a wider knowledge of demand for support services.”

“At this stage, I think it is mainly training on the job, continuing to learn from fellow interviewers and from interactions with clients.”

“Case note writing.”

### Client needs

Another popular theme of training needs was client needs. The most frequently reported answer was family violence training followed by homelessness/housing, financial assistance, legal information (specifically immigration and visas) and suicide.

“Domestic violence training and financial training.”

“Crisis housing, domestic violence, and visas and immigration.”

“More training on interpersonal skills and dealing with difficult people, as well as dealing with drug and alcohol affected people, persons affected by domestic and family violence. Also, more training on homelessness and housing would be great.”



5.3. Volunteers knowledge and skill needs relevant to their roles are identified, and training and development opportunities are provided to meet these needs.

## Volunteer information needs (n = 119)

Volunteers were asked what information would better support them in their role. Overwhelmingly, there were three types of responses. The most frequent response (n = 50) was *Not applicable* because volunteers felt they had answered this question already when asked about training needs or they felt their agency did a good enough job already and they did not need further information to support them in their role.

The other two responses were, in order of frequency: *Networking* and *Information on other organisations*.

These will be expanded upon below.

### Networking

Over a quarter of volunteers wanted more opportunities to engage in networking. Some volunteers wanted to spend time with volunteers from other agencies in order to share information, knowledge and experiences. Many volunteers also wanted to develop networks with other services and organisations.

“I have just attended a CISVic Vital training day and it was amazing to get together with volunteers from other organisations.”

“Sharing & coming together with like services.”

“It is probably best done by other volunteers who have been very generous with their time and patience.”

“Meeting with other volunteers from different agencies.”

“Coming together with people from other agencies with strong experience. Maybe the opportunity to volunteer a few days at other agencies to get as sense of the different way they do things in regards to the different clients, issues and volume of clients.”

### Information on other organisations

Many volunteers wish that they had more information on other organisations as this would better support them in their role.

“Presentations by other organisations working in similar fields in my local area (VITAL?). We should be working together to assist those in need as efficiently as possible. Mixing with other volunteers may assist too.”

“The key thing here I think is to know where and how to access the relevant information when you need it, and to always tap into the wisdom of other volunteers.”

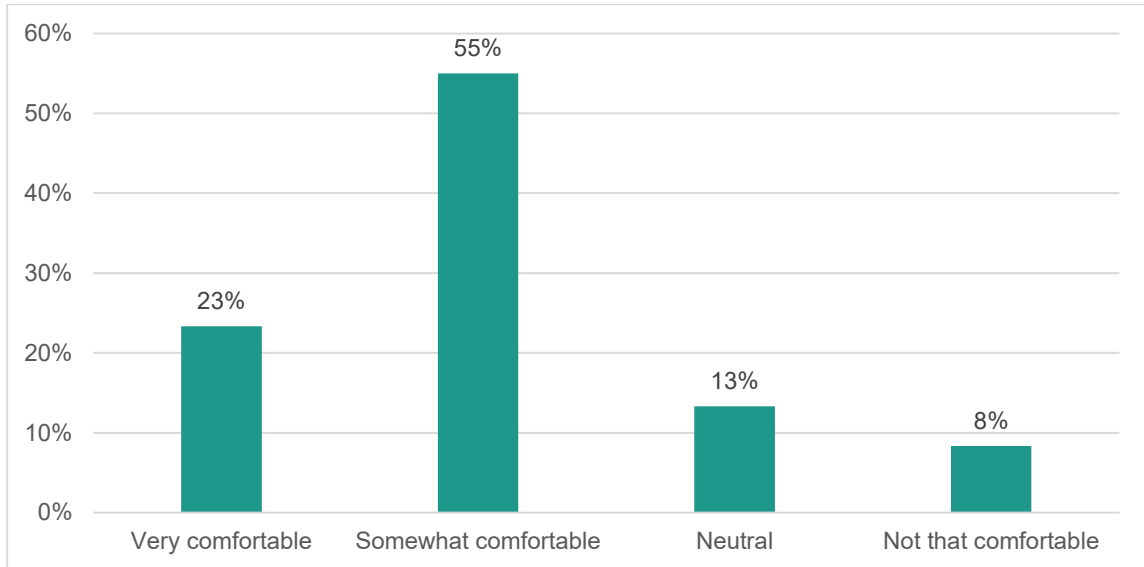
“Other organisation information, particularly organisations we refer to.”

“Further awareness of other organisations and what they are providing. We have a situation in our town that some organisations lose funding and disappear without replacement or informing us.”

“Knowledge of Centrelink and other local organisations.”

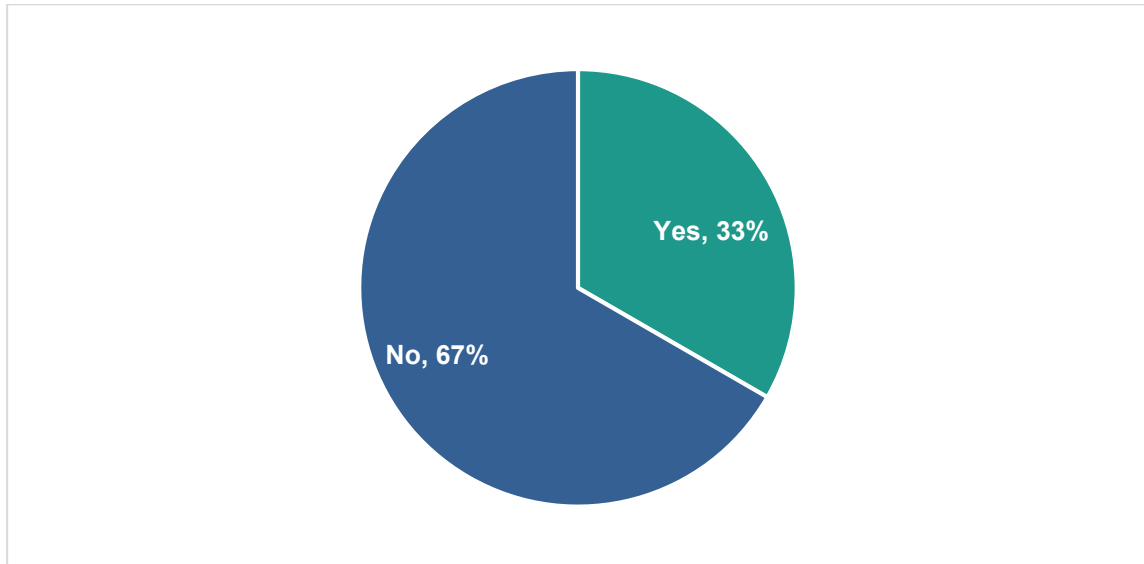
“Having other organisations coming to speak to us about their services.”

**Figure 31: Level of comfort with knowledge of services in local area (n = 180)**



The results for this question further confirm the themes *Training Modalities*, in particular the desire volunteers have to enhance their sector understanding, and *Information on other organisations* discussed above. Over half of the volunteers (55%) are only somewhat comfortable with their level of knowledge of services in their agency's local area. Just under a quarter (23%) are very comfortable and eight per cent are not that comfortable with their level of knowledge of local services.

**Figure 32: Existing process to identify skill needs for volunteers (n = 12)**



Only 30 per cent of agencies reported having a process to identify skill needs for volunteers. Some agencies chose to elaborate discussing that they used “*informal*” processes and existing training to identify skill needs. In 2018, 50 per cent of agencies reported having a process to identify skill needs for volunteers.

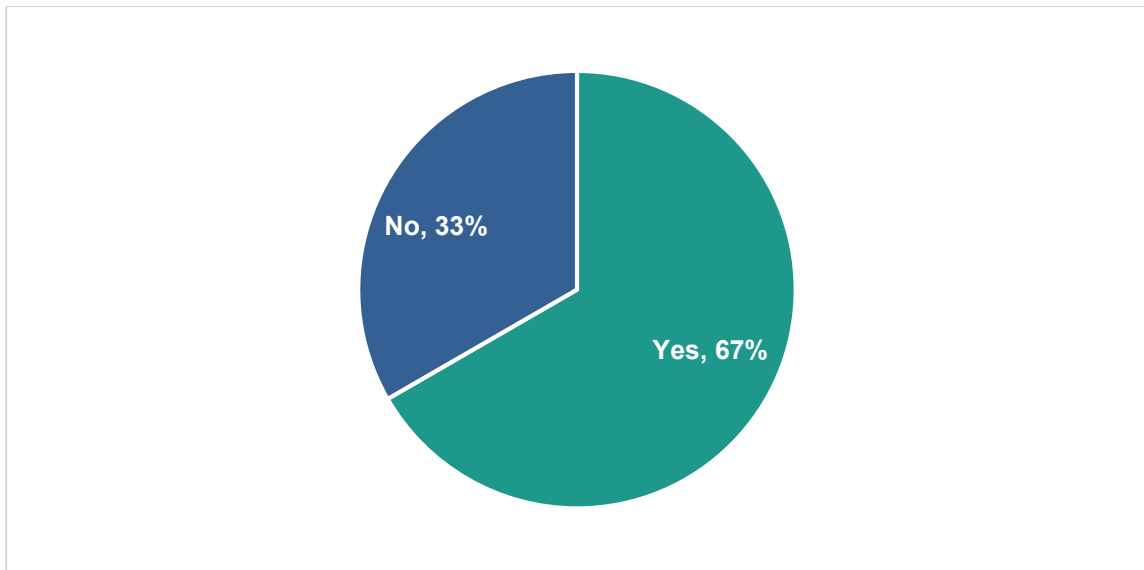


# Volunteer Recognition

Across the 12 agencies that took the agency census, the average number of hours worked per individual volunteer was four hours per week. When asked, on average, how many hours per month does each of their volunteers contribute, agencies gave varying responses ranging from eight to 26 hours per month.

Across the agencies, volunteers collectively contributed 9,102 hours monthly. 2214 hours are volunteered per week.

**Figure 33: Agency practice of recording volunteer hours (n = 12)**



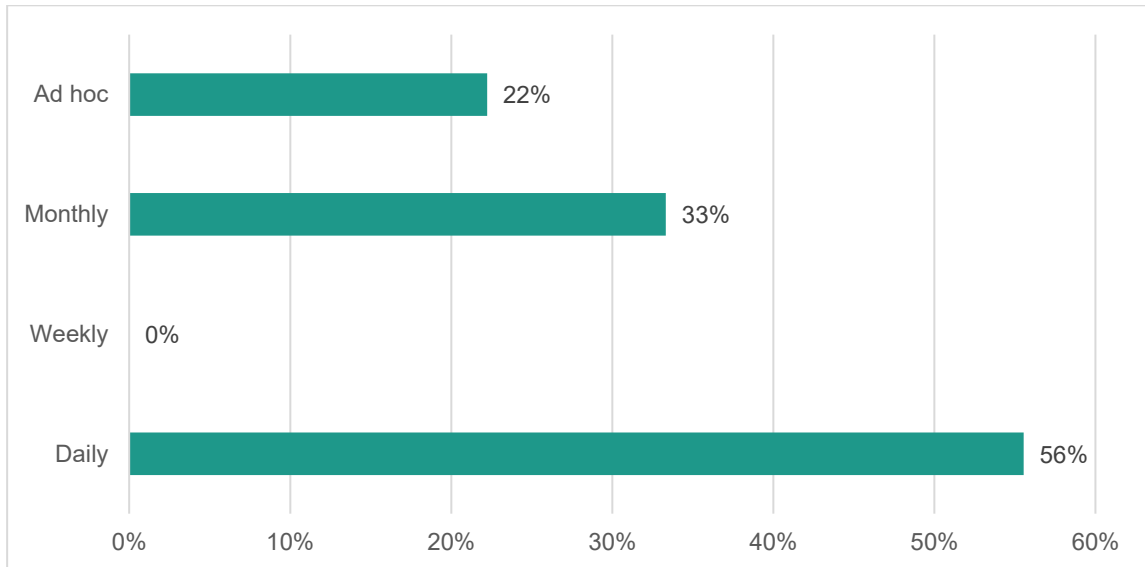
The majority of agencies (67%) reported that they record volunteer hours. This remained consistent with 2018 results.

Some agencies further elaborated on who recorded the hours, with the most frequent answer being that it was the responsibility of the volunteer to record their hours through a log/sign-in book or timesheets. Another common answer was that hours were recorded via the rosters.



1.4 Volunteer involvement records are maintained.

**Figure 34: Frequency of recording volunteer hours (n = 9)**



Over half (56%) of agencies reported they recorded volunteer hours daily. This remained fairly consistent with 2018.

Agencies were also asked how they used the information gathered about volunteer hours. Eight agencies responded to this question, and some agencies gave multiple uses for the information. One of the most popular (n = 4) answers given was for reports to financial stakeholders and when applying for grants or other funding.

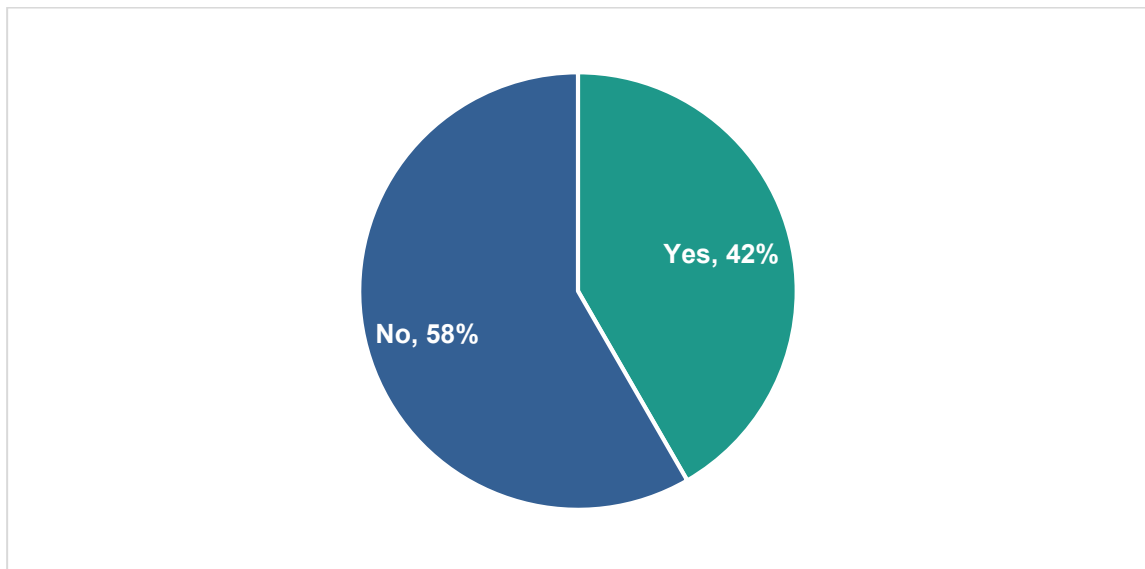
Another common response (n = 4) among agencies was for other reporting purposes, such as, reports to the Board of Management or Committee of Management, and Annual Reports.

Some agencies (n = 2) also listed that they use the information for in house recording purposes, such as providing a record of volunteer involvement and tracking attendance. Two agencies said it is “*highly unlikely*” that they would use the information and “*not applicable*” respectively.



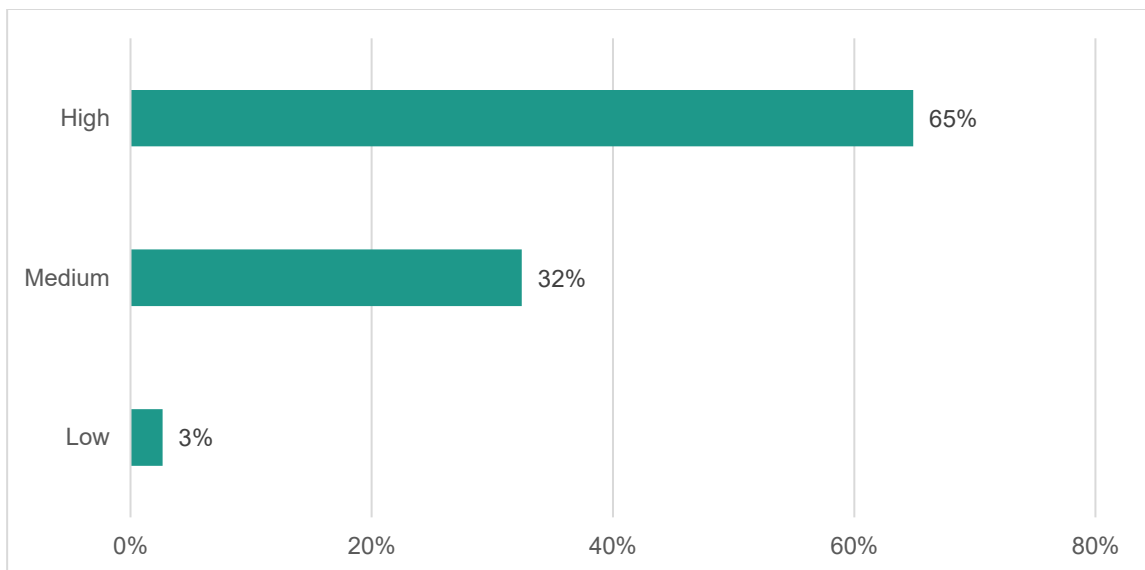
7.1 The governing body and employees understand how volunteers benefit the organisation, service users and the community.

**Figure 35: Agency use of Return on Investment (n = 12)**




Return on Investment (ROI) measures the dollar value benefit provided by volunteers against the cost of programs provided, taking into account the cost otherwise of the volunteers' labour. Just under half (42%) of the agencies that completed this census reported that they utilise ROI measures. This compares to 17 per cent in 2018.

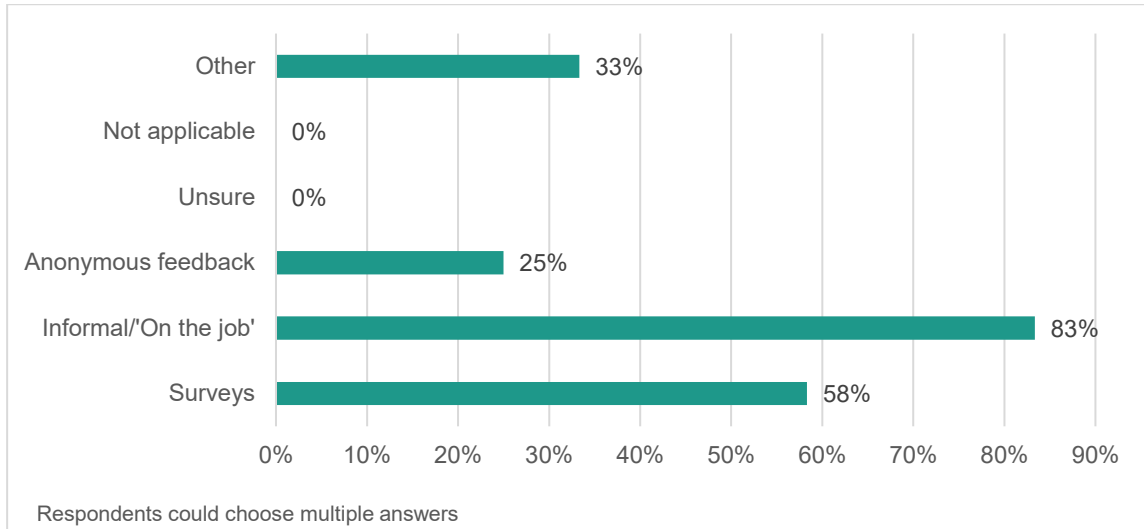
**Figure 36: Volunteer understanding of their contribution (n = 188)**



Sixty-five per cent of volunteers indicated their understanding of the benefit their volunteer contribution has on the agency as high. In other words, over half of volunteers believe their contribution is highly beneficial to the agency. This remained fairly consistent with 2018 results.


 7.2 Volunteers are informed about how their contributions benefit the organisation, service users and the community

**Figure 37: Agency processes for volunteer feedback (n = 12)**



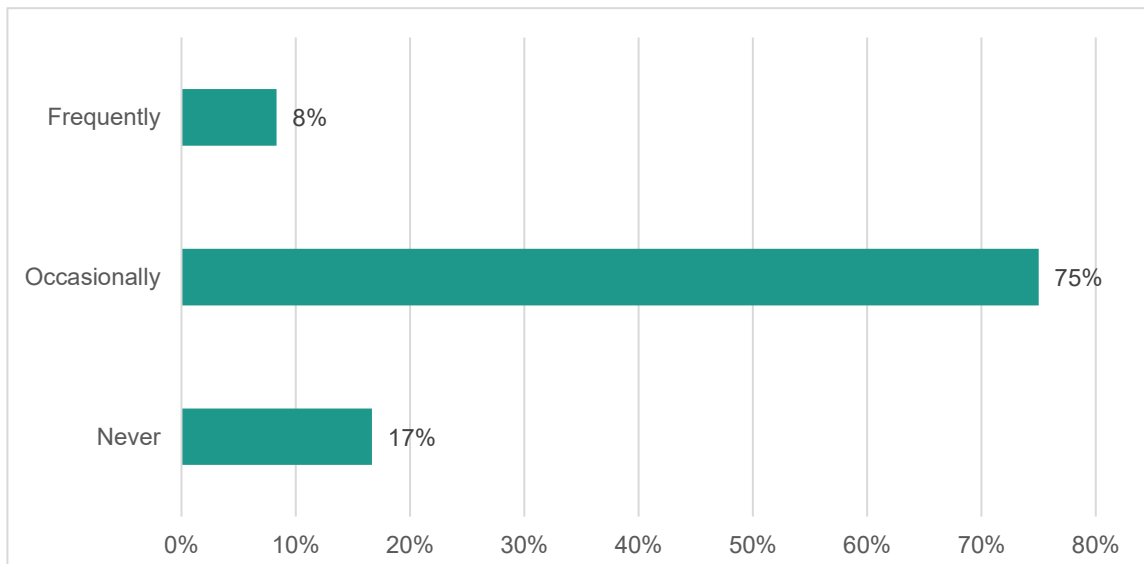
The vast majority of agencies (83%) reported using informal or 'on the job' processes to gain feedback. Over half (58%) of agencies used surveys. A quarter (25%) of agencies utilised anonymous feedback methods.

Agencies that selected 'Other' said that they used annual reviews and appraisals, catch up sessions and email to gain feedback from volunteers.



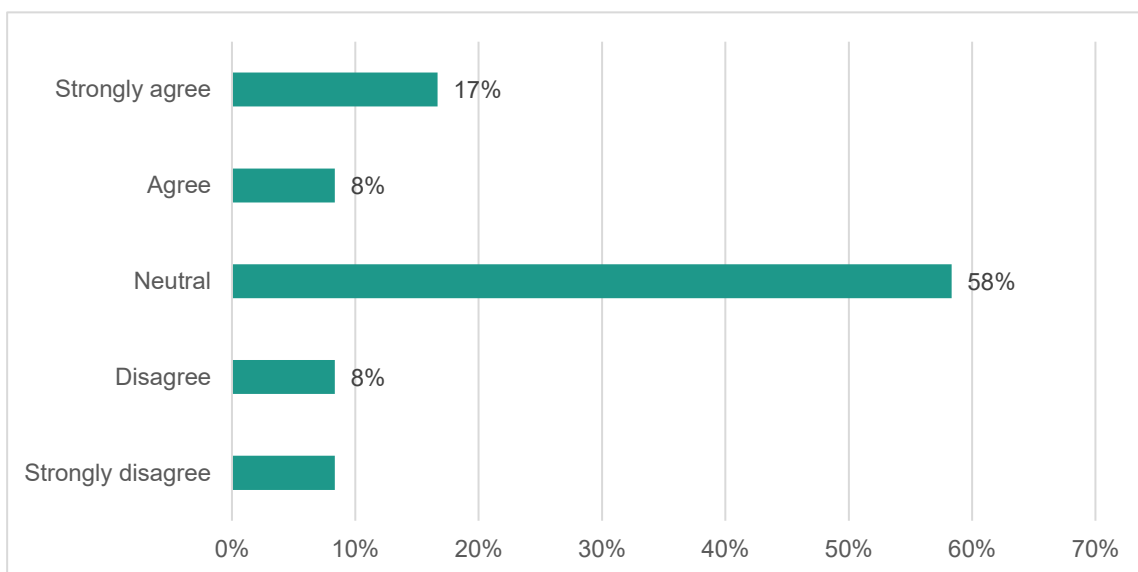
8.4 Opportunities are available for volunteers to provide feedback on the organisation's volunteer involvement and relevant areas of the organisation's work.

**Figure 38: Frequency of volunteering leading to paid employment (n = 12)**



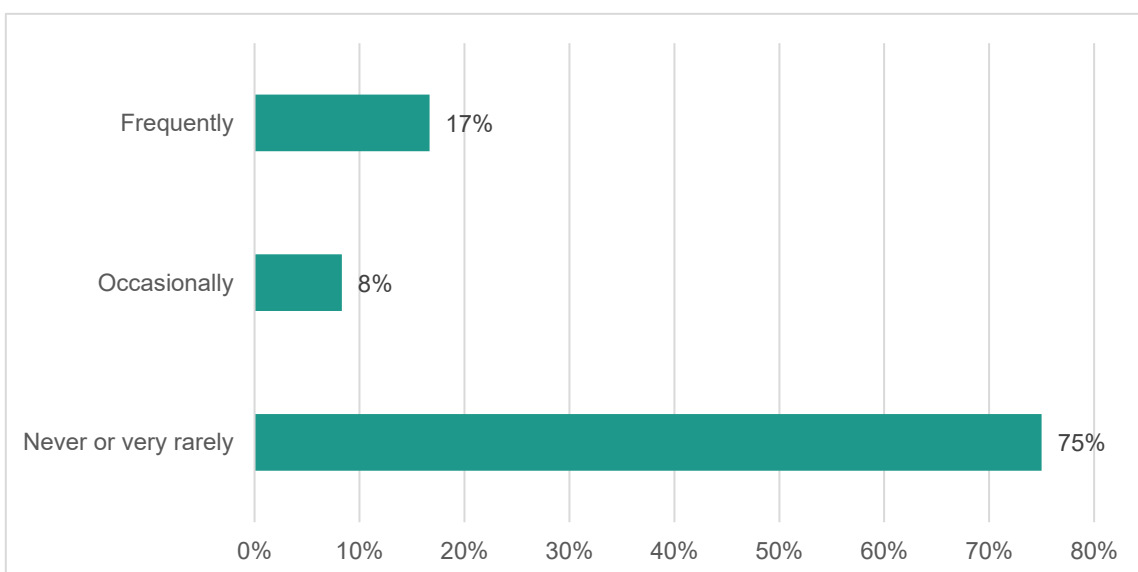
The majority (75%) of agencies reported that volunteering provides a pathway to paid employment within the agency occasionally. Ten agencies reported how often this occurred in the last 12 months. In total, there were 11 occasions in the past 12 months where a volunteering position became a pathway to employment in the agencies. One agency was able to provide three paid employment positions between March 2019 and March 2020.

**Figure 39: Agency position on engaging volunteers through Work for the Dole arrangements (n = 12)**



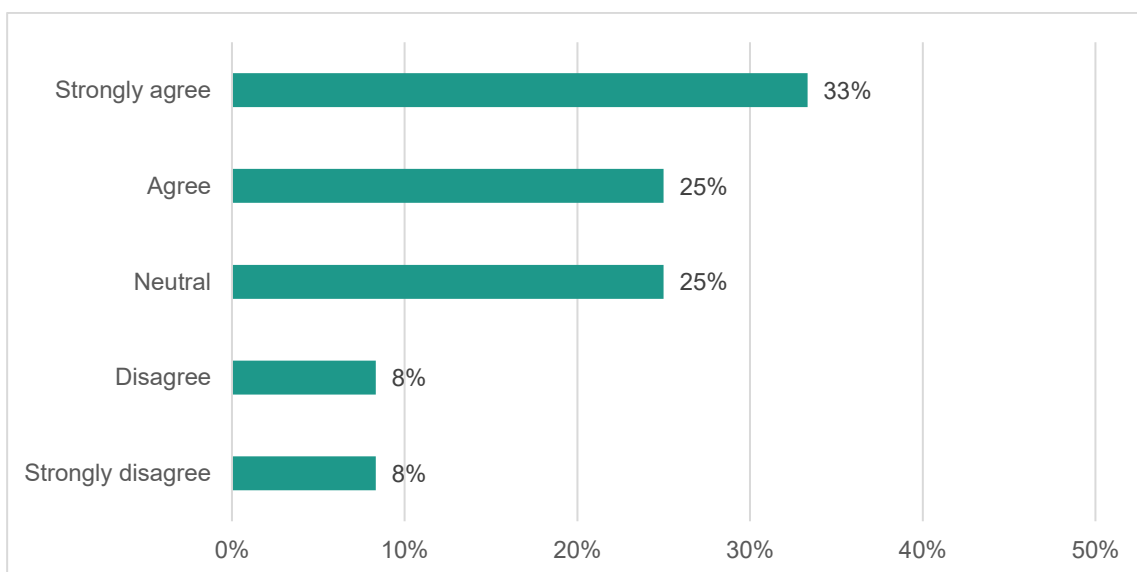
A quarter (25%) of agencies agree or strongly agree on the use of volunteers who are engaged with Work for Dole arrangements. Most agencies (58%) responded that their position on engaging volunteers through Work for the Dole arrangements was neutral.

**Figure 40: Frequency of Work for the Dole arrangements (n = 12)**



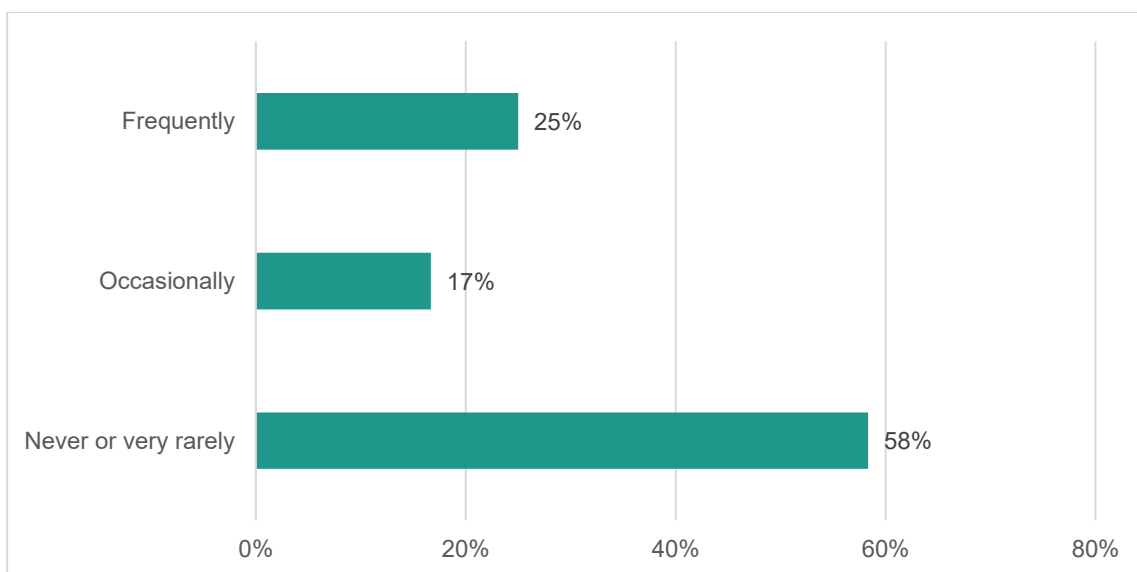
Nine agencies (75%) never or rarely provide opportunities for volunteers engaged in Work for the Dole to meet mutual obligations, compared with 1 agency (8%) occasionally and 2 agencies (17%) frequently.

