

BENCHMARK SURVEY

- COVID IMPACT

Campaspe Murray Vibrant Volunteer Network

- July 2020 - June 2021



THE YEAR in REVIEW

This year is our second Campaspe Murray Vibrant Volunteer Network Benchmark Survey, completed in May-June 2021. COVID-19 has impacted the number of Volunteer Involving Organisations participating in this survey as many organisations have only partially or not re-engaged volunteers since the pandemic outbreak.

1,409

Campaspe Murray have **1,409 Active Volunteers across 11 organisations**

48% (11 out of 23) members of the Network participated in this year's survey (down from 62% the previous year). These Volunteer Involving Organisations (VIO's) include health and disability service providers, community & neighbourhood houses, and local government and tourism.

(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

There has been minimal changes since 2020 - the average Campaspe Murray volunteer in 2021 is;

62 years - average age



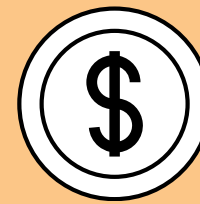
69% are female



31% are male



The **1,409** volunteers have contributed **57,365** hours of volunteering in the Campaspe Murray areas to the monetary value of ***\$2,467,84** (down from **80,788** hours the previous year)



(*Feb. - May 2020 Australian Bureau of Statistics (ABS) figures - \$43.02 per hour)

VOLUNTEER TRAINING

Orientation & Training of volunteers

- 93% provide structured orientation as well as ongoing training & education
- 45% provide orientation in groups
- 90% provide orientation face to face
- 18% provide orientation online



10 new volunteer roles were created

71 new volunteers were inducted

Campaspe Murray Vibrant Volunteer Handbook and Induction Video

- **63%** VIO's use the Handbook and Induction Video produced by the network
- **100%** have annual mandatory training for volunteers.
- **104** Volunteers received training from their organisation
- **63%** VIO's sourced their volunteer training from our Network
- **54%** offer their volunteers online training
- **54%** of VIO's conduct an annual satisfaction survey of their volunteers



Our volunteer organisation's advertise for new volunteers by;

72% word of mouth

81% social media

54% newsletters

63% newspapers

36% community noticeboards

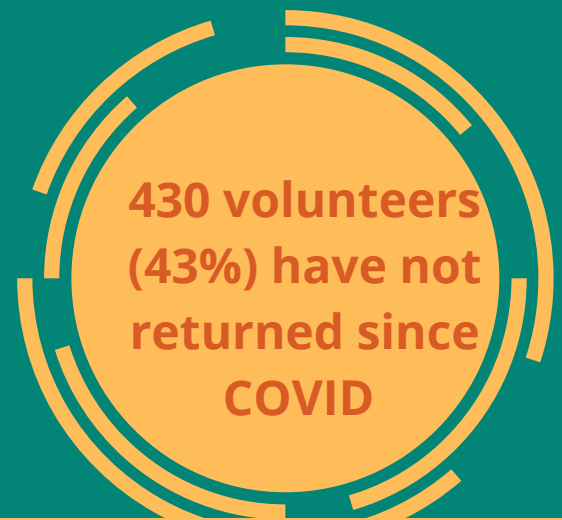
9% online portals

IMPACT OF COVID 19 ON VOLUNTEERING:

The hardest hit organisations during COVID 19 were the health, disability and sporting sectors as all their volunteers were stood down and to date some have not yet returned to volunteering. Community neighbourhood houses remained open with reduced volunteers to assist with increased demand for emergency food relief/foodbank.

- 36% of VIO's stood down volunteers
- 18% of VIO's partially stood down volunteers
- 9% of Volunteers have fully returned
- 63% of volunteers have partially returned
- 36% of Volunteer Managers developed new ways to communicate with volunteers, via social media, welfare visits & phone calls

Of the 10 VIO's who responded to this question in the survey **43% (430)** of volunteers have not returned to volunteering.



VIBRANT VOLUNTEER NETWORK MEMBERS



The Campaspe Murray Volunteering Involving Organisations

- **45%** belong to a peak volunteering body
- **72%** 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
- **100%** of VIO's recognise and celebrate the contribution of volunteers to their organisation
- **100%** report the value/contribution of volunteer of their volunteers

Volunteer Coordinators

- 63%** of volunteer managers/coordinators utilise the Network training
- 54%** 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

- 90% sharing ideas
- 100% providing support
- 90% promoting good volunteer practice
- 81% promoting leadership & recognition of volunteer management
- 72% advocating to peak bodies & government re Volunteering



Network Organisations that participated in the survey:

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

Girgarre Community House, Echuca Neighbourhood House, We Are Vivid, Kyabram Fauna Park, Rushworth Community House