

# BENCHMARK SURVEY RESULTS

## Campaspe Murray Vibrant Volunteer Network

- July 2019 - June 2020



### INTRODUCTION

This year we introduced the inaugural Campaspe Murray Vibrant Volunteer Network Benchmark Survey, launched in July 2020. Data collected from this survey will inform the strategic priorities for the network.



Campaspe Murray have 1,608 **Active Volunteers across 15 organisations**

**62%** (15/23) members of the Network participated in the survey. These Volunteer Involving Organisations (VIO's) include health and community service providers, community & neighbourhood houses, and local government. (Note: the Campaspe Shire Council response includes Community Transport, Campaspe Regional Library & the Port of Echuca - collated as one VIO).

**100% of VIO's who completed the Benchmark Survey align their Volunteer Program to the National Volunteering Standards**

### DEMOGRAPHICS

The average Campaspe Murray volunteer is;

**62 years - average age**



**68% are female**



**32% are male**



The 1,608 volunteers have contributed **80,788** hours of volunteering in the Campaspe Murray areas to the monetary value of **\*\$3,370,472**



(\*May 2017 - May 2018 Australian Bureau of Statistics (ABS) figures - \$41.72 per hour)

### VOLUNTEER TRAINING

#### Orientation & Training of volunteers

- 93% provide structured orientation as well as ongoing training & education
- 66% provide orientation in groups
- 73% provide orientation face to face
- 13% provide orientation online



**16** new volunteer roles were created

**158** new volunteers were inducted

#### Campaspe Murray Vibrant **Volunteer Handbook and Induction Video**

- 66% VIO's use the Handbook and Induction Video produced by the network
- 66% have annual mandatory training for volunteers.
- 170 Volunteers received training from their organisation
- 73% VIO's sourced their volunteer training from our Network
- 60% offer their volunteers online training
- 60% of VIO's conduct an annual satisfaction survey of their volunteers



Our volunteer organisation's advertise for new volunteers by;

**86%** word of mouth

**73%** social media

**53%** newsletters

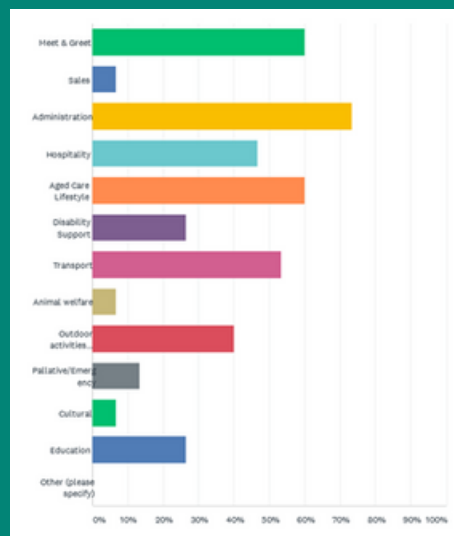
**40%** newspapers

**20%** community noticeboards

**6%** online portals

## Areas Volunteers are Involved in:

- **73%** Administration
- **60%** Meet and greet
- **60%** Aged care lifestyle
- **53%** Transport
- **46%** Hospitality
- **40%** Outdoor activities eg gardening
- **27%** Disability support
- **27%** Education
- **13%** Palliative and emergency
- Other including Cultural, Animal welfare, sales



## VIBRANT VOLUNTEER NETWORK MEMBERS

### The Campaspe Murray Volunteering Involving Organisations

- **35%** belong to a peak volunteering body
- **66%** report on their volunteer program to their Board, CEO or Exec on a regular basis
- **100%** of Managers/coordinators are supported to attend training & education
- **60%** use the training provided by the CMVNV
- **100%** of VIO's recognise and celebrate the contribution of volunteers to their organisation
- **100%** report the value/contribution of volunteers of their volunteers, with 33% measure dollar value, 40% measure through output



### Volunteer Coordinators

- **60%** of volunteer managers/coordinators utilise the Network training
- **26%** do online training
- **13%** attend conferences
- **100%** are supported by their organisation to attend training

## Campaspe Murray Vibrant Volunteer Project Satisfaction

100% of VIO's who completed the survey are satisfied with the level of progress & engagement of project activities. The reported benefits from being part of the network are

- 100% sharing ideas
- 86% providing support
- 86% promoting good volunteer practice
- 80% promoting leadership & recognition volunteer management
- 86% advocating to peak bodies & government re Volunteering



*"It's just wonderful to be part of a network - it just makes it easier with the support of others knowing we are doing the same thing and all the benefits to our community."*

*"Very difficult in my role, as I have other responsibilities as well as volunteer coordination thrown in. No extra time allocated for volunteer role, which makes it difficult to get to meetings"*



From our benchmark survey indicate that all respondents 100% (15/26) **support the establishment of a Volunteer Resource Centre** in our region

### Network Organisations that participated in the survey:

Echuca Regional Health, Kyabram District Health Service, Rochester Elmore & District Health Service, Swan Hill District Health Service, Community Living & Respite Services, Campaspe Shire Council

Echuca Community for the Aged, Rochester Community House, Girgarre Community House, Crossenvale Community House, Echuca Neighbourhood House, We Are Vivid, Riding For the Disabled, Lockington & District Bush Nursing Centre