**Figure 41: Agency position on engaging volunteers through Over 55's arrangements (n = 12)**



More than half (58%) of agencies agree or strongly agree on the use of volunteers who are engaged with the Over 55's arrangement.

**Figure 42: Frequency of Over 55's arrangements (n = 12)**



Only 17 percent of agencies responded that they provide opportunities for Over 55's mutual obligation arrangements occasionally. Over half (58%) of agencies answered that this arrangement never or very rarely occurred.

## How volunteers would like to be recognised for their service (n = 134)

Volunteers were asked how they would like to be recognised for their service. Many volunteers (45%) said that they did not need any recognition while 13 per cent of volunteers believe the recognition they receive is enough. Another 13 per cent of volunteers said just being thanked was how they like to be recognised. Six per cent of volunteers wanted to be remembered for a particular attribute such as being respectful or being caring.

Therefore, the themes in order of frequency are: *No need for recognition*, *Already recognised*, *To be thanked* and *Personality*. They will be expanded upon below.

### No need for recognition

The most frequent response was that volunteers did not need or want any recognition for their service.

“Not needed - recognition belongs to the organisation.”

“I don't feel the need for "recognition".”

“I don't need to be recognised. I receive the warmth and acknowledgement from the clients.”

“I don't volunteer for recognition. I do it to help others in less secure and happy circumstances than I am in myself. Contributing to that gives me sufficient satisfaction.”

“I don't want to be recognised.”

“I feel I don't need to be recognised as I feel I receive as much as I can give.”

### Already recognised

Other volunteers felt that they received enough recognition already, from clients, management and CISVic.

“Very happy being part of a supportive team with strong peak body support from CISVic.”

“I'm happy with the recognition I get within the agency.”

“The satisfaction of working with the clients is enough in itself.”

“Appreciation certificates, dinners, outings occasionally, get togethers etc. Our agency is good with all this.”

“The satisfaction that comes from helping those in hardship is more than enough recognition.”

### To be thanked

Volunteers expressed that a simple thank you from clients or management was enough.

“By occasional personal thanks as staff go about their business -as they already do.”

“Just to be appreciated.”

“Just a smile from clients!”

“The only recognition I love is when clients are leaving and wave to me and say thank you, then I know our team has done what we are there for.”

### Personality

Other volunteers wanted to be remembered by the personality traits they thought were most admirable.

“Caring, kind and sympathetic.”

“As a relaxed knowledgeable interviewer, as a person who accepts all situations and "gets on" well with all the staff and clients.”

“Just someone who enjoys what she does- helping others.”

“Hardworking, dedicated and having a lot of potential to do bigger things.”

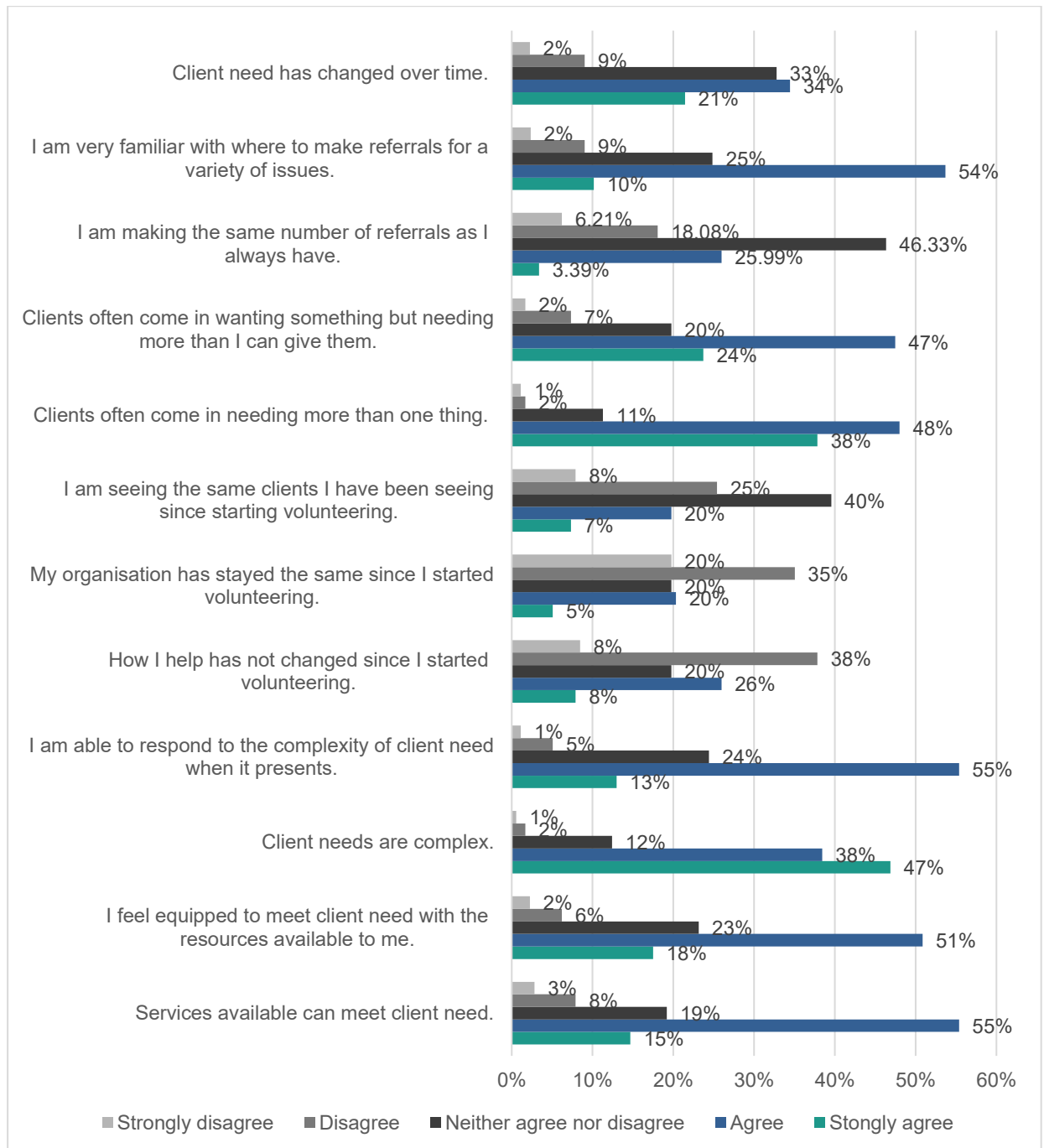
One notable comment, which did not fit into any of the themes, was:

“I would like more recognition for volunteer service as a whole in both the media and amongst politicians. Especially insofar as the overwhelming majority of volunteers, in my experience, are middle - aged to older women. When we hear about Newstart statistics, for instance, it is almost always in regards to the negative impact of people choosing not to work. Rarely is the focus on those that find employment difficult due to age, regardless of experience, and choose to give back to the community in unpaid positions that are often quite complex and demanding.”



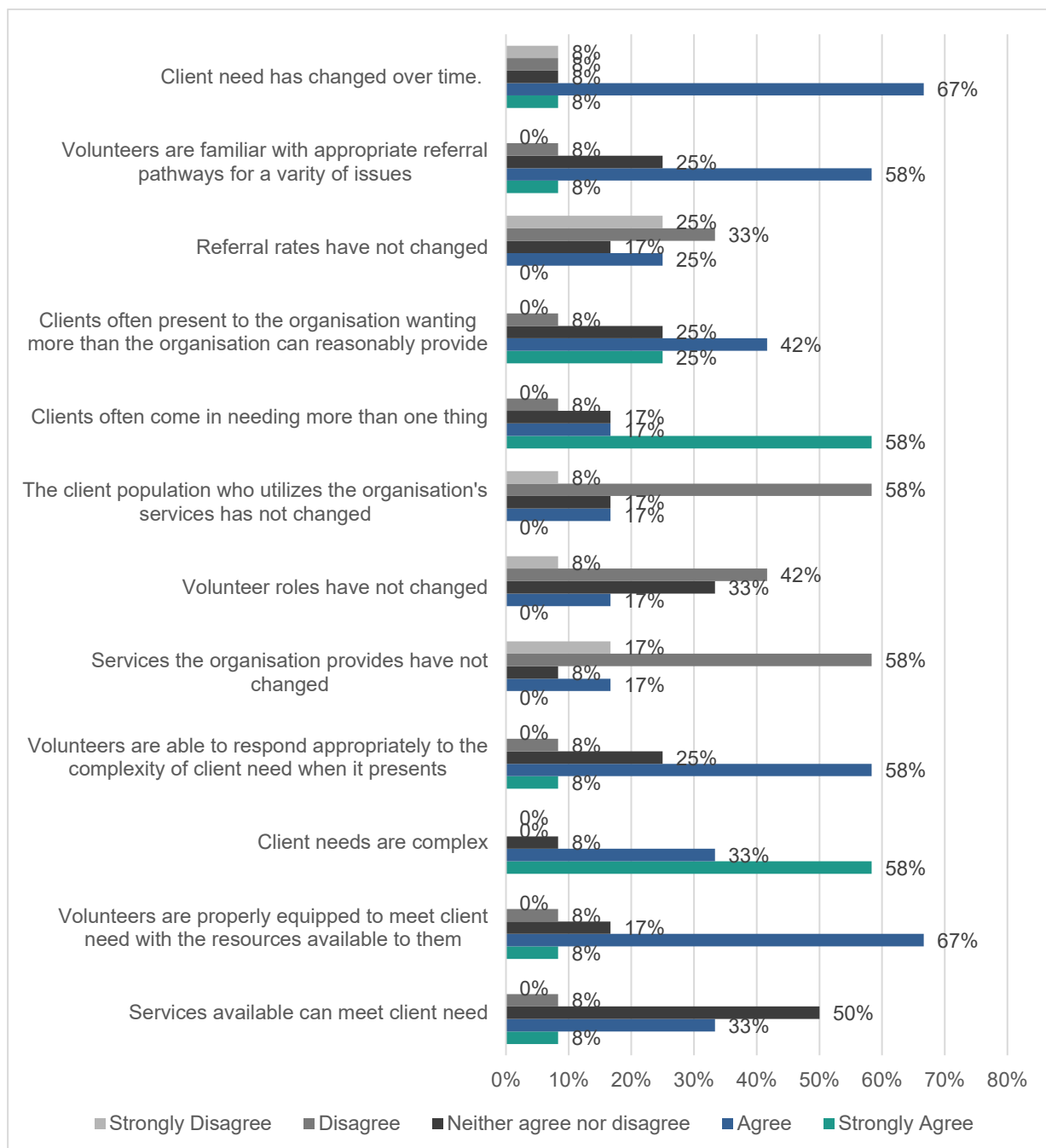
# Sector Information

**Figure 43: Volunteer understanding of meeting client needs (n = 177)**



This question is new to the 2020 Volunteer Census. Over half of the volunteers agree that they are familiar with where to make referrals (54%), are able to respond to the complexity of client need (55%) and that there are services available to meet client need (55%). 46 per cent of volunteers believe that the way they help *has* changed since they started volunteering. 47 per cent of volunteers say clients often come in needing more than one thing, and the same amount say that client needs are complex.

**Figure 44: Agency understanding of meeting client needs (n = 12)**



Over half (58%) of agency managers strongly agree that client's often come in needing more than one thing and client needs are complex.

75 per cent of agency managers agree or strongly agree that client need has changed over time and volunteers are properly equipped to meet client need with the resources available to them. In contrast, only 44 per cent of volunteers agree or strongly agree that client needs have changed over time and 69 per cent of volunteers agree or strongly agree that they are properly equipped to meet client need with the resources available to them.

A third (33%) of agency managers agree that services available can meet client need while over half (55%) of volunteers believe that services available can meet client need.

Over half of the agency managers disagree that the client population who utilises the organisation's services has not changed and services the organisation provides have not changed.

## State of services from the perspective of agency managers (n = 8)

Agency managers were asked if they had any thoughts on the state of services and what they can offer clients. Eight managers responded to this open question. Agency managers commented on the complexity and changing nature of client needs, and services being underfunded. Managers are concerned that there are not enough resources (funding and staff) to meet the increasingly complex needs of clients. Below are some notable quotes.

“Our organisation responds well to client needs within the areas we are funded for. However, the pressing need for housing impacts greatly on our clients and the available response is inadequate.”

“Too many services are overwhelmed, underfunded and under resourced. Clients may have to wait a long time for urgently needed appointments, the services may be too far away to be accessible to clients, or clients are turned away because there are not enough resources or their needs do not fit within the framework of that services.”

“[We] need more qualified community support workers and case workers to support the clients.”

“[We] need the ability to deal with complex situations.”

## Changes in the service sector and nature of need that agency managers have noticed (n = 11)

Agency managers were asked if the nature of need and services sector had changed in recent years. There were 11 managers who answered this question. All 11 managers said that there *had* been changes in the service sector and nature of need. Responses to this question were similar to when agency managers were asked to comment on the current state of services. Agency managers said that the need for assistance is greater, issues have become more complex, income support payments are no longer enough to support people and there are more agencies in the sector. They also said there has been a rise in people experiencing homelessness, domestic violence and mental ill-health. Below are some notable quotes.

“The need for assistance seems to be greater and more homeless clients are presenting at agencies.”

“The client population now includes more homeless people, victims of domestic violence and refugees.”

“The need has increased and become more complex in recent years. Mental health issues and lack of housing seem to dominate our client’s issues as well as family violence.”

“We are seeing more people homeless and at severe risk of homelessness, more family violence, greater complexity of needs and issues. Our referral rates have increased dramatically, indicating a very large increase in complexity of clients’ situations.”

“Centrelink payment rates are too low which brings added pressure on clients”

“Less information and referral work, more complex case work.”

## General changes that volunteers have noticed (n = 129)

Volunteers were asked if they had noticed any changes while they have been volunteering. These changes could have been about the organisation, the community, the clients, politics or anything else relevant to volunteering.

Volunteers discussed a wide ranging number of changes they had noticed. One significant change was client demographics. Volunteers noticed changes in the groups of community members requiring assistance. Volunteers also noticed changes in the complexity and frequency of need.

From the question about change in role in *Volunteer roles*: “My role hasn’t changed, but the complexity of client needs has increased enormously.”

The two most prominent themes were: *More people in need* and *Homelessness and Housing*. They will be expanded upon below.

### More people in need

Almost a quarter of all volunteers who answered this question responded that they were seeing more people in need.

“There are a growing number of people needing assistance.”

“We have more and more clients with greater need - needs that we cannot always meet due to financial constraints.”

“The needs of our clients sometimes outweigh the available resources.”

“Funding is much, much lower than when I first started. The amount of relief has dropped considerably, although community needs have multiplied in worse and complicated ways. The changes makes is very difficult and distressing for management, staff and volunteers day by day.”

“More homelessness, more help with food, more help with school expenses, and more unemployed people with a disability.”

### Homelessness and housing

The single most talked-about demographic was people experiencing homelessness. Volunteers reported seeing an increase in the amount of people struggling with housing costs and experiencing homelessness.

“Homelessness has become more prevalent.”

“Numbers requesting emergency relief has increased as have clients who are homeless due to increased cost of home rentals.”

“Homelessness seems to be increasing but housing services cannot keep up with the demand.”

“Homelessness is an ever increasing issue. Whilst there are many great services for a variety of issues faced by the community, homelessness agencies certainly lack the resources necessary to manage the clientele and it is becoming more apparent when making referrals and recommendations.”

### Volunteer quotes on other changes

“Amount of funding offered to clients now, e.g. New Start is not able to help as much as 5 years ago. More homeless clients in need of help, immigrants, single parents with dependents, more in crisis.”

“Clients appear to be having more difficulty paying their utilities etc. The cost of living increases do not meet the higher cost of food etc.”

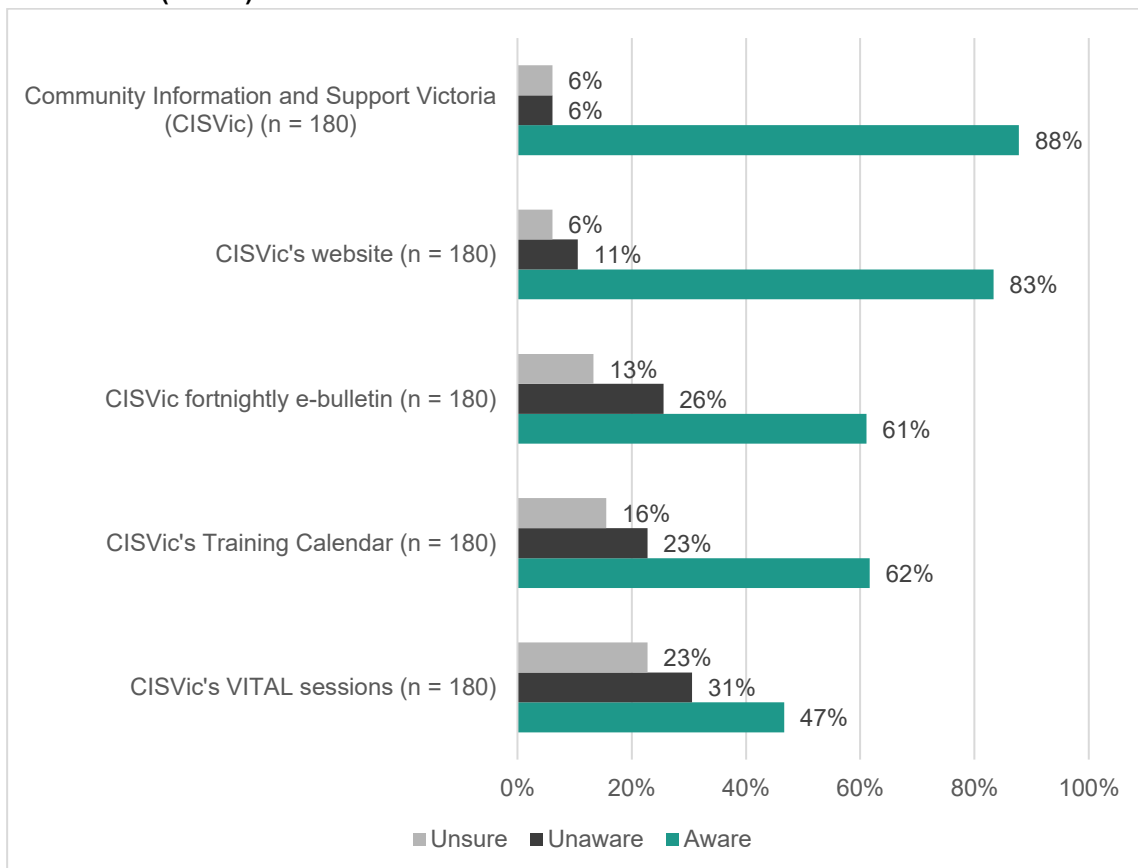
“The back to school costs appear to have affected families so much. The costs are just so high.”

“Funding - I believe it has decreased.”

# Volunteer Network

A key function of CISVic is to provide opportunities for our members and their workforce to come together to share information, ideas and resources, discuss issues, access professional development, and to make new connections or strengthen existing ones.

**Figure 45: Volunteer awareness of CISVic's networking and information sharing activities (n=180)**



The majority of volunteers are aware of CISVic (88%) and the CISVic website (83%).

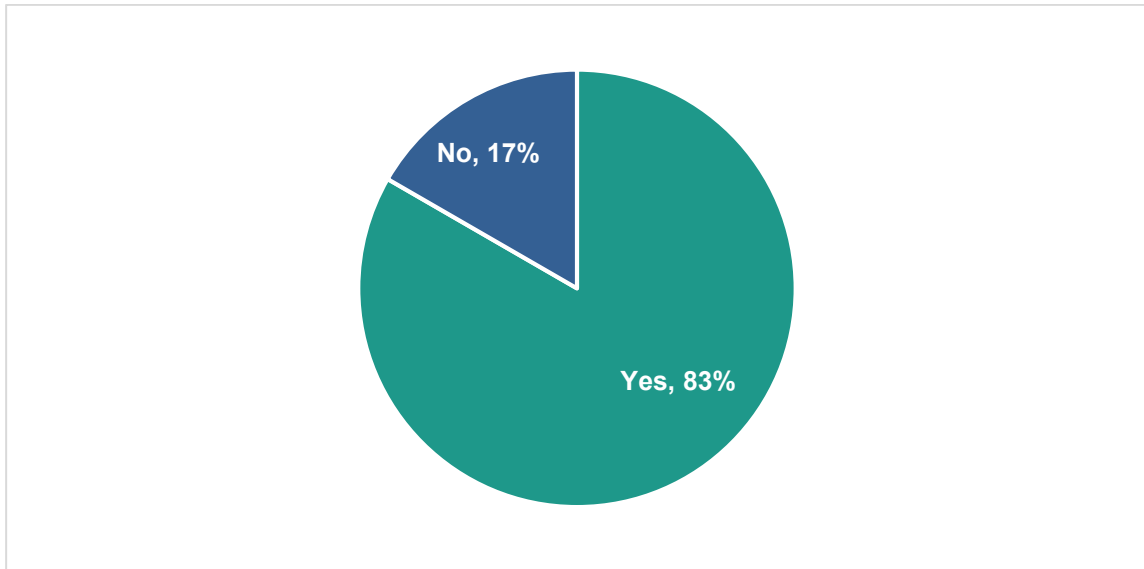
Over half of the volunteers were aware of the fortnightly e-bulletin (61%) and the CISVic training calendar (62%). Volunteers were least aware about CISVic's VITAL sessions (47%). This question has changed since 2018 as mechanisms of networking and sharing changed over the two years since the last census.



2.3 Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.

## Agency networking

**Figure 46: Agency attendance at a local Volunteer Network (n = 12)**



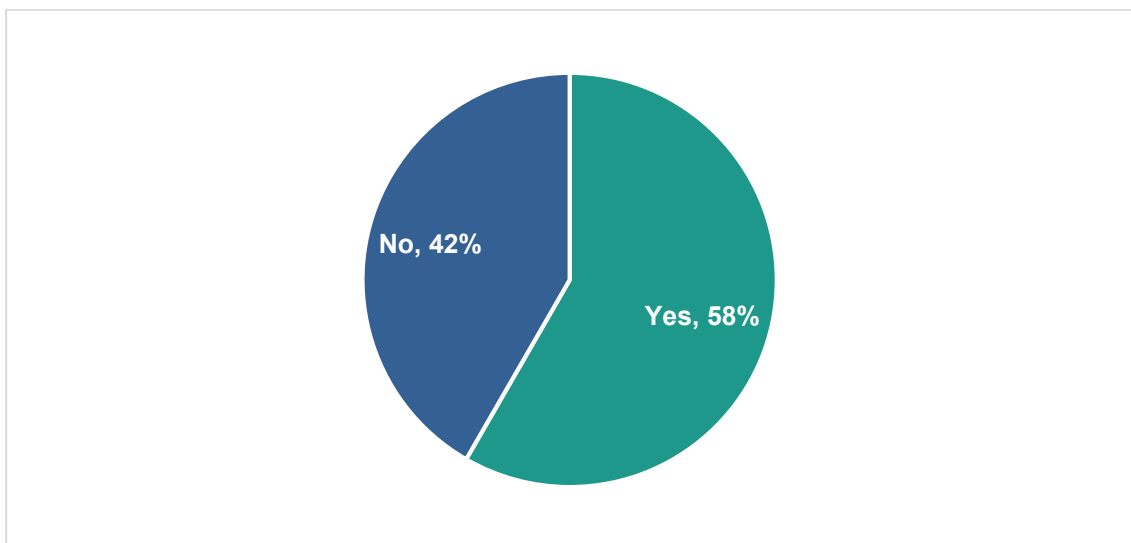
Most agencies (83%) said that they attended a local Volunteer Network. This compares to 70 percent of agencies in 2018.

Of the agencies participating in Networks, the person responsible for attending varied across agencies. The most frequently reported response was the Volunteer Coordinator. Other answers included the President, manager, or other volunteers.



2.3 Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.

**Figure 47: Agency membership of Volunteering Victoria (n = 12)**



The majority of agencies (58%) responded that they are a member of Volunteering Victoria. This remained consistent with 2018.

## Other local networks

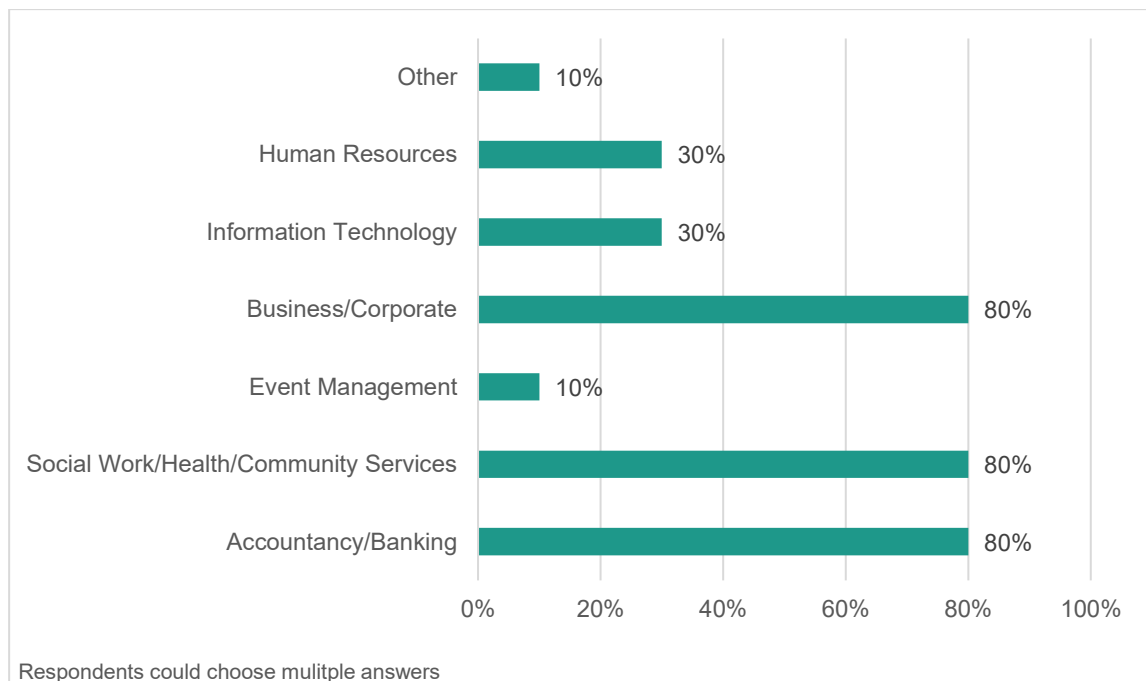
Agencies listed that they utilised local volunteer networks, peer support groups with other CISVic agencies and resource centres to support volunteers. Some agencies also responded that they used support services, such as the Salvation Army, St Vincent de Paul's and Anglicare.



2.3 Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.

## Committees of Managements (Boards)

**Figure 48: Professional/Organisational associations across Committee of Management (Board) volunteers (n = 10)**

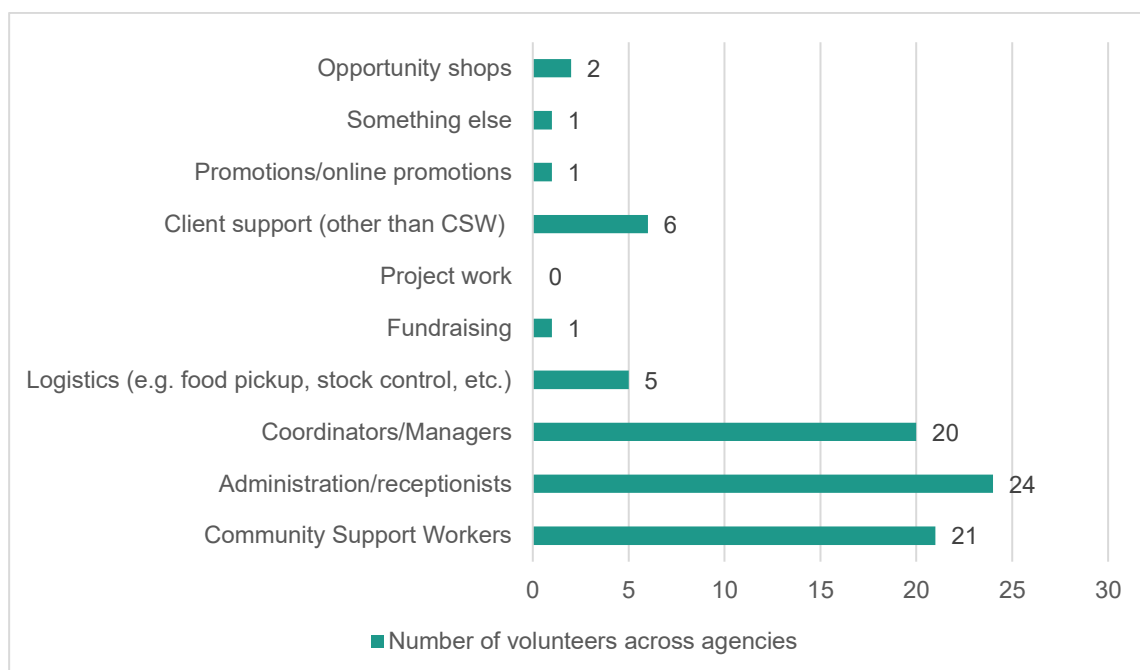


Impressively, many agencies identified their Committee of Management (Board) volunteers as being members or past members of organisations or professional associations that support the work of the agency. Notably, 80 percent of agencies had Board volunteers from the Social Work/Health/Community Services field. Eight agencies collectively identified 17 Board volunteers associated with the field of Social Work/Health/Community Services. While 12 Board volunteers across eight agencies were associated with accountancy/banking and 19 Board volunteers across eight agencies were associated with business/corporate.



7.1 The governing body and employees understand how volunteers benefit the organisation, service users and the community.

