

Key Findings

Volunteer involvement is critical to our sector & how we support the community. It is important to Community Information and Support Victoria (CISVic) that we regularly hear from our volunteers, to understand how we can better support them.



Volunteers have gained a sense of community, purpose and improved personal wellbeing from volunteering at a CISVic agency.



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 safe, paid staff and community members safe.

Characteristics of our volunteers:

59% Aged 65+ years old (28% 55-64 yrs, 12% other)

83% Female (16% Male, 1% Gender Diverse)

1% Aboriginal or Torres Strait Islander

23% Born outside Australia

24% Speak a language other than English

10% Have a disability

65%

have
volunteered
between 2-10+
yrs

9102

collective
average hrs
volunteered
monthly

CISVic 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.