**Figure 49: Other roles performed by Committee of Management (Board) volunteers (n = 10)**

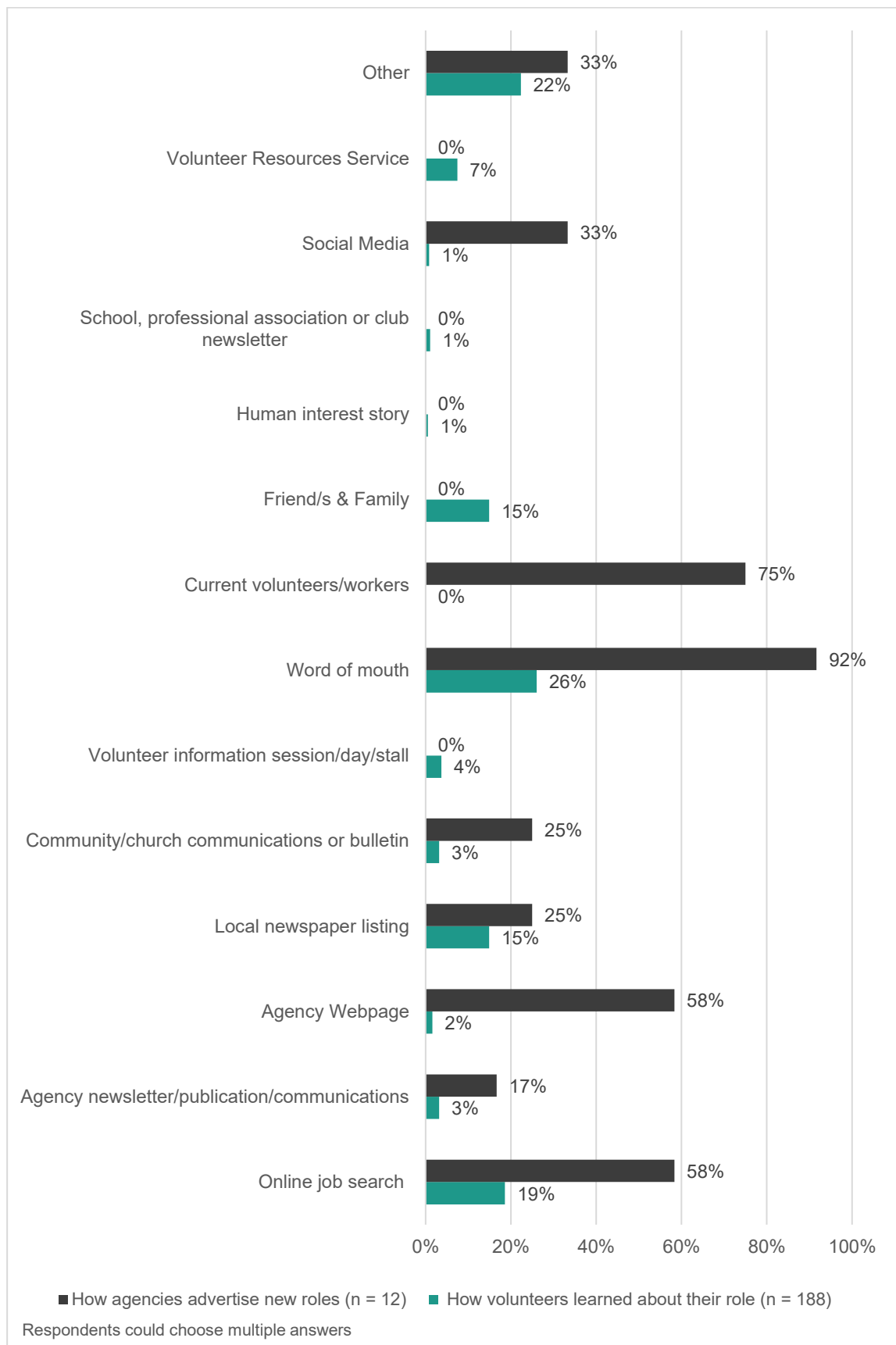


Agencies provided information as to what other roles Committee of Management (Board) volunteers performed within their agency. Across agencies, the most frequently occurring position also held by Board members was Administration/Receptionist, with 24 Board volunteers across eight agencies performing both roles. This was followed by the Community Support Worker (21 Board volunteers across nine agencies) and Coordinators/Managers (20 Board volunteers across six agencies). In 2018, the most frequently occurring position for a Board volunteer to hold was Community Support Worker.



# Engagement and Recruitment

**Figure 50: Methods of engagement and recruitment**



Agencies reported the most frequently used means of attracting new volunteer roles was through word of mouth (92%) and current volunteers/workers (75%). This remained fairly consistent with 2018. Online job search sites (58%) and agency web pages (58%) were also popular for agencies during the two years since the last census.

Volunteers indicated the most popular means by which they learned about their role was through word of mouth (26%), and online job searches (19%). Some of the 'Other' responses for volunteers were placement or walking past the agency and seeing a sign or going in to talk to someone.

Interestingly, a third of agencies use social media to advertise, however, less than 1 per cent of volunteers learned about the role through social media. Further, despite a quarter of agencies (25%) reporting that they advertise volunteer roles through community or church bulletins, only 3 per cent of volunteers indicated this method is how they learned about the role. This demonstrates that agencies could be advertising in areas that are not reaching the community.

**Table 2: Selection and recruitment process**

	Yes	No
Agencies have a documented recruitment and selection process (n = 12)	75%	25%
Volunteers found the recruitment process understandable and informative (n = 188)	95%	5%

The majority of agencies (75%) answered that they have a documented recruitment and selection process.

Nearly all volunteer (95%) answered that they found the recruitment process easy to understand and felt informed throughout the process of becoming a volunteer. This is two per cent less than 2018.



4.2 Potential volunteers are provided with relevant information about the organisation, the volunteer role and the recruitment and selection process.


**Table 3: Targeted recruitment (n = 12)**

	Yes	No	Unsure
Agency targets volunteers with specific characteristics	42%	58%	N/A

	Yes	No	Unsure
Agency recruit new volunteers for specific short-term projects or roles	25%	67%	8%

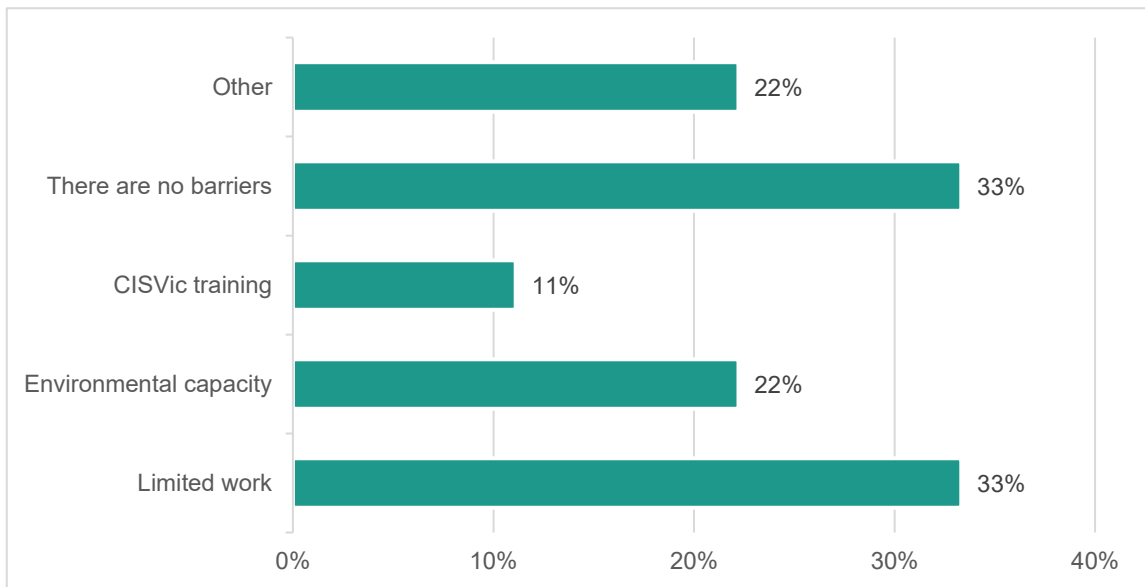
42 per cent of agencies said that they target volunteers with specific characteristics. Retired people with prior experience in the community or health sector and people who could make a long term commitment to the agency were the most commonly targeted characteristics. Over half (58%) of agencies responded that they did not target volunteers with specific characteristics. This decreased from 73 per cent in 2018.

Further, the majority of agencies (67%) reported that they do not recruit new volunteers for short term projects or roles in their agency.



4.1 If the organisation recruits volunteers, it uses planned approaches to attract volunteers with relevant interests, knowledge, skills or attributes.

**Figure 51: Barriers to recruitment (n = 9)**

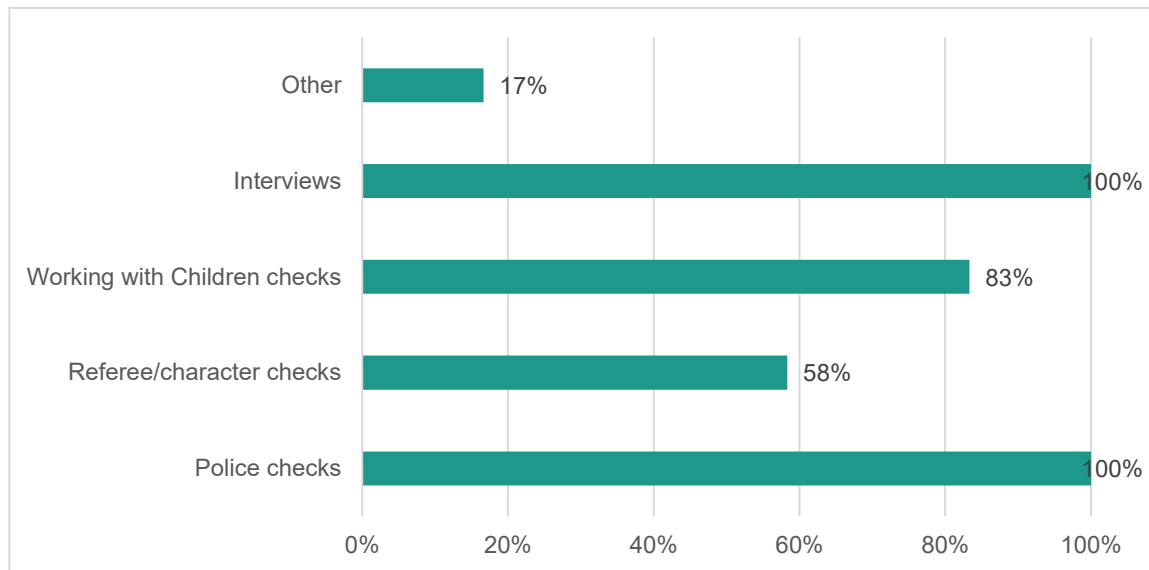


This was a worded question where respondents provided multiple answers. The most common response for barriers to recruiting new volunteers was that the agencies had limited work (33%). An equal amount of agencies (n =3) stated that there were no barriers to recruitment. The two responses for 'Other' are quote below:

Possible barriers: - the challenges of the CSW role are sometimes too much for people, reception work is sometimes also triggering for people - the fluctuation in workload, sometimes extremely busy, sometimes dead quiet, are frustrating for volunteers - poor facilities - our pantry is quite isolated so can be lonely to work out there - pantry work requires ability to lift and carry, some volunteers have injuries or disabilities which prevent them from lifting anything of weight.

Lack of diversity in the volunteer group, that is, lack of male volunteers, working volunteers, CALD and LGBTIQ.

**Figure 52: Screening practices used (n = 12)**



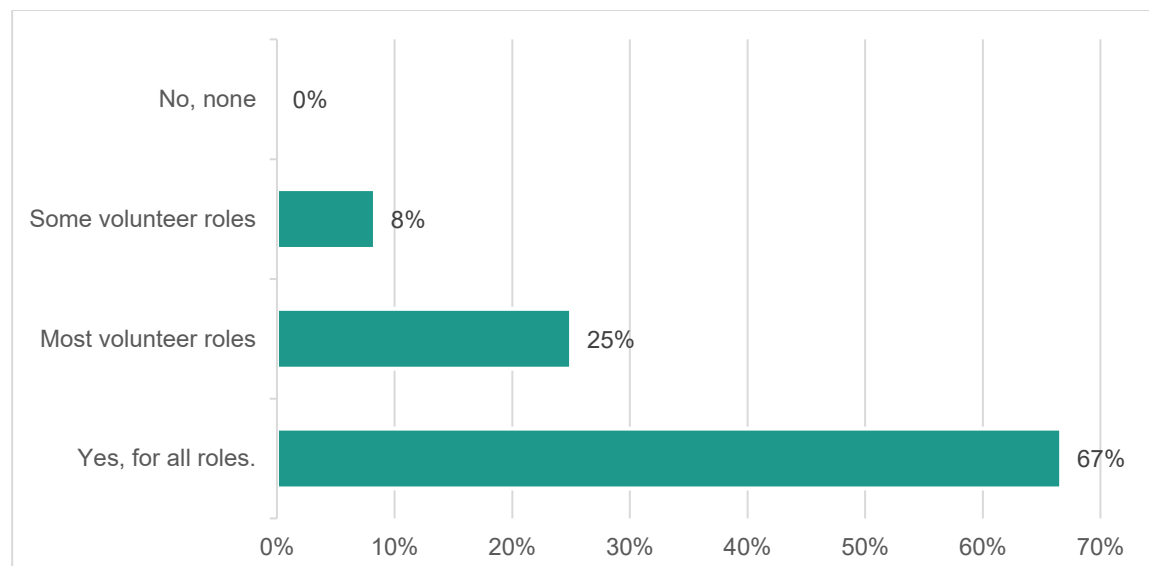
Agencies responded that interviews and police checks were the most frequently used screening practice, with all agencies answering that they utilised these processes. In 2018, only 93 per cent of agencies indicated that they also utilised police checks.

Some agencies further elaborated that they also used alternative screening processes, such as a trial period.



4.4 Screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation.

**Figure 53: Agency has position descriptions for volunteer roles (n = 12)**

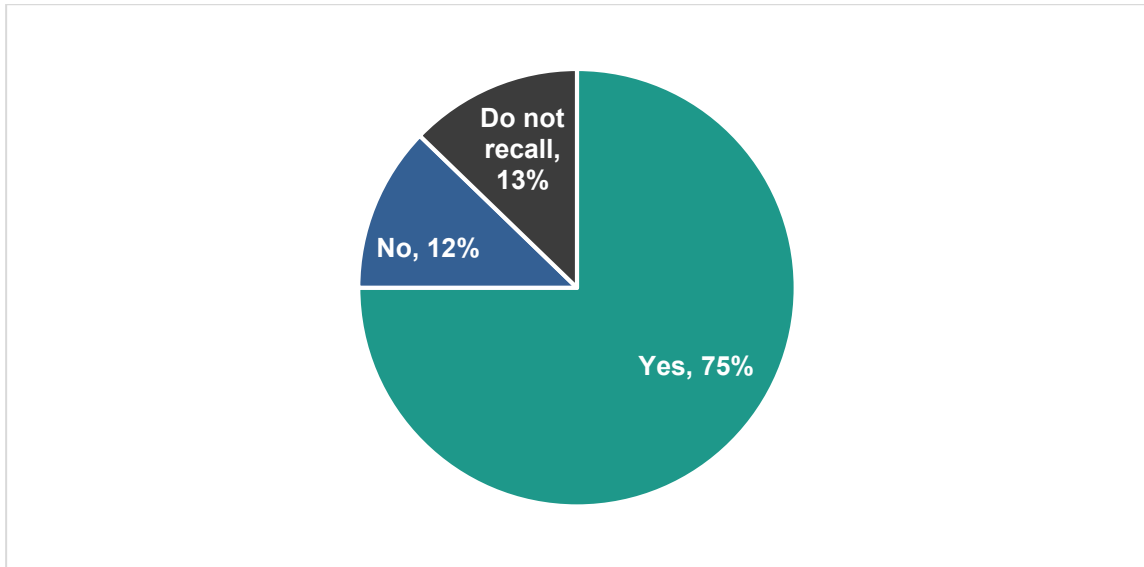


Many (67%) of agencies stated that they have position descriptions for all volunteer roles. No agency reported that they did not have position descriptions for at least some volunteer roles.



3.3 Volunteer roles are defined, documented and communicated

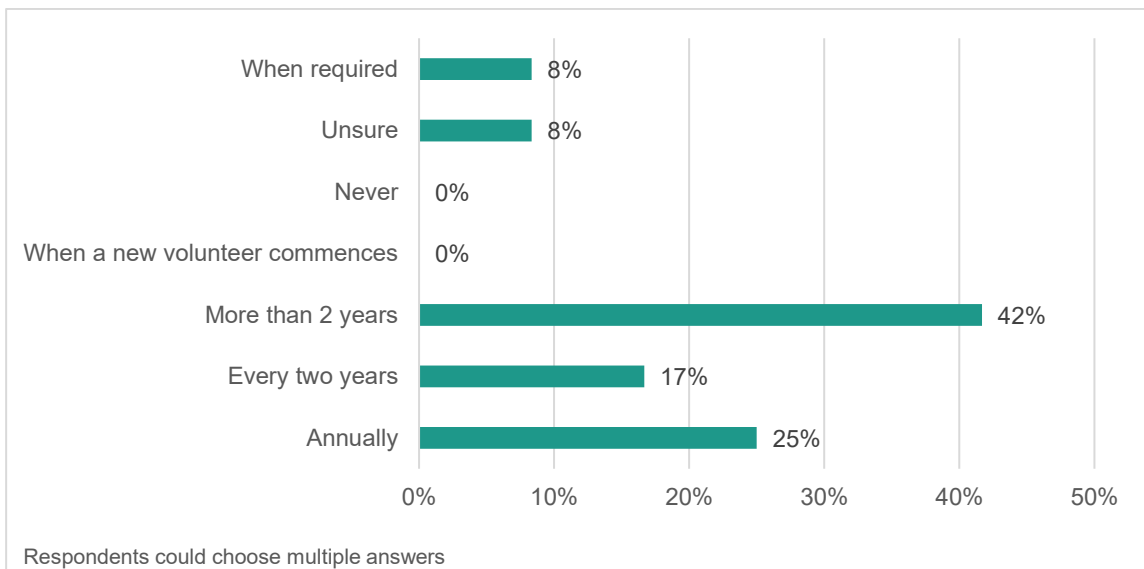
**Figure 54: Volunteers received a position description for their role (n = 188)**



Volunteer responses showed that the majority (75%) had received a position description prior to, or upon commencing, their role. Potentially due to the many years that some volunteers have been working at their agency, 13 per cent of volunteers could not recall if they received a position description for their role. Recall *Figure 15*, where 20 per cent of volunteers said they worked at the agency for more than ten years.

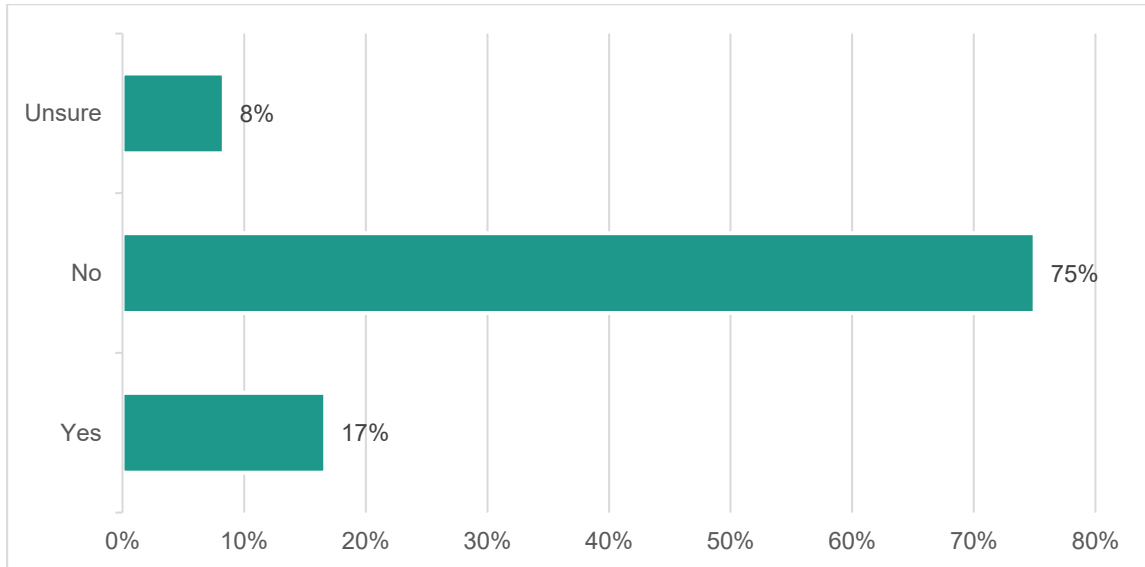
Volunteers were asked if their position description had changed since starting the role. Out of the 177 responses to this question, 42 per cent said that it had changed, 46 per cent said that it had not changed and 11 per cent were unsure.

**Figure 55: Frequency of review of volunteer position descriptions (n = 12)**



The timeframe in how often position descriptions were reviewed differed across agencies. Almost a half of agencies (42%) reported that a review occurred more than every two years. One quarter (25%) of agencies responded that the position descriptions were reviewed annually.

**Figure 56: View of volunteer base as a good representation of local community (n = 12)**



A majority of agencies (75%) do not believe that their volunteer base is a good representation of the local community. Only 17 per cent of agencies believe that their volunteer base is a good representation of their local community.

This is a stark contrast to 2018 results, where over half (60%) of agencies responded that they believed their volunteer base represented the local community they are based in. 27 per cent of agencies did not believe their volunteer base represented the local community and 13 per cent were unsure.

## Volunteer enquiries

Depending on the size of the agency, enquires between March 2019 and March 2020 ranged from two to 600. Excluding the agency that had 600 enquires, the remaining agencies reported receiving 20 volunteer enquiries, on average, annually.

Of these enquiries received, on average, 28 per cent resulted in new volunteers.

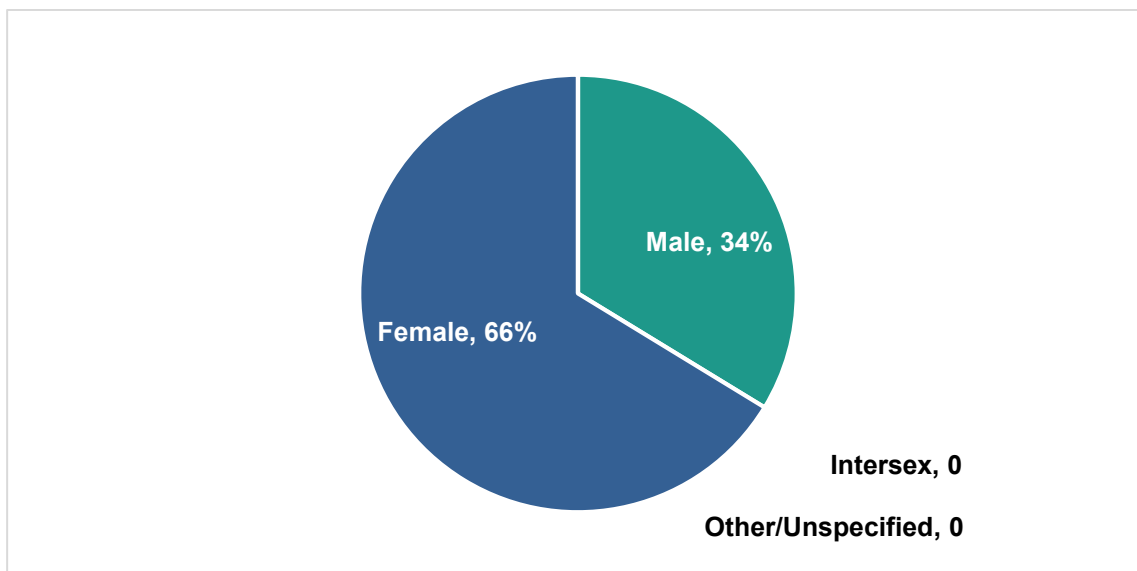
**Table 4: Volunteer enquiries over the past 12 months (n = 12)**

Number of volunteer enquiries in past 12 months	Agencies											
	2	8	8	10	12	15	20	20	40	45	60	600
Number of enquiries that result in new volunteers	0	3	3	2	7	3	5	10	20	20	8	150

# Volunteer Management

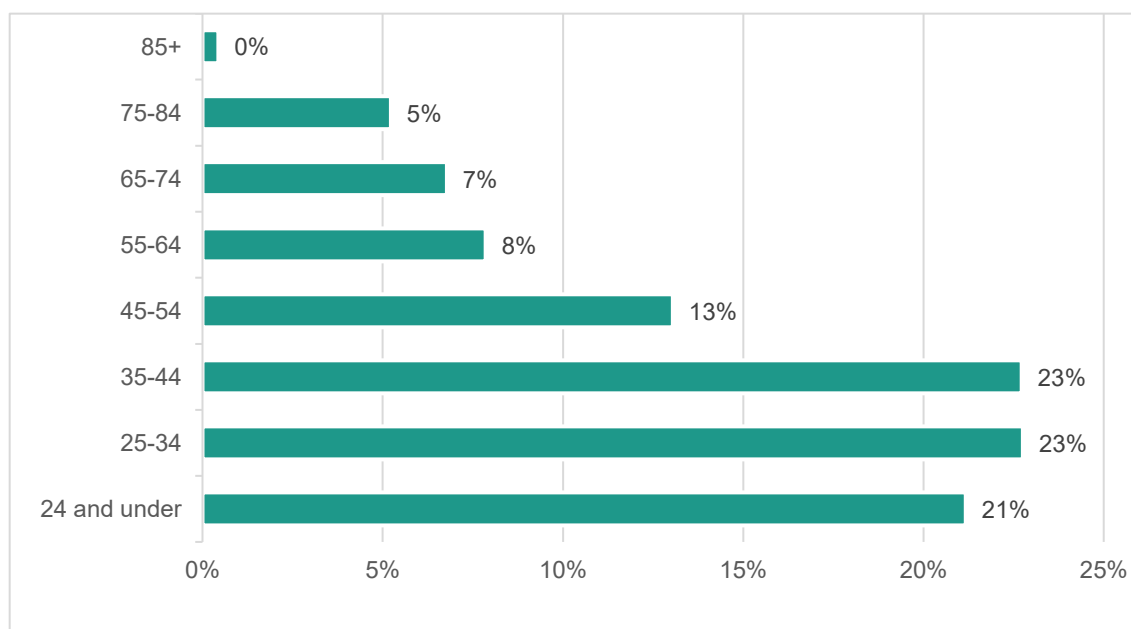
Across the 12 agencies that responded, there is a collective number of 2313 volunteers. The agency with the most volunteers had 1781<sup>12</sup> volunteers and the agency with the least had 21 volunteers.

**Figure 57: Agency knowledge of volunteer gender breakdown**



Across the 12 agencies that responded, 66 percent of volunteers are female and 34 percent of volunteers are male. Zero volunteers are intersex or other/unspecified.

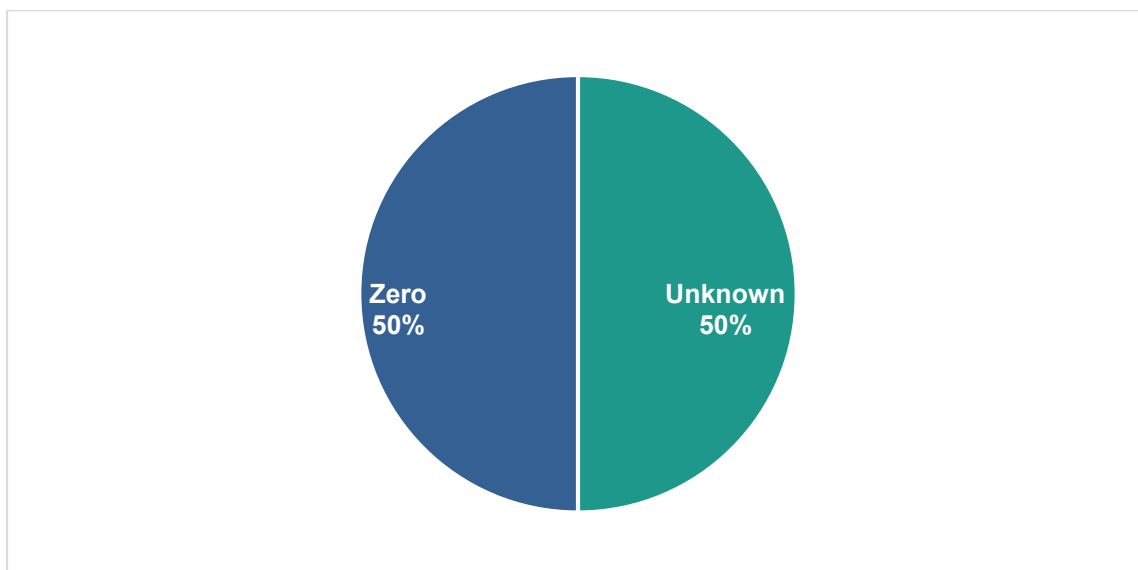
**Figure 58: Agency knowledge of volunteer age breakdown**



The most common age groups are 25-34 and 35-44. 46 per cent of volunteers are between the ages 25 and 44.

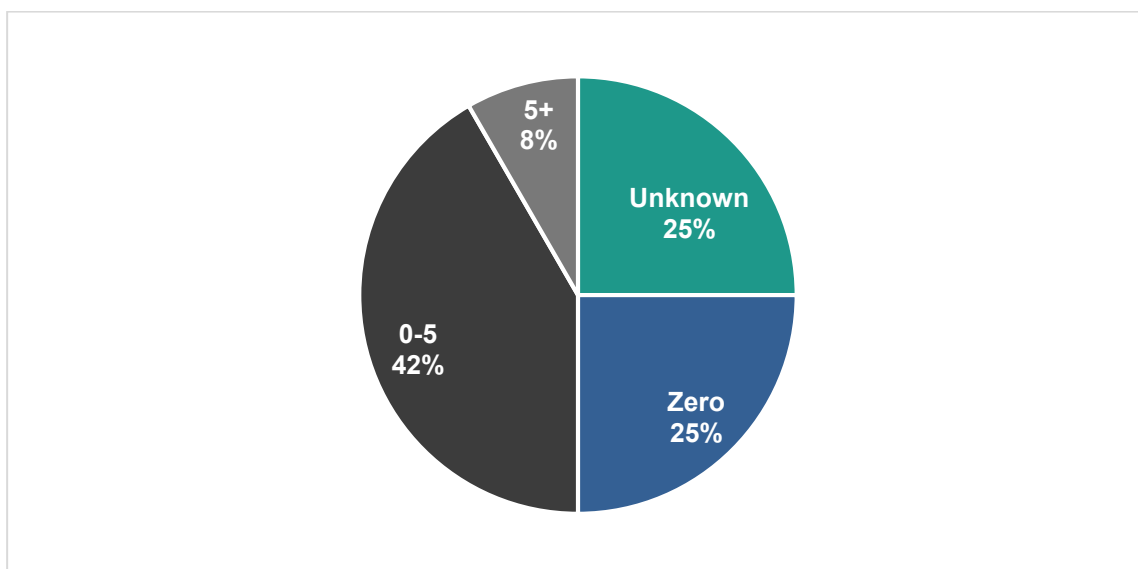
<sup>12</sup> Due to this outlier, the statistics in the following graphs are negatively skewed (left-skewed).

**Figure 59: Agency knowledge of Aboriginal and Torres Strait Islander volunteers**



Six agencies do not know how many of their volunteers are from Aboriginal and Torres Strait Islander descent while an equal amount of agencies have no Aboriginal or Torres Strait Islander volunteers.

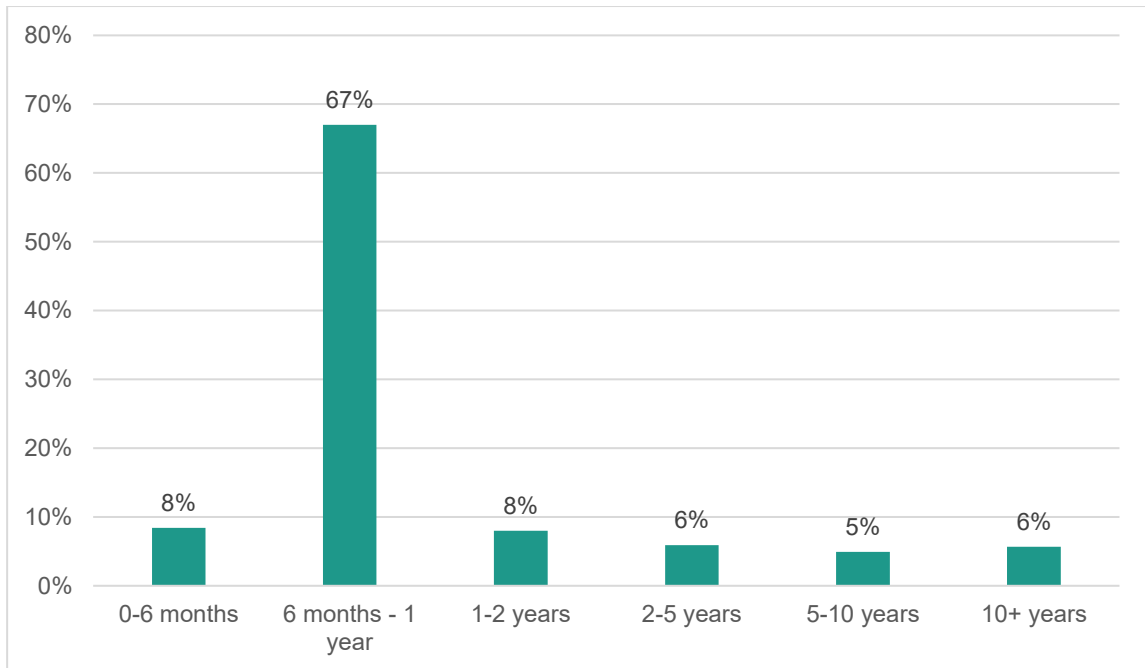
**Figure 60: Agency knowledge of volunteers with a disability**



One quarter of agencies do not know how many of their volunteers have a disability and an equal amount have no volunteers with a disability. Five agencies (42%) have between zero and five volunteers with a disability and one agency (8%) has more than five volunteers with a disability.

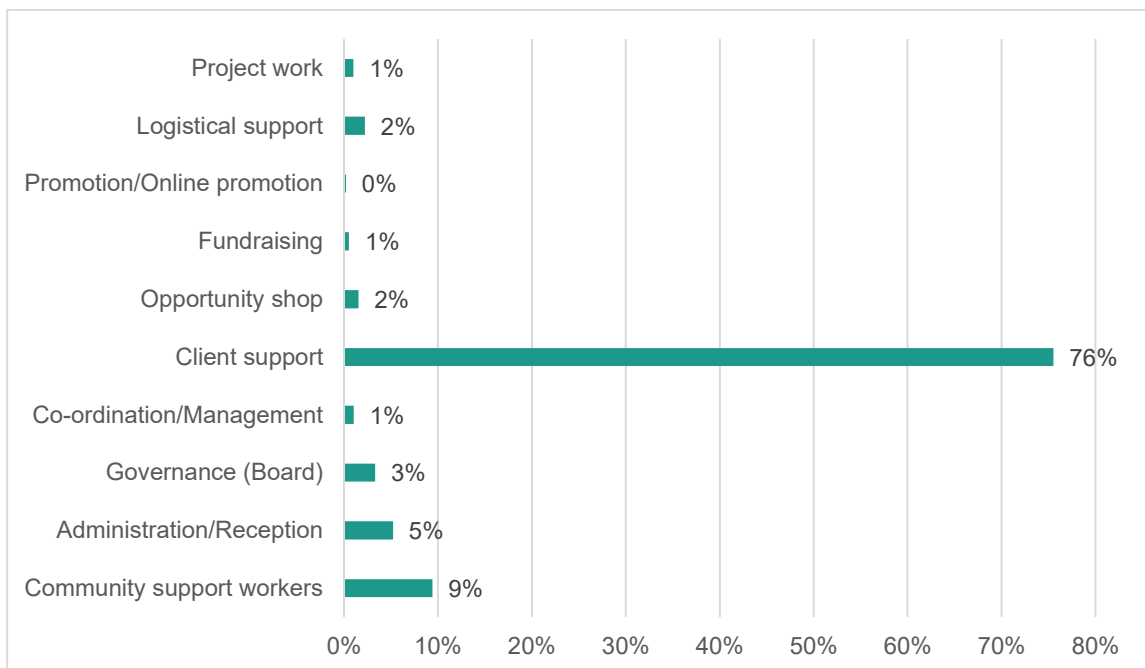


**Figure 61: Period of time volunteers have been volunteering**



The majority of volunteers (67%) have been volunteering between six months and one year.

**Figure 62: Amount of volunteers ordered by role**



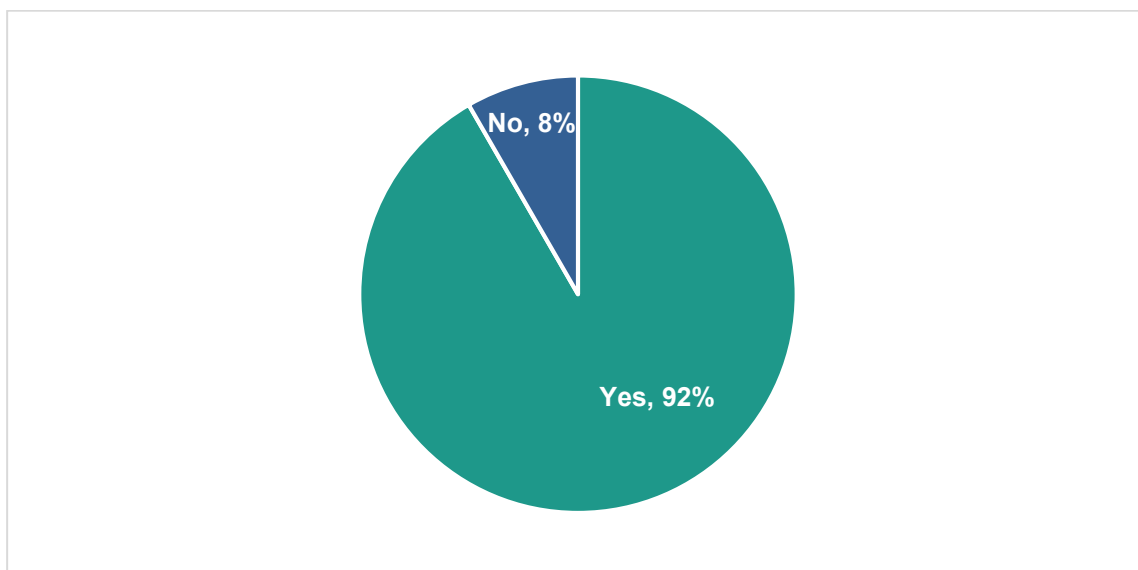
The majority of volunteers (76%) do client support as part of their role.

**Figure 63: Composition of agency staff (n = 12)**



Half of the agencies (50%) that took this census responded that their agencies were comprised solely by volunteer staff.

**Figure 64: Volunteer Coordinator position in agency (n = 12)**

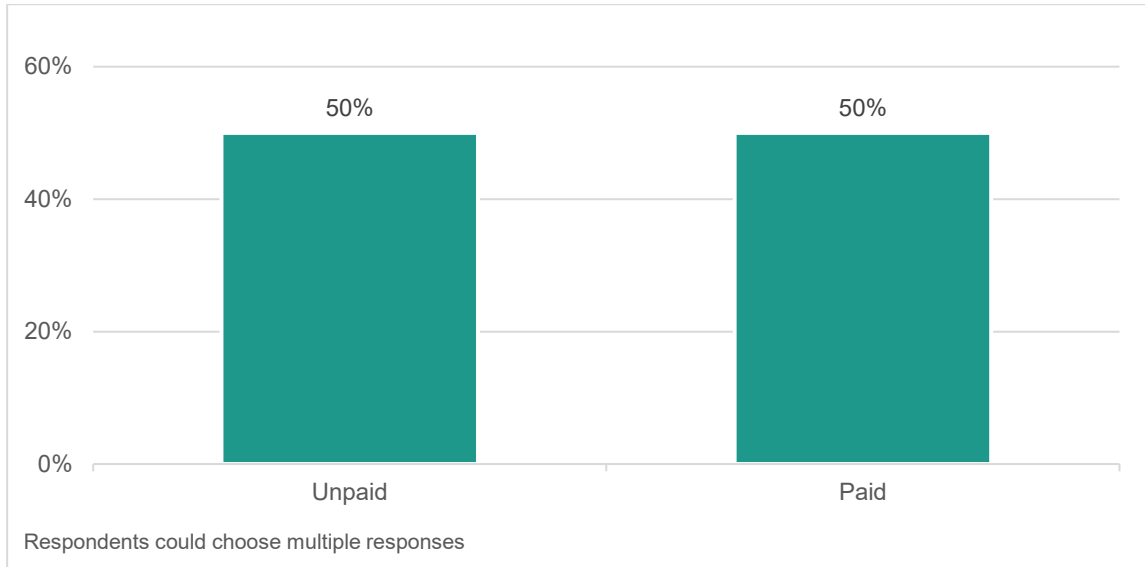


The majority (92%) of agencies have a Volunteer Coordinator or someone who includes this as a component of their job.



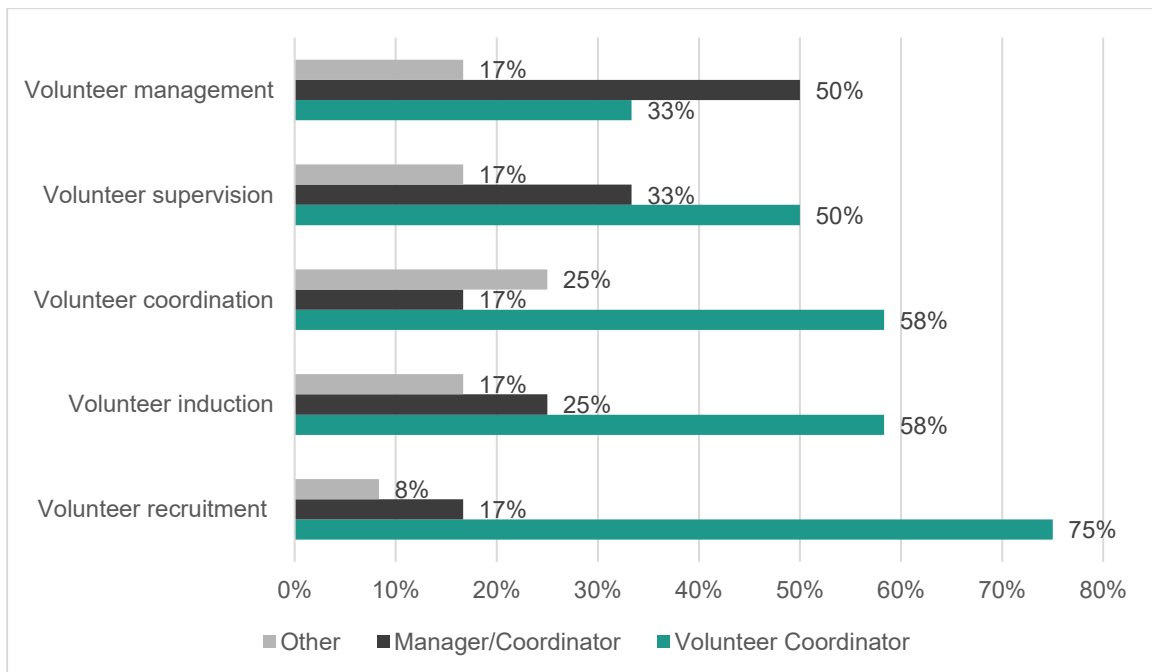
2.3 Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.

**Figure 65: Volunteer Coordinator position as paid or unpaid (n = 12)**



Half (50%) of the agencies pay their Volunteer Coordinator. Agencies that had a paid position elaborated on where the core funding for the position comes from. Five agencies said that the funding came from the local government/council and one agency said the funding came from philanthropy.

**Figure 66: Person responsible for volunteer processes (n = 12)**



Responsibility for volunteers across a range of tasks is broadly shared across agency leaders. However, volunteer coordinators were the people most responsible for much of the volunteer process.




1.1 Responsibilities for leading and managing volunteer involvement are defined and supported.

**Table 5: Agency priority ratings on systems that support and manage volunteers (n = 12)**


	N/A	None	Very Low	Low	Neutral	High	Very High
Procedures/systems that assist in identifying, assessing and managing risk/OHS	0%	0%	0%	0%	17%	50%	33%
Volunteer records are collected, kept secure and maintained	0%	0%	0%	0%	0%	25%	75%
Opportunities to informally check-in with someone (debriefing)	0%	0%	0%	0%	0%	33%	67%
Formal supervision (scheduled time to meet and check-in)	0%	0%	0%	25%	33%	25%	17%
Performance development processes (yearly performance planning)	0%	8%	8%	17%	42%	17%	8%
Opportunities that develop effective working relationships (team building)	0%	0%	0%	17%	17%	25%	42%
Processes to identify 'skill needs' of volunteers (effective work practices)	0%	0%	0%	8%	17%	50%	25%
Requirements around level of training needed	0%	0%	0%	8%	8%	33%	50%
In house training	0%	0%	0%	0%	0%	33%	67%
External training	0%	0%	0%	8%	17%	50%	25%
Provision of additional volunteering opportunities (pathways, skill development)	0%	0%	0%	25%	50%	25%	0%

The priority agencies put on various volunteer management and support systems varied from very low to very high. Ensuring that volunteer records are collected, kept secure and maintained was a high or very high priority for all (100%) agencies. This is the system that agencies indicated as their highest priority.

Opportunities to informally check in with someone and in house training were also very high priorities for 67% of agencies. While formal supervision and provision of additional volunteering opportunities were low for a quarter (25%) of agencies.

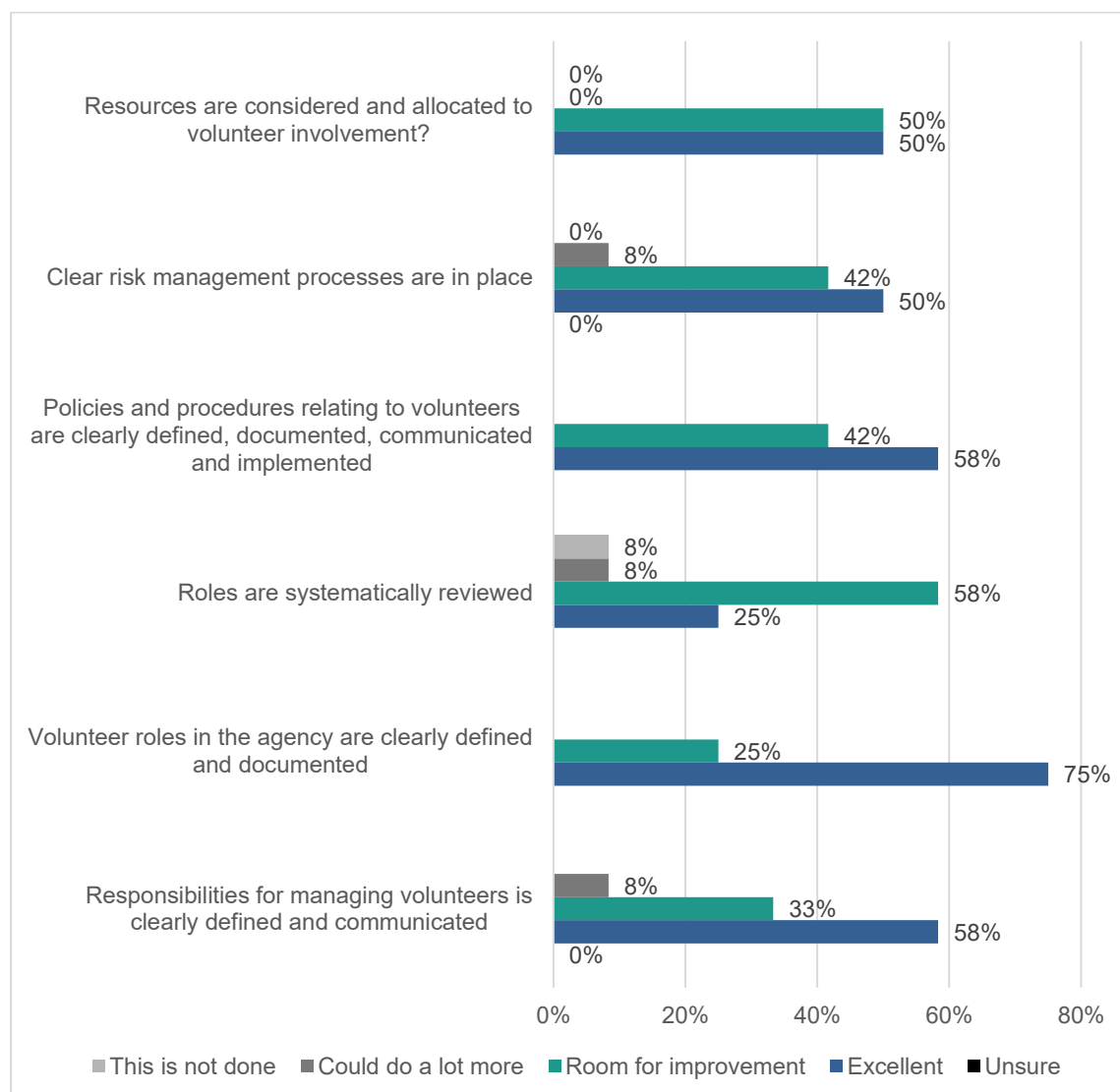


**2.2 Volunteer involvement is planned and designed to contribute directly to the organisation purpose, goals and objectives.**



**2.3 Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.**

**Figure 67: Agency ratings of systems performance (n = 12)**



More than two-thirds (75%) of agencies rated their process in clearly defining and documenting volunteer roles as excellent. Contrastingly, only a quarter (25%) of agencies rated their process of systematically reviewing roles as excellent.



1.4 Volunteer involvement records are maintained.



5.3 Volunteers knowledge and skill needs relevant to their roles are identified, and training and development opportunities are provided to meet these needs.



5.4 Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.



6.2 Processes are in place to protect the health and safety of volunteers in their capacity as volunteers.

## Volunteering during the COVID-19 pandemic

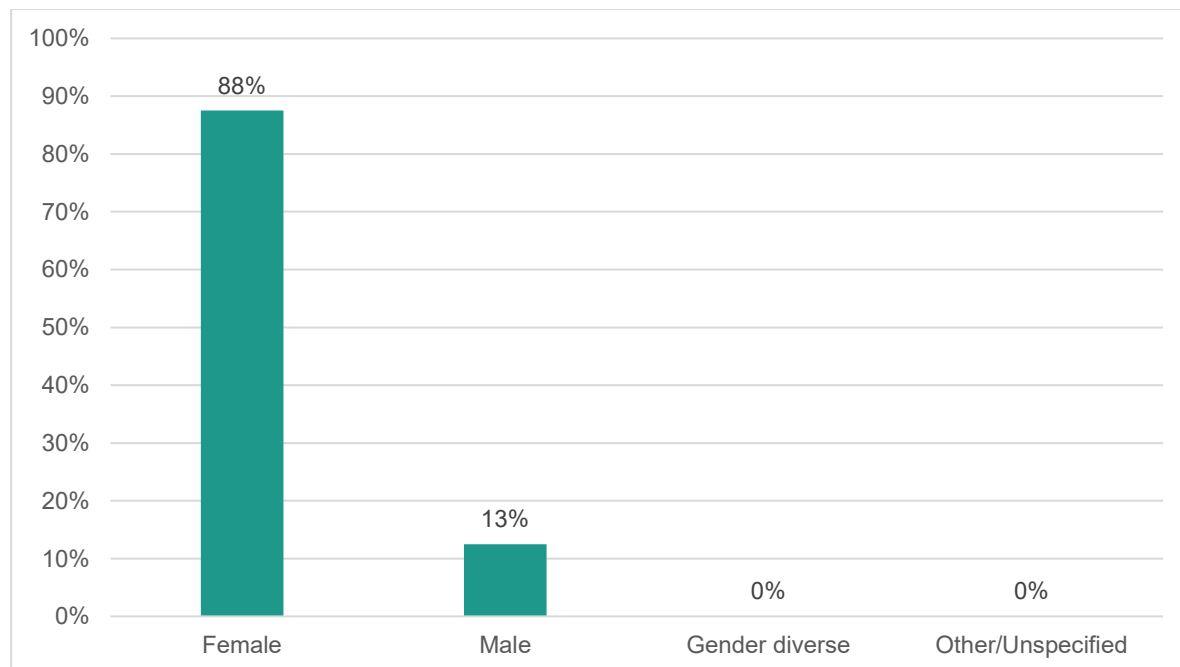
In the closing months of 2019, a highly contagious novel coronavirus was discovered. By late January 2020, the first case of COVID-19 had been confirmed in Australia. Given the contagious nature of the virus, the unpleasant respiratory symptoms, the potential for the virus to be deadly, and the threat of an overwhelmed healthcare system, federal and state governments implemented a series of measures to protect public health and stop the spread of COVID-19. As the state of Victoria experienced two waves of COVID-19, these measures included restricted movement, social distancing, the wearing of masks, internal and external border closures, lockdowns and, business, workplace and school closures. Like many sectors, these measures changed the way community service workers carried out their work.

During a time where many people lost their jobs and found themselves without income, the community sector became vital in meeting people's basic needs such as food, rent and utility bills. At the same time, CISVic member agencies lost much of their volunteer workforce due to the senior age of many volunteers and the vulnerability of elderly people to COVID-19. CISVic member agencies had to adapt their services to this reduced capacity and deliver services in modified ways to ensure the protection of the health, safety and wellbeing of workers (paid and volunteers) and the community. Many services were delivered over the phone or through contactless measures such as home delivery or pick up.

The 2020 Volunteer Census was disrupted by the COVID-19 pandemic. Given the delay, it gave CISVic the opportunity to do a follow up survey to gain a better understanding of how COVID-19 impacted our volunteer base. This section will present the results of the second volunteer survey and the second agency survey, describing the experience of COVID-19 for volunteers.

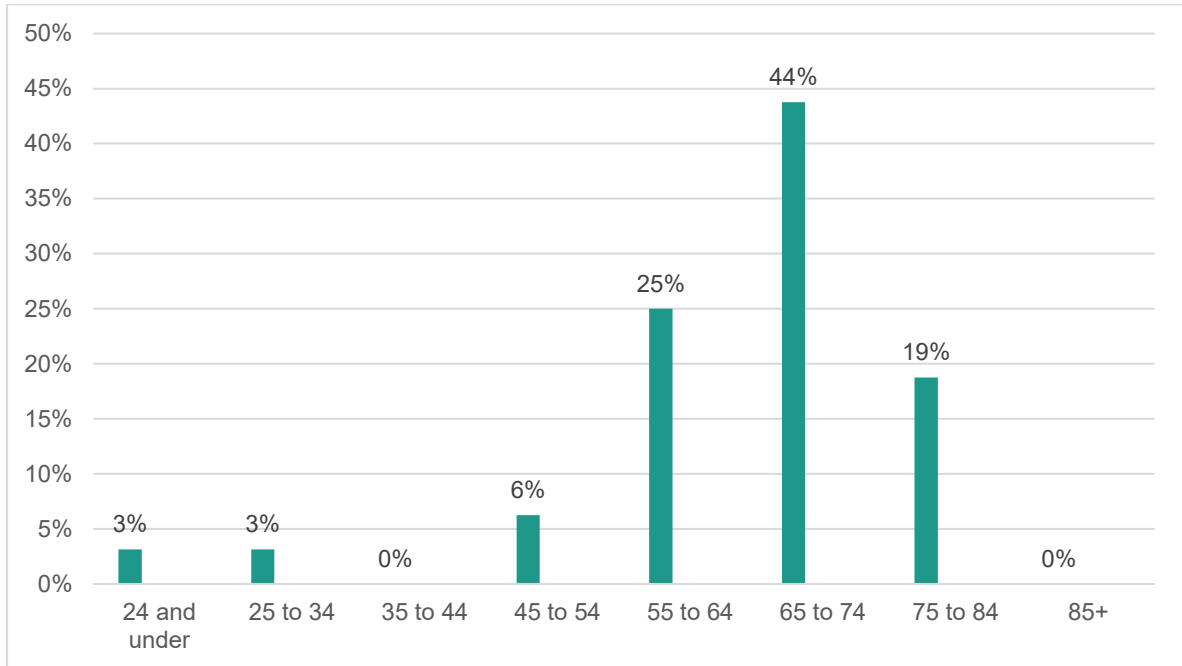
There were 32 volunteers who completed the survey and nine agency managers.

**Figure 68: Gender of volunteers (n = 32)**



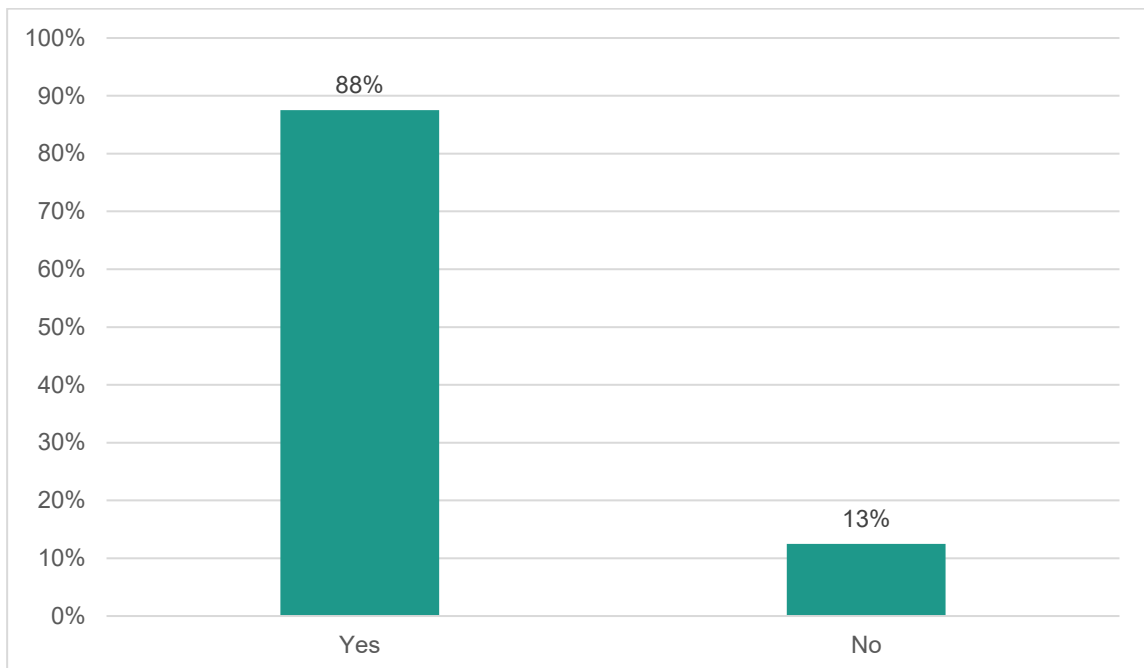
Of the volunteers who completed the COVID-19 survey, 88 per cent were female and 13 per cent were male.

**Figure 69: Age of volunteers (n = 32)**



Most of the volunteers (44%) who began this survey were aged 65 to 74.

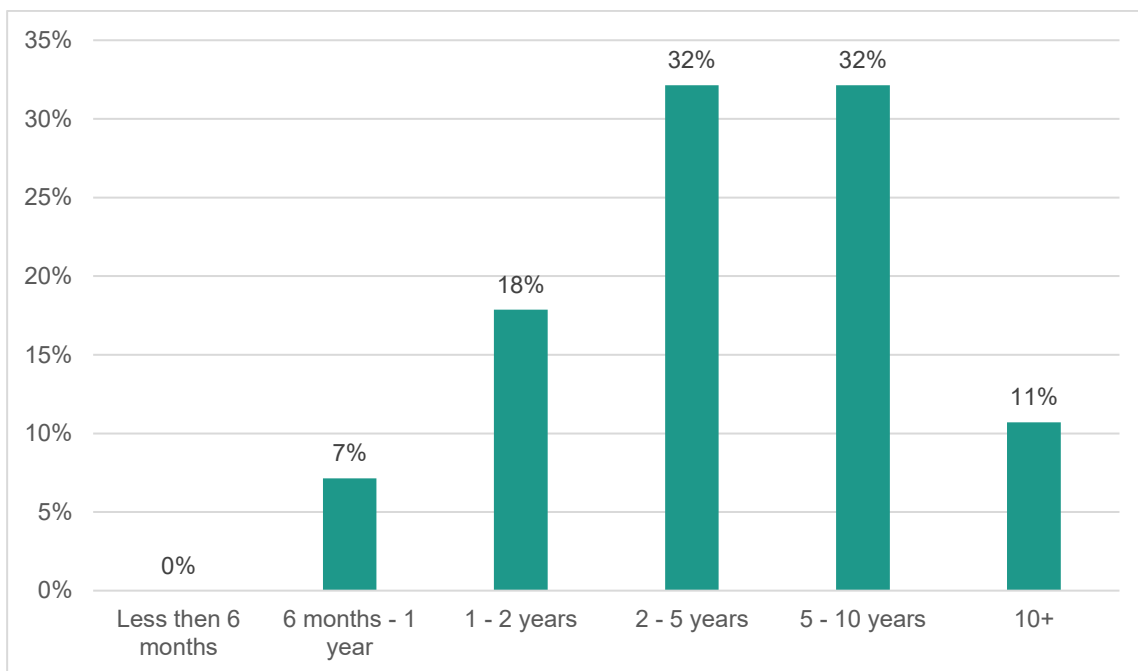
**Figure 70: Volunteers that were with CISVic prior to the first COVID-19 lockdown in March 2020 (n = 32)**



Of the 32 volunteers who began the survey, the vast majority (88%) were volunteering with CISVic prior to the lockdown. 13 per cent (n = 4) of volunteers were not CISVic volunteers prior to the lockdown in March 2020.

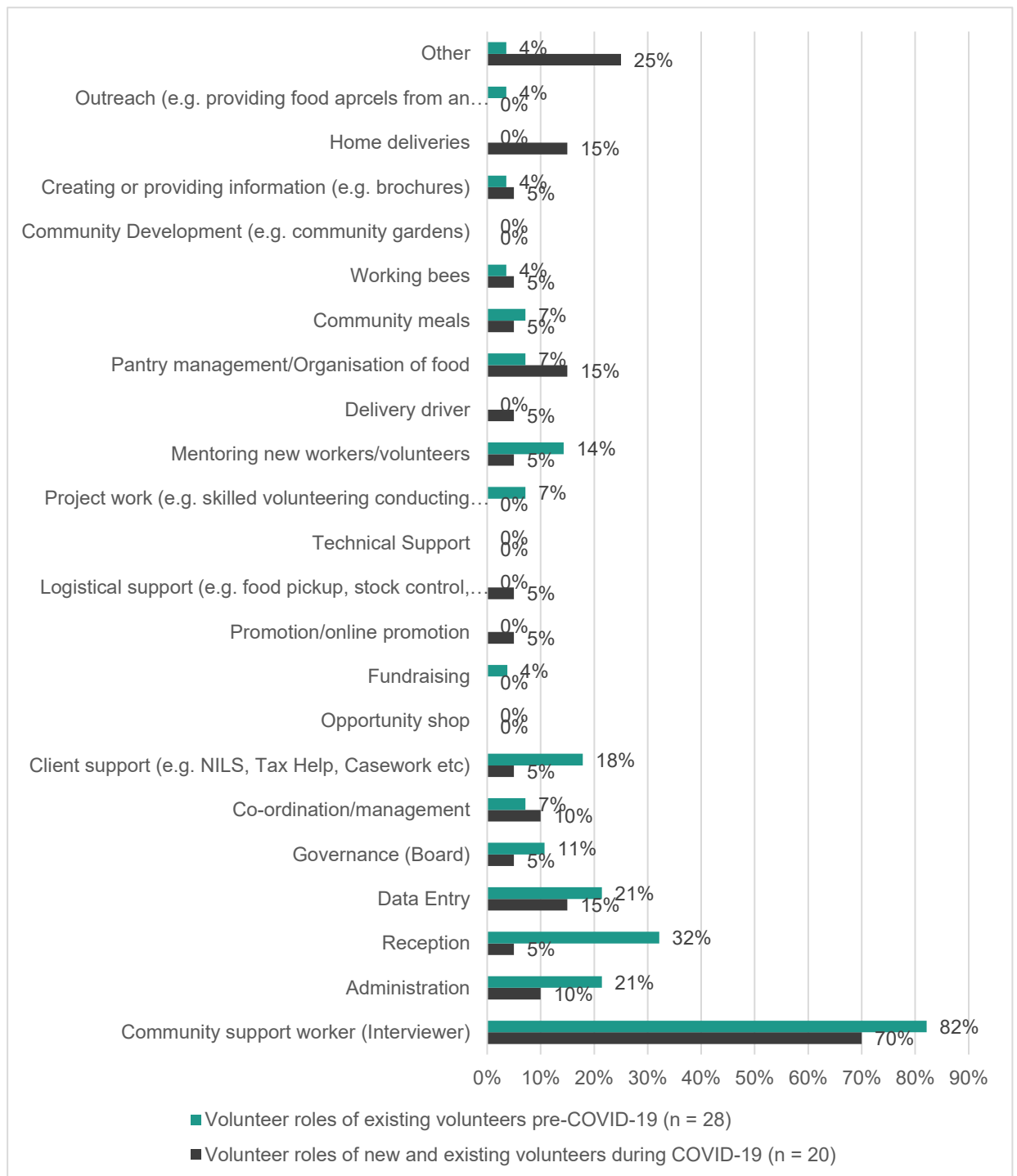


**Figure 71: Length of time existing volunteers had been volunteering prior to March 2020 (n = 28)**



Of the 28 volunteers who were volunteers with CISVic prior to the first COVID-19 lockdown in March 2020, 64 per cent had been volunteers with CISVic for between two and ten years. Interestingly, three volunteers (11%) had been volunteers for over ten years.

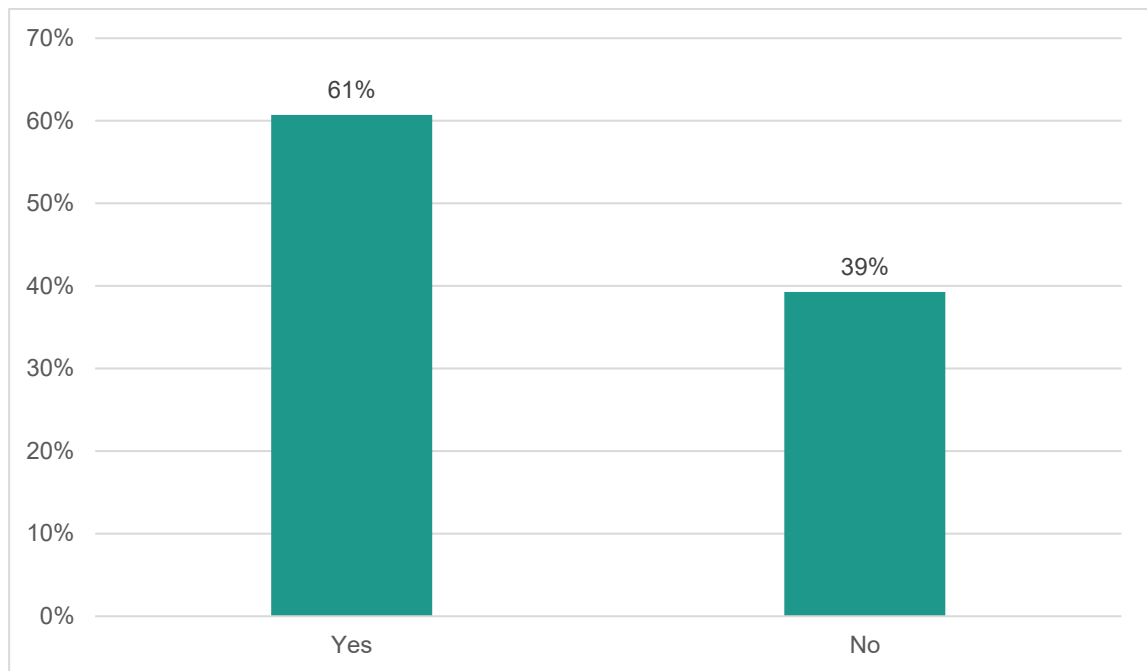
**Figure 72: Volunteer roles for before and during the COVID-19 pandemic**



Existing volunteers were asked what their role was before the pandemic. Respondents could choose multiple answers to this question. Of the 28 existing volunteers, the majority (82%) had community support worker as part of their role prior to the pandemic. Nearly a third of volunteers did reception work as part of their role.

New and existing volunteers were asked what their volunteer role was during the COVID-19 pandemic. Respondents could choose multiple answers to this question. There were 20 volunteers who answered this question. One interesting comparison is that during the pandemic home deliveries, organisation of food and logistical support were more frequent roles for volunteers than pre-pandemic. One volunteer who selected 'Other' said they made masks, one said they interviewed 'prospective volunteers via zoom,' and another said they contacted clients by phone for their 'Well Being Maintenance Program.'

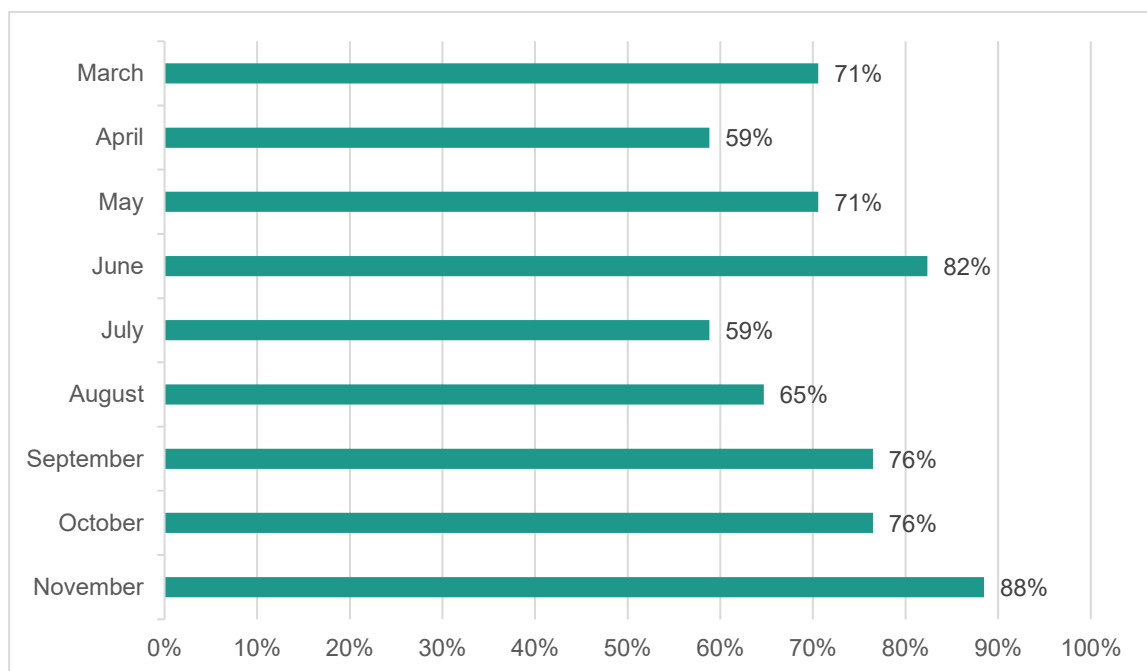
**Figure 73: Existing volunteers who volunteered at any time between March 2020 and November 2020 (n = 28)**



Existing volunteers were asked if they volunteered at any stage between March 2020 and November 2020, including remote volunteering. Over half (61%) of the existing volunteers volunteered during some stage of the pandemic. 39 percent did not volunteer at any stage during the two lockdowns.

In terms of an age breakdown, eight volunteers between the ages of 65 to 74 (67% of this age group) and three volunteers between the ages of 75 to 84 (50% of this age group) volunteered at some stage between March 2020 and November 2020.

**Figure 74: Months of the pandemic that existing volunteers volunteered during (n = 17)**



The 17 existing volunteers that volunteered between the months of March 2020 and November 2020 were asked to select every month that they volunteered during. The results mirror the first

and second wave of COVID-19 in Victoria. The first wave began at the end of March, and these results show that in April only 59 per cent of the volunteers were volunteering. During June when Victoria began to reopen, 82 per cent of the volunteers were volunteering, however, when Victoria began experiencing the second wave and subsequent lockdown those numbers decreased again to 59 percent. By November 2020, 88 per cent of the existing volunteers were volunteering again.

The new volunteers were asked in which month they began volunteering. Out of the four new volunteers, three volunteers answered the question. One volunteer began in July, one volunteer began in August and the final volunteer began in October.

## Reasons that volunteers stopped volunteering (n = 10)

The 11 existing volunteers who did not volunteer between March 2020 and November 2020 were asked why they stopped volunteering. Ten volunteers answered this question.

Almost all of the volunteers responded that it was due to COVID-19, with only one volunteer stating that it was because they had placement for university. Many volunteers said that it was not their choice to stop volunteering but agency policies or circumstances forced them to stop during this period of time. Below are some notable quotes.

Recommended temporary leave due to Covid-19 health reasons.

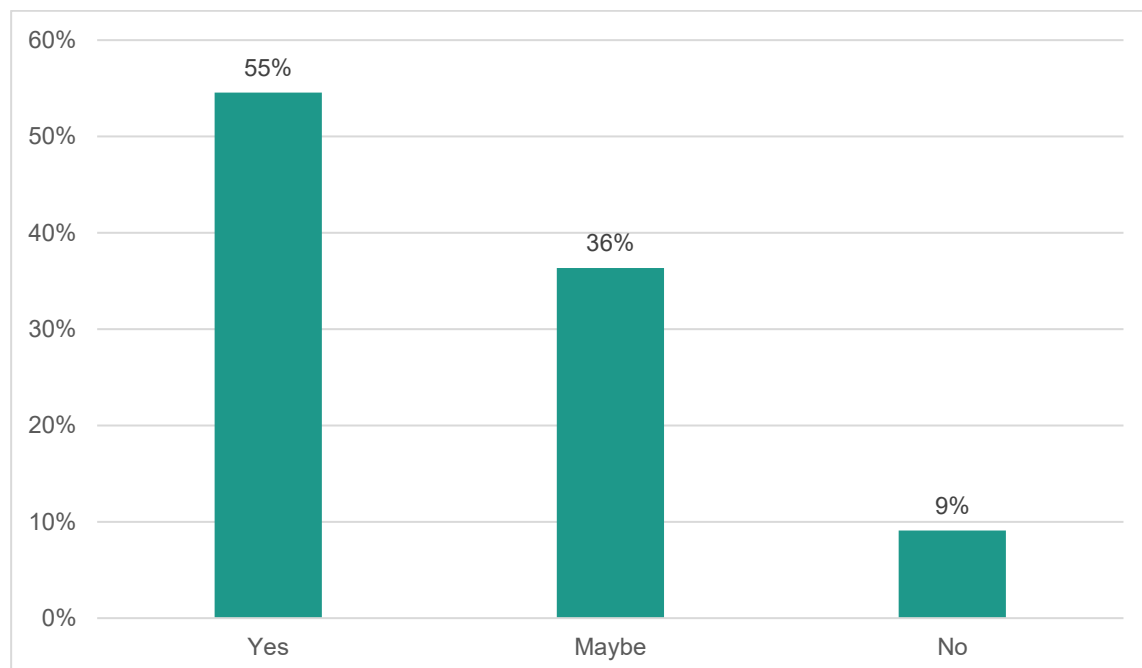
I was told there was no volunteering until further notice.

Had no choice due to COVID. We were no longer able to have people come in.

Over 65 and were informed that I was not to visit during the pandemic. We also are having massive renovations and paid workers who could not operate in their roles filled in volunteer positions.

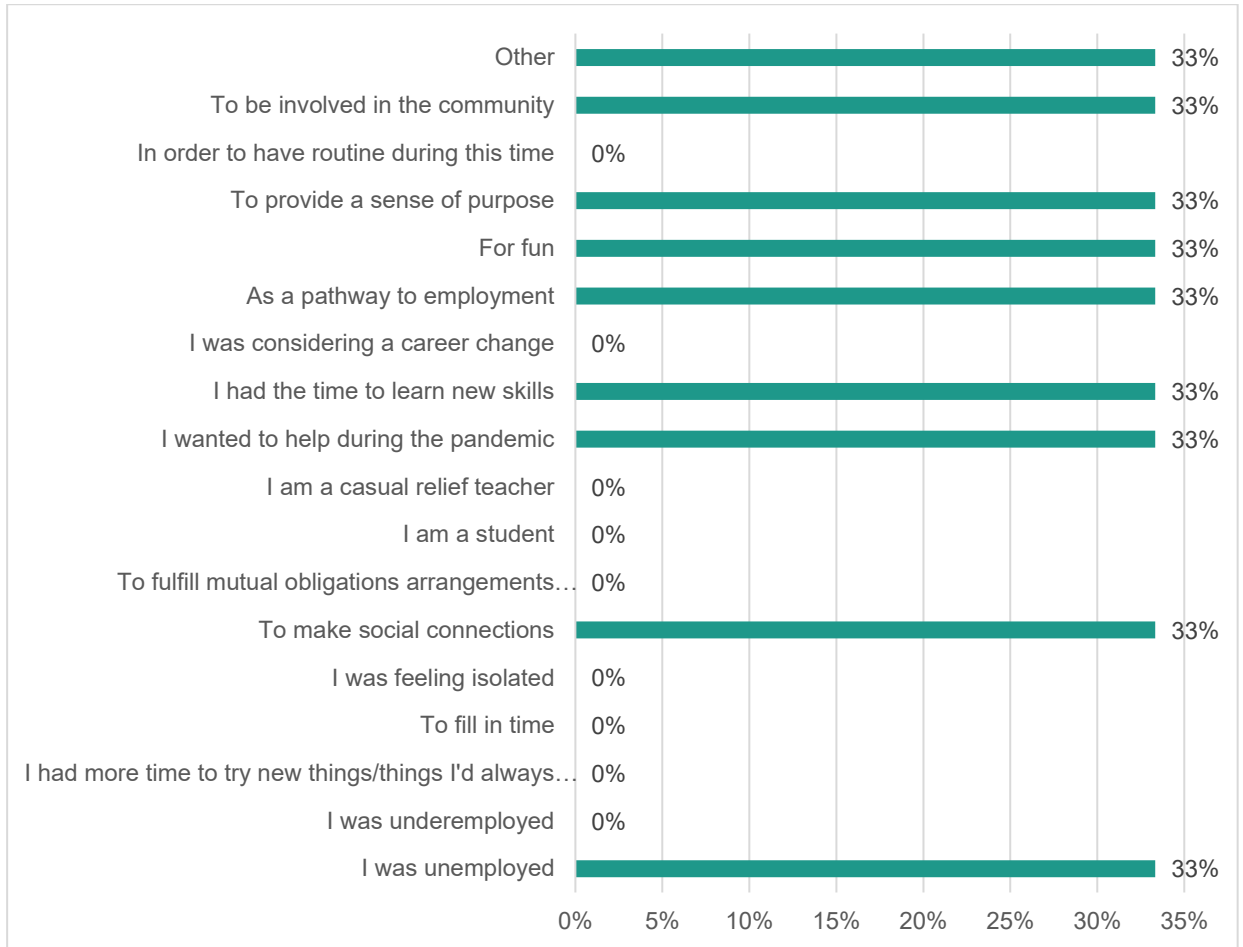
Age and health issues, particularly of my partner.

**Figure 75: Intention to return to volunteering (n = 11)**



Of the 11 existing volunteers that did not volunteer between the months of March 2020 and November 2020, only one (9%) has no intention of returning to volunteering. The majority of volunteers (55%) intend to return to volunteering and a further third may return but have yet to decide.

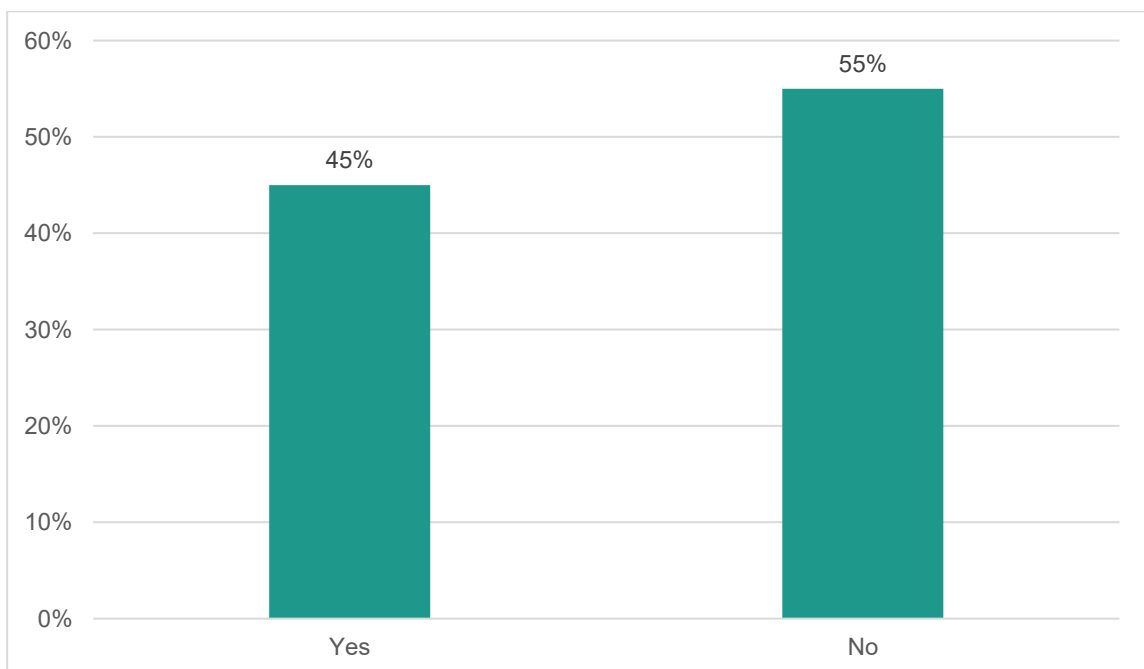
**Figure 76: Reasons why new volunteers began volunteering (n = 3)**



New volunteers were asked why they began volunteering. Respondents could select more than one answer.

Of the four new volunteers: all were female, one was between the ages 25 and 34, one was between the ages 55 and 64 and two were between the ages 65 and 74.

**Figure 77: Remote volunteering (n = 20)**



All volunteers who volunteered during the COVID-19 pandemic were asked if they undertook some parts of their volunteer role remotely. Surprisingly, the majority of volunteers did not undertake any part of their volunteer role remotely.

## Experiences of volunteers during COVID-19 (n = 17)

Volunteers were asked what their overall experience of volunteering during COVID-19 had been like including how their role or service delivery may have changed, biggest challenges and positive stories.

Overall, volunteers had positive, and simultaneously challenging experiences. Volunteers said that they missed interacting with the clients and other volunteers. There were three common experiences: *Service delivery changes*, *Missed interactions with others*, *Found work meaningful*.

### Service delivery changes

Many volunteers discussed how their service had to change during the pandemic. Many volunteers expressed that conducting appointments over the phone was difficult because the worker could not observe body language.

“I think that the biggest challenges was the fact that we couldn’t do the face to face contact. I found that while non-contactable interviewing was relevant to the pandemic I felt that some of the clients needed face to face interviews. Had to refer some to our Crisis Workers for extra support.”

“Interviewing clients had to be done by phone or at the outdoor meeting area. We wore masks and maintained a 1.5 m distance. The clients who phoned had to phone again when they arrived at the centre’s car park and their food and voucher were then taken to the door for collection by the client. This worked very well.”

“Frustrating. As interviewing via phone without the opportunity to see the person’s expression, see the body language, you only have half the picture.”

“We conducted interviews by phone. This was fine for me some of the clients may have missed out on some extra support. When interviewing in person can see the body language which then makes us ask more questions. This often results in clients getting more support and more value from the visit.”

### Missed interacting with others

Volunteers missed interacting with other volunteers and clients.

“Missed the interaction of other volunteers and definitely missed seeing our regular clients.”

“Challenging with the restrictions of people allowed in to access support and the people allowed in the building. Also P.P.E restricting full communication. Also a little isolating/lonely at times as some volunteers not working.”

### Found work meaningful

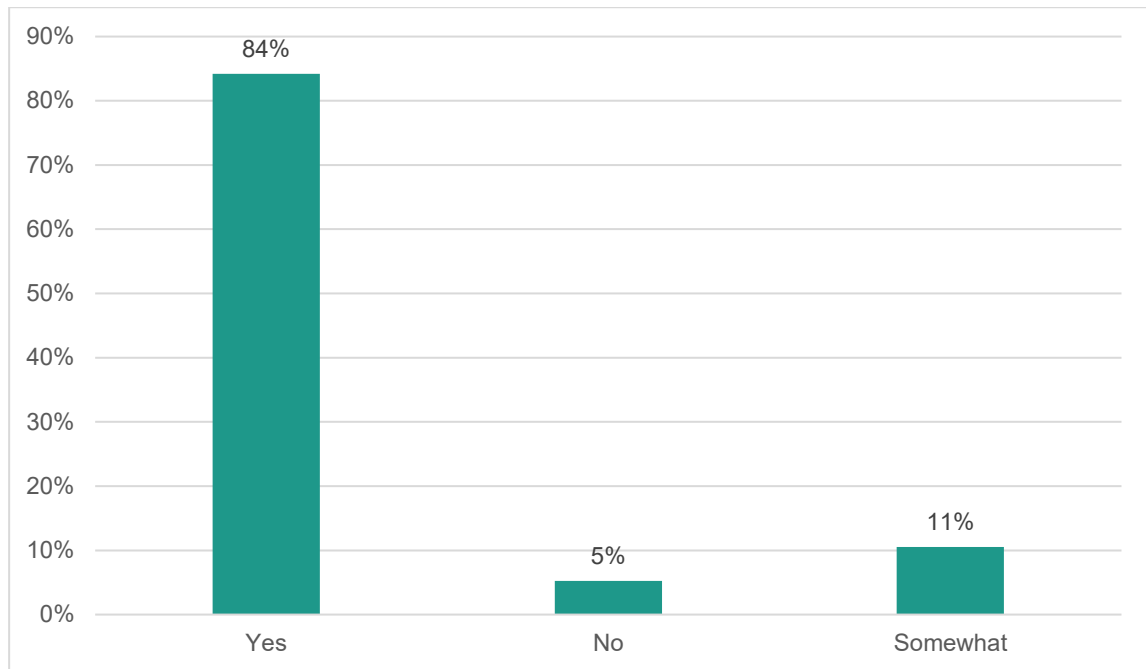
Volunteers found working during a pandemic meaningful for themselves and the community.

“It helped me feel useful.”

“It was meaningful and a challenge.”

“Loved being useful and learning new skills. Thoroughly enjoy being back in an office environment and daily routine.”

**Figure 78: Volunteers' feelings of being supported by agency during pandemic (n = 19)**



Volunteers who volunteered during the pandemic were asked if they felt supported by their agency during this time. There were 19 volunteers out of 21 who responded. The majority of volunteers felt support by their agency.

### What services did well during the pandemic (n = 16)

Volunteers were asked what they thought their service did well during the pandemic. Volunteers' responses can be grouped into three themes: *Meeting community need*, *Adapting service delivery* and *Keeping staff and the community safe*.

#### Meeting community need

Volunteers were proud that their agencies continued to meet community need during the pandemic.

"Kept providing assistance to the vulnerable clients in our community."

"Provided food and vouchers to those who really needed the assistance, particularly those who had need of our services for the first time due to COVID."

"Continued support of the disadvantaged."

"Reaching out to the existing clients and assisting the many new ones' navigate their new situation."

#### Adapting service delivery

Volunteers said that being able to change service delivery in order to meet community need while keeping people safe was something agencies did well.

"Find different ways to keep operating, even if in a limited way."

"Conducting interviews by phone so that clients could still access our service without risk to staff or clients."

"Established early resources for home deliveries of food and vouchers to those client in need."

## Keeping staff and the community safe

Volunteers were impressed that agencies protected both staff and the community from the public health risks posed by the pandemic.

“They were always available to offer support and assistance if not only to the volunteers but also to our clients.”

“Protect us and their clients.”

“Kept up with safe practise from a COVID view point and option for volunteers to stay at home as required.”

## Agency managers' thoughts on what the service did well (n=4)

Agency managers were also asked what they thought their service did well during the pandemic. Four agency managers responded to the question. Overall, managers were proud of the way their agencies worked as a team to provide services to the community. They were also proud of the way their agency met the needs of volunteers and paid staff by protecting their physical health through strict health measures and their mental wellbeing by keeping them socially connected. The four responses were:

Protected those who were volunteering with strict COVID procedures. Kept in touch with those who weren't coming in on a regular basis.

We met the needs of volunteers, staff and community to the best of our ability, providing flexible service delivery and introducing new ways of doing things. We are extremely proud of the team effort to remain open to the public and provide a face to face service and address the isolation that so many of our clients and volunteers were experiencing.

Work as a team.

Supported hundreds of families each month.

## What services could have done better during the pandemic (n = 10)

Volunteers were asked what they thought their service could have done better during the pandemic. While ten volunteers responded to this question, eight of the responses said '*nothing*' or '*not sure*'. The remaining volunteers would have wanted to be kept informed and utilised in a valuable way. Below are the two responses to this question:

“Utilise the volunteer skills more effectively, that is, the allocation of jobs; there was a lot of down time as less clients attending. Some volunteers were asked to do phone work and others on stand by for clients with no additional tasks assigned -had to find something to keep ourselves useful.”

“Kept volunteers up to date with activities and resources available for both volunteers and clients.”

## Agency managers' thoughts on what the service could have done better (n=4)

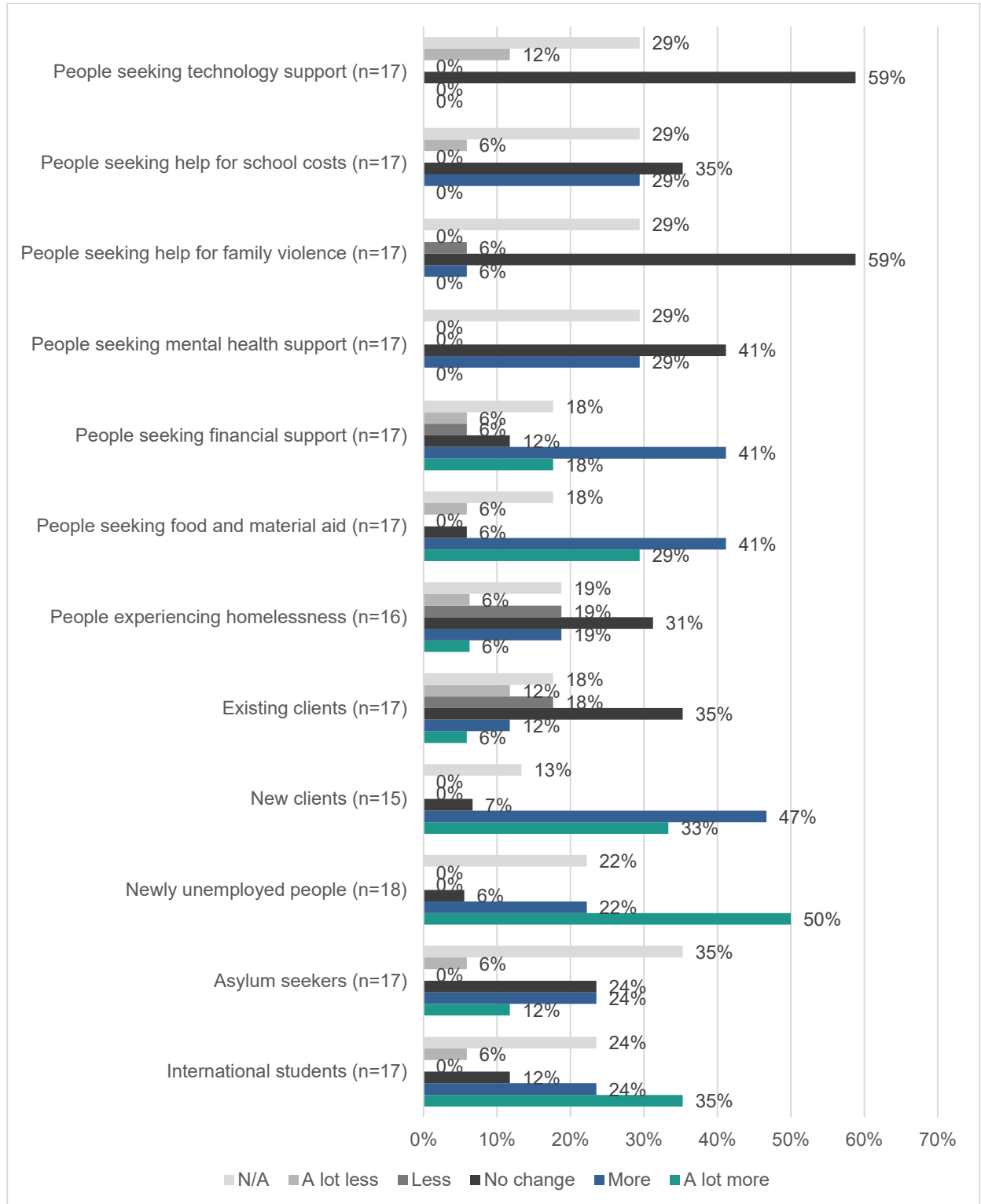
Agency managers were asked what they thought their service could have done better during the pandemic. Four managers responded to this question. Two said there was nothing they thought they could have done better. The two other responses were:

We could have provided better IT/communication support for those working remotely and wishing to access zoom but this was hampered by stock availability, funding limitations and the time to develop digital programs.

We were constantly aware of the financial drain on our resources.



**Figure 79: Changes in people seeking assistance during the pandemic (n = 18)**

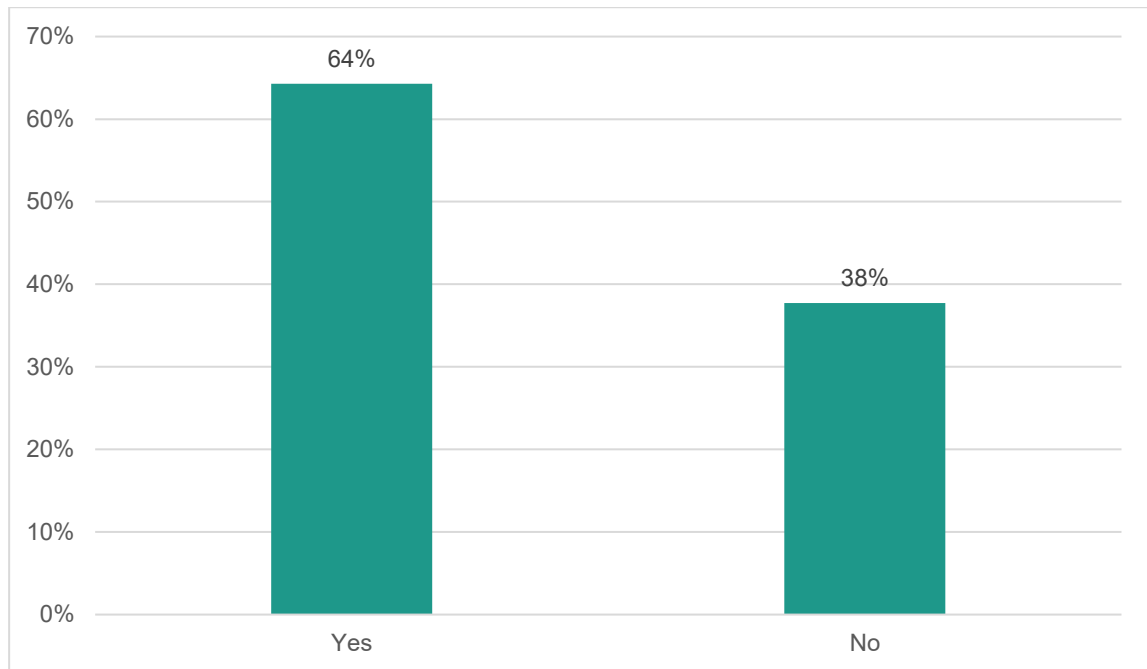


Volunteers were asked about the changes they had noticed in people seeking assistance during the pandemic. Specifically, volunteers were asked if they saw more or less of certain a presentation, compared to previously.

Exactly half of the volunteers reported seeing a lot more newly unemployed people. 35 per cent and 33 per cent of volunteers saw a lot more international students and new clients respectively.

Interestingly, an equal amount (19%) of volunteers reported seeing more and less people experiencing homelessness. One volunteer commented that they had more people presenting at the agency *'wanting a chat'* because they were *'lonely.'*

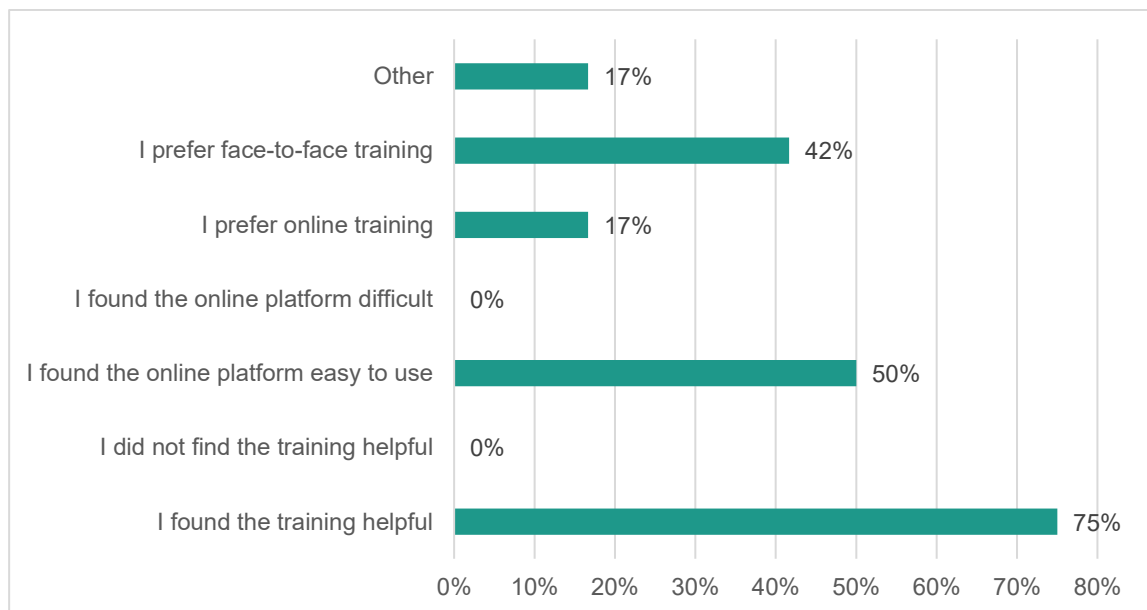
**Figure 80: Changes made to service that volunteers want to keep (n = 14)**



Volunteers were asked if there were changes that the service made during the pandemic that they would like to continue. The majority of volunteers (64%) responded that there were changes that the agency made that would like to keep.

Volunteers said they would like to continue EFT because it was more convenient. Volunteers also want to continue doing home deliveries and interviews by phone when it is more advantageous for the client such as clients who have mobility issues or clients who cannot easily access transport. Other volunteers wished they could keep their case worker who was employed during the pandemic on a six month contract or change their agency policy from one voucher every three months to be *'more receptive to people's needs.'*

**Figure 81: Training during COVID-19 (n = 12)**



Three quarters of volunteers (75%) found the training they completed during COVID-19 helpful. Half (50%) found the online platform easy to use, however, 42 per cent of volunteers still prefer face-to-face training.

## Support for volunteers to transition back into the volunteer workforce post-COVID-19 (n= 17)

The 11 volunteers who did not volunteer between March and November were asked how volunteers could be supported to transition back into the volunteer workforce post-COVID-19. Six volunteers responded. Overall, volunteers asked for updated training and to be kept informed. The quotes below are examples of what volunteers would like in order to transition back into the volunteer workforce.

“Volunteers should be given the same opportunities and support as staff members to integrate back into the workforce or work remotely.”

“I will be available when informed. I have tried to keep in touch but that has not been easy. But at a time like this I am presuming only the fully experienced are required.”

“Training in Covid-19 Safety programmes, mini update of agency's changed procedures.”

The same question was asked of the existing and new volunteers who did volunteer during the pandemic. There were 11 responses to this question. The majority of volunteers believed that other volunteers wanted to be assured that workplaces were safe to return to, that there were COVID safe plans in place and that there would be updated training.

“Ensuring that our workroom is COVID safe and our practices keep the volunteers safe.”

“With a very clear re-entry plan in place and the physical environment adjusted to meet COVID Safe conditions.”

“Refresher training.”

“Update on data entry requirements and information on asylum seeker resources.”

## Agency managers' intentions to support volunteers to transition back into the volunteer workforce (n=4)

Agency managers were asked how their agency would support volunteers to transition back into the volunteer workforce. Four managers answered this question. Managers said they were committed to continue supporting volunteers and providing information to volunteers to inform their decisions. The four responses were:

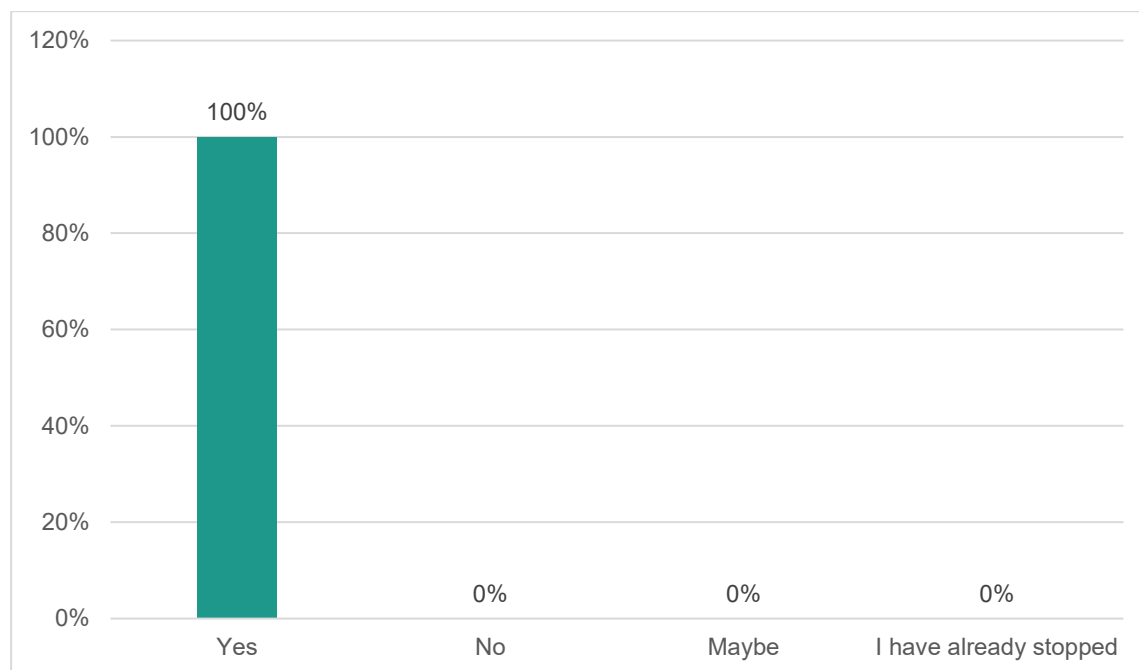
Our volunteers have all remained with us doing familiar or new tasks.

Look after them.

We have a 'Volunteer Refresher' session on Friday 29th January so that volunteers can make an informed decision about returning, as it will not be the same as pre-COVID. We will be offering more training and gradual transition back.

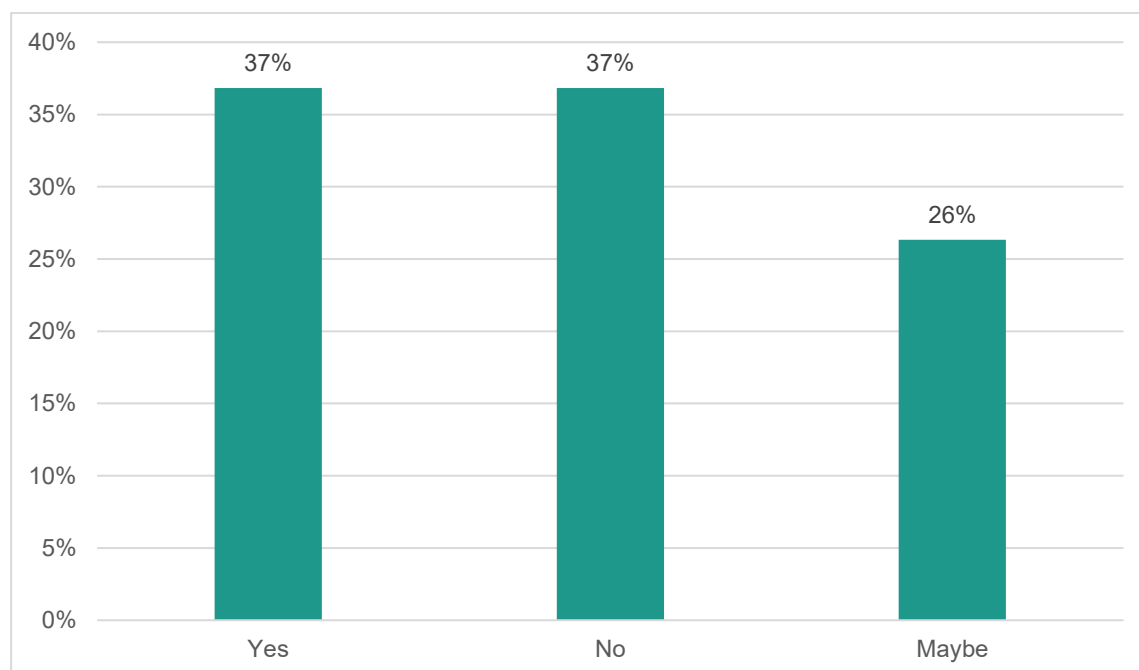
Offering as much support as needed.

**Figure 82: Intention to continue volunteering (n=19)**



All of the volunteers who volunteered during the pandemic intend to continue volunteering. Volunteers were asked if they would be able to manage other commitments they may have to return to after the pandemic while still volunteering. Almost all volunteers said the question was not applicable because they did not have work or formal education to attend. One volunteer said they would reduce their hours from one day a week to one day a fortnight if need be.

**Figure 83: Opportunities to volunteer remotely (n=19)**



Volunteers were asked if they could consider volunteering remotely if opportunities to do so came up. 37 per cent of volunteers said they would consider remote volunteering opportunities while an equal amount said they would not.

## Agency Manager COVID-19 Survey

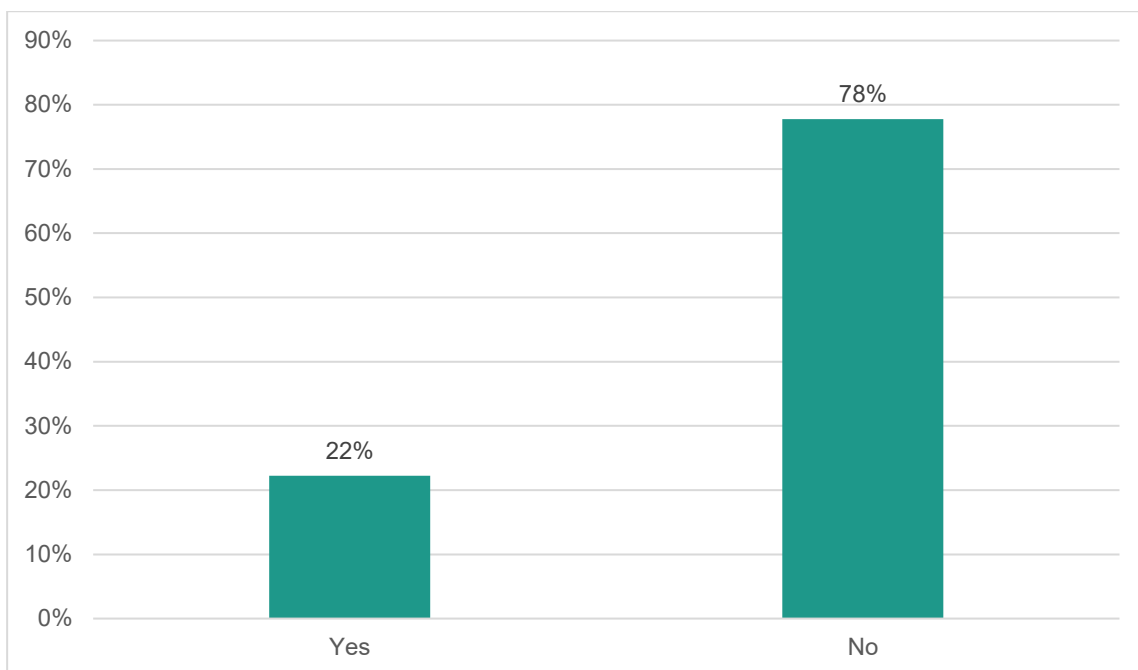
The second agency survey was sent to agency managers on 14 December 2020 and the survey was closed on 18 January 2021. During that time, nine agency managers responded to the survey and four completed every question. It is presumed that this low completion rate is due to the fatigue agency managers were experiencing after months of working throughout the pandemic and adapting service delivery to meet the needs of the community while protecting the health and wellbeing of community members, volunteers and paid staff. Further, over the course of the pandemic many surveys and other mechanisms of information collection were sent out by various bodies and many agency managers were suffering from 'survey fatigue.' Overall, it is suspected that agency managers simply lacked the time for yet another survey. In response, findings from a report titled *Implications of COVID-19 for CISVic member agencies and communities: a thematic analysis* written by CISVic are presented here to augment the agency manager COVID-19 survey data, presented above and below.

The thematic analysis was conducted on CISVic membership meetings held over 'Zoom' between 24 March 2020 and 28 October 2020. The meetings were convened by the CISVic Executive Officer and attended by agency managers. These are the findings relevant to the volunteer workforce that came from the thematic analysis.

CISVic member agencies are staffed predominantly by volunteers with some agencies having a mixed workforce but others being solely volunteer run. Many agency managers reported losing 'half' of their volunteers overnight when the pandemic began (24 March 2020). This was mainly due to the health risk that COVID-19 posed to older volunteers, but also due to social distancing limitations that restricted how many people could work onsite. Some agencies had to close temporarily due to lack of staff. The reduced capacity put pressure on remaining volunteers and paid staff, particularly in the face of increasing demand and the need to adapt to new ways of delivering services that were remote and COVID-safe. In particular, increased data demands put a strain on the small workforces. Managers were unable to hire new volunteers as training new staff during a pandemic was difficult. Volunteers also suffered from social isolation and some agency managers ensured that they continued to connect with their volunteers through phone calls and 'Zoom' sessions. As the pandemic progressed, agency managers expressed growing concern that volunteers were suffering from vicarious trauma. Community members were beginning to present with more complex issues and this compounded the general fears and anxieties that volunteers had regarding the pandemic. It was found that further training and support will be needed for returning and new volunteers.

Overall, the loss of volunteers was one of the biggest implications of the COVID-19 pandemic. Agencies had reduced capacity to meet increasing need and volunteers missed the social experience that volunteering provided them. The pandemic demonstrated how reliant the community, information and support sector is on volunteers and dually how critical the volunteer workforce is to fulfil community need.

**Figure 84: Temporary organisation closures during the pandemic (n=9)**



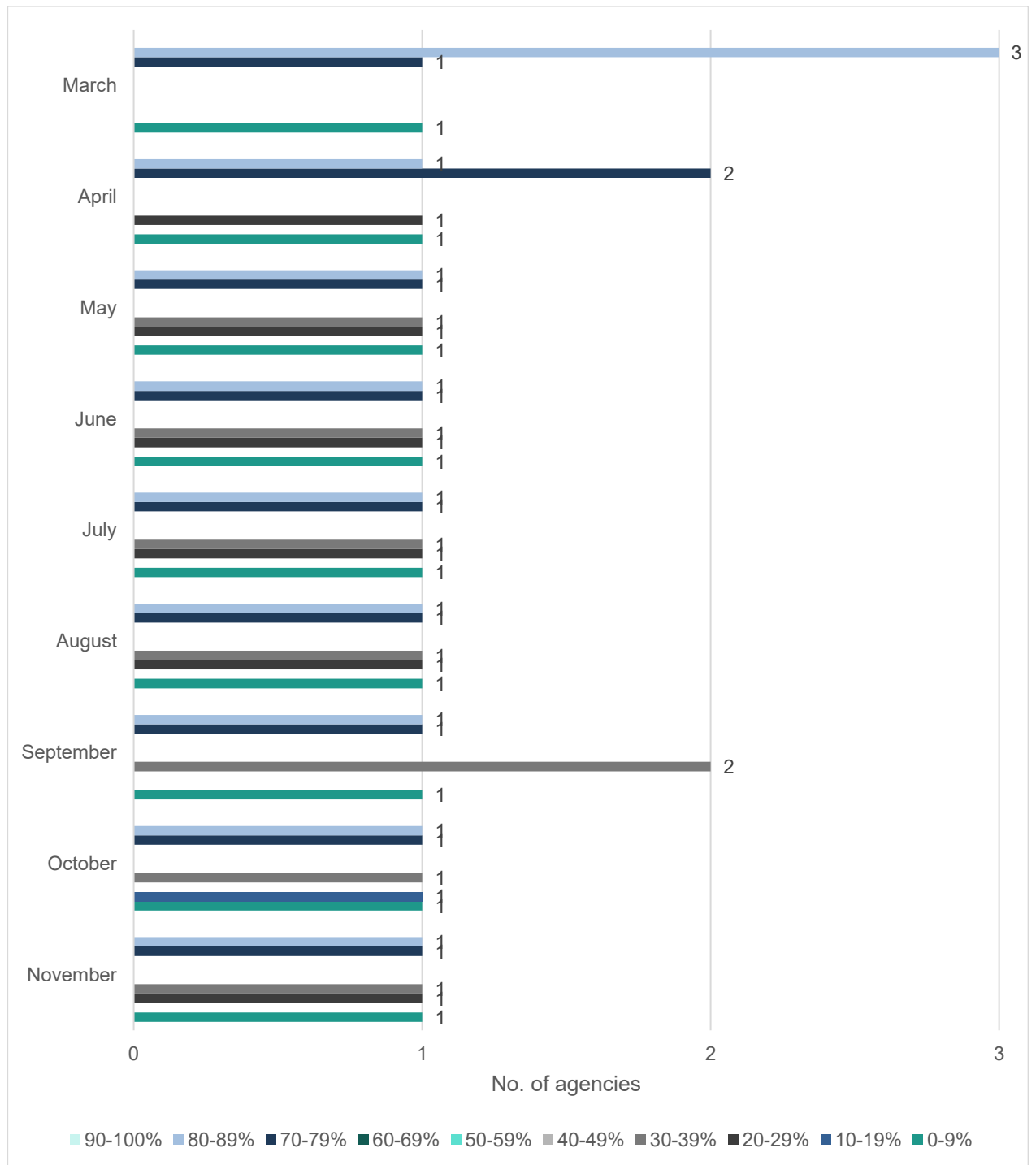
Of the nine agency managers who participated in the second survey, seven of them said their agency did not close at any point during the pandemic. The remaining two managers said that their agency closed temporarily during the pandemic, however, both respondents skipped the question that asked during which months they were closed.

**Table 6: Number of volunteers registered at agency pre-COVID-19 (n=6)**

Agencies						
No. of registered volunteers before COVID-19	5	6	24	25	25	30

The agency with the least number of volunteers registered before the pandemic had 5 existing volunteers while the agency with the most had 30 existing volunteers.

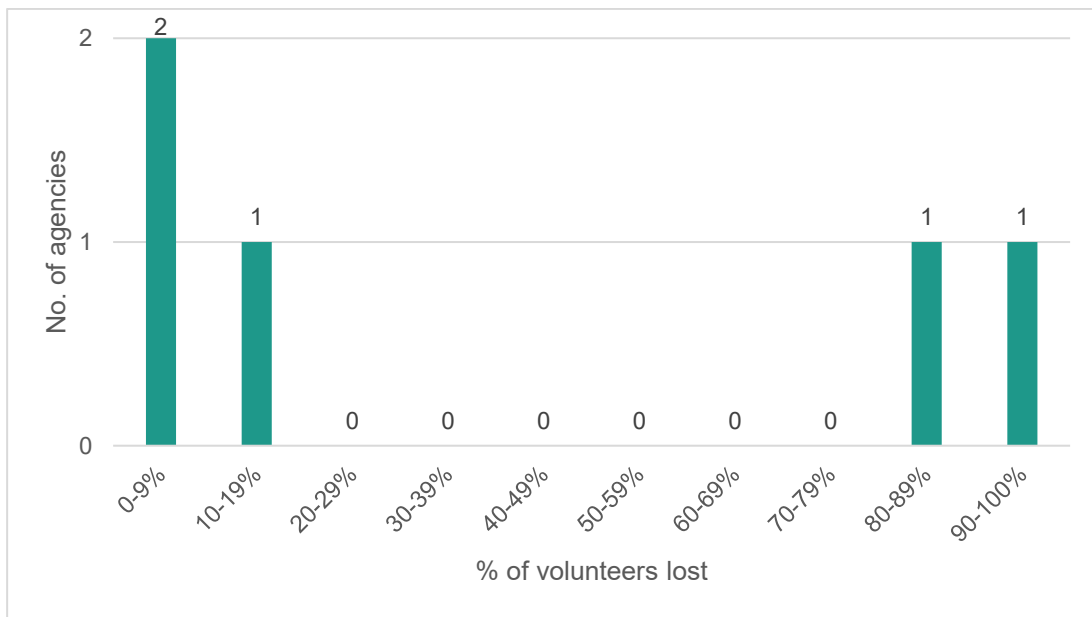
**Figure 85: Percentage of existing volunteers working at each agency per month during the pandemic: ordered by number of agencies for each percentage range (n=5)**



In March, three agencies had between 80% and 89% of their existing volunteers working either onsite or remotely. One agency had between 70% and 79% of their existing volunteers working onsite or remotely and one agency had 0-9% of their volunteers working in March.

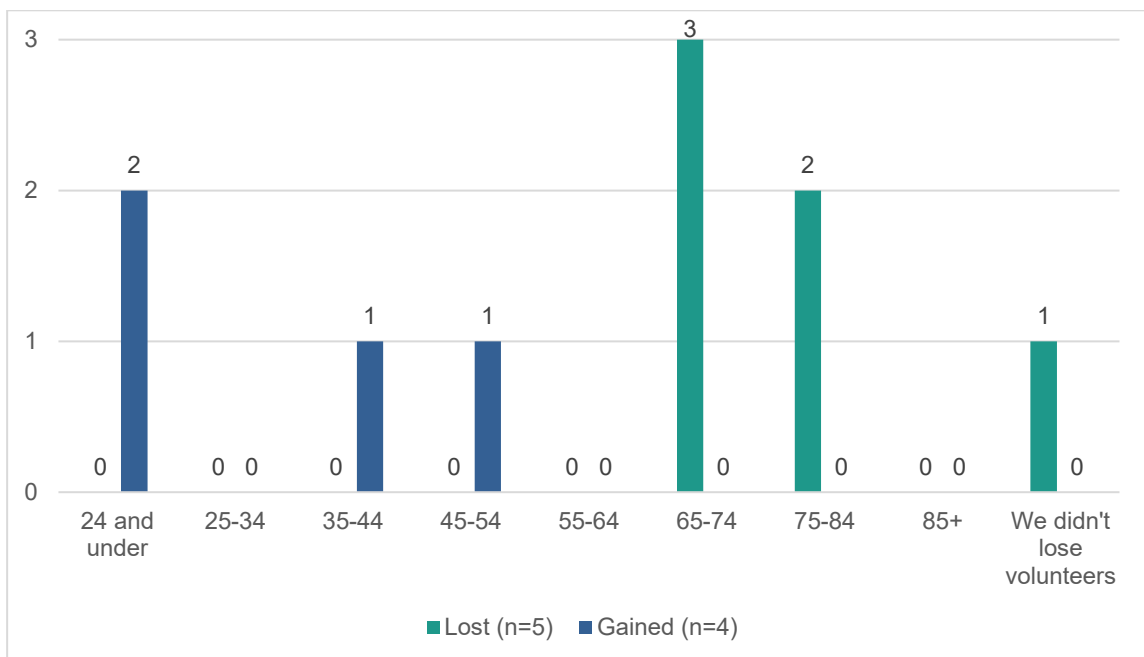
In July, three agencies had less than 50% of their volunteer workforce working either onsite or remote. Two agencies had between 70% and 89% of their volunteers working. In November, three agencies still has less than 50% of their existing volunteers back.

**Figure 86: Percentage of existing volunteers at each agency that stopped completely at any point during the pandemic (n=5)**



Three agencies lost between zero and 19 per cent of their volunteer workforce in total during the pandemic. Two agencies lost more than 80 per cent of their volunteer workforce.

**Figure 87: Age group that agencies lost and gained the most**



Agencies were asked what age group of volunteers they lost the most of during the pandemic. Five agencies responded to this question. Three agencies said they lost the most volunteers from the 65-74 age group and two agencies said they lost the most from the 75-84 age group. One agency said they did not lose any volunteers during the pandemic.

Agencies were asked what age group of volunteers they gained the most of during the pandemic. Four agencies responded to this question. Two agencies said they gained the most volunteers from the 24 and under age group. One agency said they gained the most volunteers from the 35 to 44 age group and another one said 45 to 54 was the age group where they gained the most new volunteers.



**Table 7: Percentage of lost volunteers that have returned (n=4)**

Agencies				
% of returned volunteers	0%	5%	25%	100%

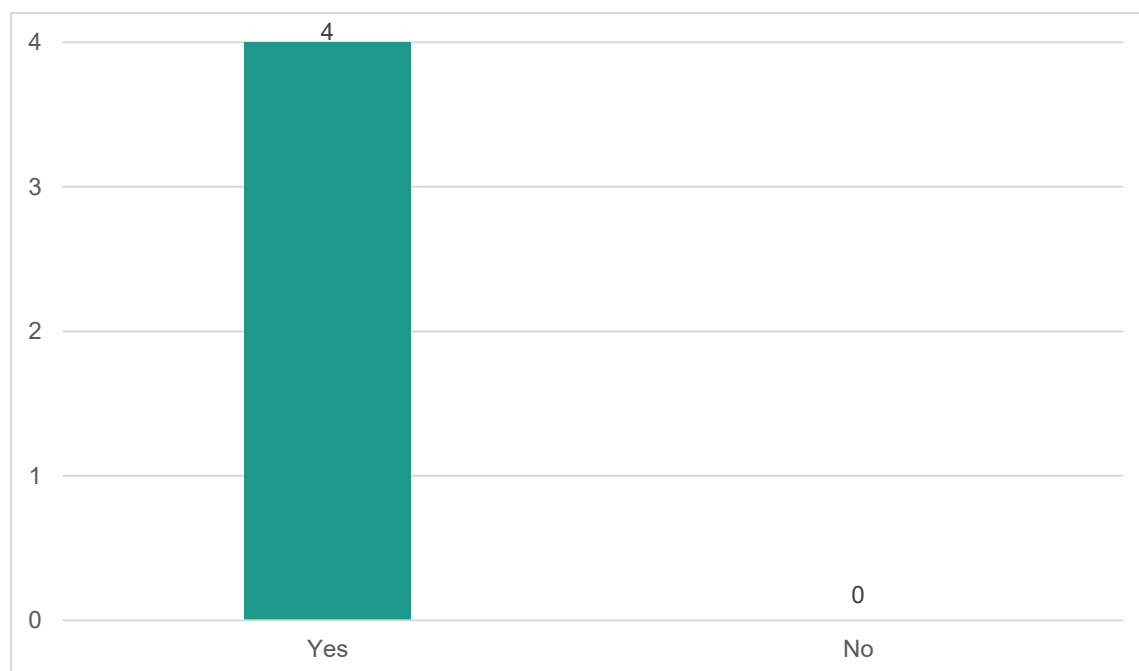
One agency has had zero per cent of the volunteers they lost during the pandemic return while another agency has had all of the volunteers they lost during the pandemic return. Another has only gained back a quarter of their existing volunteers.

**Table 8: Percentage of lost volunteers that have confirmed they will not return (n=3)**

Agencies			
% of volunteers NOT returning	6%	7%	20%

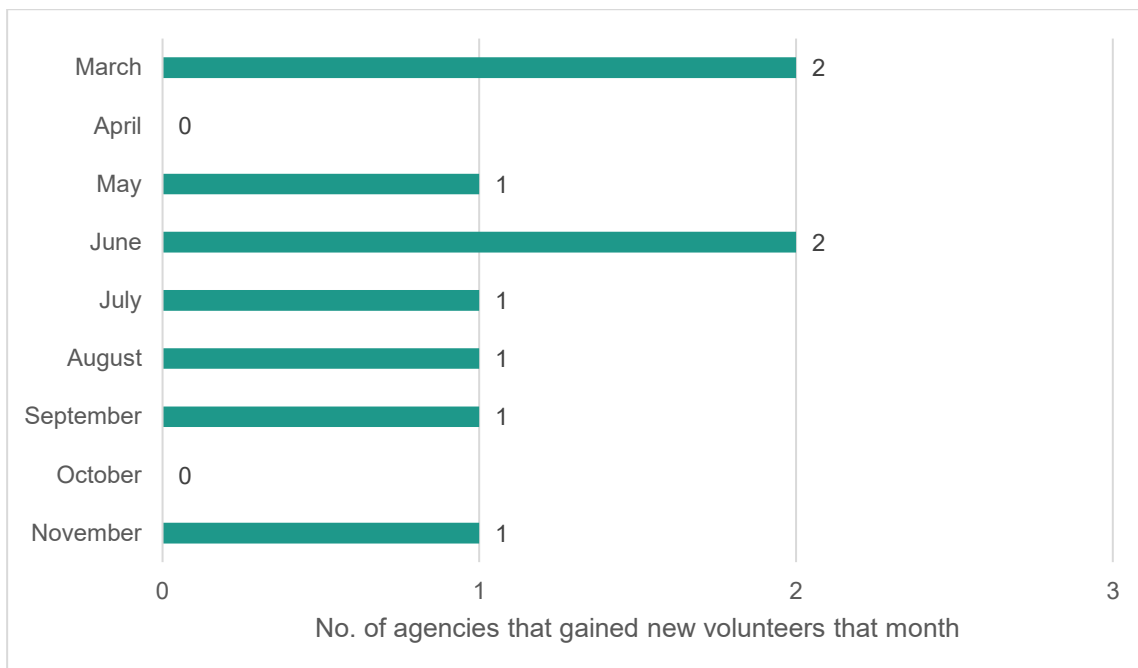
One agency has had one fifth (20%) of the volunteers they lost during the pandemic confirm that they will not return to volunteering.

**Figure 88: Agencies that gained volunteers (n=4)**



Out of the four agencies that responded to this question, all of them said that they had gained new volunteers during the pandemic.

**Figure 89: Months that agencies gained the most new volunteers (n=4)**



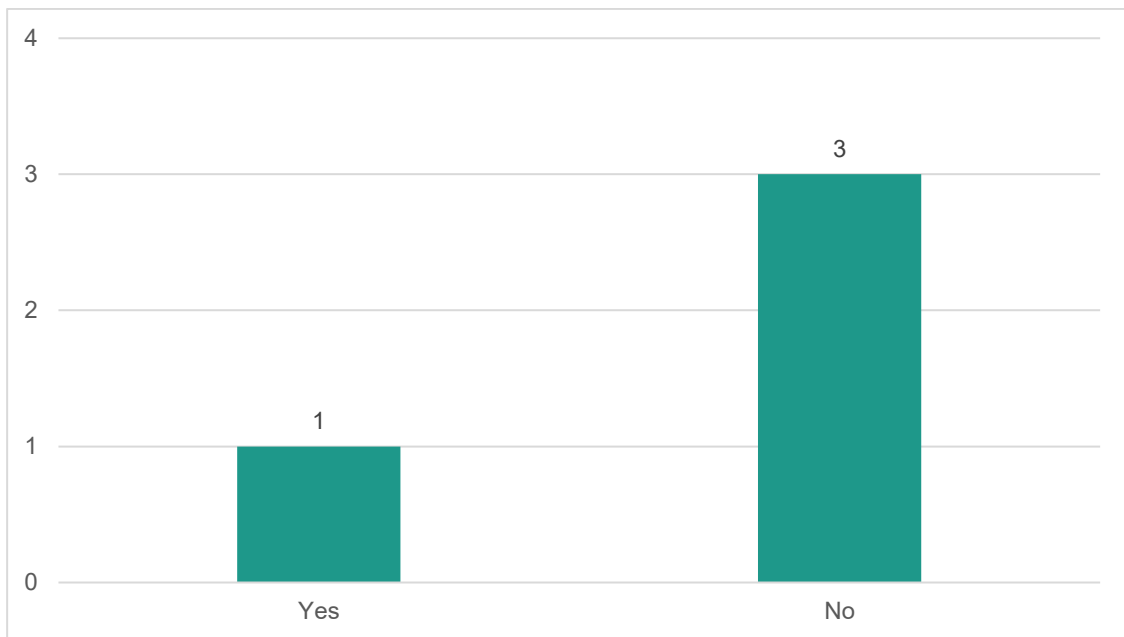
March and June were the most popular months to gain new volunteers with two agencies in each month responding that they gained most of their new volunteers in those months. Some agencies chose more than one month, selecting multiple months that were popular for their agency to gain new volunteers.

**Table 9: Percentage of new volunteers that will continue volunteering at the agency for the foreseeable future (n=4)**

Agencies				
% of new volunteers that intend to continue	50%	80%	100%	100%

Two agencies said that 100 per cent of their new volunteers intend to continue volunteering at their agency for the foreseeable future.

**Figure 90: Agencies with volunteers that gained employment through the Working for Victoria fund (n=4)**



Three agencies said none of their volunteers gained employment through the Working for Victoria fund. One agency said they did have volunteers who gained employment through the initiative.

**Table 10: Number of volunteers currently registered at agency (new and existing) (n=4)**

Agencies				
No. of volunteers currently registered	6	22	25	36

**Table 11: Percentage of registered volunteers actively volunteering (n=4)**

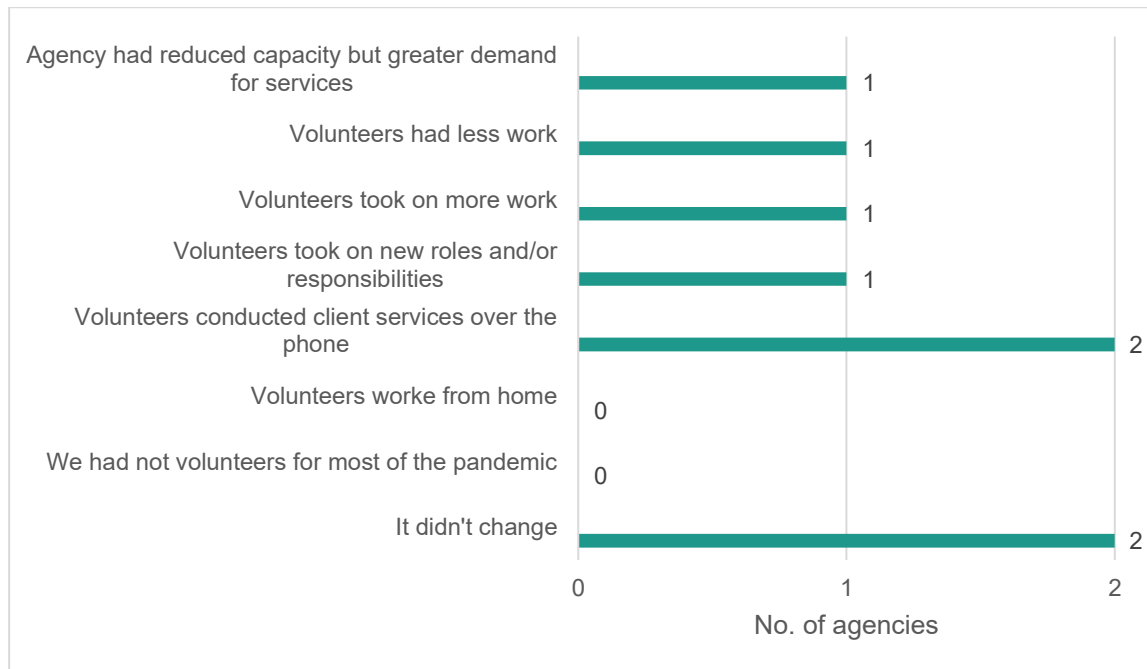
Agencies				
% of registered volunteers who are active	30-39%	40-49%	80-89%	90-100%

One agency has between 90 and 100 percent of their registered volunteers actively volunteering. In contrast, one agency has only 30 to 39% of their registered volunteers actively volunteering.

**Table 12: Paid staff (n=4)**

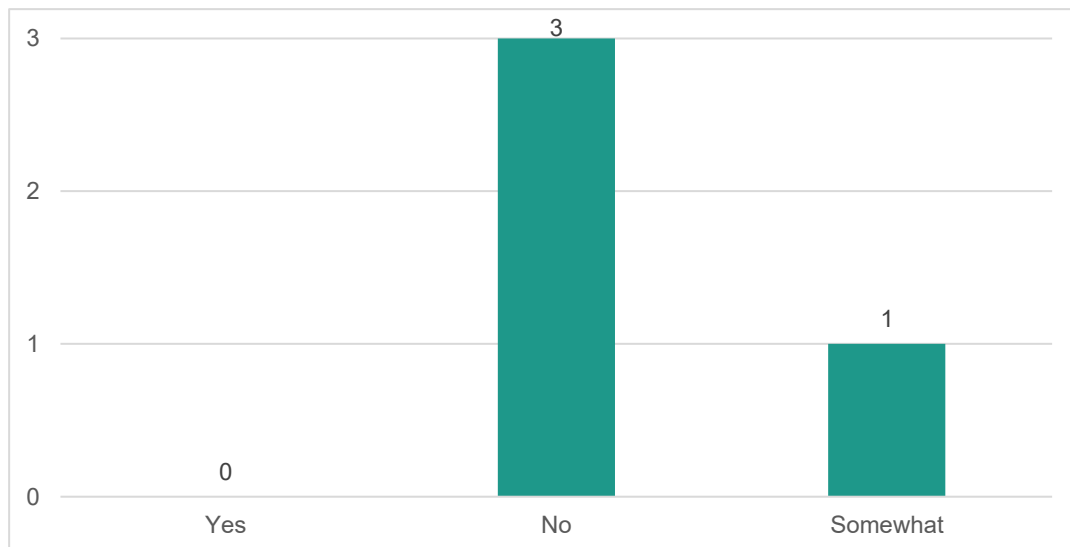
Agencies				
No. of Working for Victoria (WfV) staff	0	0	1	1
No. of paid staff (not WfV)	0	4	4	18

**Figure 91: Changes to volunteering over the pandemic (n=4)**



Two agencies reported that volunteering did not change for them during the pandemic. Two agencies also reported that volunteers conducted client services over the phone. One agency said volunteers took on more work while another said volunteers had less work. One agency said volunteers took on new roles and responsibilities and one agency said that they had a reduced workforce capacity but greater demand for services. One agency commented, *'We had a skeleton staff of volunteers who came into the office and interviewed over the phone for most of the pandemic. From November we changed to interviewing onsite again and have had a sprinkling of volunteers return so far.'*

**Figure 92: Changes in thoughts about volunteering (n=4)**

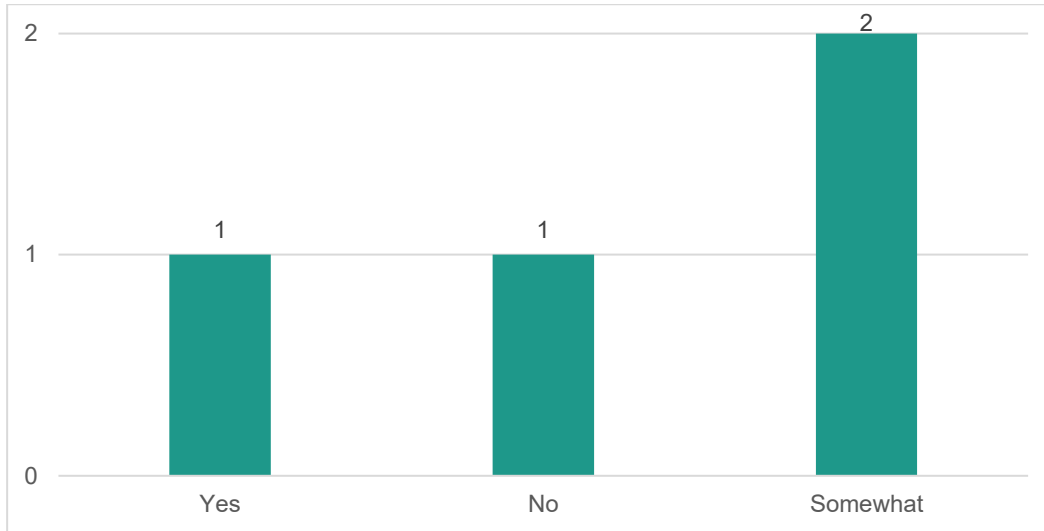


Three agencies said their thoughts about volunteers and volunteering had not changed while one said their thoughts had changed somewhat. There were two comments that agencies made:

[The pandemic] Emphasised the value of the volunteers and how reliant we are on them - without the Working for Victoria assistance we would have had very limited Emergency Relief capacity.

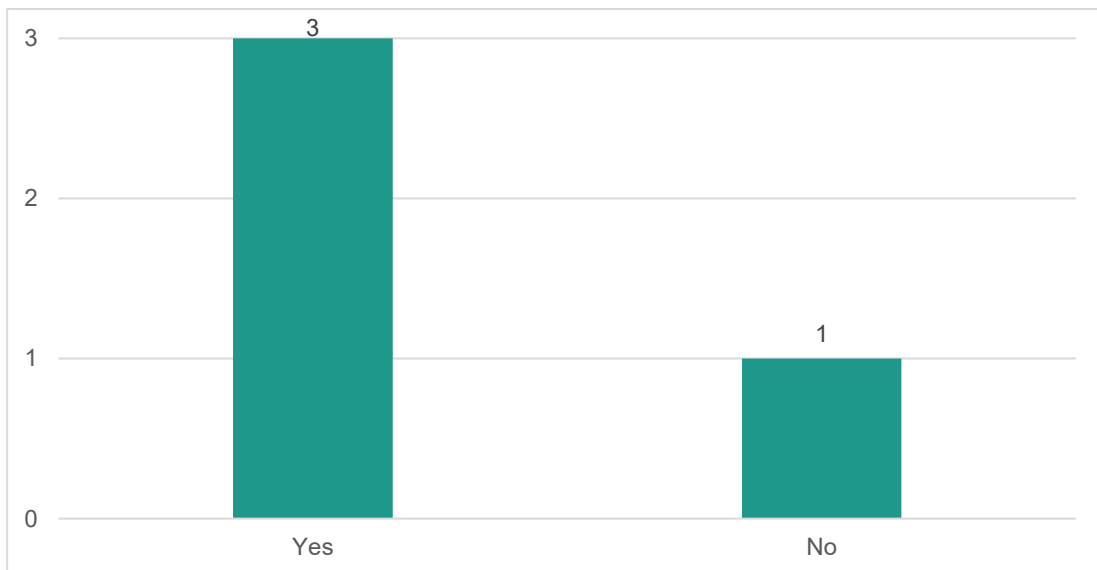
Our Volunteers have always been committed but during COVID they displayed exceptional commitment. With a reduced team the exposure to vicarious trauma has been magnified. Roles have changed.

**Figure 93: Agency managers' feelings of support from CISVic (n=4)**



Agencies were asked if they felt supported by CISVic during the pandemic. Two said they felt somewhat supported, one said they did not feel supported and another agency said they did feel supported.

**Figure 94: Changes made during the pandemic that agency managers would like to keep (n=4)**



Three agency managers said that there were changes that they made during the pandemic that they would like to keep. Three comments that agency managers made were:

We introduced appointments for Emergency relief clients to avoid large numbers waiting in reception and this has given us more control and allowed us to spread the load more evenly.

Control of clients' access.

Flexible service delivery will continue providing phone interviews and home deliveries, when necessary. We will continue to provide generous, interesting food parcels for as long as our funding will allow and provide those more unusual ER supports. We introduced a shower program and secured Orange Sky, both programs we will endeavour to continue.

# Summary

In the second iteration of CISVic's volunteer census we were provided with four key pieces of information:

1. A snapshot of our current volunteer workforce, their thoughts and experiences of volunteering,
2. An awareness of how our members meet the National Standards for Volunteer Involvement,
3. A comparison to identify trends in our volunteering over time; and
4. Areas of support that collectively can improve the volunteer experience.

Key highlights from each point are discussed below:

## **Volunteers:**

Overall, volunteers continue to gain a sense of community, purpose and improved personal wellbeing from volunteering at a CISVic member agency. The make-up and composition of our volunteer workforce were also relatively similar to that of 2018 and typically consistent with the state wide volunteer profile<sup>13</sup>.

A rare occurrence in COVID-19 gave us a unique opportunity to consider our reliance on our volunteers. With predominantly older volunteer workforce and the health risk COVID-19 posed for this cohort, limitations and disruptions in service delivery were felt. A move to increased diversity among our volunteer base may allow for a more agile and flexible response during unforeseeable events into the future.

In response to COVID-19, CISVic, like many other Community Services, accessed the State Governments Work For Victoria initiative to employ workers to fill the gap felt by the departure of our volunteers. This opportunity provided our sector with many benefits and increased capacity, including additional supports and mentoring for our volunteers. CISVic and our members would welcome resourcing to allow for this to continue.

## **National Standards:**

Agency's practice continues to have strong alignment with the National Standards of Volunteer Involvement. Volunteers' experiences of feeling safe, supported and recognised by agencies remain strong, even during the COVID-19 pandemic.

## **Comparison:**

Since 2018, agencies have significantly increased the capture and measurement of the impact of their volunteers' contribution or Return on Investment.

## **Areas of Support:**

CISVic and agencies should be doing more to facilitate networking between volunteers of different member agencies and between other organisations in the community sector.

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<sup>13</sup> Findings from the State of Volunteering in Victoria 2020 Report, <https://stateofvolunteering.org.au/>

Before implementing the 2020 census, we engaged in a continuous improvement process that involved a review and consultations with eight CISVic member agencies. It was felt that changes to the Census that told the story of our changing sector, including the nature of volunteering, sector expectations of client support, and clients' changing needs, were essential inclusions.

Through these inclusions, we learnt that over half of volunteers have similar lived experiences to the community members they assist, and our volunteers believe that this helps their client support. We also learnt that many volunteers felt comfortable using the required technology for their roles, and over half believe they are equipped to respond to the complexity of client's needs.

Although the COVID-19 pandemic disrupted the 2020 Volunteer Census, it provided us with an opportunity to reconnect with volunteers and agencies. Enabling us with a better understanding of the impacts of COVID-19 on our volunteers. Overall, volunteers were impressed with how their agencies handled service delivery during the COVID-19 pandemic through meeting community need while keeping volunteers, paid staff and community members safe. Moving forward, we must support our volunteers with the transition back to volunteering and any challenges a changed working environment will bring.

Again, we sincerely thank all volunteers and agencies for taking part in the Census, your willingness and openness in sharing your experiences and views is greatly appreciated.

We would also like to thank Rachel, our RMIT student on placement, who generously worked on the Census and our marvellous Work for Victoria employee, Zoe, who brought the current picture of our volunteers and the challenges they faced during COVID-19 to life through this report.

# Appendices

## Appendix 1

### **Welcome to the second bi-annual CISVic Volunteer Census!**

**Did you know that you are a part of a bigger community of volunteers, over 3,000 in fact! It is Community Information and Support Victoria's (CISVic)'s role to support you and the agencies you volunteer in to ensure that people in need are supported.**

**It's very important to us that we understand who you are and what matters to you, so we can:**

- **Assist in improving and enriching your volunteer experience; and**
- **Tell others of the wonderful work you do and the significant impact this can make on others in the community.**

**Information collected will be used to produce the 2020 biennial report on the status of volunteering in the Victorian community information and support sector. The information that you share in this survey is confidential and anonymous.**

**[You can see the results of the 2018 census here.](#)**

**The survey should take about 25 minutes.**



## Information About You

**In this section, we want to learn about you! This information will let us know who our volunteers are, and what kind of experience they bring to volunteering.**

\* 1. What gender do you identify as?

- Female
- Male
- Gender Diverse
- Other/Unspecified

2. If you identify as Gender Diverse or Other/Unspecified, do you feel included as a Gender Diverse/Other/Unspecified person in your agency? This question is **optionally answered**.

- Yes
- No

\* 3. What is your age?

- 24 and under
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

\* 4. Are you an Aboriginal or Torres Strait Islander (ATSI)?

- Yes
- No
- I prefer not to answer

\* 5. Where were you born?

\* 6. Do you speak a language other than English?

- Yes
- No

\* 7. Do you identify as having a disability?

- Yes
- No
- Prefer not to answer

8. If you identify as having a disability, do you feel included in your agency? This question is **optionally answered**.

Yes

No

## Personal Experience

The following questions relate to the experiences and knowledge you bring to volunteering.

\* 9. What is the highest level of education you have completed?

- |   |                                     |
|---|-------------------------------------|
| <input type="radio"/> Below Year 12           | <input type="radio"/> Diploma       |
| <input type="radio"/> Year 12 (or equivalent) | <input type="radio"/> Degree        |
| <input type="radio"/> Apprenticeship          | <input type="radio"/> Post graduate |
| <input type="radio"/> Certificate 3 or 4      |                                     |

10. Have you personally experienced any of the following? This can have been experienced personally or by someone close to you. The following questions are in recognition of **lived experiences** and can be optionally answered. *(You may select more than one)*

- |   |   |
|---|---|
| <input type="checkbox"/> Alcohol or Drug use                | <input type="checkbox"/> Chronic Health Issues  |
| <input type="checkbox"/> Gambling Addiction                 | <input type="checkbox"/> Mental Health Issues   |
| <input type="checkbox"/> Family Violence                    | <input type="checkbox"/> Financial Insecurity   |
| <input type="checkbox"/> Homelessness or Housing Insecurity | <input type="checkbox"/> Education Expenses   |
| <input type="checkbox"/> Visa and Immigration issues        | <input type="checkbox"/> Social Isolation   |
| <input type="checkbox"/> Unemployment                       | <input type="checkbox"/> Use of Social Services (ie: food vouchers, case management, etc)                   |
| <input type="checkbox"/> Intolerance/Discrimination         | <input type="checkbox"/> Use of Health Services (ie: NDIS, MyAgedCare, etc)                                 |
| <input type="checkbox"/> Family Breakdown                   | <input type="checkbox"/> Use of Governmental Social Services not including Health Services (ie: Centrelink) |
| <input type="checkbox"/> Other (please specify)             |   |

\* 11. How much do you think your experience impacts your work with clients?

Very much                      A bit                      Neither helps nor hinders                      Not much                      Not at all

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

\* 12. Are you currently employed?

- |  |                                       |
|--|---------------------------------------|
| <input type="radio"/> Yes, full time     | <input type="radio"/> No, retired     |
| <input type="radio"/> Yes, part time     | <input type="radio"/> No, job seeking |
| <input type="radio"/> Yes, casually      | <input type="radio"/> No              |
| <input type="radio"/> Yes, self-employed |                                       |

\* 13. At how many CISVic agencies do you currently volunteer?

- 1
- 2
- 3+

\* 14. How far do you live from the agency you volunteer at? (Please indicate the closest agency if you volunteer at multiple agencies.)

- 0 - 2 kms
- 3 - 5 kms
- 5 - 10 kms
- 10 - 20 kms
- 20+ kms

\* 15. What are your main reasons for **undertaking** and **continuing** to volunteer? (You may select more than one in each column if the reasons are the same)

	Why I <b>undertook</b> volunteering	Why I <b>continue</b> to volunteer
Give something back to the community	<input type="checkbox"/>	<input type="checkbox"/>
Make a difference	<input type="checkbox"/>	<input type="checkbox"/>
Gain skills and experience	<input type="checkbox"/>	<input type="checkbox"/>
An existing relationship with an agency or someone in the agency	<input type="checkbox"/>	<input type="checkbox"/>
Learn new things	<input type="checkbox"/>	<input type="checkbox"/>
To improve my health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>
For fun	<input type="checkbox"/>	<input type="checkbox"/>
To make social connections	<input type="checkbox"/>	<input type="checkbox"/>
As a pathway to employment	<input type="checkbox"/>	<input type="checkbox"/>
To fill in time	<input type="checkbox"/>	<input type="checkbox"/>
To make professional connections	<input type="checkbox"/>	<input type="checkbox"/>
To fulfill mutual obligations arrangements (Centrelink's 15 hours of volunteering per week)	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>	

**\* 16. What have you gained from volunteering?** *(You may select more than one)*

- |  |   |
|--|---|
| <input type="checkbox"/> A Sense of Community          | <input type="checkbox"/> Pathways to Employment         |
| <input type="checkbox"/> Personal Relationships        | <input type="checkbox"/> Professional Connections       |
| <input type="checkbox"/> A Sense of Purpose            | <input type="checkbox"/> Self-Confidence                |
| <input type="checkbox"/> Skills and Experience         | <input type="checkbox"/> Increased Interpersonal Skills |
| <input type="checkbox"/> Improved Health and Wellbeing | <input type="checkbox"/> A Sense of Perspective         |
| <input type="checkbox"/> Social Support                | <input type="checkbox"/> Gratitude                      |
| <input type="checkbox"/> Fun/Happiness                 |   |
| <input type="checkbox"/> Other (please specify)        |   |

**17. What impact (positive or negative) has volunteering in this role had on you?**

## Working in the Agency

In this section, we want to learn about you in the agency. This information will let us know how you came to volunteering at your agency, how well you are supported, and give us an idea of what it is like volunteering there.

18. Agency name(s)? *This question will only be used to track agency involvement and will not be linked to your unique responses. This question is **optionally answered**.*

\* 19. How did you learn about the role?

- |   |  |
|---|--|
| <input type="checkbox"/> Online job search (Seek, GoVolunteer, Volunteering Victoria, Ethical Jobs, etc.) | <input type="checkbox"/> Word of mouth                                       |
| <input type="checkbox"/> Agency newsletter/publication  | <input type="checkbox"/> Friend's  |
| <input type="checkbox"/> Agency webpage   | <input type="checkbox"/> Human interest story                                |
| <input type="checkbox"/> Local newspaper listing  | <input type="checkbox"/> School, professional association or club newsletter |
| <input type="checkbox"/> Community bulletin board   | <input type="checkbox"/> Social Media  |
| <input type="checkbox"/> Volunteer information session/day  | <input type="checkbox"/> Volunteer Resources Service                         |
| <input type="checkbox"/> Other (please specify)   |  |

\* 20. Did you find the recruitment process easy to understand and felt informed throughout the process of becoming a volunteer?

- Yes  
 No

\* 21. Were you given a position description for the role?

- Yes  
 No  
 I do not recall

22. If so, has your position description changed since starting the role?

- Yes  
 No  
 Unsure

\* 23. Do you know who you can speak with if you have any issues relating to your role?

- Yes  
 No

\* 24. Thinking about your participation in the agency, how do you feel about the following? (Please tick the box that best represents how you feel)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Do you feel appreciated in the agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel like a respected member of the agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel like the agency is making the most of your skills and expertise?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel supported as a volunteer in the agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel you receive enough direction to perform your role properly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel there was an appropriate orientation/induction to the agency and the role?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Considering your role, do you feel the work you do is meaningful in directly supporting the agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 25. How would you rate your understanding of the agency's: (Please tick the box that best represents how you feel)

	Unsure	Low	Medium	High
Vision, Mission or Goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategic Plan/Direction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policies and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OHS & Risk management systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaints and grievance procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 26. How would you rate your understanding of the benefit your volunteer contribution has on the agency?

Low	Medium	High
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 27. How would you rate how safe you feel performing this role?

Often feel unsafe	Occasionally feel unsafe	Feel fairly safe most of the time	Feel very safe at all times
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 28. Are you aware of further volunteer roles/opportunities that you can take up within the agency? (e.g. Committee of Management, skilled roles like Tax Help, Energy Mentor, etc)

- Yes
- No
- Unsure

29. If yes, have you taken up any of these roles?

- Yes
- No

## Your Involvement

**We want to know what you do, how your role has changed, and why this agency fits you and your volunteering!**

\* 30. How long have you been volunteering at this agency?

- 0 - 6 months
  2 - 5 years  
 6 months - 1 year
  5 - 10 years  
 1 - 2 years
  +10 years

\* 31. Please mark your **primary** and **secondary** roles in your organisation. *(You may tick all that apply)*

	This is my main role ( <b>primary</b> )	I also do this ( <b>secondary</b> )
Community support worker (interviewer)	<input type="radio"/>	<input type="radio"/>
Administration	<input type="radio"/>	<input type="radio"/>
Reception	<input type="radio"/>	<input type="radio"/>
Data entry	<input type="radio"/>	<input type="radio"/>
Governance (board)	<input type="radio"/>	<input type="radio"/>
Co-ordination/management	<input type="radio"/>	<input type="radio"/>
Client Support (e.g. NILS, Tax Help, Casework, etc)	<input type="radio"/>	<input type="radio"/>
Opportunity shop	<input type="radio"/>	<input type="radio"/>
Fundraising	<input type="radio"/>	<input type="radio"/>
Promotion/online promotion	<input type="radio"/>	<input type="radio"/>
Logistical support (e.g. food pickup, stock control, etc)	<input type="radio"/>	<input type="radio"/>
Technical support	<input type="radio"/>	<input type="radio"/>
Project work (e.g. skilled volunteering, conducting research, etc.	<input type="radio"/>	<input type="radio"/>

Other (please specify)

\* 32. Thinking about your **primary** role, to what extent do you agree with the following statement: "The role has met my expectations"?

- Strongly disagree      Disagree      Neutral      Agree      Strongly agree



\* 33. How much time do you spend doing managerial tasks (ie: case notes, reports, etc)

Practically never	Not that often	The same amount of time as always	Sometimes	A lot of time
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 34. Please rate your level of comfort with the technology as part of your role (ie: CISVic database, Office suite, computer skills, etc)

Extremely uncomfortable	Kind of uncomfortable	Neutral	Fairly Comfortable	Extremely comfortable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. How has your position, responsibilities, or expectations changed since starting in the agency?

36. Why did you choose this role to volunteer in?

37. Why did you choose this agency?

38. What are the biggest challenges in your position?

\* 39. How long do you plan to stay volunteering within the Agency?

- |                                       |                                 |
|---------------------------------------|---------------------------------|
| <input type="radio"/> 0-1 Month       | <input type="radio"/> 1-2 Years |
| <input type="radio"/> 1-3 Months      | <input type="radio"/> 2-5 Years |
| <input type="radio"/> 3-6 Months      | <input type="radio"/> +5 Years  |
| <input type="radio"/> 6 Months-1 Year | <input type="radio"/> Unsure    |

\* 40. On average, how many hours do you volunteer at this agency **in a week or in a month**? (please include hours that you attend training and all other hours when you are doing work for the agency).

Hours per Week

Hours per Month

## Training and Other Supports

**In this section, we would like to get to know ourselves better by understanding how well we support you! We want to know if our training is helpful, what other kinds of training we can offer, and if we are doing a good job of advertising our training opportunities!**

\* 41. Over the last year, approximately how many training sessions have you attended which support your role at the agency?

- None  5 - 10  
 1 or 2  10+  
 3 - 5  Unsure

\* 42. Have you completed the CISVic Community Support Workers Course (50-hour training)?

- Yes  
 No  
 Process of completing

43. To what extent do you agree with the following - The CISVic Community Support Workers Course has helped with the work you do at the agency?

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

N/A

44. How easy was it for you to receive CISVic training?

Very difficult	Moderately difficult	Neutral	Fairly Easy	Very Easy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

N/A

\* 45. Please rate your comfort with your knowledge of other services in your local area.

Not comfortable at all	Not that comfortable	Neutral	Somewhat comfortable	Very comfortable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. What training do you think would better support you in this role

47. What information would better support you in this role? (ex: research, other organisation information, coming together with other volunteers, etc.)

\* 48. Are you aware of any of the following?

	Yes	No	Unsure
Community Information and Support Victoria (CISVic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CISVic's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CISVic's Training Calendar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CISVic fortnightly e-bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CISVic's VITAL sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to receive the CISVic e-bulletin please email your email address to [meagan@cisvic.org.au](mailto:meagan@cisvic.org.au) with the subject line e-bulletin.

## Sector Information

**In this section, we would like to learn more about your opinion of your organisation, the clients, and the community. For those who have been volunteering a long time or a short time, we want to know what it looks like through the eyes of our volunteers!**

\* 49. Please rate the extent of your agreement or disagreement with the below statements

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Services available can meet client need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel equipped to meet client need with the resources available to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client needs are complex	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to respond to the complexity of client need when it presents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How I help has not changed since I started volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has stayed the same since I started volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am seeing the same clients I have been seeing since starting volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients often come in needing more than one thing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients often come in wanting something but needing more than I can give them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am making the same number of referrals as I always have	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am very familiar with where to make referrals for a variety of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client need has changed over time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. While you've been volunteering, have you noticed any changes? This can be about the organisation, the community, the clients, politics, or anything that comes to mind **relevant to your volunteering**.

## Feedback

**Thank you so much for taking our survey! After answering the following questions, please let us know any further feedback you may have.**

\* 51. How likely are you to recommend volunteering at this agency to others?

Very likely

Likely

Unlikely

Unsure

52. If the agency you volunteer for had unlimited resources, what would be needed to make your involvement more fulfilling and enjoyable?

53. How would you like to be recognized for your service as a volunteer?

54. Do you have anything else you would like to share?

55. If you would like us to contact you for further discussion, please provide your name and contact number.

2020 Volunteer Census (Agency)

**Demographics**

**Many hands make light work.**

As we all know, volunteers are an integral part of the community information and support sector. They assist in the delivery of critical services to those in need, by providing us with a knowledgeable and skillful workforce.

In the changing face of volunteering and delivery of emergency relief services, we believe that it is critical to accurately measure the number and key characteristics of volunteers, and better understand the structures that support them. We hope by doing this we will ensure that our workforce feel supported and properly resourced, and that we can better support our sector in the ongoing recruitment and management of their volunteers.

To do this we need your help! To ensure that we build a true picture of our sector's volunteering, we are asking all CISVic member agencies to share with us information about their volunteers and the systems that support them. The volunteers themselves will complete a separate survey regarding their own experience.

This survey (the agency survey) should take about 30 minutes to complete and will require some board demographic and agency information about your volunteers and how you support them in the agency. If you have any questions, please contact Jill Wilson at [jill@cisvic.org.au](mailto:jill@cisvic.org.au) or call 9672 2003.

Thank you for your time.



2020 Volunteer Census (Agency)

\* 1. How many volunteers work with the agency? (e.g. support workers, board members, delivery facilitators, etc.)

\* 2. How many volunteers working with the agency have been volunteering for the following periods of time? (Approximate numbers if exact numbers unknown)

0 - 6 months	<input type="text"/>
6 months - 1 year	<input type="text"/>
1 - 2 years	<input type="text"/>
2 - 5 years	<input type="text"/>
5 -10 years	<input type="text"/>
10+ years	<input type="text"/>

\* 3. What gender are the agency's volunteers? (Approximate numbers if exact numbers unknown)

Male	<input type="text"/>
Female	<input type="text"/>
Intersex	<input type="text"/>
Other/Unspecified	<input type="text"/>

\* 4. How many volunteers from each age group volunteer with the agency? (Approximate numbers if exact numbers unknown)

24 years and under	<input type="text"/>
25-34 years	<input type="text"/>
35-44 years	<input type="text"/>
45-54 years	<input type="text"/>
55-64 years	<input type="text"/>
65-74 years	<input type="text"/>
75-84 years	<input type="text"/>
85+ years	<input type="text"/>

\* 5. Please provide numbers of the agency's volunteers who are from an Aboriginal or Torres Strait Islander (ATSI) descent:

Unknown

Number of ATSI volunteers (Approximate numbers if exact numbers unknown)

\* 6. Please provide numbers of the agency's volunteers who have a disability:

Unknown

Number of volunteers with a disability (Approximate numbers if exact numbers unknown)

\* 7. How many volunteer hours in **total** are contributed to the agency each month? (Please remember to consider board/committee member's contribution)

Hours per month

Hours per week

\* 8. On average, how many hours per week or month does **each** volunteer contribute to the agency?

Hours per week

Hours per month

\* 9. Roughly speaking, and in terms of their roles, what is the approximate number of the agency's volunteers?

Community support workers

Administration/Reception

Governance (Board)

Co-ordination/Management

Client support

Opportunity shop

Fundraising

Promotion/Online promotion

Logistical support (e.g. food pickup, stock control, etc.)

Project work (e.g. skilled volunteering conducting research, etc.)

\* 10. Is the agency:

- Volunteer only
- Volunteer and paid staff
- Unsure

## Volunteer Engagement Process

\* 11. Does the agency have a Volunteer Co-ordinator, including as a component of their role?

- Yes  
 No

\* 12. Is the Volunteer Co-ordinator position paid or unpaid?

- Unpaid  
 Paid (Please specify where the core funding comes from [e.g. local government])

\* 13. Who is responsible for the following activities?

	Volunteer Co-ordinator	Manager/Co-ordinator	Other	Not Sure
Volunteer recruitment (including advertising, expressions of interest, screening etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer induction/orientation (including developing processes/manuals etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer coordination (including record-keeping, task allocation, absences, claiming expenses etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer supervision (including conflict management/grievances, debriefing, check ins, training needs etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Management (including evaluating, understanding/capturing impact, acknowledging/valuing, risk management/Occupational Health & Safety, policies etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 14. Does the agency attend a local Volunteer Network?

- Yes  No

If yes, who attends?

\* 15. Is the agency a member of Volunteering Victoria?

- Yes  
 No

16. What other volunteer supports does the agency use locally? (if applicable)

\* 17. What steps does the agency take in gaining feedback from volunteers about their involvement with the agency?

- Survey
- Informal/On the job
- Anonymous feedback
- Other? (please specify)
- Unsure
- Not applicable

\* 18. Does the agency have position descriptions for volunteer roles?

- Yes, all.
- Most volunteer roles
- Some volunteer roles
- No, none.

\* 19. How often does the agency review its position descriptions for volunteers?

- Annually
- Biennially
- More than 2 years
- Other (please specify)
- When a new volunteer commences
- Never
- Unsure

\* 20. When you have short-term projects/roles in the agency (e.g. research, social media or a project worker for a specific role), do you recruit new volunteers for these?

- Yes
- No
- Unsure

If yes, how is this done? (please specify)

**\* 21. How does the agency advertise volunteer roles? (Select all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Online job search (Seek, GoVolunteer, Volunteering Victoria, Ethical Jobs, etc.) | <input type="checkbox"/> Current volunteers/workers                            |
| <input type="checkbox"/> Agency newsletter/publication  | <input type="checkbox"/> Word of mouth   |
| <input type="checkbox"/> Agency Website   | <input type="checkbox"/> Human Interest stories                                |
| <input type="checkbox"/> Local Newspaper  | <input type="checkbox"/> School, professional association and club newsletters |
| <input type="checkbox"/> Community bulletin boards  | <input type="checkbox"/> Social media  |
| <input type="checkbox"/> Volunteer information session/day  |  |
| <input type="checkbox"/> Other (please specify)   |  |

**\* 22. Does the agency target volunteers that have specific characteristics? (e.g. retired, students, particular expertise/skills)?**

- Yes  No

If yes, who do you target and why do you target these characteristics?

**\* 23. Would you describe the agency's volunteer base as a good representation of the community it is based in?**

- Yes  
 No  
 Unsure

**24. Are there any barriers for the agency to the recruitment of new volunteers (e.g. Not enough room, not enough work etc)? (please specify)**

**\* 25. Does the agency have a documented recruitment and selection process?**

- Yes  No

If yes, is this communicated to potential volunteers? How often do you review these?

\* 26. Does the agency use any of the following screening practices?

- |   |   |
|---|---|
| <input type="checkbox"/> Police checks            | <input type="checkbox"/> Working with Children checks |
| <input type="checkbox"/> Referee/character checks | <input type="checkbox"/> Interviews                   |
| <input type="checkbox"/> Other (please specify)   |   |

\* 27. Who in the agency is responsible for carrying out induction/orientation for new volunteers, informing them of the agency's policies and procedures and ensuring they understand what is expected of them in their new role?

- |  |  |
|--|--|
| <input type="radio"/> Volunteer Co-ordinator | <input type="radio"/> Buddy/Colleague                                      |
| <input type="radio"/> Manager                | <input type="radio"/> There is no formal induction/orientation carried out |
| <input type="radio"/> Mentor/Supervisor      |  |
| <input type="radio"/> Other (please specify) |  |

\* 28. How many volunteer enquiries has the agency received in the past 12 months? (Approximate numbers if exact numbers unknown)

\* 29. How many of these volunteer enquiries have resulted in new volunteers? (Approximate numbers if exact numbers unknown)

**\* 30. What priority does the agency place on the following systems for supporting/managing volunteers?**

	Very low	Low	Neutral	High	Very high	None	N/A
Procedures/systems that assist in identifying, assessing and managing risk/OHS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer records are collected, kept secure and maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to informally check-in with someone (debriefing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formal supervision (scheduled time to meet and check-in)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance development processes (yearly performance planning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities that develop effective working relationships (team building)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Processes to identify 'skill needs' of volunteers (effective work practices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requirements around level of training needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In house training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
External training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of additional volunteering opportunities (pathways, skill development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\* 31. Does the agency have a process of identifying skill needs for volunteers?**

Yes  No

If yes, how often is this done?

**\* 32. How well does the agency rate in the following?**

	This is not done	Could do a lot more	Room for improvement	Excellent	Unsure
Responsibilities for managing volunteers is clearly defined and communicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer roles in the agency are clearly defined and documented	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roles are systematically reviewed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policies and procedures relating to volunteers are clearly defined, documented, communicated and implemented	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear risk management processes are in place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources are considered and allocated to volunteer involvement?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



\* 33. How often does volunteering provide a pathway to paid employment within the agency?

	Never	Occasionally	Frequently
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Please provide numbers for when this has happened over the last 12 months

\* 35. What is the agency's position on the use of volunteers who are engaged through a mutual obligations arrangement (MOA), this includes Work for the Dole -(WFD) and people Over 55?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
WFD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over 55s	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 36. Does the agency currently assist with volunteer placements for volunteers engaged in MOAs?

	Never or very rarely	Occasionally	Frequently
WFD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over 55s	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 37. Did the agency assist with volunteer placements for volunteers engaged in MOAs at the time of the last census (2 years ago)?

	Never or very rarely	Occasionally	Frequently
WFD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over 55s	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

38. How many Committee of Management (Board) volunteers are/were members of organisations or professional associations that does/would help support the work of the agency?

Accountancy/Banking

Social Work/Health/Community Services

Event Management

Business/Corporate

Information Technology

Human Resources

Other

39. How many Committee of Management (Board) volunteers also perform other roles within the agency?

Community support workers (CSW)

Administration/Reception

Co-ordination/Management

Client support (other than CSW)

Opportunity shop

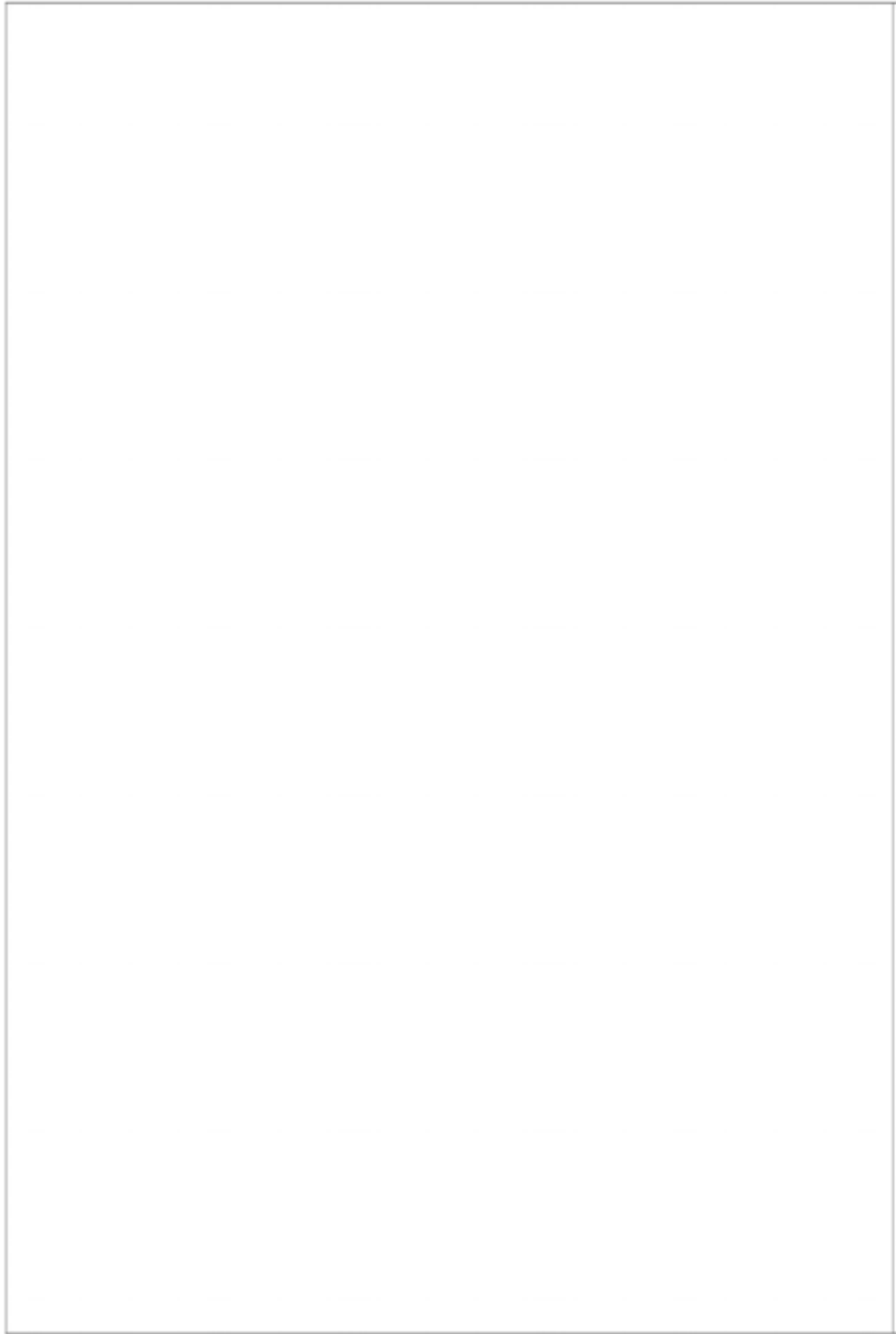
Fundraising

Promotion/Online promotion

Logistical support (e.g. food pickup, stock control, etc.)

Project work (e.g. skilled volunteering conducting research, etc.)

Other



Quantifying Outcomes

\* 40. Does the agency record volunteer hours?

- Yes  No

If yes, please provide details. (How is this done? Who does this? (individual volunteers, co-ordinators, etc.)

41. How often are volunteer hours recorded?

- Daily  Monthly  
 Weekly  Ad hoc  
 Other (please specify)

42. How does the agency use information gathered about volunteer hours?

\* 43. Does the agency use Return on Investment (ROI) to measure the impact of volunteers?

(ROI measures the dollar value benefit provided by volunteers against the cost of programs provided, taking into account the cost otherwise of the volunteers labour)

- Yes  
 No

\* 44. Please rate your satisfaction for the following CISVic training?

	Access to course placements	Location of venues	Volunteer training supports agency	Appropriate scheduling of courses
Community Support Worker Course (accredited training)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Non-accredited training (e.g. challenging behaviours, working with interpreters etc)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please comment (if you would like to share anything further)

## Sector Perceptions

In this section, we are trying to identify the changing needs of the sector from the organisation's and volunteer's view. The same matrix (from a volunteer perspective) is in the volunteer census.

\* 45. Please rate the extent of your agreement or disagreement with the below statements

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Services available can meet client need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers are properly equipped to meet client need with the resources available to them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client needs are complex	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers are able to respond appropriately to the complexity of client need when it presents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services the organisation provides have not changed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer roles have not changed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The client population who utilizes the organisation's services has not changed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients often come in needing more than one thing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients often present to the organization wanting more than the organisation can reasonably provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral rates have not changed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers are familiar with appropriate referral pathways for a variety of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client need has changed over time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. Do you have any thoughts about the state of services and what they can offer clients?

47. Has the nature of need and the services sector changed in recent years? If so, how?

48. If there were unlimited resources, what volunteer support would the agency want?

49. What could CISVic do to better support volunteering in your agency?

50. Any other comments?

**Welcome to the COVID edition of the second bi-annual CISVic Volunteer Census!**

In early March, we released our survey for the 2020 volunteer census... which happened to coincide with some significant changes across CISVic and our member agencies.

We want to know what changed, how it changed, and how COVID impacted you and your volunteering. We still plan on using all of the information we previously collected, and this addendum will help us understand just what happened during 2020.

Information collected will be used to produce the 2020 biennial report on the status of volunteering over the last two years and during the COVID crisis. This information that you share in this survey is confidential and anonymous.

[You can see the results of the 2018 census here.](#)

The survey should take 15 minutes.

Please complete this survey before 11:59 pm on the 24th of December 2020.



## Information About You

\* 1. What gender do you identify as?

- Female
- Male
- Gender Diverse
- Other/Unspecified

\* 2. What is your age?

- 24 and under
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85+

\* 3. Were you a volunteer with CISVic prior to the first COVID-19 lockdown in March 2020?

- Yes
- No

## Existing Volunteers

\* 4. How long had you been a volunteer before March 2020?

- Less than 6 months
- 6 months - 1 year
- 1 - 2 years
- 2 - 5 years
- 5 - 10 years
- 10+

\* 5. Can you describe what your volunteer role was pre-COVID? (You may tick all that apply)

- Community support worker (interviewer)
- Administration
- Reception
- Data entry
- Governance (board)
- Co-ordination/Management
- Client Support (e.g. NILS, Tax Help, Casework, etc.)
- Opportunity Shop
- Fundraising
- Promotion/Online promotion
- Logistical support (e.g. food pickup, stock control, etc.)
- Technical support
- Project work (e.g. skilled volunteering, conducting research, etc.)
- Mentoring new workers/volunteers
- Delivery driver
- Pantry management/Organisation of food
- Community Meals
- Working bees
- Community Development (e.g. community gardens)
- Creating or providing information (e.g. brochures)
- Home deliveries
- Outreach (e.g. providing food parcels from an external location)
- Other (please specify)

\* 6. Did you volunteer between March 2020 and November 2020? *Please select yes even if you only volunteered for some of the time between March and November.* (This includes remote volunteering)

Yes

No

\* 7. Please select all the months that you volunteered in during this period of time.

- March
- April
- May
- June
- July
- August
- September
- October
- November

8. Why did you stop volunteering?

\* 9. Do you plan to return?

- Yes
- No
- Maybe

10. How can volunteers be supported to transition back into the volunteer workforce post-COVID?

## New Volunteers

\* 11. What month did you start volunteering with CISVic?

- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

\* 12. Why did you decide to become a volunteer during this time? (You may tick all that apply)

- I was unemployed.
- I was underemployed.
- I had more time to try new things/things I'd always wanted to try.
- To fill in time.
- I was feeling isolated.
- To make social connections.
- To fulfill mutual obligations arrangements (Centrelink's 15 hours of volunteering per week)
- I am a student.
- I am a casual relief teacher.
- I wanted to help during the pandemic.
- I had the time to learn new skills.
- I was considering a career change.
- As a pathway to employment.
- For fun
- To provide a sense of purpose.
- In order to have routine during this time.
- To be involved in the community.
- Other (please specify)

## Volunteer Experiences During COVID-19

\* 13. Can you describe what your volunteer role was during the COVID-19 pandemic? (You may tick all that apply)

- Community support worker (interviewer)
- Administration
- Reception
- Data entry
- Governance (board)
- Co-ordination/Management
- Client Support (e.g. NILS, Tax Help, Casework, etc.)
- Opportunity Shop
- Fundraising
- Promotion/Online promotion
- Logistical support (e.g. food pickup, stock control, etc.)
- Technical support
- Project work (e.g. skilled volunteering, conducting research, etc.)
- Mentoring new workers/volunteers
- Delivery driver
- Pantry management/Organisation of food
- Community Meals
- Working bees
- Community Development (e.g. community gardens)
- Creating or providing information (e.g. brochures)
- Home deliveries
- Outreach (e.g. providing food parcels from an external location)
- Other (please specify)

14. Did you undertake some parts of your volunteer role remotely?

- Yes
- No

Feel free to comment on your remote arrangements.

**15. What has your overall experience of volunteering been like during COVID?** (You can include the way your role may have changed, the way service delivery changed, what your biggest challenges were, positive stories etc.)



16. Did you feel supported by your service during this time?

- Yes
- No
- Somewhat

Other (please specify)

17. What did your service do well during COVID?

18. What could your service have done better during COVID?

19. What changes did you notice about people seeking assistance during this time? (Please select whether you saw more or less of the following people or presentations)

	A lot more	More	No change	Less	A lot less	N/A
International students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asylum seekers and Migrants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newly Unemployed people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Existing clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People experiencing homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People seeking food and material aid.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People seeking financial support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People seeking mental health support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People seeking help for family violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People seeking help for school costs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People seeking technology support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

20. Are there any changes that your service made during this time that you would like your service to continue?

- Yes  
 No

What are they?

21. How can volunteers be supported to transition back into the volunteer workforce post-COVID?

22. If you undertook our training online during COVID, please describe how you found it. (Select all that apply)

- I found the training helpful.
- I did not find the training helpful.
- I found the online platform easy to use.
- I found the online platform difficult.
- I prefer online training.
- I prefer face-to-face training.
- Other (please specify)

23. Anything else to add?

## Future Volunteering

\* 24. Do you intend to continue volunteering?

- Yes
- No
- Maybe
- I have already stopped volunteering.

Please explain why or why not.

25. If you have work, education or other commitments to return to, how will you manage volunteering? (if applicable)

26. If opportunities to volunteer remotely come up, would you consider them?

- Yes
- No
- Maybe

## Appendix 4

Agency Census - COVID Addendum

**Welcome to the COVID edition of the second bi-annual CISVic Volunteer Census!**

In early March, we released our survey for the 2020 volunteer census... which happened to coincide with some significant changes across CISVic and our member agencies.

We want to know what changed, how it changed, and how COVID impacted your agency and your volunteers. We still plan on using all of the information we previously collected, and this addendum will help us understand just what happened during 2020.

Information collected will be used to produce the 2020 biennial report on the status of volunteering over the last two years and during the COVID crisis. This information that you share in this survey is confidential and anonymous.

[You can see the results of the 2018 census here.](#)

There are 24 questions, however, not every question requires an answer. The survey should take about 10 minutes.

**Agency Operations during COVID-19**

\* 1. Did your organisation close at any point during the COVID-19 pandemic (March - November 2020)?

Yes

No

\* 2. Please select all the months during which the agency was closed.

- March
- April
- May
- June
- July
- August
- September
- October
- November

**Information About Your Existing Volunteers**

\* 3. How many volunteers were registered with the agency **before COVID-19** (March 2020)?



Agency Census - COVID Addendum

\* 4. Of these existing volunteers, what percentage of them were **actively volunteering** (onsite and/or remote) during each of the following months? If you were closed for a certain month, you can skip that month.

	0-9%	10-19%	20-29%	30-39%	40-49%	50-59%	60-69%	70-79%	80-89%	90-100%
March	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
April	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
May	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
June	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
July	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
August	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
September	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
October	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
November	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 5. In total, approximately what percentage of existing volunteers **stopped** volunteering completely at some point during the pandemic?

0-9%	10-19%	20-29%	30-39%	40-49%	50-59%	60-69%	70-79%	80-89%	90-100%
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

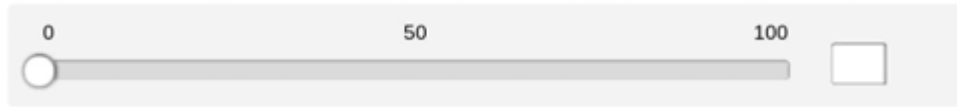
\* 6. What age groups of volunteers did you **lose** the most of during the pandemic?

- 24 years and under
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- We didn't lose volunteers during the pandemic.

7. What percentage of the volunteers the agency lost during the pandemic, have already **returned** (as of December 2020)?

0	50	100	<input type="text"/>

8. What percentage of volunteers the agency lost during the pandemic, have confirmed that they **will not return**?



**Information about New Volunteers**

\* 9. Did you gain volunteers during the pandemic?

- Yes
- No

10. What month did you gain the most new volunteers?

- March
- April
- May
- June
- July
- August
- September
- October
- November

11. What age groups of volunteers did you **gain** the most of during the pandemic?

- 24 years and under
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

12. To your understanding, what percentage of new volunteers are going to continue to volunteer at your agency for the foreseeable future?

0 50 100

**Working for Victoria**

\* 13. Did anyone who volunteered with your agency (before or during COVID-19) obtain paid employment with your agency through the Working for Victoria fund?

Yes

No

**Staffing Composition**

\* 14. How many *volunteers* are **currently registered** (existing and new) with the agency? **Do not include Working for Victoria staff.**

15. Approximately what percentage of currently registered volunteers are actively volunteering?

0-9%    10-19%    20-29%    30-39%    40-49%    50-59%    60-69%    70-79%    80-89%    90-100%

16. How many Working for Victoria staff members do you have at your agency?

- 0
- 1
- 2
- 3
- 4
- 5
- 6+

17. How many paid staff (not including Working for Victoria) do you currently have at your agency?

**Experiences**

18. How did volunteering change during the pandemic? Select all that apply.

- It didn't change.
- We had no volunteers during most of the pandemic.
- Volunteers worked from home.
- Volunteers conducted client services over the phone.
- Volunteers took on new roles and/or responsibilities (deliveries, data entry).
- Volunteers took on more work.
- Volunteers had less work.
- Agency had reduced volunteer capacity but greater demand for services.

Other (please specify)

19. Has COVID changed your thoughts about volunteers/volunteering?

- Yes
- No
- Somewhat

Comments

20. What will your agency do to support volunteers to transition back into the volunteer workforce post-COVID?

21. What did your service do well during the pandemic?

22. What could have been done better?

23. Did you feel supported by CISVic during the pandemic?

- Yes
- No
- Somewhat

24. Are there any changes made during COVID-19 that you'd like your service to continue?

- Yes
- No

Please specify the changes you'd like to keep.